



# Invitation to tender: Service Level Agreement for maintenance of odihpn.org

## Background

The Humanitarian Practice Network (HPN) was established in 1994 to provide an independent forum for policy-makers, practitioners and others working in or on the humanitarian sector. Its purpose is to share, learn from and disseminate information, analysis and experience. The only network of its kind, HPN plays a key role in examining policy developments and distilling practice. It is fast in capturing major new initiatives and good practice from a wide range of players, and documenting and disseminating this information to field staff and policy-makers. Our aim is to improve the performance of humanitarian action by contributing to individual and institutional learning.

HPN's audience comprise individuals and organisations engaged in humanitarian action. They work in over 130 countries worldwide, in northern and southern NGOs, the UN and other multilateral agencies, governments and donors, academic institutions and consultancies.

Our publications are written by a similarly wide range of contributors and aim to encourage and facilitate knowledge-sharing within the sector.

The Humanitarian Policy Group (HPG) is one of the world's leading teams of independent researchers and communications professionals working on humanitarian issues. It is dedicated to improving humanitarian policy and practice through a combination of high-quality analysis, dialogue and debate.

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HPN's institutional location is the Humanitarian Policy Group (HPG) at ODI, 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.

## Requirements

The current website runs on a custom build of Wordpress Gutenberg and is hosted by WP Engine. Content has been migrated to the new website and additional language support has been integrated throughout. We require technical support for:

- Ongoing site maintenance (e.g. installing updates and plug-ins), bug fixes and backups
- Cybersecurity and rapid responding to any business-critical issues
- Ad hoc development requests

We anticipate the need for 0.5 to 1 day per month for maintenance support and additional availability for ad-hoc support as needed.

## Budget and contract

We would initially offer a contract for an initial period of 9 months with a contract extension anticipated until the 31<sup>st</sup> March 2024. The budget for this work is £1750 per quarter inclusive of all applicable taxes. This is an up-to budget and as a not-for-profit organisation we will be looking for the best value for money.

## Next steps and timeline

Process	Date (2022)
Responses to the invitation to tender	By 13 <sup>th</sup> June
Discussion of a budget and proposal document	From 16 <sup>th</sup> June
Contract signature	w/c 27 <sup>th</sup> June
<b>Start of Service Level Agreement contract</b>	<b>1 July</b>



Please submit your proposal to [hpgadmin@odi.org](mailto:hpgadmin@odi.org).

Responses should include:

- Details of monthly plan, service hours and response times
- 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 are 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 templates that will cover the duration of this project and payments are issued based on actuals.

Responses to be received by 13<sup>th</sup> June 2022. Should your proposal be satisfying, we will invite you to a detailed discussion of the work the week of the 16<sup>th</sup> June and make a final decision in the following week as the contract is set to commence from the 1<sup>st</sup> July 2022.