REQUEST FOR PROPOSAL

FOR

Design, Development and Launch of the Transformed ILRI Corporate Website (ilri.org), with Post-Launch Support and Maintenance

RFP NUMBER: ILRI/RFP-017/2026

ILRI

November 2026

SUBMISSION EMAILS (technical and financial proposals must be sent separately)

Technical proposal: ILRI-TechnicalWebsiteDevTender@cgiar.org
Financial proposal: ILRI-FinancialWebsiteDevTender@cgiar.org
Clarifications and confirmation of intention to bid: ILRI-ProcurementKenya@cgiar.org

Key Dates

1. RFP advertisement / issue date	*Wednesday, 23 November 2026*
2. Confirmation of intention to bid (by email to ilriprocurementkenya@cgiar.org and ILRI-ProcurementKenya@cgiar.org, copying A.Schryer-Roy@cgiar.org, K.Chibafa@cgiar.org and D.Hailemichael@cgiar.org, to receive the pre-bid conference link)	*Wednesday, 2 December 2026, 17:00 EAT*
3. Virtual pre-bid conference (Microsoft Teams)	*Thursday, 3 December 2026, 14:00 EAT (Nairobi time, GMT+3)*
4. Deadline for submission of clarification questions	*Friday, 11 December 2026, 17:00 EAT*
5. ILRI publishes consolidated Q&A and pre-bid conference minutes to all bidders	*Friday, 18 December 2026*
6. Proposal submission deadline (technical and financial proposals, in separate emails)	*Friday, 15 January 2027, 17:00 EAT*
7. Opening of technical proposals only (financial proposals remain unopened)	*Monday, 18 January 2027*
8. Evaluation of written technical proposals	*18 – 22 January 2027*
9. Invitation of eligible bidders to presentations	*By Monday, 25 January 2027*
10. Virtual bidder presentations (scored as part of the technical evaluation)	*27 – 29 January 2027*
11. Technical evaluation report signed; bidders notified of technical result	*By Wednesday, 3 February 2027*
12. Opening of financial proposals of technically qualified bidders (75% and above) only	*Thursday, 4 February 2027*
13. Financial evaluation and combined scoring	*4 – 9 February 2027*
14. Due diligence, negotiations and Tender Committee recommendation	*10 – 17 February 2027*
15. Approval and notification of award	*By Friday, 19 February 2027*
16. Contract signature	*By Friday, 26 February 2027*
17. Project kick-off (start of Phase 1)	*Week of 1 March 2027*

SECTION 1 (A) - REQUEST FOR PROPOSAL (RFP)

Date: 23 November 2026

Reference number: ILRI/RFP-017/2026Name of Assignment: Design, Development and Launch of the Transformed ILRI Corporate Website (ilri.org), with Post-Launch Support and Maintenance

The International Livestock Research Institute (ILRI) invites sealed proposals from qualified and experienced firms or consortia to design, build and launch a transformed ilri.org, and to provide post-launch warranty, support, maintenance and continuous development (the "Services"), as detailed in the Terms of Reference in Appendix 1. The scope of this RFP covers ilri.org only; no other ILRI website is included. ILRI will award a fixed-price contract for the design, build and launch, together with a post-launch support and maintenance arrangement priced at a fixed hourly rate and renewable annually subject to satisfactory performance. Proposals must be submitted by email, as two separate files (technical and financial), in accordance with this RFP.

BACKGROUND

The International Livestock Research Institute (ILRI) works for better lives, better planet through livestock in developing countries. ILRI is co-hosted by Kenya and Ethiopia, has 13 offices across Asia and Africa, employs some 700 staff and has an annual operating budget of about USD100 million in 2024. ILRI is a CGIAR research centre, a global research partnership for a food-secure future. It has its headquarters in Nairobi, Kenya and a principal campus in Addis Ababa, Ethiopia and offices in other regions of Africa (Burkina Faso, Burundi, Mali, Senegal, Tanzania, Zimbabwe, Uganda, Nigeria); South Asia (India); East and Southeast Asia (Nepal, Vietnam).

ilri.org is ILRI's primary public-facing channel for reaching policymakers, donors and investors, scientists, development practitioners, journalists, the private sector and students. The site was last revamped in 2023, yet traffic has remained at around one million views a year and the structural problems the 2023 revamp sought to solve persist. ILRI is therefore seeking a transformation of the website – its architecture, design, search, editorial capability, governance and maintenance – rather than a visual refresh or CMS migration alone. The full requirements are set out in the Terms of Reference (Appendix 1).

KEY FEATURES OF THIS RFP PROCESS

To ensure that every bidder works from the same information, prices the same scope and is evaluated in the same way, this RFP process has the following features. Bidders are strongly encouraged to read them carefully.

- *Clear and single scope: the RFP covers ilri.org only. All bidders must price the same scope using the mandatory pricing template in Appendix 4, showing hours by role and by phase, so that proposals are directly comparable. Any assumption that reduces or excludes scope must be stated explicitly; unstated exclusions will be treated as included in the fixed price.*
- *Virtual pre-bid conference: a pre-bid conference will be held on Microsoft Teams on Thursday December 3 2026 at 14:00 EAT to walk all bidders through the scope, technical requirements, timeline, submission requirements and evaluation method. Bidders who confirm their intention to bid by Wednesday, 2 December 2026, 17:00 EAT, by email to ilriprocurementkenya@cgiar.org and ILRI-ProcurementKenya@cgiar.org with a copy to A.Schryer-Roy@cgiar.org, K.Chibafa@cgiar.org and D.Hailemichael@cgiar.org, will receive the meeting link. Attendance is not mandatory but is strongly encouraged. Minutes and a consolidated, anonymised Q&A will be shared with all prospective bidders.*
- *Equal access to information: any information about the current website provided to one bidder will be provided to all bidders at the same time. Prior or current work with ILRI earns no additional credit; incumbency, transition and continuity are not evaluation criteria.*

- *Two separate proposals: the technical proposal and the financial proposal must be submitted by the same deadline as two separate emails to two separate closed mailboxes (see Section 2). The technical proposal must not contain any price information.*
- *Published evaluation method: evaluation takes place in three stages – (1) mandatory requirements (pass/fail); (2) technical evaluation out of 100 points, made up of the written proposal (80 points) and a scored presentation (20 points); and (3) financial evaluation. The minimum technical pass mark is 75 out of 100. The final ranking is based on a combined score: 70% technical and 30% financial.*
- *Presentations are part of the technical score: eligible bidders will present their proposal virtually and be scored against published criteria before any financial proposal is opened.*
- *Financial proposals opened only for qualified bidders: the technical results, evaluator comments, consolidated scores and qualification decisions will be documented and signed before any financial proposal is opened. Only financial proposals of bidders scoring 75 or above will be opened; the financial proposals of all other bidders will remain unopened and will not be considered further.*
- *No new criteria after closing: all criteria, weights, the pass mark, presentation scoring, reference checks and the combined scoring formula are published in Appendix 3 and will not be changed or supplemented after the submission deadline.*
- *Clear timeline: all key dates are listed on the cover page. ILRI will notify all prospective bidders in writing of any change to the timeline.*

SECTION 2: GENERAL INSTRUCTIONS

Introduction	*Bidders shall adhere to all the requirements of this RFP, including any amendments made in writing by INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE. This RFP is conducted in accordance with the ILRI Procurement Policy.* *Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE. INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE is under no obligation to award a contract to any Bidder as a result of this RFP.* *INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE reserves the right to cancel the procurement process at any stage without any liability of any kind for INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE, upon notice to the bidders.*
Deadline for the Submission of Quotation	*The deadline for submission of proposals is Friday, 15 January 2027, 17:00 East Africa Time (EAT, GMT+3). Proposals received after the deadline will not be accepted.* *If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.*
Method of Submission	*Quotations must be submitted as follows:* *Email: Submit the technical proposal and the financial proposal as two separate emails, by the same deadline, to the following closed email addresses, which will only be accessed at the official opening: (i) technical proposal, including all mandatory documents: ILRI-TechnicalWebsiteDevTender@cgiar.org;* *(ii) financial proposal: ILRI-FinancialWebsiteDevTender@cgiar.org. The subject line of each* email must read "[RFP reference number] – *ilri.org Website Transformation – Technical Proposal (or Financial Proposal)* – [Bidder name]". The technical proposal must not contain any price *information; a technical proposal that discloses prices will be disqualified. Hard copy documents will not be accepted.* ▪ *File Format: All documents must be in PDF format. The technical submission must be divided into (i) mandatory/statutory documents, (ii) the technical proposal and (iii) CVs, portfolio and references, and may be sent as a zipped folder. The financial submission must contain only the completed pricing template (Appendix 4), signed, in PDF, with the same template in Excel format to allow verification of arithmetic. Where attachments exceed 20 MB*, send them in clearly numbered emails (e.g. "Part 1 of 2") before the *deadline.* ▪ *File names must be in the Latin alphabet/keyboard and clearly indicate the content of the document to facilitate review.* ▪ *All files must be free of viruses and not corrupted.*
Cost of preparation of quotation	*INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE shall not be responsible for any costs* associated with a Supplier's preparation and submission of a quotation, regardless of the *outcome or the manner of conducting the selection process.*
Supplier Code of Conduct, Fraud and Corruption	*All prospective suppliers must read ILRI's Conflict of Interest Policy and acknowledge that it provides the minimum standards expected of suppliers to ILRI. The ILRI policy on modern slavery and human trafficking, which includes principles on labour, human rights, environment, and ethical conduct, also applies to all suppliers.* *Moreover, the INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE vendors, and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. INTERNATIONAL LIVESTOCK* RESEARCH INSTITUTE's *ANTI-FRAUD AND ANTI-CORRUPTION POLICY*
Gifts and Hospitality	*Bidders/vendors shall not offer gifts or hospitality of any kind to INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE staff members, including recreational trips to sporting or cultural events, theme parks, or offers of holidays, transportation, or invitations to extravagant lunches, dinners, or similar. In pursuance of this policy, INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE contract.*
Conflict of Interest	*INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE requires every prospective Supplier to avoid and prevent conflicts of interest by disclosing to INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE whether you, or any of your affiliates or personnel, were involved in the preparation of*

	the requirements, design, specifications, cost estimates, and other information used in this RFP. Bidders shall strictly avoid conflicts with other assignments or their own interests and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. *Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFP.*
Eligibility	*A vendor who will be engaged by INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group, or any other international Organization. Vendors are therefore required to disclose to the INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE.* It is the Bidder's responsibility to ensure that its *ultimate beneficial owners, employees, joint venture members, sub-contractors, service providers, suppliers, and/or their employees meet the eligibility requirements as established by INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE.* *Bidders must have the legal capacity to enter a binding contract with INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE and to deliver in the country, or through an authorized representative.* *Other, more specific eligibility requirements are included in Section 2.1 RFP Specific Instructions, if applicable.*
Currency of Quotation	*Quotations shall be quoted in United States Dollars (USD).*
Joint Venture, Consortium or Association	*If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.*
Only one Bid	*The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium, or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, consortium, or Association.* *Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:* *a) they have at least one controlling partner, director, or shareholder in common; or* *b) any one of them receives or has received any direct or indirect subsidy from the other/s; or* *c) they have the same legal representative for purposes of this RFP; or* *d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFP process.* *e) they are subcontractors* to each other's Bid, or a subcontractor to one Bid also submits another *Bid under its name as lead Bidder; or* *f) some key personnel proposed to be in the team of one Bidder who participates in more than one Bid received for this RFP process. This condition relating to the personnel does not apply to subcontractors being included in more than one Bid.*
Price variation	*No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.*
Alternative Quotes	*If an alternative quote is permitted, it may be submitted only if a conforming quote to the RFP requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being* submitted, they must be clearly marked as "Main Quote" and "Alternative Quote" *in the submission and in any supporting document as relevant.*

Right not to accept any quotation	*INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE is not bound to accept any quotation, nor to award a contract or Purchase Order.*
Right to vary the requirement at the time of award	*At the time of award of Contract or Purchase Order, INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum Ten per cent (10%) of the total offer, without any change in the unit price or other terms and conditions.*
Policies and procedures	*This RFP is conducted in accordance with ILRI's Procurement Policy.*

SECTION 2.1: RFP SPECIFIC INSTRUCTIONS

Duties and taxes	*INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in the requirements section.* *All prices must:* ☒ *be exclusive of VAT and other applicable indirect taxes* *ILRI is duty and VAT exempt. The services will be exempt from VAT and excise duty under the terms of ILRI's host country agreement with the Government of Kenya. ILRI will issue the supplier with a VAT exemption certificate against each invoice.*
Language of quotation	*English.* *Including documentation, including catalogues, instructions, and operating manuals.*
Quotation validity period	*Quotations shall remain valid for one hundred and twenty (120) days from the deadline for submission of proposals.*
Payment Terms	☐ *100% within 30 days after receipt of goods, works, and/or services and submission of payment documentation.* ☒ *Other: Milestone-based payments against deliverables accepted in writing by ILRI, as set out in Appendix 1, Section 10, payable within 30 days of acceptance and receipt of a correct invoice. Post-launch support and maintenance will be invoiced monthly in arrears at the contracted hourly rate against approved timesheets.*
Conditions for Release of Payment	☐ *Passing Inspection [specify method, if possible] Complete Installation* ☒ *Passing all Testing: written acceptance by ILRI of each milestone deliverable against the acceptance criteria in Appendix 1, including accessibility, performance, security and user-acceptance testing before launch.* ☐ *Others [pls. specify]*
Clarifications	*Requests for clarification must be sent in writing to ilriprocurementkenya@cgiar.org (Attention: Joyce Chege, Procurement) no later than Friday, 11 December 2026, 17:00 EAT. Questions may also be raised at the virtual pre-bid conference on Thursday, 3 December 2026, 14:00 EAT. ILRI will share a consolidated, anonymised Q&A document and the minutes of the pre-bid conference with all prospective bidders by Friday, 18 December 2026. Requests received after the deadline will not be answered.*
Evaluation method	☒ *Quality- and Cost-Based Selection (QCBS): the contract will be awarded to the technically qualified, substantially responsive bidder with the highest combined score (technical 70%, financial 30%), as set out in Appendix 3.* ☐ *Other Click or tap here to enter text.*
Evaluation criteria	☒ *Stage 1 – Full compliance with all mandatory requirements and documents listed in Appendix 3 (pass/fail).* ☐*Earliest Delivery /shortest lead time* ☒ *Stage 2 – Technical evaluation out of 100 points: written technical proposal (80 points) and scored virtual presentation (20 points). Minimum technical pass mark: 75 out of 100. Stage 3 – Financial evaluation of technically qualified bidders only; financial proposals of bidders*

	scoring below 75 will remain unopened. Full criteria, weights, scoring guide and formula are set out in Appendix 3.
Type of Contract to be awarded	☐ *Purchase Order* ☐ *Contract for Works* ☒ *Fixed-price service contract for the design, build and launch of ilri.org (Phases 1–3), including a three-month warranty, followed by a support and maintenance arrangement at the fixed hourly rate quoted, renewable annually for up to three (3) years subject to satisfactory performance.*

RFP Instructions

1.0 Cost of tendering

The Tenderer shall bear all costs associated with the preparation and submission of its tender, and ILRI, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

2.0 Contents of tender documents

The Tenderer is expected to examine all instructions, forms, terms and specifications in the tender documents. Failure to furnish all information required by the tender documents, or submission of a tender that is not substantially responsive to the tender documents in every respect, will be at the Tenderer's risk and may result in rejection of the tender.

3.0 Clarification of Documents and Pre-bid Conference

A prospective Tenderer may submit enquiries regarding the tender documents to ILRI in writing by email to ilriprocurementkenya@cgiar.org, no later than the clarification deadline of Friday, 11 December 2026, 17:00 EAT. ILRI's responses, including an explanation of the query but without identifying its source, will be communicated in writing to all prospective Tenderers who received the tender documents.

ILRI will hold a virtual pre-bid conference on Microsoft Teams on Thursday, 3 December 2026, 14:00 EAT, to brief all prospective Tenderers on the scope, requirements, timeline, submission requirements and evaluation method, and to answer questions. ILRI will share the minutes of the conference and a consolidated Q&A document with all prospective Tenderers by Friday, 18 December 2026. Only written answers issued by ILRI Procurement are binding; verbal statements made during the conference are not binding unless confirmed in writing.

4.0 Amendment of documents

At any time prior to the deadline for submission of tenders, ILRI, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.

All prospective tenderers who have obtained the tender documents will be notified of the amendment by email and such amendment will be binding on them.

To allow prospective Tenderers reasonable time to take an amendment into account when preparing their tenders, ILRI may, at its discretion, extend the deadline for submission of tenders.

5.0 Tender Currencies

Prices shall be quoted in United States Dollars (USD) using the pricing template in Appendix 4. The tenderer shall indicate the hours, rates and prices for each cost category and phase, and the total fixed price for the services it proposes to provide under the contract. In case of discrepancy between unit rates multiplied by hours and the totals, the unit rates will prevail.

6.0 Taxes

ILRI is duty and VAT exempt. All invoices supplied to ILRI will be less the applicable VAT, and ILRI will issue the supplier with a VAT exemption certificate against each invoice.

7.0 Tenderers Eligibility and Qualifications.

The documentary evidence of the tenderer's qualifications and experience to perform the contract if its tender is accepted shall establish to ILRI's satisfaction that the tenderer has the financial and technical capability *necessary to perform the contract.*

8.0 Format and Signing of Tender

The tender document shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, except for un-amended printed literature, shall be initialed by the person or persons signing the tender.

The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

9.0 Deadline for Submission of Tenders

All proposals must be received by ILRI not later than Friday, 15 January 2027, 17:00 EAT to be deemed received on time: the technical proposal at ILRI-TechnicalWebsiteDevTender@cgiar.org and the financial proposal at ILRI-FinancialWebsiteDevTender@cgiar.org.

ILRI may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents, in which case all rights and obligations of the procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

10.0 Modification and withdrawal of tenders

The Tenderer may modify or withdraw its tender after submission, provided that ILRI receives written notice of the modification, substitution or withdrawal before the deadline prescribed for submission of tenders.

No tender may be modified after the deadline for submission of tenders.

No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer.

ILRI may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

ILRI shall give prompt notice of the termination to the tenderers and will not give reasons for termination.

11.0 Clarification of tenders

To assist in the examination, evaluation and comparison of tenders ILRI may at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices, scope or substance shall be sought, offered, or permitted. Where the same issue affects more than one tender, ILRI will seek clarification from all affected tenderers on the same basis.

12.0 Award Criteria

ILRI will award the contract to the substantially responsive tenderer that achieves a technical score of at least 75 out of 100 and obtains the highest combined technical (70%) and financial (30%) score in accordance with Appendix 3, subject to satisfactory due diligence and contract negotiation. Where two tenderers have the same combined score, the tenderer with the higher technical score will be ranked first.

ILRI reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders

at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for its action. If ILRI determines that none of the tenderers is responsive; it shall notify each tenderer who submitted a tender.

A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment by ILRI from participating in future procurement.

13.0 Official email address

All enquiries and formal clarification requests should be sent to ilriprocurementkenya@cgiar.org. Tender submissions must be sent only to ILRI-TechnicalWebsiteDevTender@cgiar.org (technical proposal) and ILRI-FinancialWebsiteDevTender@cgiar.org (financial proposal).

14.0 Method of submission

Tenders must be submitted electronically as two separate emails to the closed email addresses ILRI-TechnicalWebsiteDevTender@cgiar.org (technical proposal and mandatory documents) and ILRI-FinancialWebsiteDevTender@cgiar.org (financial proposal), quoting the RFP reference number and the name of the bidder in the email subject. Documents must be in PDF format (with the pricing template also in Excel). No hard copy documents will be accepted. Please send a confirmation email to ilriprocurementkenya@cgiar.org once the proposal has been submitted, without attaching the proposal. The bidder is responsible for confirming that all required files are attached before the stated deadline.

15.0 Contractual Arrangements

The selected firm will enter into a formal contract with ILRI, outlining the terms and conditions of the engagement, including deliverables, acceptance criteria, timelines, payment milestones and service levels for post-launch support. The general conditions of contract are set out in Appendix 5.

16.0 Tender Security

No bid security (tender security, bid bond or bid-securing declaration) is required for this RFP, and bidders should not submit one.

17.0 Confidentiality

All information provided to the firm during the project must be treated as confidential and not disclosed to third parties without prior consent from ILRI.

18.0 Disclosure/Certification

For the firm to be able to provide the quality of services required and ensure there is no conflict of interest with the Center, please submit this form together with your proposal.

The information provided by you will be handled on a Strictly Confidential basis and is for the use of the Center only.

This form must be fully completed. For those questions not applicable to your company, please fill in the blank with "N/A" or "NONE". If the space provided after each question is insufficient, please record the *information on a separate typed page and attach to the original.*

1. *List below the names and nationalities of all the Directors, Shareholders and/or Partners of your company.*

2. *List any other Companies, Holding Companies or other organizations and their addresses who hold a substantial interest in your company.*

3. *List the name of the Chairman and the Managing Director of the company.*

4. *Do any of the company employees, particularly those in management positions, have any family members or friends employed by ILRI?*

Yes *No*

If yes, list their names and position in either organization.

5. Do you have a code of conduct or ethics governing your director's and your employees' behavior?

Yes *No*

If yes, please attach a copy with your offer.

6. *List below the banks or Credit Institutions with which your company has accounts if this is not presented in your audited financial statements.*

7. *Does the company have Branch offices, which are owned and operated solely by the company?*

Yes *No*

If yes, list below the Company owned branch facilities and their physical addresses:

8. Are the company's owned or leased premises insured against fire, theft, storm, etc.

Yes *No*

If yes, list below the companies Insurer(s), Classes of Policies held, Amounts Insured.

9. *Are you insured for all third party or consequential liabilities?*

Yes *No*

If yes, what is the limit of your liability?

10. *Will any other parties or companies be authorized to act as your agents/sub-contractors?*

Yes *No*

If yes, list their names and physical addresses below.

CERTIFICATIONS

The following certification statements must be signed and submitted with the vendor's offer on this original *form.*

A. *I,_____the Chairman/Director/ Managing Director of (company)_*

hereby agree to all Provisions and caveats governing the submission of our offer.

B. *I further certify that Request for Proposal, has been offered with the full intent of this Company to supply the services as described at the rates we have indicated, which are guaranteed for the purposes of negotiating the design, development, launch, support and maintenance of the ilri.org website with ILRI and that all of the rates and charges have been verified, and are correct as indicated herein, and do not require any further amendment(s).*
C. *I further certify that all of the information we have supplied in the Disclosure form is full and complete and true, to the best of my knowledge.*
D. *In addition, I certify that I have all of the necessary authority conferred upon me by this company to guarantee the rates and charges in this Offer, and all other information contained herein.*

Name: _____ *Title:* _____
Signature: _____ *Date:* _____

Name: _____ *Title:* _____
Signature: _____ *Date:* _____

Appendix 1 - Terms of Reference

INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE (ILRI)
TERMS OF REFERENCE
Transformation of ilri.org: Building the leading global destination for livestock science, innovation and development

1. Introduction and purpose

The International Livestock Research Institute (ILRI) is a CGIAR research center headquartered across Kenya and Ethiopia, working to improve food and nutritional security and reduce poverty in developing countries through more sustainable and productive livestock systems.

Through this Request for Proposals (RFP), ILRI is seeking a qualified vendor or agency to design, build, and launch a transformed ilri.org, one capable of serving as ILRI's primary public-facing channel for reaching policymakers, donors, scientists, development practitioners, journalists, the private sector, and students. The scope of this RFP covers ilri.org only.

This is deliberately framed as a transformation, not a redesign. Vendors should read this RFP as a call for architecture, design, editorial capability, maintenance, continuous development, and content governance to be solved together, not a visual refresh or CMS migration alone.

2. Background and rationale

2.1 Strategic context

ILRI's corporate and research strategy commits the institute to a measurable ambition: positively affecting the lives of 300 million people, split across two strategic objectives — roughly 100 million through the deployment of 200 science-based livestock solutions across 20 countries (Strategic Objective 1), and 200 million through getting sustainable livestock incorporated into investment and policy decisions by governments, investors, and multilateral agencies (Strategic Objective 2).

Both objectives run through the same bottleneck: audiences outside ILRI (investors, policymakers, partners) have to find, trust, and act on ILRI's evidence and innovations. The website is the main channel ILRI controls end to end that can reach all of them at once, continuously, without added headcount for every new audience reached.

2.2 The evidence

A full year of Google Analytics, cross-checked against an external analytics review, together with an internal workshop and staff consultation produced a consistent and specific diagnosis:

- *Structural mismatch: the current site mirrors ILRI's internal organization (research themes, projects, departments) rather than what an outside visitor is looking for.*
- *A repeat is already on record: ILRI revamped the website in 2023. Total traffic has been essentially unchanged since, still around a million views a year, still the same skew toward the Jobs page, still the same structural problems the 2023 revamp was meant to solve. This is the clearest available evidence that a visual refresh alone does not fix the problem.*
- *Core science is not visible enough: ILRI's five Research Theme pages, meant to represent the institute's core science, drew a combined 357 views over a 12-month period. Of 387 project pages, 208 (54 percent) drew fewer than 20 views in a year.*
- *A basic technical defect at scale: even after excluding the Jobs and Home pages, 5.1 percent of remaining traffic (roughly 16,800 views a year) lands on 404 error pages.*
- *Demand exists where ILRI shows up well: country pages (Kenya, Ethiopia, Nigeria) rank in the site's overall top 10, and the one true "solutions" page on the site (the Women's Empowerment in Livestock Index, published 2023) still outranks nearly every news story published in the last two years.*
- *Search is already the largest channel: 40 percent of site traffic arrives through organic search, more than*

direct traffic (21 percent) and referrals (21 percent) combined, making findability, both in external search engines and through on-site search, a core requirement rather than a nice-to-have.

3. Vision and objectives

Transform ilri.org into the leading global destination for livestock science, innovation and development.

This is a deliberately high bar. The rebuilt site will be evaluated, both by ILRI and against this RFP, on three concrete tests:

- *Audiences arrive because ilri.org is the credible, discoverable source of record for livestock research for development, not only because they already knew where to look.*
- *Each of ILRI's priority audiences finds a path built for their need within a few clicks, not a generic research menu they have to interpret themselves.*
- *The site converts visits into the outcomes ILRI actually needs: citations, partnership inquiries, funding conversations, policy uptake, and talent.*

Vendors should describe, concretely, how their proposed approach is expected to move ILRI toward each of these three tests.

4. Target audiences

The transformed site must serve seven priority audiences directly, rather than treating some of them (donors, policymakers, journalists) as people ILRI staff will reach through other channels.

Policymakers	*Trusted, decision-ready evidence tied to their country or agenda*	*Region and country hubs paired with topic pages and short, citable policy briefs, clear impact stories, and recommendations*
Donors/investors	*Proof of impact and a clear path to partner or invest*	*A solutions hub showing maturity, readiness, and pilot locations, plus a clear partnership pathway*
Scientists/researchers	*Research findings, data, methods, collaboration routes*	*Strong search, better-linked topic and theme hubs, rich publications and data, and visible pathways to collaborate or contribute data*
Development practitioners	*Field-ready solutions, tools, approaches, and innovations; practical guidance; and collaboration opportunities*	*More solutions and topic content in the proven format: leads with the problem, shows what changed and who benefited*
Journalists	*Fast access to expert sources, ready angles, usable data, and imagery*	*A press-ready hub: expert directory, embeddable stats and visuals, story angles drawn from solutions and topic content*
Private sector	*Investable, scalable innovations and a route to co-invest*	*A solutions hub filterable by sector, maturity, and country, with clear commercial and partnership contact points*
Students	*Careers, training, and capacity-development pathways*	*A proper Careers and Learning hub connecting jobs, capacity-development programs, and early-career opportunities*

Vendors should describe how their proposed information architecture, content model, and design system serve all seven audiences without collapsing back into a single generic "research" menu.

5. Scope of work: seven capability pillars

This is the scope proposals should be structured around. Proposals that address only a subset of these pillars will be considered non-responsive to this RFP.

5.1 Audience-first information architecture

Replace the current theme, department, and project structure with pathways built for the seven priority audiences in Section 4, informed by what the data already shows works (news, regions, solutions content) and doesn't (Research Theme pages as currently labeled). Section 6 provides a working draft navigation to refine.

5.2 A modern, reusable design system

Deliver a component library aligned to ILRI's Brand Book, so new pages, hubs, and future features stay visually consistent without requiring a redesign every few years. Develop user journeys, wireframes, and responsive prototypes.

5.3 Powerful search function

Organic search already brings 40 percent of site traffic, and a review of comparable organizations found that none offer genuinely strong on-site search. The new website should have a powerful search function that makes solutions and research outcomes easy to discover, with clear paths to supporting evidence, publications, projects, and relevant contacts.

5.4 Stronger storytelling alongside publications

ILRI's own content analysis shows what works: leading with the problem, using metaphor to make technical science accessible, quoting scientists and farmers or other end users together, and giving event and training content a narrative arc instead of a process recap. The platform and templates should actively support this pattern rather than leave it to individual authors.

5.5 An editor experience for scientists and comms staff alike

ILRI's current publishing access is very flat, with no clear decision-making on what gets prioritized to the front page. The new editor and CMS tooling should enforce the narrative patterns that work, support a lightweight approval workflow, and be usable by both professional communicators and researchers without specialist training.

5.6 Accessibility, security, and performance

Meet WCAG 2.1 AA accessibility as a baseline, and directly resolve the 404 error defect already visible in the data (5.1 percent of traffic to pages other than Home and Jobs).

Follow security best practices, including least-privilege access, secure configuration, regular dependency updates, and the safe handling of credentials and personal data. Optimize website performance through efficient image handling, caching, CSS and JavaScript, fonts, and server-side rendering where appropriate; establish performance benchmarks; and test key templates across major browsers and representative desktop, tablet, and mobile devices.

An accessibility and performance audit should be scoped alongside the content inventory, not treated as a launch-week checklist item.

5.7 Governance for content quality and lifecycle management

Support a recurring content audit process against retirement criteria already implied by the data (currently 208 of 387 project pages draw fewer than 20 views per year), owned centrally by ILRI with theme and country leads as contributors.

6. Working information architecture

An internal workshop in June 2025 drafted a first navigation structure and content taxonomy based on a review of the current site's problems and an initial analytics read. This should be treated as a working starting point for user testing and refinement, not as final.

Home	—
About us	*What we do; Our people; Our facilities; Partners; Impact stories; Centres of expertise*
Solutions	*By type (new technologies, new interventions); by challenge (climate resilience, food security, poverty reduction, healthy animals, emissions mitigation, gender equality); investment opportunities*
Our research	*By program: Health; Genetics, Nutrition and Feed Resources; People, Policies and Institutions; Climate and Environment; Projects; Impact at Scale; Publications; For identified stakeholders*
Where we work	*Eastern and Southern Africa; West Africa; Asia; Global Initiatives*
Latest	*Our news; Events; Opinions; Project highlights; In the media; Publications*

Utility items proposed alongside the primary menu: Search and Subscribe.

6.1 Current website facts provided to all bidders

To help all bidders estimate the same level of effort, ILRI provides the following facts about the current website. Any additional information requested by a bidder will be shared with all bidders through the consolidated Q&A.

- *Current platform: Drupal 10.6.21, hosted on ILRI infrastructure.*
- *Approximate number of published content items (nodes) to be reviewed for migration: 27,000, including 19,600 publications, 400 project pages, 2476 news/stories, 187 event pages and 450 people profiles.*
- *Existing integrations: CGSpace (DSpace) publications import, Google Analytics 4, Google Search Console,.*
- *Languages at launch: English and French.*
- *Traffic: approximately one million page views per year; 40 percent from organic search.*

7. Technical requirements

7.1 Functional requirements

- *Automatic import of publications and datasets from CGSpace (DSpace), with links back to the source record and nightly updates.*
- *Search: robust on-site search covering all content types and taxonomies, plus SEO best practice given that organic search is already ILRI's largest traffic channel.*
- *Content model and taxonomy: support content types including News, Feature story, Opinion/analysis, Project updates, Solutions, Events, Projects, and Publications, and a shared taxonomy spanning Regions, Countries, CGIAR Impact Areas, CGIAR Research Initiatives, Research Theme, Research Facilities, Organizations (partners and funders), Hubs, and Policy.*
- *Multilingual: the site should offer multilingual options, namely English and French.*
- *Flexible page builder so editors can assemble landing pages from approved components.*
- *Editorial workflow with author, editor, and publisher roles; draft, review, and published states; scheduled publishing; and revision history.*
- *People directory linked to the content each person contributed.*
- *Interoperability and responsible AI application.*
- *AI-enabled capabilities that: (a) provide an AI-ready foundation; (b) provide an editor-controlled flag that excludes any item from AI indexing, and ensure that draft, embargoed and internal content is never exposed to any index; (c) keep logs free of personal data with a configurable retention period; (d) do not enable any AI feature, or send ILRI content to any third-party AI service, without ILRI's written approval; and (e) do not use ILRI content to train or improve any model outside ILRI's control.*

7.2 Technical, security, and hosting requirements

- *Performance: modern performance standards (for example, Core Web Vitals in the "good" range on key templates; images resized and compressed automatically) across desktop and mobile, with attention to markets with lower-bandwidth connectivity, which are core audiences for ILRI's country and regional content.*
- *CMS/editor tooling: an open-source CMS with long-term community support, usable by both professional communicators and researchers with no specialist training; role-based permissions; and templates that structurally encourage the narrative pattern in Pillar 4 (Section 5.4). ILRI's preference is Drupal 11.4.13 (or the most current stable Drupal version at project start).*
- *All source code, designs, and configuration owned by ILRI and held in ILRI's Git repository.*
- *Separate development, staging, and production environments with an automated deployment process.*
- *Integration:*
  - *CGSpace via its API or OAI-PMH, or maintain the agreed connection to publications and research outputs, including reliable mapping to relevant projects or other content using consistently curated identifiers and tags. The supplier must document data flows, error handling, refresh schedules, and operational dependencies.*
  - *Google Analytics 4 (GA4) and Google Search Console: retain or configure measurement with ILRI-approved accounts, events, and reporting requirements.*
  - *ILRI LDAP Active Directory for single sign-on to the website.*
- *Hosting, security, and maintenance: hosting is on ILRI infrastructure. Bidders should not price third-party hosting. Proposals should describe security standards, backup and disaster recovery, and the post-launch maintenance and support model.*
- *ILRI holds administrator access to all accounts, source code, domains, hosting, and third-party services.*

7.3 Design, accessibility, and content migration

- *Mobile-first, responsive design tested on the devices and browsers most used by ILRI's audiences.*
- *A documented design system of reusable components, so new pages need no new design work.*
- *Accessibility: WCAG 2.1 AA compliance as a baseline across all templates and components.*
- *At least two rounds of usability testing with real users from ILRI's audiences.*
- *Migration: a plan for migrating and consolidating existing content, including retirement or consolidation of low-traffic legacy project pages (208 of 387 pages currently draw fewer than 20 views per year).*
- *404 remediation: audit and resolve the sources of the current 404 error rate (5.1 percent of traffic to pages other than Home and Jobs) as part of migration, with redirect mapping from the legacy site.*
- *301 redirects from all current URLs that are kept or merged, so links in publications keep working.*

8. Training, warranty, support, and maintenance

Training: the supplier will train ILRI editors, administrators, and staff and provide a written editor guide and administrator guide.

Warranty: for three months after launch, the vendor fixes any defect in the delivered work at no cost.

Support and maintenance: after the warranty, vendors are expected to provide support, renewable yearly, covering security and CMS updates, module upgrades, monitoring, backup checks, bug fixes, and new functionality. Support and maintenance means keeping the website up and running within agreed service levels (response and resolution times). Bidders should price post-launch support and future development on an hourly billing model, stating a fixed hourly rate that will remain fixed for at least the first twelve (12) months after the warranty.

Bidders should propose service levels in their technical proposal. As a minimum, ILRI expects the following indicative service levels, to be finalized in the contract:

Critical	*Site down, security breach, data loss*	*Within 2 hours, 24/7*	*Within 8 hours*
High	*Key function broken (search, CGSpace import, publishing workflow)*	*Within 8 business hours*	*Within 2 business days*
Medium	*Non-critical defect with a workaround*	*Within 2 business days*	*Within 5 business days*
Low	*Cosmetic issue or minor enhancement request*	*Within 5 business days*	*Next agreed release*

9. Project approach, phasing and indicative timeline

ILRI's approach is to build and validate the entire site offline, in staged phases, and launch it in a single cutover, rather than taking each phase to live in turn.

Phase 0 — RFP and contract award

The RFP is issued and the contract awarded (see Key Dates on the cover page).

Phase 1 — Build and test the fundamentals offline

Design the wireframe, information architecture, and mockup of the entire website for validation. Build the homepage, design system, and landing pages (themes, countries, regions, and others), and a first set of priority audience and topic hubs in a staging environment. User-test the draft navigation and taxonomy with representatives of the seven priority audiences through usability and tree testing, and iterate before further building work proceeds.

Phase 2 — Complete the build offline

Integrate research themes, projects, and the solutions hub; migrate and consolidate content against agreed retirement criteria, still within staging. Roll out the new editor experience and governance model to ILRI staff in a sandbox CMS instance and test it end to end. Run full accessibility, performance, and QA passes against the complete staged site.

Phase 3 — Single full launch

Cut the entire site over at once, retiring the old structure in the same moment. Following launch: monitor performance against the three tests in Section 3, train staff on the new tools and workflow, and support a coordinated promotion push across channels.

Proposals should present a detailed project plan following this phased, offline-first logic, including a defined pre-launch freeze period and a rollback plan for launch week. ILRI's indicative timeline is shown below; bidders may propose a different schedule, but the launch should take place no later than seven (7) months after project kick-off.

Phase 0 — RFP and contract award	*November 2026 – February 2027*	*See Key Dates*
Inception (kick-off, inception report, detailed project plan)	*2 weeks*	*March 2027*
Phase 1 — Build and test the fundamentals offline	*Months 1 – 3*	*March – May 2027*
Phase 2 — Complete the build offline	*Months 4 – 6*	*June – August 2027*

Phase 3 — Single full launch	*Month 7*	*September 2027*
Warranty period	*3 months after launch*	*September – December 2027*
Support and maintenance (hourly, renewable yearly)	*From end of warranty*	*From January 2028*

10. Expected deliverables and payment milestones

The supplier will deliver the following:

- *Inception report and detailed project plan, including team, work plan, risk register and communication plan*
- *Validated information architecture, wireframes, mockups, and content taxonomy, tested with representatives of all seven priority audiences*
- *A reusable design system and component library aligned to ILRI's Brand Book*
- *A fully built and staged website covering all navigation sections in Section 6*
- *New CMS and editor tooling with role-based permissions, an approval workflow, and editorial calendar support*
- *Content migration plan and execution, including consolidation or retirement of low-traffic legacy content*
- *Accessibility (WCAG 2.1 AA) and performance audit, with remediation, including resolution of the current 404 error rate*
- *Documented governance model and editorial guidelines, developed jointly with ILRI*
- *Staff training for ILRI's editorial team and contributing researchers, with editor and administrator guides*
- *A single, fully tested production launch, with redirect mapping, a rollback plan, and post-launch monitoring support*
- *Analytics and reporting setup aligned to the three tests in Section 3*
- *Technical documentation and full handover of source code, configuration and credentials to ILRI*

Payments for the fixed-price design, build and launch will be made against the following milestones, upon written acceptance of the deliverables by ILRI:

M1 — Inception	*Inception report and detailed project plan approved by ILRI*	*10%*
M2 — End of Phase 1	*Validated information architecture, wireframes, mockups, design system and prototypes; first round of usability and tree testing completed and reported*	*25%*
M3 — End of Phase 2	*Complete staged website, CGSpace integration, content migration, editor experience and governance model; accessibility, performance and QA passes and second usability test completed*	*30%*
M4 — Launch (Phase 3)	*Successful single production launch with redirects and rollback plan; training delivered; documentation and handover completed*	*25%*
M5 — End of warranty	*All defects reported during the three-month warranty resolved; final report accepted*	*10%*

11. Vendor qualifications

ILRI is not seeking a web development firm alone. Vendors must demonstrate:

- *Proven experience with audience-first information architecture and content strategy, ideally for research, development, scientific, or mission-driven organizations*

- *A track record of building reusable, scalable design systems*
- *CMS and editor tooling experience that supports non-technical, multi-stakeholder publishing environments, including Drupal*
- *Demonstrated accessibility (WCAG 2.1 AA) and performance expertise*
- *Experience integrating live or external data sources into a content platform (knowledge of the DSpace REST API is desirable)*
- *A team spanning information architecture, UX and visual design, front-end and back-end development, content strategy, and accessibility, named in the proposal with relevant experience*
- *At least three (3) relevant reference projects or case studies completed in the last five (5) years, with contactable references*

Appendix 2 - Proposal Format and Submission Requirements

Proposals must follow the structure below so that the evaluation committee can assess every proposal against the same published criteria. Information that cannot be found in the prescribed section may not be taken into account.

1. Technical proposal (send to ILRI-TechnicalWebsiteDevTender@cgiar.org)

The technical proposal must be submitted as a single PDF document of no more than 40 pages (excluding CVs, portfolio attachments and mandatory documents), organized in the following order. It must not contain any price information.

1	*Signed cover letter and executive summary (maximum 2 pages)*	*Stage 1 (M7)*
2	*Company or consortium overview and relevant experience*	*T2*
3	*Understanding of ILRI's needs and proposed approach and methodology, addressing all seven capability pillars (Appendix 1, Section 5), the three tests (Section 3) and the phased, offline-first approach (Section 9)*	*T1*
4	*Proposed information architecture, content strategy and editorial approach, responding to Sections 4, 5.4, 5.5, 5.7 and 6*	*T4*
5	*Proposed technology and platform, and rationale, including CGSpace integration, search, multilingual, responsible AI safeguards, accessibility, security and performance approach (Section 7)*	*T3*
6	*Proposed project team: named key personnel, roles, percentage of time allocated, and CVs (CVs in an annex)*	*T5*
7	*Work plan: timeline and milestones aligned to Sections 9 and 10; level of effort in hours by role and by phase (hours only, no rates or prices); pre-launch freeze; rollback plan*	*T6*
8	*Training, warranty, support and maintenance plan, including proposed service levels (Section 8)*	*T7*
9	*Portfolio and at least three (3) reference projects completed in the last five (5) years, with name, title, email and telephone of each reference contact*	*T2*
10	*Assumptions, risks and dependencies the bidder wishes to flag*	*T6*
11	*Mandatory documents listed in Appendix 3, Section 2*	*Stage 1*

The hours by role and by phase shown in the technical proposal must be identical to the hours shown in the financial proposal. Any assumption that excludes or limits part of the scope in Appendix 1 must be stated explicitly in item 10; scope not explicitly excluded will be deemed included in the fixed price.

2. Financial proposal (send to ILRI-FinancialWebsiteDevTender@cgiar.org)

- *The financial proposal must use the pricing template in Appendix 4, completed in full, signed by an authorized representative, and submitted in PDF together with the same template in Excel format.*
- *All prices must be in United States Dollars (USD), exclusive of VAT, and remain valid for 120 days from the submission deadline.*
- *The design, build and launch (Phases 1–3, including the three-month warranty) must be priced as a single fixed price for the core, must-have scope.*
- *Post-warranty support, maintenance and continuous development must be priced as a single fixed hourly rate.*
- *Recommended enhancements or optional add-ons must be priced separately in Part C of the template;*

they are not included in the evaluated price.

- *Hosting is on ILRI infrastructure and must not be priced. Any third-party licence, subscription or service required by the proposed solution must be listed and priced, with its recurring cost after launch.*
- *The price must include all costs (including any travel) required to deliver the scope. No additional costs will be accepted after contract award unless ILRI requests a change in scope in writing.*

Appendix 3 - Evaluation Methodology

All criteria, weights, the technical pass mark, presentation scoring, reference checks and the combined scoring formula are set out in this Appendix. They will be applied equally to every bidder and will not be changed or supplemented after the proposal submission deadline. Prior or current work with ILRI earns no additional credit; incumbency, transition and continuity are not evaluation criteria.

1. Overview of the evaluation process

- *Step 1: Bidders submit separate technical and financial proposals by the same closing date.*
- *Step 2: ILRI Procurement opens and distributes only the technical proposals to the evaluation committee. Financial proposals remain unopened in the closed financial mailbox.*
- *Step 3: Stage 1 – each proposal is checked against the mandatory requirements (pass/fail).*
- *Step 4: Stage 2 – the evaluation committee scores each written technical proposal against the published criteria (80 points), then eligible bidders deliver a virtual presentation that is scored as part of the technical evaluation (20 points).*
- *Step 5: The technical results, evaluator comments, consolidated scores and qualification decisions are documented and signed by all evaluation committee members before any financial proposal is opened.*
- *Step 6: Stage 3 – only the financial proposals of bidders scoring 75 or above out of 100 are opened and evaluated. Financial proposals of bidders scoring below 75 remain unopened and are not considered further.*
- *Step 7: Technical and financial scores are combined (70% technical, 30% financial), followed by due diligence, Tender Committee recommendation, approval and contract award.*

2. Stage 1 – Mandatory requirements (pass/fail)

Bidders must include all of the following documents in the technical submission. A bidder that fails any mandatory requirement will not proceed to Stage 2. ILRI may seek clarification of a document that has been submitted, but documents missing at the submission deadline cannot be added afterwards. Firms registered outside Kenya may submit the equivalent document issued under the laws of their country of registration.

M1	*Technical and financial proposals submitted by the deadline, as separate emails to the correct mailboxes; no price information in the technical proposal*	*Pass / Fail*
M2	*Certificate of incorporation or registration (or equivalent document)*	*Pass / Fail*
M3	*Valid tax compliance certificate (or equivalent document from the country of registration)*	*Pass / Fail*
M4	*Current CR12 (Kenya-registered firms) or an equivalent official document showing the directors and shareholders of the firm*	*Pass / Fail*
M5	*Audited financial statements for the last three (3) financial years (2023, 2024 and 2025)*	*Pass / Fail*
M6	*Duly completed and signed Disclosure/Certification form (Section 18.0 of this RFP)*	*Pass / Fail*
M7	*Cover letter signed by an authorized representative, confirming acceptance of the RFP terms and a proposal validity of 120 days*	*Pass / Fail*
M8	*For joint ventures or consortia only: signed letter of association naming the lead entity and the responsibilities of each member*	*Pass / Fail*

3. Stage 2 – Technical evaluation (100 points; pass mark 75)

3.1 Written technical proposal (80 points)

T1	*Understanding and approach*	*Strategic understanding of ILRI's audience-first transformation; quality, clarity and feasibility of the approach*	*20*

		and methodology across all seven capability pillars, the three tests in Section 3 and the phased, offline-first approach	
T2	*Relevant experience, portfolio and references*	*Evidence of successful delivery of comparable website transformation and maintenance projects, ideally for research, development or mission-driven organizations; quality of portfolio; results of reference checks (see Section 3.5)*	*15*
T3	*Technical capability and proposed solution*	*Drupal CMS, CGSpace (DSpace) integration, on-site search and SEO, multilingual, security, accessibility (WCAG 2.1 AA), performance and responsible AI safeguards; appropriateness of tools, platforms and frameworks*	*15*
T4	*Information architecture, content strategy and editorial capability*	*Quality of the proposed audience pathways, content model and taxonomy, storytelling support, editor experience, workflow and content governance*	*10*
T5	*Team qualifications*	*Qualifications and experience of the named key personnel (project lead, IA/UX lead, Drupal technical lead, content strategist, accessibility specialist) on Drupal CMS and API integration; knowledge of the DSpace REST API is desirable*	*10*
T6	*Work plan and level of effort*	*Realistic timeline and milestones; hours by role and by phase consistent with the full scope; pre-launch freeze and rollback plan; clarity of assumptions, risks and dependencies*	*5*
T7	*Training, warranty, support and maintenance*	*Quality of the training and documentation plan, warranty approach and post-launch support model, including proposed service levels*	*5*
	Subtotal – written proposal		*80*

3.2 Presentation (20 points)

P1	*Demonstration of the proposed approach*	*Clear walk-through of the proposed information architecture, user journeys for the seven audiences and design direction, building on the written proposal*	*10*
P2	*Delivery capability and responses*	*Command of the technical integrations (CGSpace, search, migration, single cutover); quality of answers to the evaluation committee's questions; active participation of the named key personnel*	*10*
	Subtotal – presentation		*20*
	Total technical score		*100*

3.3 Who is invited to present, and presentation rules

- *Bidders that pass Stage 1 and score at least 55 out of 80 on the written proposal will be invited to present. (55 is the lowest written score from which a bidder could still reach the pass mark of 75.) Bidders scoring below 55 will be informed in writing that they have not qualified.*
- *Presentations will be held virtually on Microsoft Teams between 27 and 29 January 2027. Invitations will be sent at least two (2) business days in advance.*
- *Each presentation lasts 60 minutes: up to 30 minutes for the bidder's presentation and 30 minutes for questions from the evaluation committee. The same structure and the same core questions will be used for all bidders.*

- *The project lead and the technical lead named in the proposal must attend. A bidder that does not present will receive zero points for the presentation.*
- *The presentation must be consistent with the written proposal. It may not change the scope, team, assumptions or price, and prices must not be discussed.*
- *Each evaluator scores the presentation independently immediately after the session.*

3.4 Scoring guide

Each evaluator scores every criterion independently, using the scale below. The technical score of each bidder is the average of the evaluators' scores.

Excellent	*Fully addresses the criterion, with strong, specific evidence and added value*	*100%*
Good	*Addresses the criterion well, with relevant evidence and only minor gaps*	*75%*
Satisfactory	*Addresses the criterion in general terms, with some gaps or limited evidence*	*50%*
Weak	*Addresses the criterion only partially, with significant gaps*	*25%*
Not addressed	*Criterion not addressed or no evidence provided*	*0%*

3.5 Reference checks

ILRI will contact at least two (2) of the references provided by each bidder that passes Stage 1, using the same standard questionnaire for all bidders, during the technical evaluation. Reference results are reflected in criterion T2. References that cannot be reached within five (5) business days after two attempts will be treated as not provided.

3.6 Technical pass mark and documentation

The minimum technical pass mark is 75 out of 100 points. Bidders scoring 75 or above qualify for Stage 3. The individual score sheets, evaluator comments, consolidated scores and qualification decisions will be recorded in a technical evaluation report signed by all evaluation committee members before any financial proposal is opened. All bidders will be informed in writing whether they have qualified for the financial evaluation.

4. Stage 3 – Financial evaluation (technically qualified bidders only)

- *Financial proposals of qualified bidders will be opened by ILRI Procurement in the presence of at least two (2) evaluation committee members, and the opening will be minuted.*
- *Arithmetic will be checked; where hours multiplied by rates do not match the totals, the rates will prevail and the totals will be corrected.*
- *Evaluated price (P) = total fixed price for the core scope (Appendix 4, Part A) + the fixed hourly rate for support and maintenance multiplied by 500 notional hours (Appendix 4, Part B). Optional items (Part C) are not included in the evaluated price.*
- *Financial score (Sf) = 100 × Pmin / P, where Pmin is the lowest evaluated price among the technically qualified bidders and P is the evaluated price of the bidder concerned.*

5. Combined score and ranking

Combined score = (technical score St × 0.70) + (financial score Sf × 0.30). Bidders are ranked by combined score; where two bidders have the same combined score, the bidder with the higher technical score is ranked first.

Illustrative example: Bidder A has St = 85 and P = USD 80,000; Bidder B has St = 78 and P = USD 60,000. Sf(A) = 100 × 60,000 / 80,000 = 75; Sf(B) = 100. Combined score A = (85 × 0.70) + (75 × 0.30) = 82.0.

Combined score B = (78 × 0.70) + (100 × 0.30) = 84.6. Bidder B is ranked first. The figures are for illustration only and do not indicate a budget.

6. Due diligence, negotiation and award

- *ILRI will carry out due diligence on the highest-ranked bidder, including verification of the documents submitted and screening against applicable sanctions and debarment lists.*
- *ILRI may negotiate with the highest-ranked bidder to finalize the work plan and contract terms. Negotiations may not change the evaluated scope, the team, or increase the price. If negotiations fail, ILRI may invite the next-ranked bidder to negotiate.*
- *If the evaluated prices of all technically qualified bidders exceed the available budget, ILRI may, at its discretion, invite all technically qualified bidders to submit a best and final offer (BAFO) on the same written scope, which will be evaluated using the same formula.*
- *The Tender Committee's recommendation and the award decision will be documented. All bidders will be notified of the outcome in writing and may request a debrief on their own proposal.*

Appendix 4 - Financial Proposal and Pricing Template

Bidders must complete this template as a separate financial proposal, entering their own hours and costs so that ILRI can compare proposals on the same basis. Bidders may add lines within a category where needed but may not delete categories. All amounts must be in USD, exclusive of VAT. The hours must be identical to those shown in the technical proposal. Submit the completed template signed in PDF, together with the Excel version, to ILRI-FinancialWebsiteDevTender@cgiar.org.

Part A – Fixed price for the core, must-have scope (Phases 1–3 and three-month warranty)

Design and UX	*Develop wireframes reflecting the new information architecture and navigation, optimized for a global audience, including mobile-first user flows. Develop a prototype applying ILRI's new branding guidelines. Usability and tree testing with the seven priority audiences.*		
Development and integration	*Implement ilri.org on Drupal 11.4.13 (or the most current stable Drupal version at project start), ensuring long-term sustainability and security, with modular, reusable components for flexibility and cost-efficient future enhancements.*		
	Develop a new module, or enhance and maintain the current integration module, with the CGSpace API to highlight ILRI's research outputs and policy briefs.		
	On-site search, multilingual (English and French), editorial workflow, people directory, LDAP single sign-on and responsible AI safeguards (Appendix 1, Section 7.1).		
	Implement Google Analytics 4 and Google Search Console and integrate them with the new site. Agreed baseline analytics should be aligned with the measures of success defined in Appendix 1, Section 3.		
	Apply SEO and performance optimization measures (lazy loading, caching, CDN integration).		
	Ensure WCAG 2.1 AA compliance by embedding accessibility in the core design and development process.		
Migration and content optimization	*Migrate existing content from ilri.org to the new Drupal architecture, consolidate or retire low-traffic content, and map legacy URLs to the new pages (301 redirects) to avoid broken links and 404 errors.*		
Training and documentation	*Deliver staff training on the Drupal CMS, analytics, and accessibility practices, and provide editor, administrator and technical documentation.*		
Hosting, security, and deployment	*Implement SSL, set up development, staging and production environments on ILRI infrastructure with automated deployment, security hardening, and single cutover launch with rollback plan.*		
Warranty	*Correction of all defects in the delivered work for three months after launch, at no additional cost.*		
Project management and reporting	*Project coordination, reporting, and communication with ILRI.*		
Total Part A (fixed price)			

Part A2 – Breakdown of Part A by role and phase

Project manager							
Information architect / UX lead							
Visual / UI designer							
Content strategist							
Drupal back-end developer							
Front-end developer							
QA and accessibility specialist							
DevOps / systems engineer							
Other (specify)							
Total							

The total of Part A2 must equal the total of Part A.

Part B – Post-warranty support, maintenance and continuous development

Support, maintenance and continuous development (security and CMS updates, module upgrades, monitoring, backup checks, bug fixes and new functionality), within the service levels in Appendix 1, Section 8		*500*	

The notional hours are used only to compare proposals and do not represent a commitment by ILRI to purchase any number of hours. The hourly rate must remain fixed for at least twelve (12) months after the end of the warranty.

Part C – Recommended enhancements and optional add-ons (not evaluated)

C1			
C2			
Total Part C			

Part D – Summary of evaluated price

Total fixed price – Part A	
Evaluation amount – Part B (hourly rate × 500 hours)	
Evaluated price (Part A + Part B)	
For information only: total optional items – Part C	
For information only: any recurring third-party licence or subscription costs per year after launch (list)	

Name of bidder: _____ Authorized signatory: _____
Title: _____ Signature: _____ Date: _____

Appendix 5 - General Conditions of Contract

The following general conditions will form part of the contract. ILRI's standard contract terms will apply in addition and will be shared with the selected bidder at contract stage.

5.1 Inspection and acceptance: ILRI shall have the right to review and verify the services and deliverables to confirm their conformity with the contract and the acceptance criteria in Appendix 1. Services or deliverables that do not conform shall be corrected by the supplier at no cost to ILRI.

5.2 Intellectual property and ownership: all source code, designs, content, configuration, documentation and other deliverables produced under the contract shall be owned by ILRI and held in ILRI's Git repository. The supplier shall disclose any pre-existing or third-party components and shall grant ILRI a perpetual, royalty-free licence to use them as part of the website.

5.3 Access and handover: ILRI shall hold administrator access to all accounts, source code, domains, hosting and third-party services at all times. On completion or termination, the supplier shall hand over all credentials, code and documentation without delay.

5.4 Confidentiality and data protection: all information provided to the supplier during the project must be treated as confidential and not disclosed to third parties without ILRI's prior written consent. The supplier shall process any personal data only on ILRI's instructions and in compliance with applicable data protection law, including the Kenya Data Protection Act, 2019.

5.5 Responsible use of AI: the supplier shall not enable any AI feature, send ILRI content to any third-party AI service, or use ILRI content to train or improve any model outside ILRI's control, without ILRI's prior written approval.

5.6 Warranty and service levels: the supplier shall correct any defect in the delivered work for three (3) months after launch at no cost and, during any support and maintenance period, shall meet the service levels agreed in the contract.

5.7 Key personnel: the key personnel named in the proposal shall not be replaced without ILRI's prior written approval. Any replacement must have equivalent or better qualifications and experience.

5.8 Assignment and sub-contracting: the supplier shall not assign or sub-contract, in whole or in part, its obligations under the contract without ILRI's prior written consent.

5.9 Termination for default: ILRI may, by written notice of default, terminate the contract in whole or in part if the supplier fails to provide any or all of the services within the period(s) specified, or fails to perform any other obligation under the contract. ILRI may then procure similar services, and the supplier shall be liable for any excess costs.

5.10 Termination for insolvency: ILRI may terminate the contract at any time by written notice, without compensation to the supplier, if the supplier becomes bankrupt or otherwise insolvent.

5.11 Termination for convenience: ILRI may, by written notice, terminate the contract in whole or in part at any time for its convenience. The notice shall state the extent of termination and the date on which it becomes effective. ILRI will pay for services accepted up to the effective date of termination.

5.12 Applicable law: the contract shall be interpreted in accordance with the laws of Kenya, without prejudice to ILRI's privileges and immunities under its host country agreement.

5.13 Notices: notices under the contract shall be sent by post or email and confirmed in writing to the other party's address as specified. A notice shall be effective when delivered or on its effective date, whichever is later.