



# Request for Proposals

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## CiviCRM Development and Support

**Issued:** November 18, 2024

**Responses Due:** December 20, 2024 by 6:00 pm ET

Vendors may email questions and responses to the following contact:

Jesper Frant  
Tech Innovation Project Manager  
jfrant@ndi.org

National Democratic Institute  
455 Massachusetts Ave, NW, 8th Floor  
Washington, DC 20001

## I. About NDI

The National Democratic Institute (NDI) is a nonprofit, nonpartisan, nongovernmental organization that has supported democratic institutions and practices in every region of the world for more than three decades. NDI receives grants and cooperative agreements to pursue its mission from U.S. Federal agencies, including the U.S. Agency for International Development (USAID) and the Department of State (DOS), as well as grants and service contracts from private and international donors such as the United Nations Development Fund, the U.K. Department for International Development (DFID) and the World Bank, among others.

Since its founding in 1983, NDI and its local partners have worked to establish and strengthen political and civic organizations, safeguard elections and promote citizen participation, openness and accountability in government. NDI works on five continents with political parties, governments, parliaments and civic groups to establish and strengthen democratic institutions and practices. The Institute uses a multinational approach that reinforces the message that while there is no single democratic model, certain core principles are shared by all democracies. That philosophy has been applied in more than 132 countries since NDI's founding. NDI has been a pioneer in the use of technology as an integral component of democratic development. The Institute has helped citizens create and refine tools to advocate, organize and mobilize in ways that encourage governments to be more accountable and create opportunities for citizen-led social and political change.

## II. Introduction

The purpose of this request for proposal (RFP) is to identify a vendor or vendors who can dedicate an average of 5 hours per month for 24 months to support the needs of users of NDI's DemCloud hosting service for CiviCRM. Vendors applying to this RFP will support CiviCRM, not the DemCloud hosting service. In addition to providing consultative support, NDI seeks a vendor who can provide training and advice on the usage and maintenance of CiviCRM, often on an ad hoc basis. The scope of engagement for this RFP includes building new custom modules for CiviCRM, site customization, and user training.

In order to provide its partners with a fully-hosted CiviCRM, NDI deployed a software-as-a-service (SaaS) system called DemCloud to harness the advantages of powerful technology tools without requiring advanced knowledge or experience. NDI hosts DemCloud CiviCRM with the support of CoopSymbiotic, which manages the deployment and maintenance of CiviCRM instances. NDI also internally maintains its DemCloud service for Twine games and Open edX courses.

## III. Scope of Work and Technical Specifications

- **Github/Gitlab:** Design and document custom CiviCRM extensions so that they can be shared with the open source community
- **Ansible:** Automation of sysadmin tasks.
- **CiviCRM:** Support users, ensure security and stability, fix bugs and build new features

## IV. Criteria for Vendor Selection

- Vendors who meet the following criteria would be given preference:
- Experience managing and deploying CiviCRM and other Drupal-based platforms
- Willingness to collaborate with other vendors, specifically, CoopSymbiotic to incorporate extensions or other customizations of CiviCRM instances
- Ability to demonstrate the implementation of projects on tight deadlines with informative, consistent reporting
- Experience with agile software development and continuous integration / continuous delivery (CI/CD) methodologies
- Experience working with non-profit organizations, members of parliament and political parties a plus
- Experience with sites that meet WAI accessibility standards

## V. Proposal Guidelines and Submission Process

Proposals should include the following information:

- Company history and core services
- Client list, particularly any international, political or non-profit organizations
- Description of standard CiviCRM development and support methodology
- Rates for services. Proposals may be priced by day or by hour. Different rates may be given for different services and/or different team roles.
- A portfolio of past work
- If the execution of work to be performed by your company requires the hiring of subcontractors, you must clearly state this in your proposal. NDI will not refuse a proposal based upon the use of subcontractors; however, NDI retains the right to refuse the subcontractors selected by a vendor.
- (Optional) An example budget containing all costs, including staff time and projected communication and travel expenses for support to a fictional CiviCRM user/use case

Please note that NDI intends to use a master services agreement (MSA) mechanism for this engagement. Under this mechanism, the MSA contract itself does not authorize any work or guarantee any payment but rather establishes agreed-upon rates for the work. The work itself is authorized and issued through statements of work (SOWs), which are subordinate agreements that outline a detailed scope, expected deliverables, and

timeframe for a specific project. The SOW also specifies the maximum number of billable hours or days and includes a cost ceiling for the project, in accordance with the rates listed in the MSA. Payment under the MSA can only be made with a fully executed SOW.

All final proposals should be submitted via email to Jesper Frant (jfrant@ndi.org) at the National Democratic Institute by **6:00 pm ET on December 20, 2024**.

Early submissions are welcome and appreciated. NDI will evaluate bids based on the vendor's experience, costs and ability to satisfy the proposed tool requirements. NDI may request meetings or calls to discuss proposals and reserves the right to reject any and all bids. NDI also reserves the right to consider bids for modification at any time before an award is made. NDI will not be liable for any costs associated with the preparation, transmittal or presentation of any materials submitted in response to this RFP, but reserves the right to request further information before making an award. Please note that selected vendor(s) would be expected to use NDI's standard contract template, a copy of which is available upon request.