



THE KAIZEN COMPANY

Request for Proposals RFP# KZN-Incubator-0006 Website Service Level Maintenance and Support Agreement – Amendment #1

Answers Posted: May 23, 2022 by 6 p.m.

Proposal Submission Due Date: June 1, 2022 by 10 a.m. (ET)

Award Announcement Date: June 17, 2022 by 10 a.m. (ET)

The Q&A period for this RFP closed on May 19, 2022 at 6:00 pm EST. No questions were submitted.

As a reminder, all RFP submissions must be sent to operations@partnershipsincubator.com no later than the date and time indicated above (June 1, 2022, by 10:00 a.m. ET).

Request for Proposals RFP# KZN-Incubator-0006 Website Service Level Maintenance and Support Agreement

RFP Issuance Date: May 11, 2022

Questions Due Date: May 19, 2022 by 10:00 a.m. (ET)

Questions Posted: May 23, 2022 by 6 p.m.

Proposal Submission Due Date: June 1, 2022 by 10 a.m. (ET)

Notifications of Award: June 17, 2022 by 10 a.m. (ET)

Anticipated Start Date: July 1 (ideal date) or July 5, 2022

Reference: RFP# KZN-Incubator-0006

SUBJECT: Competitive Request for Proposals (RFP) No. KZN-Incubator-0006, Website Service Level Maintenance and Support Agreement

The Kaizen Company (Kaizen) is seeking proposals from individuals or qualified vendors interested in operating a website service level maintenance and support agreement for WorkwithUSAID.org, a platform and ecosystem designed to catalyze and support the power of partnerships in international development and operate as a go-to resource for USAID partners.

Kaizen intends to issue a fixed-fee, monthly subcontract to a suitable vendor or individual consultant that demonstrates the capacity to deliver these services in a highly skilled and cost-effective manner. This RFP provides additional information that will allow an offeror to understand the scope of the effort and develop a proposal in the format desired by Kaizen and the Partnerships Incubator.

The information presented in this RFP is furnished solely for the purpose of assisting the offeror in making its own evaluation of the Scope of Work and does not purport to be

all-inclusive or to contain all the information you may require. This RFP is not an offer by The Kaizen Company to contract, but rather an attempt to establish a common framework for The Kaizen Company to evaluate potential service providers. The offeror should make its own investigations, projections, and conclusions to verify independently the information contained in this RFP, and to obtain any additional information that it may require, prior to submitting a proposal.

The Q&A period for this RFP closed on May 19, 2022 at 6:00 pm EST. No questions were submitted. As a reminder, all RFP submissions must be sent to operations@partnershipsincubator.com no later than the date and time indicated above (June 1, 2022, by 10:00 a.m. ET).

If substantive questions are received which affect the response to the solicitation or if changes are made to the closing date and time as well as other aspects of the RFP, this solicitation will be amended. Any amendments to this solicitation will be issued and posted on the procurement opportunities page of the Kaizen website. Offerors are encouraged to check Kaizen's website periodically.

Issuance of this Request for Proposal (RFP) does not constitute an award commitment on the part of Kaizen. We reserve the right to reject any offer received in response to this request and shall not be liable for any costs incurred by the offeror in the preparation and submission of the proposal.

Thank you for your interest, and we look forward to your participation.

Statement of Work (SOW)

Background

The Partnerships Incubator is assisting USAID in undertaking activities for partners to lower barriers to understanding and working with the Agency. The website WorkwithUSAID.org was established to provide a robust platform to aid the Agency in meeting its partnership goals.

In order for WorkwithUSAID.org to serve as a successful launchpad for this new way of working with USAID, we seek information technology (IT) services support through a service level maintenance and support agreement to aid the in-house team with backend expertise and advisory services, be available to address general platform issues and urgent and scheduled maintenance requirements, and be available to work with the Partnerships Incubator team to help enhance the overall user experience of the platform.

WorkwithUSAID.org Architecture

In terms of technology, the WorkwithUSAID.org platform uses cutting-edge technology and industry best practices. While the site incorporates new technology standards, it is built with stability in mind, balancing advanced attributes with stability attributes. It uses a microservices architecture due to the multiple platform components.

This microservices architecture structures the entire USAID application as a collection of loosely coupled services using the following technologies: HTML, CSS, Strapi (Content Management System), ReactJS, NextJS, MariaDB (MySQL), RabbitMQ (Message Broker), NodeJS/NestJS, Maxwell (CDC), Typescript, GraphQL, Apollo Federation, GraphQL Mesh, Elasticsearch, GitlabCI, Chatbot.com, Accessibe.com. The backend services are deployed to Google's Kubernetes service (GKE), in Google Cloud Platform, the frontend apps are deployed to Vercel plus all public images are stored in Google Cloud Storage buckets.

Additional details of the website's infrastructure (e.g., technologies, services, hosting) will be provided to the vendor selected for this work.

Website Support, Advisory, and Maintenance Services

The service provider will provide technical support and issue advisory services to the project management and web development teams. The Partnerships Incubator is seeking an individual/consultant to help us to guarantee a safe, secure, and optimum visitor experience for the site. The vendor is expect to accomplish the following:

1. **Website Support and Maintenance:** Manage software updates, performance enhancements, file backups, development updates, debugging, improvements in functionality, and analytics reporting. Assist the Partnerships Incubator and external web developers with training and documentation on the regular maintenance of the site.

2. **Ongoing Uptime Monitoring:** Monitor uptime of WorkwithUSAID.org and be proactive in documenting any issues that are discovered during the engagement.
3. **General Support:** Site security, design updates, site analytics, application development, code audit, SEO optimization, monthly innovation sessions/discussions, proactive changes to reduce risk, etc.
4. **Incident Documentation:** Register issues and incidents for incident tracking and communication about each specific incident and status.
5. **Communication:** Provide support via a mutually-agreed-upon platform during the ET workday Monday through Friday.
6. **Performance Maintenance:** Help keep this site performing to optimum technical capacity and at the highest possible level.
7. **Emergency Notifications:** Handle emergency notifications or actions that affect the live status of the site and requests ideally within a 1-2 hour period and general, non-emergency requests within a 24-hour period.
8. **Fixes Documentation:** Provide proactive documentation on technical fixes that may be required to prevent website downtime.
9. **Health Check Report:** Provide a monthly system health check report to the WorkwithUSAID.org Website & Communications Specialist.

Web Hosting Security - For informational Purposes Only (The website must be maintained in compliance with the [OMB Memorandum M-15-13](#) and the [Binding Operational Directive 18-01](#)). To guarantee the HSTS of the website, verification of the chosen hosting provider must support TLS (Transport Layer Security), the modern and secure version of an SSL. The developed website must enforce HTTPS and HSTS. If there is a mail service, it must employ STARTTLS and have valid SPF/DMARC records. You may not use SSLv2/SSLv3 or 3DES and RC4 ciphers.

Duration and Location

Performance Period and Location: July 1 (or 5), 2022 - September 30, 2023 - Virtual/Online

Budget Ceiling

This will be a fixed-fee monthly support and maintenance contract. The total budget ceiling is \$4,600 per month.

Submission Information

RFP RESPONSE (PROPOSAL SUBMISSION DUE JUNE 1, 2022, 10 a.m. ET):

Build your RFP response to cover the following:

- **Capability Statement:** A narrative not to exceed two (2) pages (approximately 1,000 words) that explains the individual's capability to perform the scope of work, activities,

tasks, and deliverables. **Make sure to include documentation of your service provision package, tools, approaches, etc.**

- **Past Performance:** Submit an itemized list of current and past similar work and assignments completed in the past five years that were similar in size, scope, and complexity.
- **References:** References from a minimum of two (2) clients worked with in the past two years on activities similar to this scope of work. Include the contact information: company or organization, name, phone number, and email.

Evaluation Criteria: Your responses will be evaluated according to the following criteria:

- **Capability Statement** (50%)
- **Past Performance** (45%)
- **References** (5%)

Payment Terms

The vendor is expected to submit a monthly invoice for payment at the month end.

RFP Timeline

Activity	Due	Notes
RFP released	May 12, 2022	Posted to the Kaizen website and shared on LinkedIn and other social media channels.
Questions about the RFP	May 19, 2022	Submit to operations@partnershipsincubator.com on May 19 by 10:00 a.m. (ET)
Questions posted	May 23, 2022	Kaizen will post answers to vendor questions by 6 p.m. ET May 23
Response Due	June 1, 2022	Submissions will be accepted anytime until June 1 by 10:00 a.m. (ET)
Notification of award	June 17, 2022	The winning consultant will be notified before 10:00 a.m. (ET)

Disclaimer

This RFP represents only a definition of requirements. It is merely an invitation for submission of proposals and does not legally obligate The Kaizen Company to accept any of the submitted proposals in whole or in part, nor is The Kaizen Company obligated to select the lowest-priced proposal.

The Kaizen Company reserves the right to negotiate with any or all individuals, but with respect to price, costs, and/or scope of services. The Kaizen Company has no contractual obligations with any consultants based upon the issuance of this RFP. It is not an offer to

contact. Only the execution of a written contract shall obligate The Kaizen Company in accordance with the terms and conditions contained in such a contract.

Branding Policy and Strategy

Branding Strategy Implementation and Marking under this contract must comply with the “USAID Graphics Standards Manual” available at <http://www.usaid.gov/branding> and any successor branding policy as detailed in the [Automated Directive System \(ADS\) Chapter 320](#).

USAID Disability Policy

The offeror will ensure compliance with USAID Disability Policy (December 2004). The objectives of the USAID Disability Policy are (1) to enhance the attainment of United States foreign assistance program goals by promoting the participation and equalization of opportunities of individuals with disabilities in USAID policy, country and sector strategies, activity designs and implementation; (2) to increase awareness of issues of people with disabilities both within USAID programs and in host countries; (3) to engage other U.S. government agencies, host-country counterparts, governments, implementing organizations and other donors in fostering a climate of nondiscrimination against people with disabilities; and (4) to support international advocacy for people with disabilities. The full text of the policy paper can be found at the following website: <http://www.usaid.gov/about/disability/DISABPOL.FIN.html>

USAID through Kaizen via service providers, therefore, requires that the service provider does not discriminate against people with disabilities in the implementation of USAID programs and that it makes every effort to comply with the objectives of the USAID Disability Policy in performing the contract. To that end and within the scope of this contract, the service provider’s actions must demonstrate a comprehensive and consistent approach for including men, women, and children with disabilities.