

Vendor questions and responses

Request for proposals: web and digital support services for the Global Oxygen Alliance (GO2AL) Secretariat

RFP reference: RFP/CHAI/GO2AL-WEBSERVICES

Deadline for written questions: August 10, 2026

Responses issued: August 14, 2026

Proposal submission deadline: UPDATED TO SEPTEMBER 1, 2026, 5:00 PM CET

About this document

This document consolidates the written clarification questions received from prospective bidders in response to the request for proposals (RFP) referenced above. Duplicate questions have been merged, questions have been lightly edited for clarity, and they are grouped by theme.

Responses apply equally to all bidders and should be read as part of the RFP. Bidders should not rely on any guidance that does not appear in this document or in a formal amendment to the RFP.

Questions and responses

A. Proposal format and submission

Q1. Does the 10-page limit apply to the entire submission, or only to the combined technical and financial proposal narrative? Specifically, are curricula vitae (CVs) for key personnel, references, portfolio samples, and the business license excluded from the limit and able to be submitted as appendices?

A1 Response: *10-page limit applies to the main body of the proposal which contains the technical and financial proposals. Annex/Appendices may be added but this should not exceed an additional 10 pages. Both should be submitted as one PDF document.*

Q2. Is the completed Annex A proposal application form counted within the 10-page limit, or should it be submitted separately as a required attachment?

A2 Response: *See response A1.*

Q3. How will proposals be weighted across technical approach, experience, personnel, portfolio, and cost?

A3 Response: *The Technical vs Financial proposal are weighted as 70: 30 and full breakdown are provided in the published RFP Section Evaluation Criteria and Negotiation.*

Q4. Will a consolidated response to bidder questions, or a formal amendment to the RFP, be published before the August 25, 2026 submission deadline?

A4 Response: *Yes, consolidated response to bidder questions will be published on the same page as the RFP to make it accessible to all potential respondents/bidders.*

Q5. Would CHAI consider an extension of one to two weeks to the proposal submission deadline?

A5 Response: *Yes. The proposal submission deadline has been extended by one week, from August 25, 2026 to September 1, 2026.*

B. Current website and technical environment

Q6. Who is the current hosting provider, and what are the hosting plan and server specifications?

A6 Response: *The current hosting provider, hosting plan, and server specifications will be made available to the winning bidder as part of the transition process. Current website link: <https://globaloxygenalliance.org/>*

Q7. What are the current WordPress, PHP, and database versions, the active theme, and the major plugins in use? Please also confirm the web server technology in use (for example Apache or NGINX) and any further details of the current hosting environment.

A7 Response: *The current WordPress, PHP, and database versions, active theme, and major plugins will be made available to the winning bidder as part of the transition process. This will also include the web server technology and further details of the current hosting environment. Current website link: <https://globaloxygenalliance.org/>*

Q8. Are there proprietary plugins, custom-built frameworks, or custom themes in the existing WordPress installation that bidders should account for in planning the migration?

A8 Response: *Bidders should make assumptions that no proprietary plugins, custom-built frameworks, or custom themes will be required.*

Q9. Are there third-party integrations – for example application programming interfaces (APIs), customer relationship management systems, analytics tools, or external data sources – that must be migrated and supported under this engagement? Where available, please also provide a list of the integrations currently connected to the website, including analytics tools, forms, email services, and social media integrations.

A9 Response: *Bidders should assume no third-party migration as part of Scope 1 but will only be added to Scope 2 when required. However, the website should have the capability for future integration to APIs, CMS and other tools. Indicative cost associated with integration can be added as a separate line item as Scope 2.*

Q10. Is there an existing staging environment?

A10 Response: *No existing staging environment. However, selected vendor is expected to establish and manage the staging environment as part of the development and testing process.*

Q11. What content management system (CMS) platform is currently in use?

A11 Response: *See response A7.*

Q12. Could you provide a list of the plugins currently in use?

A12 Response: *See response A7.*

Q13. Is the current WordPress installation a multisite setup, and does this project cover a single WordPress website and database only?

A13 Response: *The project covers a single WordPress website and associated database. Details regarding the current WordPress configuration will be shared with the selected vendor as required.*

Q14. What are the main pain points with the current CMS?

A14 Response: *See response A25.*

Q15. Could you provide more detail on the level of interoperability required with other software applications, databases, and platforms, including any internal systems the website must connect to and the technical details for each?

A15 Response: *See response A9.*

Q16. What functionality, if any, is currently available only to members or logged-in users?

A16 Response: *Details of any member-only or logged-in user functionality will be shared with the selected vendor as required.*

Q17. Is the current search functionality considered satisfactory, and are there additional features the Secretariat would like to see?

A17 Response: *The current search functionality is generally satisfactory. Bidders may recommend additional features or improvements that enhance usability, relevance, and overall user experience.*

Q18. Which customer relationship management (CRM), learning management system (LMS), and event management platforms are currently in use, if any?

A18 Response: *Details of the CRM, LMS, and event management platforms currently in use, if any, will be shared with the selected vendor as required.*

C. Website size and traffic

Q19. What is the average monthly traffic volume, measured in visits or pageviews? Please also provide historical bandwidth usage and storage requirements to assist bidders in sizing the hosting environment.

A19 Response: *Current traffic volumes are variable and may fluctuate over time. Bidders should make reasonable assumptions regarding expected traffic, storage requirements and hosting capacity when developing their proposals. Current website link: <https://globaloxygenalliance.org/>*

Q20. Approximately how many pages and posts does the website contain, and what is the approximate size of the media library, the database, and total storage?

A20 Response: *The website currently contains a significant body of existing content, including pages, posts, documents, images, videos, and other media assets. An exact inventory of pages, posts, media library size, database size, and total storage is not currently available. Bidders should therefore study the website link provided and make a best judgement to inform the requirements and financial quote. The selected vendor will be responsible for assessing the existing environment and developing an appropriate migration approach. Current website link: <https://globaloxygenalliance.org/>*

Q21. Which content types, components, and integrations must be preserved during the migration?

A21 Response: *All business-critical content, including pages, posts, documents, images, videos, metadata, navigation, forms, and other relevant content types, should be preserved or appropriately migrated. Existing URLs, SEO metadata, key functionality, and analytics should also be maintained or reconfigured as required in the new environment. Bidders should therefore study the website link provided and make a best judgement to inform the requirements and financial quote. The selected vendor will be responsible for assessing the existing environment and developing an appropriate migration approach.*

D. Hosting requirements and cost treatment

Q22. Does CHAI or Unitaid require a specific hosting provider, or should bidders recommend and manage an enterprise managed WordPress host as part of their proposal?

A22 Response: *Bidders should propose an appropriate managed WordPress hosting solution and include the associated hosting costs in their proposal.*

Q23. Should hosting fees for the two-year period be included within the Scope 1 fixed price, or billed to the GO2AL Secretariat at cost as a pass-through?

A23 Response: *Yes. Hosting fees for the full two-year period should be included within the Scope 1 fixed price and should not be treated as a pass-through variable cost.*

Q24. Is there any requirement or preference regarding the geographic location of the hosting infrastructure – for example, servers located within the European Union, or a specific General Data Protection Regulation (GDPR) posture?

A24 Response: *Hosting infrastructure should preferably be located within the European Union and must comply with applicable GDPR requirements.*

Q25. Beyond the migration itself, are there specific objectives or challenges the Secretariat is seeking to address through the new hosting environment, such as performance, security, scalability, operational efficiency, or cost? Are there any specific challenges, gaps, or pain points with the current solution or supplier that this procurement is intended to address?

A25 Response: *The primary objectives are to ensure optimal website performance, reliability, security, scalability, and operational efficiency while achieving the best overall value for money. Bidders should assess the current website and propose improvements that address any identified technical or operational gaps.*

Q26. Is the selected vendor expected to manage domain name system (DNS) changes, secure sockets layer (SSL) certificate configuration, redirects, and content delivery network (CDN) and web application firewall (WAF) configuration, as well as post-migration validation, as part of Scope 1?

A26 Response: *These activities are not currently included within Scope 1. Any requirements relating to DNS, SSL, redirects, CDN/WAF configuration, or post-migration validation will be determined and agreed based on the final technical solution and implementation requirements.*

Q27. Is the selected vendor expected to purchase and maintain third-party plugin and theme licences during the two-year engagement, or will CHAI or the GO2AL Secretariat provide the existing licences?

A27 Response: *These activities are not currently included within Scope 1. Any requirements relating to third-party plugin and theme licences will be determined and agreed based on the final technical solution and implementation requirements.*

Q28. What are the hosting requirements, including any requirement or preference regarding location?

A28 Response: *See response A24.*

Q29. Are there licences held by the current agency that will need to be transferred to the new vendor once maintenance is passed over?

A29 Response: *See response A27.*

E. Security, privacy, and accessibility

Q30. Are there data privacy, security, or compliance requirements beyond the GDPR and Web Content Accessibility Guidelines (WCAG) AA accessibility standards already referenced in the RFP?

A30 Response: *No additional requirements are currently specified beyond applicable GDPR requirements and WCAG AA accessibility standards. Bidders should, however, propose industry-standard security and data protection measures appropriate to the hosting and management of the website.*

Q31. Does CHAI or the GO2AL Secretariat require compliance with a specific version of the accessibility standard, for example WCAG 2.1 AA or WCAG 2.2 AA?

A31 Response: *The website must comply with WCAG 2.1 Level AA as a minimum. Bidders may propose compliance with WCAG 2.2 Level AA where appropriate.*

Q32. Are there any legal, privacy, or regulatory requirements – for example HIPAA, ADA, GDPR, CCPA, or cookie consent – that the website must comply with?

A32 Response: *See response A30.*

F. Scope 2: on-demand development support

Q33. Section D.3 identifies a Scope 2 cap of 20 hours per month, while Annex A requests pricing based on 10 hours per month. Can CHAI confirm that 20 hours per month is the maximum contractual usage and that 10 hours per month is the pricing scenario to be used for comparison?

A33 Response: *Yes.*

Q34. Is there a single monthly-hours assumption that all bidders should apply to the Scope 2 estimate so that financial proposals are directly comparable?

A34 Response: *10 hours per month.*

Q35. Approximately how many hours per month has the current supplier drawn for comparable on-demand work?

A35 Response: *Usage is variable depending on requirements but has historically not exceeded approximately 20 hours per month for comparable on-demand work.*

Q36. For optional future requirements such as interactive country maps or digital dashboards, will data be fed through external APIs, or will content be maintained manually by the Secretariat using custom content blocks? For the proposed dashboards and oxygen supply-chain mapping datasets, are existing data sources, application programming interfaces (APIs), database schemas, or technical specifications already available?

A36 Response: *The approach will be determined based on the nature and technical requirements of the work. Bidders should propose the most appropriate and cost-effective approach, to deliver optimal functionality and value for money. Relevant data sources, APIs, database schemas, and technical specifications will be provided to the selected vendor as required for the relevant work.*

Q37. Are routine content uploads expected to be performed exclusively by the Secretariat, with the vendor providing technical support and training only, or may the vendor occasionally be asked to perform content uploads?

A37 Response: *Routine content uploads will be managed by the GO2AL Secretariat. The vendor will provide technical support and training as required.*

Q38. Would copywriting services be required under this engagement?

A38 Response: *No. Copywriting is not currently included in Scope 1 but may be required as part of Scope 2, subject to the Secretariat's needs.*

Q39. On average, how many scheduled meetings per month with the Secretariat to discuss website updates should the vendor plan for?

A39 Response: *The frequency of scheduled meetings will be determined based on the Secretariat's requirements and agreed with the selected vendor.*

Q40. Approximately how many hours are currently required for ongoing troubleshooting and on-demand technical expertise?

A40 Response: *See response A35.*

G. Service levels and response times

Q41. Are the four-business-hour standard for urgent issues and the two-business-day standard for routine issues measured against Central European Time (CET) business hours, or do they apply across all time zones?

A41 Response: *The service levels will be measured against Central European Time (CET) business hours.*

Q42. Is the availability window of at least four hours between 9:00 a.m. and 5:00 p.m. CET expected every weekday?

A42 Response: *No. The availability requirement is a minimum of four hours during the 9:00 a.m. to 5:00 p.m. CET window on at least two business days per week.*

Q43. Does the four-business-hour standard for urgent issues apply only within the vendor's stated availability window, or is support also expected outside those hours?

A43 Response: *The four-business-hour standard applies within the vendor's stated availability window. Any support required outside these hours will be agreed with the vendor in advance, including the applicable response time and arrangements.*

Q44. Are there specific website performance or uptime targets that the selected vendor will be expected to meet? Are there specific performance requirements, such as Core Web Vitals, page speed scores, or uptime service-level agreements?

A44 Response: *Industry-standard website performance and uptime targets will apply, with a minimum target of 99.9% uptime. Specific performance, monitoring tools, and service-level targets will be agreed with the selected vendor at contract signing.*

H. Transition and handover

Q45. Is there an incumbent web support vendor, and will there be a formal knowledge transfer or transition period with the selected vendor?

A45 Response: *Yes, we will facilitate a smooth transition and knowledge transfer to the selected vendor, as required.*

Q46. Who is the current or previous incumbent vendor for these services?

A46 Response: *For confidentiality reasons, information regarding the current or previous incumbent vendor will not be disclosed.*

Q47. Will the incumbent vendor be bidding on this contract?

A47 Response: *The Secretariat does not disclose information regarding the participation of individual vendors in the procurement process.*

Q48. Will administrative credentials for the current content management system (CMS) and hosting account be available to the selected vendor at contract start to enable the migration?

A48 Response: *Yes. The required administrative credentials and access will be made available to the selected vendor at contract commencement to enable the migration and transition activities.*

Q49. Who currently owns and manages the domain, DNS, SSL certificates, hosting account, and any CDN or WAF, and will these credentials be transferred to the selected vendor for the migration?

A49 Response: *For confidentiality reasons, details of the current providers and arrangements will not be disclosed. Yes, the relevant credentials and access required for the migration will be transferred to the selected vendor as part of the transition process.*

I. Training

Q50. The RFP specifies 12 hours of training per year. Should this be delivered virtually, in person, or as a mix of both formats?

A50 Response: *Training should be delivered virtually.*

Q51. How often is re-training likely to be required, and do training documents or video libraries already exist, or will the vendor be expected to create training materials?

A51 Response: *Retraining requirements will be determined based on need. Existing training materials, if available, will be shared with the selected vendor. The vendor may be expected to develop or update training materials as required.*

Q52. How many users or content providers will the CMS have?

A52 Response: *The number of CMS users/content providers is to be determined and will be shared with the selected vendor as required.*

Q53. How many staff members currently maintain the website?

A53 Response: *For confidentiality reasons, the current staffing plan will not be disclosed.*

J. Eligibility

Q54. Is a bidder whose team is based primarily outside the Central European Time zone eligible to participate? One prospective bidder asked specifically whether a team based primarily in Canada would be considered.

A54 Response: *Yes. The RFP is open to bidders regardless of the geographic location of their team, provided they can meet the required service levels and availability during the specified CET business hours.*

Q55. Is there a local preference, or is CHAI open to an agency based in Canada that has delivered similar work for clients globally?

A55 Response: *See response A54.*

Q56. Will the work be performed onsite or remotely?

A56 Response: *Remote.*

Q57. Does the RFP permit the use of offshore resources for any phase of this project, including design, development, migration, or 24/7 technical support?

A57 Response: *Offshore resources may be used, subject to full disclosure and compliance with applicable data protection, security, confidentiality, and service requirements. The vendor retains full accountability for all services and resources. The Secretariat reserves the right to reject arrangements presenting unacceptable risks.*

K. Contract, budget, and award process

Q58. What was the annual spend under the previous contract for these services?

A58 Response: *For confidentiality reasons, the annual spend under the previous contract will not be disclosed.*

Q59. If this is a new contract, what is the estimated annual budget?

A59 Response: *For confidentiality reasons, the estimated annual budget will not be disclosed.*

Q60. Is this contract intended for award to a single vendor or to multiple vendors?

A60 Response: *The contract is intended to be awarded to a single vendor.*

Q61. Is there a projected contract award date and an anticipated start date?

A61 Response: *Contract award is anticipated in early to mid-September 2026, with the contract expected to commence shortly thereafter.*

Q62. What is the annual or total budget range for the project?

A62 Response: *See response A59.*

Q63. What was the budget for building the current website?

A63 Response: *See response A58.*

Q64. When does CHAI anticipate a vendor selection decision being made?

A64 Response: *See response A61.*

L. Search engine optimisation and analytics

Q65. Is an SEO audit and analysis desired as part of this engagement?

A65 Response: *An SEO audit and analysis may be required as part of Scope 2, depending on the Secretariat's future needs.*

Q66. Which analytics platforms are currently deployed – for example Google Analytics 4, Google Tag Manager, Search Console, or Looker Studio?

A66 Response: *Details of the current analytics platforms will be shared with the selected vendor as required.*

Q67. Are there existing dashboards that should be preserved?

A67 Response: *No existing dashboards are currently identified for preservation.*

Q68. Are conversion events already defined?

A68 Response: *Conversion events are not currently defined and will be agreed with the selected vendor as required.*

Q69. Does the Secretariat anticipate a need for regular SEO or analytics analysis?

A69 Response: *Yes. The Secretariat anticipates periodic SEO and analytics analysis, with the frequency and scope to be agreed with the selected vendor.*

Contact

Questions regarding this document or the RFP process should be directed to gempurchase@clintonhealthaccess.org.