



Clinton Health Access Initiative, Inc.

Request for Proposals

Request for Proposals (RFP) for the provision of web and digital support services for the Global Oxygen Alliance's (GO₂AL) Secretariat

Funded by: Unitaid, via the Global Oxygen Alliance (GO₂AL)

Date Issued: August 4, 2026

Ethical Conduct and Conflicts of Interest

In accordance with CHAI's [Global Code of Conduct](#) and [Conflict of Interest policy](#), CHAI is committed to conducting procurements with integrity and objectively selecting suppliers and vendors. CHAI maintains a zero-tolerance policy for acts including but not limited to collusion among vendors, submitting falsified bids, bribery, and/or other forms of fraud. Vendors engaging in such conduct will be disqualified from current and future opportunities. CHAI employees and others acting on CHAI's behalf are prohibited from accepting or asking for bribes, gifts, fees, or any other object of value or compensation related to doing business. Please contact ethics@clintonhealthaccess.org with any questions or concerns or to report any violations, or the CHAI Whistleblower Hotline at chai@integritycounts.ca (+1 866-921-6714 [Toll-Free U.S.] or +1 604-922-5953 [International]).

Summary of terms

A. Background

The Clinton Health Access Initiative, Inc. (CHAI) is a global health organization committed to saving lives and improving health outcomes in low- and middle-income countries by enabling the government and private sector to strengthen and sustain quality health systems. For more information, please visit www.clintonhealthaccess.org

The Clinton Health Access Initiative, Inc. (CHAI) invites interested and capable digital agency or web support consultancy to provide ongoing technical support, maintenance and management of its existing WordPress website over an initial two-year period. The successful supplier will act as GO₂AL's ongoing technical web support partner (i.e., including managing website hosting, routine maintenance, troubleshooting, security updates) as well as on-demand support as requested by the Secretariat (i.e., web development, implementation of website changes/improvements and user training).

The COVID-19 pandemic caused widespread oxygen shortages across Asia, Africa, Latin America and the Middle East. WHO's [ACT-A Oxygen Emergency Taskforce](#), established in February 2021, evolved into the [Global Oxygen Alliance](#) (GO₂AL), a global multi-stakeholder alliance that builds the enabling environment for sustainable access to medical oxygen by aligning partners around shared priorities and collective action. GO₂AL aims to strengthen coordination, generate strategic evidence, advance advocacy, shape markets, mobilize resources, and enable country-led action to accelerate progress towards sustainable oxygen systems that improve health outcomes and save lives. GO₂AL is not a separate legal entity or funding mechanism. It operates through shared governance and the collective contributions of participating organizations.

GO₂AL is co-chaired by Unitaid and the Pan American Health Organization (PAHO) and vice-chaired by the Africa Centres for Disease Control and Prevention (Africa CDC). The GO₂AL Secretariat is hosted by Unitaid.

The primary objective of this engagement is the ongoing maintenance and support of the current WordPress-based website -- not the redesign or development of a new platform -- including migration of the site to a new hosting environment, plus limited on-demand development support as described in Section G, Scope of Work and Deliverables, below. Offerors are invited to submit proposals in response to this RFP in accordance with Section D, Instructions for Preparation of Proposal and Submission to CHAI.

This RFP does not obligate CHAI to make an award or fund an applicant, nor does it commit CHAI to reimburse for the costs incurred for proposal preparation. All costs related to proposal preparation must be borne by the offeror. CHAI will accept no fee for the submission of these applications. CHAI makes no representations or warranties and will not incur any liability under any law as to the accuracy, reliability, or completeness of the information contained in the RFP.

B. Proposal Dates and Requirements

The below table summarizes key dates in the RFP process. Offerors are expected to comply with these dates and deadlines. CHAI reserves the right to modify the dates at its discretion.

Milestone	Date and Time
RFP Released	August 4, 2026

Deadline for Written Questions	August 10, 2026
Answers for Questions Released	August 14, 2026
Technical and Financial Proposals due	August 25, 2026, 8pm CET
Estimated award	Early-to-mid September 2026

1. Questions and Answers

All questions regarding this RFP must be submitted by the date above and in writing to gempurchase@clintonhealthaccess.org, with the subject line “Question for RFP/CHAI/GO2AL-WEBSERVICES”. Questions and CHAI responses will be posted at the same location as the RFP. CHAI will only consider written requests for clarification. Only written answers from CHAI will be considered official and carry weight in the RFP process and subsequent evaluation. Answers of guidance received outside of the official channel from employees or representatives of CHAI will not be considered official information regarding this RFP.

2. Proposal Submission and Validity

All responses to this RFP must be submitted by the date and time above and must comply with the instructions below in Section D. Instructions and Preparation of Proposal and Submission to CHAI. Offers must be submitted electronically only to gempurchase@clintonhealthaccess.org, with the subject line “Submission for RFP/CHAI/GO2AL-WEBSERVICES”. Offers received after the deadline are invalid. By submitting this proposal, the offeror confirms that the proposal is valid for a period of 90 days.

3. Award

CHAI, in partnership with the GO2AL Secretariat, will examine the offers to determine if they are complete, comply with all the conditions of the RFP, and have been duly signed and are in general order. CHAI, in partnership with the GO2AL Secretariat, will select the offer that represents the best overall value. CHAI, in partnership with the GO2AL Secretariat, anticipates making one award to one entity; but reserves the right to make no award, or to make multiple awards.

C. Eligibility Requirements

Offerors, regardless of entity status (for profit, not-for-profit, etc) must be legally registered to conduct business in the offeror's registered jurisdiction. A valid copy of a business license and/or registration must be provided in the offer submission. All offers must be submitted using Annex A below and must be signed by cognizant officers of the organization.

Offerors (or the key/lead personnel proposed by an applying consultancy firm) must also meet the following minimum qualifications. Offers that do not meet these minimums will not proceed to financial evaluation:

- University degree or equivalent certificate in web design and digital services.
- Significant experience (at least 10 years) providing web and digital services, website hosting and maintenance, website upgrades, and training non-web specialists to maintain a WordPress website.
- High quality of spoken and written English.
- Strong planning, organizational, and project/program management skills.
- Demonstrated ability to work as part of a team to deliver high-impact results.
- Demonstrated analytical skills, with the ability to analyze complex problems.

D. Instructions for Preparation of Proposal

Offerors are required to use the form in Annex A, below, to reply to this RFP. Failure to provide all the information required by the RFP or submitting an offer that does not respond to the RFP in all respects may result in the rejection or disqualification of the offer. The information that the respondent considers proprietary must be clearly marked as such. All such information will be treated confidentially and used by CHAI for evaluation purposes only.

1. Technical Proposal

Offerors are required to write a technical response to the scope of work in Section G, Scope of Work and Deliverables.

Offerors must address each of the following in their technical proposal:

- Technical approach and Methodology
- Draft Work Plan
 - A draft plan for managing the migration, hosting transition, and ongoing maintenance of the website.
- Key Staff
 - CVs for the key/lead personnel who will complete the work, demonstrating at least 10 years of relevant experience (see Section C, Eligibility Requirements).
- Capabilities Statement
 - A description of how the offeror can complete the scope of work based on past relevant experience, including weblinks to 3-4 samples of similar work and a client list.

The full technical and cost proposal, combined, must not exceed 10 pages.

2. References

Offerors must complete the table in Annex A with past performance references.

3. Budget

The resultant award will be structured as a one-off fixed migration and hosting fee (Scope 1) plus an on-demand monthly fee for Optional/On-Demand Development Support (Scope 2), billed based on actual hours used and capped at 20 hours/month. Offerors must provide a budget that breaks out the fixed Scope 1 cost, the underlying hourly rate(s) used to derive the Scope 2 estimate, and an estimated total 'end to end' cost for Year 1 (12 months) combining both components, using the table format in Annex A. Once the award is signed, no additional fees, taxes, or costs may be added post award. All budgets must be made in USD. Budgets must be accompanied by a brief cost narrative that describes each line item and the assumptions made in the total cost.

E. Evaluation Criteria and Negotiation

CHAI will make an award based on which proposal represents best value to CHAI. CHAI may award to a higher priced offeror if a higher technical evaluation justifies the additional cost. CHAI, in partnership with the GO2AL Secretariat, will use the following criteria to evaluate proposals:

Category	Criteria	Points
Technical Approach and Methodology	Quality and feasibility of the proposed approach to migration, hosting, security,	20

	maintenance, and response-time commitments (see Section G).	
Relevant Experience and Qualifications	Depth of relevant experience (web/digital services, hosting, WordPress maintenance, training) and extent to which qualifications exceed the Section C minimums.	20
Key Personnel	Suitability and experience of proposed key/lead personnel supporting Secretariat, per CVs submitted.	20
Quality of Portfolio and Capabilities Statement	Quality of past/similar work samples, client list, and overall capabilities demonstrated.	10
Financial Proposal	Overall reasonableness and value of the fixed Scope 1 cost and the Scope 2 hourly rate.	30

Offerors are expected to submit their best offer. CHAI reserves the right to hold further discussions, conduct negotiations, ask for additional information, or request clarifications before making an award. CHAI reserves the right to hold a best and final offer or competitive range stage prior to award. CHAI may, at its sole discretion, ask for offerors to conduct oral presentations.

F. Terms and Conditions of Resultant Agreement

Any agreement that results from this solicitation will be subject to CHAI's standard agreement terms and conditions. A copy is available upon request. For the purpose of this solicitation, please note that the following terms apply:

I. Confidentiality: Information which the offeror considers to be confidential or proprietary must be clearly marked as such. All such information is treated as confidential by CHAI for assessment purposes only. Should the offeror anticipate submitting confidential or propriety information to CHAI, please contact the POC for this procurement to request a copy of CHAI's standard NDA.

II. Intellectual Property and Data Ownership: All website content, source code, data integrations, and other deliverables produced under this contract shall remain the sole property of GO₂AL / CHAI. The vendor company shall provide full access credentials and handover documentation to enable an orderly transition at contract end or termination.

G. Scope of Work and Deliverables

1. Scope of Work

The [current GO₂AL website](#) is a relatively simple, WordPress-based informational website that plays a central role in communicating GO₂AL 's purpose, priorities and activities. Running for three years, it is managed by the Secretariat (i.e., Secretariat creates content, uploads news/resources, event pages etc.) with an external supplier providing technical support, maintenance, managing the web hosting contract and when needed training and website improvements.

GO₂AL seeks to appoint an experienced web support vendor or team to maintain, update and support the existing website on a retainer basis over an initial two-year period. The primary objective of this engagement is the ongoing maintenance and support of the current website, not the redesign or development of a new platform.

The vendor will manage hosting and migrate the existing website to a new hosting environment for a period of 2 years. For the purposes of this RFP, "migration" refers to transferring the existing website and its current content to a new host, not a full rebuild or redesign of the website. The vendor will also provide training and support for routine updates, patches, security and general maintenance. Additional development work, such as the inclusion of new data sets, dashboards or interactive content, is not a core requirement of this engagement and will only be commissioned on an as-needed basis, as set out under Scope 2 below.

Scope and Key Considerations

- Attend scheduled meetings on demand with the Secretariat to discuss website updates, structural changes and improvements, and provide input and timelines.
- Respond to urgent website issues (e.g. site downtime, security incidents) within 4 business hours, and to routine content update requests within 2 business days.
- Host and maintain the website to ensure consistent accessibility and protection from external interference.
- Provide needs-based training to equip the team to format and add web pages.
- Where required, provide on-demand technical expertise to integrate data sets, databases, infographics and interactive content, and guide integration of other GO₂AL-linked websites. These are not immediate priorities and will only be requested as optional future support, within the Scope 2 cap set out below.
- Must be available during at least 4 hours between 9am-5pm CET.

Roles and Responsibilities

- **The Secretariat (not vendor)** will manage content preparation, including drafting text, sourcing images and data, defining page structure and requirements and uploading content.
- **The vendor** will manage technical implementation, including migration, hosting, coding, and applying changes and trainings requested by the Secretariat.

2. Deliverables and Deliverables Schedule

Continuous Core Hosting and Maintenance (Scope 1):

- Migration of the existing website and its content to a new hosting environment (a hosting transfer, not a website rebuild), with access to the current CMS for a seamless transition, plus hosting for 2 years.
- Regular backups and security monitoring/patching.
- Ongoing troubleshooting and general maintenance as necessary.
- Including 12 hours/year of technical support or training to Secretariat as needed with content uploads and new page builds as required.

Optional / On-Demand Development Support (Scope 2): the items below are **indicative**, and are not immediate priorities and will only be commissioned where required on the WordPress-based website.

- Future web development needs including the potential creation of digital dashboards and integrated datasets on the website.
- Guidance linking and/or integrating the website of other GO₂AL-related websites.

- Developing a country platform page - which interactive country maps with information on country.
- Additional Training to support the Secretariat with content uploads and new page builds.

3. Warranty and Insurance Requirements

Offerors should confirm, as part of their technical proposal, that they:

- Follow professional industry standards for web development, hosting, and maintenance work, and will correct any defects or errors identified within a reasonable period at no additional cost.
- Use properly licensed software and plugins, free of malware.
- Maintain reasonable technical and organizational safeguards to protect the website and associated data and comply with all applicable data protection and privacy laws.

4. Period of Performance

2 years, with an anticipated start date of mid-September 2026 through mid-September 2028. This engagement is home-based/remote; no travel is anticipated.

Annex A: Proposal Application Form

[Instructions: All offerors submitting a bid in response to this RFP must fill out and complete this template letter. The letter must be signed by an authorized representative of your organization and must be dated appropriately. This letter must be submitted with a copy of your business license and any other documents as requested in the solicitation]

To: [Procurement Lead name]
 Reference: RFP/CHAI/GO2AL-WEBSERVICES
 Company Name: [Insert your company name]

General

We, the undersigned, hereby provide this offer to perform the work described in the referenced RFP. We acknowledge and agree to all terms and conditions. We certify that our organization, as well as our principal officers and key individuals, are eligible to participate in this procurement and are not debarred, nor on any watchlist or sanctions list. We further certify that, to the best of our knowledge, we have no close, familial, or financial relationships with CHAI staff or individuals representing CHAI; and that we have no close, familial, or financial relationships with any other bidders on this RFP. If we become aware of a potential conflict we will immediately notify ethics@clintonhealthaccess.org. We also certify that our business license, attached, is accurate and up to date with the relevant authorities.

Our offer remains valid for 90 days from the date of submission.

General Information	
Company Address	
Company Telephone	
Company Website (if applicable)	
Company Registration or Tax ID	

Does the company have a bank account?	
Name of Bank, if applicable	
Brief company description	

Past Performance

We hereby provide three references for similar work that we acknowledge may be contacted at any time by CHAI.

Past Performance	
Reference 1	
- Company, Entity, or Individual Name - Contact Information - Brief description of work	
Reference 2	
- Company, Entity, or Individual Name - Contact Information - Brief description of work	
Reference 3	
- Company, Entity, or Individual Name - Contact Information - Brief description of work	

Technical Proposal

Offerors must structure their technical proposal according to Section D.1 above (Technical Approach and Methodology, Draft Work Plan, Key Staff, and Capabilities Statement/Portfolio). The full technical and cost proposal, combined, must not exceed 10 pages.

Financial Proposal

Offerors must provide a fixed price for Scope 1 (migration and 2-year hosting) and the underlying hourly rate(s) for Scope 2 (on-demand development support, capped at 20 hours/month), in USD, plus an estimated total 'end to end' cost for Year 1 (12 months) combining both components, per Section D.3 above.

#	Cost Type	Scope	Description	Billing Basis	Price/Cost (USD)
1	Fixed	Core Maintenance and Hosting (Scope 1)	Website migration to a new hosting environment (hosting transfer only, not a rebuild) and hosting for 2 years (including regular backups, security monitoring and maintenance and 12 hours/year of support to	One-off migration fee plus fixed fee for 2-year hosting	[vendor to complete] a) Cost for one time migration. b) Cost for 2 year hosting and maintenance (including the 12 hours/year of support).

			Secretariat included in the cost)		
2	On-demand	Optional / On-Demand Development Support (Scope 2)	Optional development work, commissioned only when required: content-upload training, data set/dashboard integration, and website linking support.	Billed monthly based on actual hours used. For the purposes of the proposal comparability, please provide costs for 10 hours/months .	[vendor to complete] a) Hourly rate per any additional work. b) Estimated number hours for each of the 3 work projects: • Creation of digital dashboards and integrated oxygen Supply Chain mapping datasets on the WordPress-based website. • Guidance linking and/or integrating the website of other GO₂AL-related websites. • Developing a country platform page - which interactive country maps with information on country.

Key officer signatures:

Name (Printed):

Title

Signature

Date

Name (Printed):

Title

Signature

Date

Name (Printed):

Title

Signature

Date