



Request for Proposals

Aegir and CiviCRM Development and Support

Issued: October 24, 2022

Responses Due: November 10, 2022 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 15-20 hours per month for 24 months to increase the functionality, security, and scope of Aegir, the scalable Drupal management and deployment system, for the National Democratic Institute (NDI). In addition to providing consultative support, NDI seeks a vendor who can provide training and advice on the usage and maintenance of the system, often on an ad hoc basis. The scope of engagement for this RFP includes building new custom modules for Aegir and NDI-specific platforms; integrating web-based applications into current Aegir platforms, and providing assistance with updating sites and migrating versions. Vendors with strong CiviCRM expertise, but without extensive experience with Aegir are also encouraged to apply.

The Aegir system is used to create, clone and deploy Drupal-based websites at scale and across multiple server clusters by facilitating easy installments, upgrades and backups of an entire network of Drupal sites. NDI uses Aegir in the management and deployment of CiviCRM and other Drupal-based tools in its Democracy Toolkit, also known as DemTools, which are a suite of open source platforms that were designed to help empower civil society organizations, political parties, and legislatures around the world by applying

technology solutions to common challenges.

In order to provide its partners with a fully-hosted service for DemTools, 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. The Aegir system is central to this vision, which aims to ensure that groups using DemTools are able to focus their skills, time and resources on democracy building.

III. Scope of Work and Technical Specifications

- **AWS:** Design an architecture for implementing and/or reengineering systems to leverage AWS core product offerings:
 - EC2
 - RDS
 - S3
 - Autoscaling of resources
 - Elastic load balancing
- **Github:** Design workflows:
 - Design and document GitHub workflows for patching and upgrades.
- **Ansible:** Automation of sysadmin tasks.
- **CiviCRM:** Support users, ensure security and stability, fix bugs and build new features
- Perform rapid response support for emergency situations with system failures of the above systems

IV. Criteria for Vendor Selection

Vendors who meet the following criteria would be given preference:

- Expertise and experience working with Aegir, including platforms, makefiles, and custom modules
- Experience with Drupal, Composer and Drush
- Experience managing and deploying CiviCRM and other Drupal-based platforms
- 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 a plus
- Experience with sites that meet WAI accessibility standards
- Experience with Drupal version migration, testing, and deployment for Aegir Modules and core dependencies

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 development and support methodology
- Detailed budget containing all costs, including staff time and projected communication and travel expenses. 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
- (Optional) Description of approach to product support for Aegir after Drupal 7 reaches EOL in November 2023 or description of potential alternative to Aegir for SaaS-style hosting of Drupal products, specifically CiviCRM.
- 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.

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 November 10, 2022**.

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.