



## Request for Proposals

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# NDI Software Development and Maintenance

**Issued:** April 09, 2024  
**Responses Due:** May 09, 2024 by 5:00 pm ET

Vendors may email questions and responses to the following contact:

Caitlyn Ramsey  
cramsey@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 a collective estimated 1400 hours over 24 months to provide scripting and web application development in one or more of the core languages and development stacks for software used by the National Democratic Institute (NDI).

## III. Scope of Work

NDI is looking for vendors who are able to provide software development support in one or more of the following languages:

- Python
- Perl
- PHP
- Ruby
- Node.js
- JavaScript
- React framework

- Flutter
- Ember framework
- GraphQL or API-first development

Software development support may include building new software or working with preexisting code bases. Tools that NDI is exploring or already regularly supports include:

- Decidim
- CitizenOS
- Pol.is
- Website development
- Twine
- Tella
- Fix My Street
- Transifex
- OpenAI

NDI web applications utilize a range of databases for storage, including:

- MySQL
- Postgres
- MongoDB or another non-SQL database

NDI is also increasingly using container-based, dynamically scalable or serverless infrastructure; documented ability to use these modern techniques would be welcomed.

## V. Criteria for Vendor Selection

Vendors can apply to support one or multiple scripting languages and development environments, including the web server platform and back-end databases. Vendors who can demonstrate experience in supporting multiple languages or databases would be given preference.

NDI works extensively with Drupal. For PHP developers, demonstrated experience in building or maintaining modules would be given preference.

Vendors who meet the following criteria would be given preference:

- Ability to demonstrate the implementation of projects on tight deadlines, allocating sufficient time after delivery for bug fixes and improvements
- Ability to demonstrate high levels of communication, with informative, consistent reporting, and reaching out for feedback as necessary when making design choices in implementing features
- Experience using version control and associated version control repositories, in particular Git and Github
- Ability to demonstrate high-quality testing and Quality Assurance standards and frameworks including unit tests and automated end-to-end testing for verifying all

features are properly implemented, preferably as part of a continuous integration methodology

- Ability to demonstrate clear documentation that provides explicit step-by-step install and upgrade commands compatible with automated deployment scripting, in a single document that is updated as code is shipped
- High quality, well architected code that is easy to read and maintain
- Experience making architecture decisions for how to best implement solutions, using the most current technologies and best practices
- Experience with human-centered design
- Experience with agile software development methodologies, shipping code in segments iteratively throughout the development process as features are completed
- Experience working with non-profit organizations
- Experience with APIs that enable translation
- Experience with apps 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 development and support methodology
- Detailed budget containing all costs, including staff time. 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.

Please note that NDI intends to use a Framework Agreement mechanism for this engagement. Under this mechanism, the Framework Agreement 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 Framework Agreement. Payment under the Framework Agreement can only be made with a fully executed SOW.

All final proposals should be submitted via email to Caitlyn Ramsey ([cramsey@ndi.org](mailto:cramsey@ndi.org)) at the National Democratic Institute by **5:00 pm ET on May 9, 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.