



**REQUEST FOR PROPOSAL (RFP)  
WEBSITE DEVELOPMENT AGENCY**

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## 1. BACKGROUND INFORMATION:

Established in 2003, FIND is a global nonprofit dedicated to ensuring equitable access to diagnostics. We connect countries and communities, funders, decision-makers, healthcare providers and developers to spur diagnostic innovation and make testing an integral part of sustainable, resilient health systems. For more than 20 years, FIND has been at the forefront of revolutionizing diagnostics, particularly in the realm of infectious diseases, bringing lower-cost, quality diagnosis to those who need it as an essential component of universal health care while also leading efforts in pandemic preparedness, and driving access to essential tools as a recognized thought leader.

Diagnosis is the first step on the path to health yet almost half the world's population i.e., nearly 1 out of 2 people do not have access to accurate, reliable diagnosis. FIND's vision is to ensure that everyone has access to high-quality, affordable, and reliable diagnostics when and where they need them (#DiagnosisForAll).

We do this by:

1. Accelerating the development and delivery of new diagnostic technologies
2. Leading efforts in pandemic preparedness
3. Driving access to essential diagnostic tools

FIND is not just about delivering testing tools and capacity to the last mile. We also focus on building long-term, systemic change that will increase access and reduce health care costs for both patients and health systems. Our work is to ensure diagnostics reach the most vulnerable, closing the gap between disease and treatment and driving global equity.

More about FIND and our programmes can be found on [www.finddx.org](http://www.finddx.org).

### **Current situation**

FIND's website is currently running on a WordPress content management system with a custom theme built based on our branding and publication requirements

The FIND website serves two main purposes:

1. Provides **information about FIND** (who we are, what we do) and vast array of publications
2. Acts as a **centre of gravity for online resources** that FIND hosts or is involved in – many of which are branded as part of our DxConnect platform.
3. OptiDx

**DxConnect** is a facilitation platform hosted by FIND to enable structured interactions between interdependent diagnostics stakeholders in numerous areas to help fill diagnostic gaps. It includes the following tools that are each managed by a different FIND team (more may be added in future):

- DxConnect Test directory – built using R Shiny and hosted outside of FIND's website
- DxConnect Pathogen readiness index – built with JavaScript and embedded inside FIND's website

- DxConnect Virtual biobank directory – built and hosted independently of FIND’s website

**OptiDx:** FIND also maintains a second WordPress website for diagnostic network planning called [OptiDx](#). OptiDx brings the power of data to diagnostic network planning.

We have development, staging and production systems that ensure the smooth running of our websites.

## **2. STATEMENT OF PURPOSE:**

FIND is seeking a website development agency to manage the development of its website.

## **3. SCOPE OF WORK AND DELIVERABLES:**

The vendor selected will be tasked with a wide variety of tasks related to the organization’s website and hosting management. Examples of such projects could include (but are not limited to):

1. Continuous improvement of our existing theme to meet ongoing business requirements
2. Continuous updates of all existing and future plugins
3. Updates to core programming utility applications that power the content management system
4. Updates to the content management system.
5. Continuous improvement of SEO
6. Security updates
7. Release patches to fix bugs

The vendor will inherit an existing codebase that was previously developed and maintained.

To maintain our website, the vendor would be required to carry out regular platform checks and perform the necessary actions.

Some of these are necessary actions to fulfil the following:

- Monitor for security issues on modules used by the website
- Resolution of high or medium priority issues identified as part of the security scan.
- Monitor performance, disk space and bandwidth usage to input into ongoing recommendations
- Carry out a regular cycle of patching modules

## **4. PERFORMANCE STANDARDS:**

The vendor is expected to provide a service desk (or a system to report/manage tickets).

The vendor is expected to investigate and seek to resolve critical and high severity issues and provide emergency releases to resolve Critical or High severity issues.

The vendor will provide a point of contact, who will triage all issues reported.

If there is an issue with an integrated product, the agency will complete the initial triage and liaise with the partner directly with the aim of resolving.

The vendor is expected to maintain code in a git repository for open collaboration between the vendor and FIND.

**5. APPLICATION GUIDELINES:**

Candidates interested in responding to this RFP should submit a creative dossier including the following information.

- History of the agency, including number of staff members and list of clients
- Technical Proposal
- CVs of key staff members who would work on FIND projects
- Samples of previous work carried out for clients similar to FIND
- Financial Proposal – we expect to see costing based on actual work done.

Due to coordination requirements, providers based in time zones more than 4 hours from CEST are not eligible to apply.

Please direct your submissions and any questions to the following email: [procurement@finddx.org](mailto:procurement@finddx.org). The deadline for proposal submission is 12 June 2026 at 23:59 CEST.

**6. EVALUATION AND AWARD PROCESS:**

<b>Criteria</b>
Completeness
Ability to meet the needs of the organization
Experience with similar services and clients
Pricing model
Price

## 7. TIMELINES:

	Activity	Expected date
1	Publication of RFP	1 <sup>st</sup> June 2026
2	Closing for submission of proposals	12 <sup>th</sup> June 2026
3	Evaluation	15 <sup>th</sup> to 26 <sup>th</sup> June 2026
4	Communication on Award/s of Contract	29 <sup>th</sup> June 2026
5	Contract/s signed with selected Bidder	30 <sup>th</sup> June – 21 <sup>th</sup> July 2026
6	Communication to unsuccessful applicants	21 <sup>th</sup> July 2026

## 8. AWARD CONDITIONS:

Applicants/Bidders that are selected for final award are required to:

- Provide a proof of legal registration as a consultancy firm or an individual contractor.
- Sign a declaration confirming no Conflict of Interest.
- Be legally permitted to perform work in the country where the contract will be performed.
- Commit to and sign the FIND Code of Conduct and Ethics.
- Sign the Due Diligence Self declaration form.

## 9. CONTRACTUAL TERMS AND CONDITIONS:

- The contract will be awarded to the successful bidder following the completion of the evaluation and selection process.
- The agreement shall become legally binding only upon both parties signing the contract.
- The consultant must execute the services in accordance with the scope of work outlined in this RFP.
- The consultant is responsible for ensuring high-quality performance, timely deliverables, and compliance with agreed methodologies.
- Payments will be linked to deliverables and will be made upon approval of completed milestones.
- FIND reserves the right to withhold payment if the consultant fails to meet agreed-upon performance standards.
- All information received, created, or shared during the consultancy will remain confidential and must not be disclosed to third parties without FIND's prior written consent.
- The consultant must comply with applicable data protection laws and ensure the security of sensitive information.
- Any documents, reports, frameworks, tools, or methodologies developed as part of this contract will become the property of FIND.
- The consultant grants FIND unrestricted usage rights to all deliverables under this contract.

**10. TERM OF CONTRACT:**

- The contract will become effective upon signature by both parties and the issuance of a formal contract agreement by FIND. The consultant is expected to begin work on the project immediately upon contract execution.
- In the event that additional time is required to complete the agreed scope due to justifiable reasons, the consultant may request an extension. Any extension must be formally approved by FIND in writing.
- FIND reserves the right to renew or extend the contract for additional phases of work if further engagement is necessary. Renewals will be based on the consultant's performance, availability of funding, and evolving organisational needs.

**11. CONFIDENTIALITY**

FIND considers any proposal received under the RFP as confidential. If required, FIND can sign a Confidentiality Disclosure Agreement (CDA) with interested Applicants/Bidders prior to proposal submission. FIND will not disclose the proposal to third parties without the prior written agreement of the proposal submitter. Review of proposals will be carried out by an internal FIND team as well as a team of external experts (which may or may not include members of FIND's independent Scientific Advisory Committee), all of whom are under confidentiality and are recused if found to have a potential conflict of interest (which they are obliged to disclose). Any specific questions concerning confidentiality should be addressed to the FIND team.

**12. CLARIFICATION AND QUESTIONS:**

How should Vendor communicate for questions and the period for questions submission.

**13. HOW TO APPLY:**

Please email the proposals in English, in pdf format to: [procurement@finddx.org](mailto:procurement@finddx.org).

It is recommended that the entire Proposal be consolidated into as few attachments as possible.

All files must be free of viruses and not corrupted.

The proposer should receive an email acknowledging receipt of the proposal

Applications will be accepted and responded to expediently until **June 12<sup>th</sup>, 2026**.