



## **IPA Global Office**

Request For Proposals (RFP)

No. IPA/RFP/COMMS/001/2026

Website Maintenance & Development Services (Drupal 10/Acquia  
Platform)

Issue Date: 27<sup>th</sup> January 2026

**NOTICE**: This RFP and any amendments to this solicitation will be issued and posted on  
IPA's website.

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**Synopsis of the RFP**

RFP No.	IPA/RFP/COMMS/001/2026
Issue Date	<b>Tuesday, January 27, 2026</b>
Title	RFP for Website Maintenance & Development Services (Drupal 10/Acquia Platform)
Issuing Office	Innovations for Poverty Action 1701 Rhode Island Ave NW, 3rd Floor Washington, DC 20036
Deadline for Receipt of Questions	<b>Tuesday, February 10, 2026 at 12:00 PM EST</b>
Point of Contact for Questions	Send your questions to; <a href="mailto:global-procurement@poverty-action.org">global-procurement@poverty-action.org</a> and include the RFP number in the subject line for easy reference. Responses to questions or clarifications will be shared within 48 hours after the clarification window closes.
Deadline for Receipt of Proposals	<b>Tuesday, February 17, 2026 at 12:00 PM EST</b>
Proposal Submission Address	Proposals must be submitted ONLY to; <a href="mailto:global-procurement@poverty-action.org">global-procurement@poverty-action.org</a> , please include the RFP number in the subject line.
Anticipated Award Type	Vendor agreement valid for one year, renewable annually subject to satisfactory performance.
Basis for Award	The award will be issued to the responsible and reasonable offeror who provides the best value to IPA using a combination of technical and cost/price factors.

## **1. Introduction and Purpose**

### **1.1 Purpose**

IPA Global Office invites qualified offerors to submit proposals for the provision of web development and maintenance services for the Innovations for Poverty Action (IPA) website. For further details, please refer to the Scope of Work.

### **1.2 Issuing Office**

Prospective offerors are advised to register their interest with this office in order to receive direct communications (including amendments and responses to questions). Such information will also be posted on the IPA website.

### **1.3 Type of Award Anticipated**

IPA anticipates awarding a Firm Fixed Price Purchase Order / One Year vendor agreement renewable subject to satisfactory performance.

## **2. General Instructions to Offerors**

### **2.1 General Instructions**

“Offeror”, “Subcontractor”, and/or “Bidder” means a firm proposing the work under this RFP. “Offer” and/or “Proposal” means the package of documents the firm submits to propose the work.

Offerors wishing to respond to this RFP must submit proposals, in English, in accordance with the following instructions. Offerors are required to review all instructions and specifications contained in this RFP. Failure to do so will be at the Offeror’s risk. If the solicitation is amended, then all terms and conditions not modified in the amendment shall remain unchanged.

Issuance of this RFP in no way obligates IPA to award a subcontract or purchase order. Offerors will not be reimbursed for any costs associated with the preparation or submission of their proposal. IPA shall in no case be responsible for liable for these costs.

Proposals are due no later than **Tuesday, February 17, 2026 at 12:00 PM EST**, to be submitted to [global-procurement@poverty-action.org](mailto:global-procurement@poverty-action.org) The RFP number and title must be included in the email subject line. Late offers will be rejected.

The submission of a proposal to IPA in response to this RFP will constitute an offer and indicates the Offeror’s agreement to the terms and conditions in this RFP and any attachments hereto. IPA reserves the right not to evaluate a non-responsive or incomplete proposal.

### **2.2 Proposal Cover Letter**

A cover letter shall be included with the proposal on the Offeror’s company letterhead with a duly authorized signature and company stamp/seal using the [Proposal Cover Letter template](#) (see Attachments) for the format. The cover letter shall include the following items:

- The Offeror will certify a validity period of 90days for the prices provided.
- Acknowledge the solicitation amendments received (if any).

### **2.3 Questions regarding the RFP**

Each Offeror is responsible for reading and complying with the terms and conditions of this RFP. Requests for clarification or additional information must be submitted in writing via email or in writing to the Issuing Office as specified in the Synopsis above. No questions will be answered by phone. Any verbal information received from an IPA employee or other entity shall not be considered as an official response to any question regarding this RFP.

Copies of questions and responses will be distributed in writing to all prospective bidders who are on record as having received this RFP after the submission date specified in the Synopsis above.

## **3. Instructions for the Preparation of Technical Proposals**

Technical proposals shall include the following contents:

1. Technical Approach - A description of the proposed services demonstrating how the Offeror's approach meets or exceeds the technical specifications and Scope of Work. The proposal must clearly explain how the Offeror plans to complete the work and demonstrate an approach that ensures timely, effective, and high-quality performance of the required services.
2. Management Approach - A description of the Offeror's management plan and staff proposed for this activity. The proposal should clearly describe the roles and responsibilities of proposed team members and demonstrate that they possess the necessary experience, qualifications, and capacity to successfully implement the Technical Approach.
3. Past Performance – Provide a list of at least three (3) recent contracts of similar scope and duration. The information shall be supplied as a table ([template provided in Attachments](#)), and shall include the legal name and address of the organization for which services were performed, a description of work performed, the duration of the work and the value of the contract, description of any problems encountered and how it was resolved, and a current contact phone number of a responsible and knowledgeable representative of the organization. See Attachments.

### **3.1 Services Specified**

For this RFP, IPA is in need of the services described in Attachment: Scope of Work.

## **4. Instructions for the Preparation of Cost/Price Proposals**

### **4.1 Cost/Price Proposals**

Provided in the Attachments section of this RFP is a template for the [Price Schedule for firm-fixed price awards](#). Offerors shall complete the template including as much detailed information as possible. Any required payment terms must be included in the cost proposal.

It is important to note that Value Added Tax (VAT) shall be included on a separate line. The Subcontractor is responsible for all applicable taxes and fees, as prescribed under the applicable laws for income, compensation, permits, licenses, and other taxes and fees due as required.

## 5. Basis of Award

### 5.1 Evaluation Criteria

Each proposal will be evaluated and scored against the evaluation criteria and evaluation sub-criteria, which are stated in the table below.

<b>Evaluation Criteria</b>	<b>Evaluation Sub-criteria (if needed)</b>	<b>Maximum Points</b>
Technical Approach	<ul style="list-style-type: none"> <li>• Understanding of the Scope of Work and IPA requirements</li> <li>• Proposed approach to Drupal 10 and Acquia security updates and maintenance</li> <li>• Approach to incident management, response times, and issue resolution</li> <li>• Methodology for implementing website improvements and UX/UI support</li> </ul>	40
Management Approach or Personnel Qualifications	<ul style="list-style-type: none"> <li>• Proposed team structure and roles</li> <li>• Relevant qualifications and experience of key personnel</li> <li>• Project management, communication, and escalation approach</li> <li>• Availability and responsiveness during U.S. Eastern business hours</li> </ul>	20
Corporate Capabilities or Past Performance	<ul style="list-style-type: none"> <li>• Experience with Drupal-based websites (preferably Drupal 10)</li> <li>• Experience with similar website maintenance retainer contracts</li> <li>• Experience working with NGOs or comparable organizations</li> <li>• Quality and relevance of references and past work examples</li> </ul>	20

Cost (Reasonableness and Realism)	<ul style="list-style-type: none"> <li>• Clarity and completeness of the cost proposal</li> <li>• Reasonableness of proposed rates and retainer structure</li> <li>• Alignment of cost with proposed level of effort and scope</li> </ul>	20
<b>Total</b>		

## 5.2 Proposal Submission Format

To facilitate the evaluation process by the Evaluation Committee, Offerors are strongly encouraged to submit their proposals in the following format:

- i. Cover Letter
  - Include a concise cover letter introducing your proposal. Use the provided template.
- ii. Introduction / Business Profile
  - Provide an overview of your organization, its history, and relevant experience.
- iii. Statutory and Compliance Documents
  - Include essential documents such as business registration, tax files, and any other relevant compliance documents.
- iv. Technical Proposal
  - Refer to Section 3 for detailed instructions on preparing the technical proposal.
  - Ensure to provide all necessary supporting documentation and attachments as required by the Evaluation Criteria.
- v. Cost / Price Proposal
  - Include detailed cost/price information as outlined in Section 4.
  - Should be realistic and acceptable.
- vi. Implementation Timelines / Gantt Chart (if applicable)
  - Include timelines or Gantt charts outlining project implementation schedules if relevant to your proposal.
- vii. Any Other Pertinent Information
  - Include any additional information that you believe is essential to your proposal.

Please adhere to this format to ensure a structured and comprehensive submission that will aid in the evaluation process.

## 5.3 Best Value Determination

IPA will review all proposals and make an award based on the technical and cost evaluation criteria stated above and select the offeror whose proposal provides the best value to IPA.

IPA may also exclude an offer from consideration if it determines that an Offeror is "not responsible", i.e., that it does not have the management and financial capabilities required to perform the work required.

IPA may award to an Offeror without discussions. Therefore, the initial offer **must contain the Offeror's best price and technical terms.**

#### 5.4 Responsibility Determination

IPA will not enter into any type of agreement with an Offeror prior to ensuring the Offeror's responsibility. When assessing an Offeror's responsibility, the following factors are taken into consideration:

1. Provide evidence of the required business licenses to operate in the host country.
2. The source, origin and nationality of the products or services are not from a Prohibited Country.
3. Having adequate financial resources to finance and perform the work or deliver goods or the ability to obtain financial resources without receiving advance funds from IPA.
4. Ability to comply with required or proposed delivery or performance schedules.
5. Have a satisfactory past performance record.
6. Have a satisfactory record of integrity and business ethics.
7. Have the necessary organization, experience, accounting and operational controls and technical skills.
8. Have the necessary production, construction and technical equipment and facilities, if applicable.
9. Be qualified and eligible to perform work under applicable laws and regulations.

#### 5.5 Additional Due Diligence

Upon completing the evaluation process, IPA may choose to engage in additional due diligence processes with a particular vendor or vendors without notifying the bidder.

The purpose of this process is to ensure that IPA engages with reputable, ethical, and responsible vendors with solid financials and the ability to fulfill the contract. Additional due diligence may include, but is not limited to, the following processes:

- Reference checks
- Verification of whether the firm has been barred by any organization or is on any anti-terrorist checklist

#### 5.6 Bidders' Presentations / Demos

At the discretion of IPA, selected Offeror(s) may be invited to supply additional information on the contents of their proposal during the evaluation period. Such Offerors could be asked to give a presentation of their proposal (possibly with an emphasis on a topic of IPA's choice) followed by a question-and-answer session.



If IPA determines that there is such a need, the presentation will be held virtually. Offerors will be given reasonable time to prepare for the presentation.

NOTE: Presentations or other individual contact is expressly prohibited before the closing date for proposal submission.

## **6. Inspection & Acceptance**

The designated IPA staff will inspect from time to time the services being performed to determine whether the activities are being performed in a satisfactory manner, and that all equipment or supplies are of acceptable quality and standards. The subcontractor shall be responsible for any countermeasures or corrective action, within the scope of this RFP, which may be required by the IPA Country Director/Representative as a result of such inspection.

## **7. Compliance with Terms and Conditions**

### **7.1 General Terms and Conditions**

Offerors agree to comply with the general terms and conditions for an award resulting from this RFP. The selected Offeror shall comply with all Terms and Conditions listed in the accompanying [Attachment](#).

## **8. Procurement Ethics**

Neither payment nor preference shall be made by either the Offeror, or by any IPA staff, in an attempt to affect the results of the award. IPA treats all reports of possible fraud/abuse very seriously. Acts of fraud or corruption will not be tolerated, and IPA employees and/or subcontractors/grantees/vendors who engage in such activities will face serious consequences. Any such practice constitutes an unethical, illegal, and corrupt practice and either the Offeror or the IPA staff may report violations to the Toll-Free Ethics and Compliance Anonymous Hotline at +1 844 837 5445. IPA ensures anonymity and an unbiased, serious review and treatment of the information provided. Such practice may result in the cancellation of the procurement and disqualification of the Offeror's participation in this, and future, procurements.

By submitting an offeror, Offerors certify that they have not/will not attempt to bribe or make any payments to IPA employees in return for preference, nor have any payments with Terrorists, or groups supporting Terrorists, been attempted.

## 9. Attachments

### 9.1 Scope of Work for Services or Technical Specifications

#### 1. Overview

##### 1.1 Background

This scope of work is for web development and maintenance of the Innovations for Poverty Action (IPA) website at <https://poverty-action.org>, which is hosted on a Drupal content management system (CMS) and Acquia server.

##### 1.2 Scope

This contract aims to establish an ongoing monthly retainer agreement, starting in April 2026, for website development and maintenance to support the web-based activities of the IPA Communications (“Comms”) team. The Comms team does not need support for day-to-day content updates of the IPA website, which we handle in-house. Instead, this contract would cover back-end systems administration tasks such as Drupal and Acquia security updates and patches, as well as back-end and front-end coding and design support to implement website improvements.

##### 1.3 Objectives

The objective of this contract is to provide necessary web development and maintenance services for the IPA Comms team, since we do not have these skills in-house within our team. The result of this contract will be to ensure the IPA website remains a high-quality, professional, and dynamic external representation of the IPA brand, and that it remains a secure and up-to-date platform for users who want and need to access information on our website.

#### 2. Requirements

The “heart” of the SOW — tasks, deliverables, schedule, and assumptions

##### 2.1 Tasks

- I. Implement Drupal security updates at least quarterly for the IPA website
- II. Implement Acquia security updates and patches as needed as they arise
- III. Regularly monitor and promptly address site errors such as outages/downtimes (within 3-6 hours, since an outage constitutes a website emergency), as well as (within 24 hours) bugs, glitches, formatting and display issues, access issues, and other website issues that may occur and negatively impact user experience of the IPA website
- IV. Provide web development and design support as requested by the IPA Communications team to improve user experience and user interface of the IPA website, including but not limited to coding and design changes to the main navigation menu, content blocks and layouts, page templates, views and databases, taxonomy, and search function.

## 2.2 Deliverables

As summarized above, the deliverables for this contract are ongoing website development and maintenance as needed (i.e., security updates and fixing errors) and as requested (i.e., website improvements).

## 2.3 Schedule

This contract is intended to cover April 1, 2026 through March 31, 2027, with the option to renew annually. Ideally, the contractor would be willing and able to agree to a monthly retainer contract where unused hours could be rolled over into the next month.

## 2.4 Assumptions

This contract assumes that the contractor has the required skills, experience, and expertise to perform the tasks outlined in the scope of work (see section 2.5, “Required Skills and Competencies,” below). We assume the contractor is either located in the U.S. or is willing and able to collaborate with IPA Comms team members in multiple time zones (primarily U.S. Eastern business hours of 9am-5pm EST/EDT). The contractor will be required to conduct business operations and day-to-day communications in English.

## 2.5 Required Skills and Competencies

- Excellent Drupal 10 skills and expertise, including in particular Drupal Views, Paragraphs, Blocks, and Taxonomy
- Extensive experience and programming expertise in HTML/CSS, PHP, Twig, and Javascript coding languages
- Excellent project management and communication skills
- Strong web design capabilities and a good “eye” for design
- High level of timeliness and responsiveness during U.S. Eastern business hours (same-day response for website emergencies; 1-2 business day response for routine requests)
- Adaptability and good humor when faced with sudden or unexpected changes or challenges
- Ability to collaborate effectively with multiple stakeholders across global locations and time zones
- (Strongly preferred) Experience working with NGOs, especially global development NGOs
- Experience and expertise designing data visualizations (ideally interactive, but also static) on Drupal websites would be a huge plus

## 9.2 Proposal Cover Letter

[On Firm's Letterhead]

<Insert date>

TO: Innovations for Poverty Action

[Address]

We, the undersigned, provide the attached proposal in accordance with **RFP-**  
(insert number). issued on (insert date). Our attached proposal is for the total  
price of (Sum in Words).

I certify a validity period of (enter number) days for the prices provided in the  
attached Price Schedule/Bill of Quantities. Our proposal shall be binding upon us  
subject to the modifications resulting from any discussions.

We understand that IPA is not bound to accept any proposal it receives.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Telephone:

Email:

Company Seal/Stamp:

### 9.3 Price Schedule

Item Number	Description/Specifications	Unit Price	Total Price
1	List the items that are to be supplied (enter additional lines as needed)		
2	VAT		
GRAND TOTAL IN (USD).			

**Delivery Period and Payment terms:**

#### 9.4 Past Performance Form

Include projects that best illustrate your work experience relevant to this RFP, sorted by decreasing order of completion date.

Projects should have been undertaken in the past three years. Projects undertaken in the past six years may be taken into consideration at the discretion of the evaluation committee.

#	Description of Activities	Location Province/ District	Client Name/Tel No/ email address	Cost	Start- End Dates	Comple ted on schedule (Yes/No)	Completion Letter Received? (Yes/No)	Type of Agreement (fixed price, cost reimbursabl e)
1								
2								
3								
4								
5								

## 9.5 Terms and Conditions

- a) The Request for Proposal is not and shall not be considered an offer by IPA.
- b) All responses must be received on or before the date and time indicated on the RFP.
- c) All proposals will be considered binding offers. Prices proposed must be valid for entire period provided by respondent.
- d) All awards will be subject to IPA contractual terms and conditions and contingent on the availability of donor funding.
- e) IPA reserves the right to accept or reject any proposal or cancel the solicitation process at any time and shall have no liability to the proposing organizations submitting proposals for such rejection or cancellation of the request for proposals.
- f) IPA reserves the right to accept all or part of the proposal when award is provided.
- g) IPA shall solely own all intellectual property (e.g. datasets, material, etc.) created under the resulting award.
- h) All information provided by IPA in this RFP is offered in good faith. Individual items are subject to change at any time, and all bidders will be provided with notification of any changes. IPA is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
- i) IPA reserves the right to require any bidder to enter into a non-disclosure agreement.
- j) The bidders are solely obligated to pay for any costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All responses and supporting documentation shall become the property of IPA, subject to claims of confidentiality in respect of the response and supporting documentation, which have been clearly marked confidential by the bidder.