**Request for Bids

Web development services; WordPress/BuddyPress**

The Health Communication Capacity Collaborative, (HC3) is a five-year global health communication project funded by USAID and located within the Johns Hopkins Bloomberg School of Public Health Center for Communication Programs (CCP). HC3 is now requesting bids for a firm to provide as-needed support for the following websites:

* **Springboard:** [healthcomspringboard.org](file:///C%3A%5CUsers%5Cmshaivit%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CU6K1HNMS%5C.healthcomspringboard.org) (plus an iOS and Android App built with [AppPresser](https://apppresser.com/))
* **HC3 Main website:** [healthcommcapacity.org](file:///C%3A%5CUsers%5Cmshaivit%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CU6K1HNMS%5Chealthcommcapacity.org)
* **I-Kits:** [sbccimplementationkits.org](http://sbccimplementationkits.org/) (plus multisite installs)

All sites run on WordPress; Springboard uses BuddyPress as its community component.

Firms must have demonstrated experience providing support and enhancements to BuddyPress for their proposal to be considered.

**Background**

Springboard for Health Communication Professionals, [www.healthcomspringboard.org](http://www.healthcomspringboard.org), is a social networking site with roughly 3,200 members from around the world. Launched in May 2014, it is a major online initiative of HC3.

Currently, the upkeep of the site (e.g. plugin updates, theme updates, CSS, content updates) is managed in-house. We are looking for a firm to provide “level 2” type of support, including tasks such as:

* Troubleshooting javascript errors;
* Diagnosing and fixing plugin conficts;
* Modifications and enhancements to template, as well as plugin modifications;
* Theme and/or plugin updates as needed;
* Troublshooting/adding new features to the mobile app;
* Suggesting better solutions and new approaches to current web properties implementing these changes if and when agreed upon;

All of our sites are hosted at WP Engine, a managed host with access to a staging server.

Health Communication Capacity Collaborative: Our project’s main site at [healthcommcapacity.org](http://healthcommcapacity.org/) will need upkeep, such as routine plugin and theme management. We use a plugin for a [faceted search](http://healthcommcapacity.org/hc3-project-materials/) and one to power evidence databases ([here](http://healthcommcapacity.org/hiv-evidence-database/) and [here](http://healthcommcapacity.org/urban-youth-evidence-synthesis/)), that may need further customizations.

I-Kits: Social and behavior change communication Implementation Kits, or “I-Kits,” will need general upkeep and maintenance, plus assistance with theme issues, such as plugin conflicts and CSS problems. Most of these are on the same theme, which is a learning management system. Each I-Kit has specific needs based on its content, so some customization is likely.

We anticipate needing about 25 hours per month allocated to ongoing maintainance, troubleshooting and feature enhancement type of work for all of the sites described here.

**General Scope of Work**

CCP/HC3 is seeking to enter into an agreement with a firm that will provide support to the sites for a period of 18 months/end of the HC3 project.

The firm should:

* Be available during business hoursvia email/phone for troubleshooting, bug fixes and site enhancements.
* Coordinate updates with CCP’s HC3 communications team

**Selection Criteria**

Respondents will be evaluated based on the following criteria:

* Availability
* Technical capability
* Demonstrated knowledge and experience working with WordPress and BuddyPress;
* Past performance.

**Proposal Requirements**

A proposal for a payment rate should be included in the proposal. This could be a single hourly rate for all potential work done under future statements of work or separate rates targeted to different roles and activities. Firms should be aware that services will be performed for a program operated by a department at a university, designed to benefit the public good through the improvement of international public health services. The project is funded through USAID and as such is subject to US government terms and conditions. If the firm is willing to offer any appropriate discounts to HC3 (for non-profits or educational organizations), such discounts should be included in the response.

Please submit a proposal that includes:

* Proposed approach to task: Proposals should include a general description of the firm’s proposed approach, as well as any other relevant descriptions of firm’s processes and ideas that it believes may be relevant to CCP to determine its suitability to complete the work.
* Budget: Please provide an hourly rate for this scope of work, and/or a description of your fee schedule.
* References: Three references with reference name and contact information is required.
* Past performance/Capability statement: Proposals should also include a description of the vendor and a minimum of three relevant descriptions of past performances, particularly with similar projects, with links to those websites.
* Bios: Profiles and biographies of staff committed to working on the project must also be included.

Work on this project would begin immediately.

**Proposal Dates**

Wednesday, March 30 Proposal is issued

Wednesday, April 6 Questions due from firms by 5:00 pm EDT

Friday, April 8 Responses to questions sent out

Friday, April 15 Proposals due by 5:00 pm EDT

Please indicate your intention to bid on this proposal by 5 pm EST, Tuesday, April 5, 2016.

Questions can be submitted in writing by 5 pm EDT on Wedneday, April 6 to Marla Shaivitz, Communications Associate at marla.shaivitz@jhu.edu. Questions will be answered collectively in one document for the benefit of all bidders, without identifying information.

It is anticipated that the provider whose proposal is the best solution for this project will be selected on or about Friday, April 22, 2016. CCP will notify all vendors who respond to this RFP. If CCP does not receive a proposal that meets our needs adequately and cost effectively, we reserve the right to make no award at this time.