

Request for Proposal (RFP) for Website Maintenance Services



Cooperatives Europe is seeking a proficient, experienced, and responsive service provider to maintain and host our main WordPress website and three smaller project-based websites. This partnership will include services such as website updates, security monitoring, bug fixing, troubleshooting, development, and being on standby for any arising issues or questions. The successful provider will be expected to deliver quality, timely, and consistent services.

Organisation background

Cooperatives Europe is the European region of the International Cooperative Alliance. We represent, promote and defend the cooperative model of enterprise across the continent, advocating for a level playing field between cooperatives and other forms of enterprise. Our main audiences are member cooperatives, cooperative umbrella organizations, policymakers, and educators.

Scope of Work and Responsibilities

The service provider will be responsible for:

- Regular updates to our main WordPress website and three (very) small project websites so that our software remains functional and safe.
- Security monitoring and updates to ensure all websites are secure and data protected.
- Troubleshooting and bug fixes for any issues that arise with the websites.
- Being on standby to answer any queries or address issues as they arise, with an expected response time of 48 hours.

What else you need to know:

- The website aims to provide information about our activities and the European cooperative sector as a whole.
- In 2022 the website was migrated from Drupal to WordPress (multisite) and redesigned.
- The website is based on a child theme of DIVI.
- At Cooperatives Europe you will work with people of different levels of knowledge of website development. Some basic website development we can do ourselves, but we are looking for a team with good technical knowledge to support us.
- We own and manage directly some of our licenses including WP Rocket, DIVI engine, and have a Divi Essentials subscription.
- We manage our domains and related DNS.
- No need for an email management system for the moment (we use Office 365).
- The sites are all very small and need little maintenance.

Our sites:

- Main website: <https://coopseurope.coop/> (WordPress backend)
- Subsite: <https://coopseurope.coop/development/> (Static HTML)
 - No maintenance required
- Project site: <https://www.scc.coop/> (WordPress)
 - Little maintenance required - very small website
- Project site: <https://starter.coop/wp/> (Wordpress)
- Project site: <https://coopedia.starter.coop/>
 - Frontend for a project developed in Django and hosted externally. More details will be shared later

Desired Expertise

The prospective service provider should have:

- Proficient skills and experience with website hosting, maintenance, and security.
- Experience with WordPress and DIVI.
- A track record of consistent and timely service delivery.
- Good communication and fast response time.

Budget

The budget for the services we aim for 1200 Euros per year but this is to be discussed. The relevant websites are very small and require little maintenance.

A separate budget line will be foreseen for further development of the website(s) at a later stage if need be.

Proposal Submission

Interested parties should send their proposal via email to pj.herman@coopseurope.coop by September 20, 2023. The proposal should include:

- Brief introduction of the service provider and team members who will be working on this project.
- Overview of some relevant experiences and projects completed.
- Detailed description of the services provided, including:
 - Hosting rates and technical sheet
 - Number and size of databases
 - Available storage
 - Control panel availability and functionalities
 - Backup frequency
 - Turnaround time for critical and non-critical issues
 - Response policy for client requests
 - Geographic location of the hosting

- Proposed approach to meeting the service requirements outlined above.
- Pricing structure and what it includes. (Including for potential further development)

Evaluation and Timeline

Proposals will be evaluated based on the provider's qualifications, proposed approach, cost, and references. All applicants will be informed of the decision by September 25, 2023.

Contact Information

For any further questions regarding this RFP, please contact Pieter-Jan Herman
pj.herman@coopseurope.coop.

We look forward to receiving your proposals.

