

REQUEST FOR PROPOSALS

Terms of Reference for Website Redevelopment/Upgrade, Intranet and Maintenance & Support

20 July 2026

1. Background

The African Legal Support Facility (ALSF) is an international organization established by treaty in 2008 and hosted by the African Development Bank (AfDB). The ALSF provides legal and technical assistance and capacity building to African governments to support complex sovereign and commercial transactions, particularly in sovereign finance, energy, natural resources & extractives, and infrastructure PPP transactions, to promote fair and balanced outcomes and sustainable development.

ALSF seeks to strengthen its digital presence and stakeholder engagement by improving its public website, strengthening integration with ALSF digital platforms and social channels, and deploying an intranet to support internal knowledge sharing and collaboration. This Terms of Reference (ToR) sets out requirements for a single vendor (consultancy firm) to deliver the assignment in 2 phases: (i) a time-bound build/upgrade of the ALSF website and intranet (Phase 1); and (ii) maintenance and support of the website and intranet under a service level agreement (SLA) (Phase 2).

2. Objectives of the Assignment

The objectives of this assignment are to:

- Redevelop or substantially upgrade the ALSF public website to improve usability, stakeholder utility (with emphasis on RMCs), and content freshness.
- Integrate the ALSF website with ALSF digital platforms and social media channels to improve discoverability, consistency, and engagement.
- Deliver an Intranet to improve internal information sharing, document access, and staff collaboration.
- Establish a robust maintenance, support, and hosting arrangement with clear SLAs to ensure security, availability, and continuous improvement.

3. Scope of Services

The Assignment comprises two phases. Bidders must propose a single integrated approach covering both phases. The contract award will cover Phase 1 deliverables and Phase 2 maintenance/support as a retainer.

3.1 Phase 1 – Build/Upgrade (fixed deliverables)

Phase 1 includes the following core tasks and deliverables:

TASK	DELIVERABLES	INDICATIVE TIMELINE
A. Inception and current-state assessment	- Inception report (methodology, project governance, workplan, risk register). - Structured assessment of the current website (UX/UI, information architecture, content, accessibility, performance, SEO, security, analytics, integrations).	Week 1 – 2

	3. Consultations with relevant ALSF stakeholders to inform website and intranet requirements, user journeys, and content priorities. 4. Recommendations including quick wins and priorities for the redesigned site and the intranet.	
B. Information architecture and content strategy	1. Stakeholder segmentation and user journeys (explicit pathways for RMCs and key audiences). 2. Revised sitemap, navigation and content model (taxonomy/tagging). 3. Content governance plan (owners, review cycles, archival rules to prevent stale content). 4. Integration plan for ALSF platforms and social handles (e.g., ALSF Academy, AMLA/APLA and other ALSF digital properties).	Week 2 – 4
C. UX/UI design	1. Wireframes and clickable prototypes for key pages (desktop and mobile). 2. Visual design aligned with ALSF branding, with reusable templates for key content types (news, project story, publication, event page). 3. Accessibility considerations (WCAG-aligned) and mobile-first design.	Week 3 – 5
D. Development and configuration	1. Implementation of the redesigned/upgraded public website in an agreed CMS. 2. Configuration of site search with filters/tagging; AI-enabled or semantic search capability. 3. SEO baseline configuration (metadata, redirects, structured content), analytics setup and performance optimisation. 4. Newsletter setup (subscription workflow, templates, consent considerations as applicable) and publishing workflow.	Week 5 – 9
E. MIS integration and internal systems alignment	1. Assess and define the functional and technical requirements for integration between the redesigned website, intranet, and ALSF MIS. 2. Implement integration for agreed data and workflow elements, or, where implementation is not technically feasible within the project period, deliver an implementation-ready integration design approved by ALSF. 3. Ensure that the proposed website and intranet architecture can support future integration with ALSF internal systems and evolving business processes.	Week 7 – 10
F. Intranet delivery	1. Deliver an intranet with: announcements/news, document library with role-based access, staff directory (or links), search, and admin/editor roles. 2. Define intranet governance (content owners, publishing rules, retention, access control). 3. Security configuration appropriate to an internal platform (authentication, permissions, backups).	Week 7 – 12
G. Migration, testing, training, go-live	1. Content migration plan and execution for agreed pages/documents. 2. Quality assurance and user acceptance testing (UAT), including security checks and performance validation. 3. Administrator training and handover documentation (admin guide, publishing guide, basic troubleshooting). 4. Go-live and post-launch support for 90 days post-launch.	Week 13 – 16

3.2 Phase 2 – Maintenance, Support and Continuous Improvement (Retainer)

Phase 2 shall commence after go-live and run for an initial period of twelve (12 months):

TASK	DELIVERABLES	FREQUENCY/SLA
A. Hosting and website/intranet availability management	1. Maintain hosting and operational continuity for the ALSF website and intranet. 2. Monitor uptime, server performance, and storage utilisation. 3. Ensure backup, recovery, and business continuity arrangements are in place.	Continuous; monthly reporting
B. Security, patching and	1. Apply security patches and software updates to the website, intranet, CMS, plugins, and related tools.	Continuous; according to SLA

technical maintenance	2. Monitor vulnerabilities and address technical risks. 3. Maintain secure access controls and permissions, especially for intranet content.	/ monthly reporting
C. Helpdesk and incident resolution	1. Provide SLA-based incident response and resolution for priority issues affecting the website, intranet, or newsletter functions. 2. Log, track, and report incidents and corrective actions.	Continuous; according to SLA
D. Minor content updates and publishing support	1. Implement agreed minor content changes and publishing requests on the website and intranet. 2. Support posting of routine updates, publications, announcements, and notices.	Ongoing; within agreed monthly allowance
E. Analytics, SEO and performance optimisation	1. Monitor website performance, traffic, user behaviour, and search trends. 2. Maintain SEO settings and recommend improvements to discoverability and content performance. 3. Provide concise analytics reports and recommendations.	Monthly analytics snapshot; quarterly recommendations
F. Newsletter support	1. Maintain newsletter templates and subscription workflows. 2. Support preparation and dissemination of newsletters or mailing campaigns as requested by ALSF. 3. Monitor delivery and engagement metrics.	According to agreed publishing schedule
G. Continuous improvement and enhancement backlog	2. Maintain a log of enhancement requests and technical improvements. 3. Provide quarterly recommendations for functionality, usability, governance, and security improvements. 4. Implement agreed minor enhancements under the retainer, where applicable.	Quarterly review
H. Reporting and review meetings	1. Submit maintenance and support reports covering uptime, incidents, updates, analytics, and completed tasks. 2. Participate in review meetings with ALSF to assess performance and priorities for the next period.	Monthly reports; quarterly review meetings

The monthly retainer shall cover all routine maintenance, support, security updates, monitoring, and agreed minor content updates required for normal operation of the website and intranet. Only substantial new requirements or major enhancements expressly requested by ALSF and approved in writing may be separately priced.

4. Hosting, Ownership and Data/Security

The Consultant shall specify the proposed hosting and operational arrangements for the ALSF website, intranet, and related digital tools.

Where hosting is managed by the Consultant, ALSF shall retain ownership of, or unrestricted administrative access to, the hosting environment and related accounts, and shall have full portability rights in the event of contract expiry or termination.

4.1 The Consultant shall ensure that:

- appropriate backup and recovery measures are in place for the website, intranet, and related data;
- access controls and permissions are implemented, particularly for intranet content and administrative functions;
- all website and intranet data always remain accessible to ALSF;
- security measures are proportionate to the sensitivity of the systems and content, including protection against unauthorized access, malware, and service disruption; and
- any third-party tools, plugins, or hosting arrangements used in the assignment are reliable, supported, and appropriately licensed.

4.2 The Proposal shall clearly indicate:

- the proposed hosting model;
- whether hosting costs are included in the retainer;

- c. the location and ownership of accounts;
- d. backup frequency and retention; and
- e. security measures and responsibilities of the Consultant

5. Service Level Requirements

The Consultant shall provide maintenance and support services in accordance with a service level arrangement meeting or exceeding the minimum requirements below. Scheduled maintenance windows shall be communicated in advance and excluded from uptime calculations.

5.1 Priority Levels and Response Standards

Priority Level	Examples	Response Time	Resolution Time
Priority 1 – Critical	Full website outage; intranet outage; major security incident; failure of newsletter system	Within 1 hour	Within 8 hours
Priority 2 – High	Major functional impairment; broken publishing workflow; major navigation issue	Within 4 hours	Within 2 business days
Priority 3 – Normal	Minor bugs; formatting issues; display problems; non-critical errors	Within 1 business day	Within 10 business days

5.2 Availability Standards

Service	Minimum Availability Standard
Public website	Minimum 99% uptime per month, excluding scheduled maintenance
Intranet	Minimum 99% uptime per month, excluding scheduled maintenance

5.3 Reporting Requirements

Requirement	Description	Frequency
Incident log	Maintain a log of incidents, actions taken, and response/resolution times	Continuous
Maintenance reporting	Include incident and service performance information in maintenance reports to ALSF	Monthly

6. Deliverables

At minimum, the Consultant shall deliver the following outputs:

- a. Inception report and detailed workplan
- b. Current website assessment report and recommendations
- c. Information architecture and content strategy package
- d. UX/UI wireframes and prototypes
- e. Functional and technical specifications
- f. Developed/upgraded website and fully functional intranet in staging and production environments
- g. MIS integration requirements and technical documentation, including implemented integration or an implementation-ready integration approach, as applicable
- h. Migration, testing, and launch report
- i. Training and handover package, including administrator and publishing guidance
- j. Monthly maintenance reports during Phase 2
- k. Quarterly improvement recommendations during Phase 2.

7. Reporting and Coordination

The Consultant shall report to the ALSF IT Officer as technical lead and work closely with the Communications Officer as content lead.

The Consultant shall also coordinate, as required, with other ALSF teams to ensure: alignment with ALSF business needs and stakeholder priorities; timely review and validation of outputs; consistency of content, branding, and digital workflows; and effective support for ALSF internal processes and external stakeholder engagement.

The Consultant shall participate in review meetings with ALSF at agreed intervals during both Phase 1 and Phase 2.

8. Eligibility

8.1 Eligibility Requirements

The bidder should:

- a. be a legally registered firm or entity;
- b. be registered in an eligible member country of the African Development Bank;
- c. have no actual, potential, or perceived conflict of interest in relation to this assignment;
- d. not be under suspension, debarment, or ineligibility under applicable AfDB/ALSF rules; and
- e. have the legal and financial capacity to enter into a contract for the assignment.

8.2 Technical Capacity and Experience

The bidder should demonstrate:

- a. capacity to deliver website redevelopment/upgrade and maintenance assignments of comparable scope and scale;
- b. a minimum of five (5) years of relevant experience in website development, intranet solutions, and digital communication tools for institutional clients;
- c. evidence of at least five (5) completed assignments of similar scope and complexity, including websites, intranets, and related digital platforms;
- d. strong technical capability in website development, content management systems, digital search, SEO, analytics, hosting, security, and data protection;
- e. proven capacity to design user-friendly and visually compelling interfaces, including integration of multimedia content where required;
- f. proven project management and coordination capacity, supported by an appropriately qualified multidisciplinary team;
- g. capacity to deliver the assignment and related documentation in English and French;
- h. relevant references from similar assignments.

8.3 Indicative Key Experts

The proposed team should include, at minimum:

- a. Project Manager / Delivery Lead
- b. UX/UI Designer
- c. Web Developer
- d. Content Strategist / Information Architect
- e. Systems / Hosting / Security Specialist

Key experts should hold relevant qualifications in IT, computer science, digital design, communications, or related fields. The Consultant may propose additional experts if required for effective delivery of the assignment.

9. Proposal Requirements

Qualified bidders shall submit two (2) separate proposals: a **Technical Proposal**, and a **Financial Proposal** as follows:

Proposal Type	Content shall include
a. Technical Proposal	1. understanding of the assignment and ALSF requirements; 2. proposed methodology and approach; 3. workplan and timeline; 4. approach to current-site assessment; 5. proposed team composition and roles; 6. relevant experience and references; 7. hosting, security, and maintenance approach; and 8. approach to MIS integration and future scalability.
b. Financial Proposal	1. Phase 1 – Fixed price for the build/upgrade phase; and 2. Phase 2 – Monthly retainer for maintenance, support, and continuous improvement. Any optional enhancements shall be separately identified and priced.

10. Evaluation criteria

Proposals will be evaluated on a quality and cost (QCBS) basis. Only proposals achieving a minimum technical score of 70% of the technical score (i.e. 49 out of 70) will qualify for financial evaluation. Financial proposals shall be opened and evaluated only for bidders meeting this minimum technical threshold.

10.1 Technical evaluation

Criteria	Description	Points
Understanding of the assignment and current site assessment approach	Demonstrated understanding of ALSF's requirements, including the proposed approach to assessing the current website and identifying priorities for redevelopment or upgrade.	20
Proposed technical solution	Quality and suitability of the proposed solution, including UX/UI, information architecture, integrations, search functionality, security, MIS alignment, and intranet solution approach.	25
Workplan, timeline, and proposed team	Realism and coherence of the proposed methodology, sequencing of activities, delivery timeline, and suitability of the proposed team and staffing mix.	15
Relevant experience and references	Demonstrated experience in similar assignments and quality of references/portfolio.	10
Total technical score		70

10.2. Financial evaluation

Criteria	Description	Points
Cost reasonableness and clarity	Clarity, completeness, and reasonableness of the proposed price for both Phase 1 (fixed price) and Phase 2 (monthly retainer).	30
Total financial score		30

10.3. Overall evaluation

Component	Points
Total technical score	70
Total financial score	30
Total score	100

11. Submission requirement and Application

Interested applicants must submit:

1. Firm profile.
2. Statement of relevant experience.
3. Summary of similar assignments completed.
4. Proposed team composition.
5. CVs of key experts.
6. Brief note on understanding of the assignment.
7. Evidence of experience in Africa or with regional development institutions.
8. Declaration of availability.
9. Declaration of absence of conflict of interest.

Applications, including separate technical and financial proposals, must be submitted by email as follows:

- To: **alsfprocurement@afdb.org**
- Deadline: **21 August 2026 at 18h00 UTC / Abidjan time.**
- Subject: ***Request for Proposals – ALSF website and intranet assignment***

Any application submitted after the deadline will be automatically rejected.

Requests for clarification may be submitted from the date of publication until 15 August 2026.

Responses to clarification requests will be published on the RFP page on the ALSF website.