

Invitation to tender: Service Level Agreement for migration and website development of *odihpn.org*

Background

The Humanitarian Practice Network (HPN) has been instrumental in disseminating critical knowledge research, insights and lessons-learned among humanitarian professionals, organisations and communities in emergencies and humanitarian crises since 1994. The *Humanitarian Exchange magazine*, subject specific *Network Papers*, *Good Practice Reviews* (sector-leading reference texts on important topics) and opinion pieces form the heart of HPN's output, complemented by an active programme of online and in-person events.

Recognising that humanitarian practice has evolved and diversified since the network's inception, HPN is adapting and shifting its focus to a **decentralised partnership-based model**, moving towards becoming a more inclusive and crisis-focused hub which reflects the perspectives and knowledge of national and local actors embedded in local humanitarian action. Within this vision, HPN is working towards creating a space that brings together **diverse practitioners' voices, experience and practice to highlight the challenges and innovations of the humanitarian ecosystem at different levels** – while welcoming and supporting actors from all backgrounds. The work of HPN is centered around decolonising and shifting power in knowledge production based on principles of *anti-racism, non-discrimination and anti-colonialism*.

Our aim is to improve the performance of humanitarian action by contributing to individual and institutional learning.

HPN's audience is a network of practitioners and individuals engaged in humanitarian action. They work in over 130 countries worldwide, in NGOs based both in the Global North and Global South, the UN and other multilateral agencies, governments and donors, academic institutions and consultancies.

HPN's institutional location is the Humanitarian Policy Group (HPG) at ODI Global, an independent think tank on humanitarian and development policy.

HPN's website (odihpn.org) was redesigned and rebuilt by Wholegrain Digital and launched in February 2022.

Objective

The Humanitarian Practice Network (HPN) seeks proposals from qualified vendors to migrate its existing website odihpn.org to a modern, secure, and scalable platform on a new server, provide ongoing maintenance support and to redesign the website including GDPR (EU) and/or the Data Protection Act (UK or other) compliance, and to improve accessibility, usability and security.

Scope of work

Migration and development

- Audit and migrate existing content (approximately 2500 pages).
- Build new CMS (WordPress, Drupal, or equivalent).
- Responsive and accessible design (WCAG 2.1 AA).

Data protection (GDPR/DPA)

- Implement GDPR/DPA-compliant consent management (cookies, forms).
- Review and integrate Privacy Policy, Terms of Use, and Data Retention notices.
- Ensure ability for users to exercise data subject rights (access, rectification, erasure, portability).
- Apply SCC-compliant protocols where personal data is transferred or hosted outside the EU/UK.
- Ensure hosting, backups, and security meet GDPR/DPA requirements (e.g. encryption, breach notification protocols).

Integrations

- CRM (Salesforce/Mailchimp or equivalent).
- Analytics and SEO optimisation.
- Secure hosting environment with GDPR/DPA-compliant providers.

Maintenance

- 12 months maintenance and compliance monitoring.

Budget and contract

We would offer a contract for an initial period of 6 months with a contract extension of 6 months.

Next steps and timeline

Process	Date
Responses to the invitation to tender	By 27 October 2025
Discussion of a budget and proposal document	From 4 November 2025
Contract signature	Early December 2025
Start of Service Level Agreement contract	6 January 2026

Please submit your proposal to hpn@odi.org by **27 October 2025**.

Responses should include:

- Communication channels
- List of services covered with budget breakdown
- Demonstration of relevant work experience

Our selection criteria are based on the demonstration of compatibility in the following areas:

- Understanding of business needs
- Value for money

As a development organisation, ODI Global is fully committed to ethical and sustainable procurement. We will ask suppliers to demonstrate their ethical and sustainable credentials.

Contracts for these services will be based on ODI Global templates that will cover the duration of this project, and payments are issued based on actuals.

Should your proposal be satisfying, we will invite you to a detailed discussion of the work in the **first week of November 2025** and make a final decision in the following month as the contract is set to commence from **6 January 2026**.