

Request for Proposals (RFP): Hosting, Service, and Maintenance of the Kimberley Process Website

Issued by: Kimberley Process Secretariat

Date Issued: July 24, 2026

Submission Deadline: August 21, 2026

Contact Person: Bojun Tang

Email: executive-secretary@kimberleyprocess.com

Website: <https://kimberleyprocess.com>

1. Introduction

The Kimberley Process Secretariat (KPS) invites qualified vendors to submit proposals for the hosting, service, and maintenance of the regular Kimberley Process website (<https://kimberleyprocess.com>). The objective is to ensure that the existing website remains secure, reliable, accessible, easy to manage, and properly supported for the Kimberley Process, its Participants, Observers, working bodies, and the general public.

This RFP concerns the ongoing hosting, technical administration, service support, and maintenance of the existing KP website. The selected vendor should support the current website, maintain its public information and member-facing functionality, and ensure that the website remains stable, secure, searchable, and sustainable over time.

The existing website includes two clearly defined components:

- A public-facing website that is accessible to all users and provides information on the Kimberley Process, the Kimberley Process Certification Scheme, Participants, Observers, governance bodies, decisions, reports, events, news, and other public materials.
- A private members-only area that is accessible only to approved users and serves as a secure depository and document repository for KP documents collected over the years, including meeting documents, working group materials, historical records, guidance materials, and other restricted or internal documents.

The successful vendor will be expected to host and maintain the website, provide technical support, protect the public and private portions of the site, administer backups and security updates, assist KPS staff with routine website management, and ensure that all access, credentials, content, documents, and administrative rights remain under the control of the Kimberley Process Secretariat or its authorized representatives.

Project Objectives

- Provide secure and reliable hosting for the existing KP website.
- Maintain the public-facing website so that it remains accessible to all visitors.
- Maintain the secure private members-only area for approved KP Participants, Observers, working bodies, and KPS users.

- Protect and support the KP document depository, including the public and restricted documents collected over the years.
- Manage website content, upload documents, update pages, and administer user access under the guidance of the KP or its authorized representatives.
- Provide routine service, maintenance, backups, monitoring, security updates, technical support, and incident response as part of the contract.
- Ensure that ownership, administrator access, domain control, website files, documents, hosting access, and content remain under the control of the Kimberley Process Secretariat or its authorized representatives.

2. Background

The Kimberley Process website is the main online presence of the Kimberley Process. It provides public information on the Kimberley Process Certification Scheme, participating countries, observers, chairs, working groups and committees, meetings, announcements, and other institutional information.

In addition to its public function, the website also includes a private portion for members. This members-only portion functions as an institutional document depository and contains documents collected over many years. These materials support continuity, institutional memory, transparency among Participants and Observers, and the ongoing work of KP working groups and committees.

The KPS requires a stable hosting, service, and maintenance arrangement for the existing website. The successful vendor will be expected to review the current website, understand its public and private functions, and provide practical support that maintains continuity while improving reliability, security, ease of administration, and long-term sustainability.

3. Requirements

Note: The requirements below describe the expected hosting, service, support, and maintenance outcomes. Vendors are free to propose the hosting environment, service model, tools, and technical approach they consider most appropriate, provided that all required functions are supported, the website remains easy to administer, and security and continuity risks are addressed.

Current Website Platform

- The current Kimberley Process website is built and hosted on **HubSpot CMS**.
- The existing website includes public pages, private member access, document repositories, media assets, templates, forms, redirects, domain configuration, analytics, and administrative user access.
- Vendors must take the current HubSpot CMS environment as the starting point for their proposal.

Required Future Website Approach

- The RFP is intended to cover the transition from the current HubSpot CMS website to a long-term website solution.
- Vendors may propose either:
 - migration of the current website from HubSpot CMS to a new CMS or platform; or

- a full rebuild of the website on a new technical platform.
- The proposed approach must retain the current brand identity, institutional tone, visual direction, and core user experience unless changes are expressly approved by KPS.
- The proposal must explain why the recommended approach is suitable, including cost, risk, timeline, maintainability, security, and ease of administration.

Migration or Rebuild Requirements

- All existing public content, documents, media assets, and agreed website functionality must be reviewed, migrated, rebuilt, or improved as part of the project.
- The private members-only area must be preserved or improved, including secure access, document categorisation, permissions, search, and download controls.
- Existing URLs, redirects, document links, SEO value, and search visibility must be preserved where practical.
- The website must remain operational and secure during the transition.
- No public or restricted documents may be lost, exposed, corrupted, or incorrectly categorised during migration or rebuild.

Branding and Design Continuity

- The new website must retain the current Kimberley Process branding and institutional identity.
- Vendors should not propose a full rebrand unless separately requested and approved.
- Design improvements may be proposed where they improve usability, accessibility, navigation, mobile responsiveness, or content presentation.
- Any design changes must remain consistent with the existing brand, tone, colours, logo usage, and stakeholder expectations.

CMS and Technical Requirements

- The proposed CMS or platform must be secure, stable, widely supported, and suitable for long-term institutional use.
- The CMS must allow non-technical administrators to update pages, upload documents, manage users, edit content, and maintain core sections of the website.
- The solution must avoid unnecessary vendor lock-in.
- KPS must retain full ownership and administrative control over the CMS, hosting, source files, templates, content, documents, domain settings, user access, and integrations.

Transition Plan

Vendors must provide a clear transition plan covering:

- HubSpot content and asset audit;
- export of website content, templates, files, documents, forms, redirects, and configuration;
- proposed CMS setup or new website build;
- migration or recreation of public website content;
- migration or recreation of the private members-only area;
- testing of access controls and document permissions;
- SEO and redirect planning;

- user acceptance testing;
- training for administrators;
- launch plan;
- post-launch support;
- final handover documentation.

Functional Requirements

A. Website Review, Service Onboarding, and Hosting Transition

- Review the current website structure, public pages, private pages, documents, media files, navigation, links, user access arrangements, hosting arrangements, and domain-related settings.
- Prepare a practical service onboarding plan identifying immediate hosting, security, backup, access control, and maintenance needs.
- Assess the existing public and private portions of the website for broken links, outdated plug-ins or software components, missing updates, obvious security risks, and operational issues requiring attention.
- Support any necessary transfer of existing website files, databases, documents, and settings to the agreed hosting environment, where required, without changing the core purpose or structure of the website unless expressly authorized by the KPS.
- Confirm that the private members-only document depository remains protected during any hosting transfer, technical adjustment, or maintenance activity.
- Provide a short onboarding report summarizing the current status of the website, key risks, recommended maintenance priorities, and any support actions required.

B. Public-Facing Website Service and Upkeep

- Maintain the public website so that it remains accessible to all visitors and continues to reflect the institutional nature of the Kimberley Process.
- Support the existing navigation for key areas such as About the KP, Participants, Observers, Chairs, Working Groups and Committees, documents, news, and contact information.
- Maintain public document areas for documents intended to be publicly accessible, including search and filtering functions where they already exist or can be supported through routine maintenance.
- Monitor the website so that it works appropriately on desktop, tablet, and mobile devices.
- Support the public search function for public pages and public documents.
- Assist KPS staff with publishing announcements, meeting information, reports, documents, page updates, and other routine content through the administrative interface and through the maintenance and service contract.

C. Private Members-Only Area and Document Depository

- Maintain a secure members-only area accessible only to approved users with valid accounts.
- Maintain the private portion as a searchable depository of KP documents collected over the years.
- Support approved users in searching, browsing, viewing, and downloading documents according to their access permissions.
- Maintain logical document categories such as Plenary, Intersessional, Administrative Decisions, Working Groups and Committees, Review Visits, Chair communications, annual reports, guidance materials, and other categories agreed with the KPS.

- Support filtering options such as year, meeting, document type, working body, issuing body, public/private status, or other practical categories where such filters are available or can be maintained without unnecessary complexity.
- Support KPS administrators in managing user accounts, resetting passwords, approving or suspending accounts, and assigning access levels.
- Maintain clear separation between public documents and restricted documents.

D. Content Management and Administrative Support

- Maintain different administrative roles, such as full administrator, content editor, document manager, and read-only user, or equivalent roles supported by the existing website.
- Support KPS staff in adding, editing, publishing, unpublishing, and archiving pages and documents.
- Maintain version control or a practical revision history for important pages and documents where feasible.
- Support a staging, review, or approval process for major content changes where feasible.
- Provide a service and maintenance arrangement so that KPS staff can receive practical support in making routine changes to the website.

E. Search, Navigation, and User Experience Support

- Maintain the overall navigation and organization of the website so that information remains easy to find.
- Maintain search functions covering public pages, public documents, and, for approved users, private documents.
- Support a consistent document naming and categorization approach to improve long-term usability.
- Maintain a clean, professional presentation appropriate for an intergovernmental process.
- Ensure that the site remains accessible to users with different levels of technical familiarity.
- Ensure that the website loads reliably and that pages and documents can be accessed without unnecessary complexity.

F. Security and Access Control

- Maintain secure login and account management for the private members-only area.
- Protect all private documents from unauthorized access, downloading, indexing, or accidental public exposure.
- Provide administrator-controlled user approvals, user suspension, password resets, and access levels.
- Use secure connections for all website traffic.
- Apply reasonable protection against common website security risks, including unauthorized access, malware, spam, account misuse, and other known vulnerabilities.
- Maintain logs of important administrative actions, including document uploads, document removals, account changes, and major content edits where supported by the website.
- Ensure that all credentials, administrator access, hosting access, domain-related access, and management rights are held by, or can be handed over to, the KPS or its authorized representatives.
- Ensure that no geo-blocking or IP restrictions are implemented at the hosting level. The hosting location must be chosen to maximize global accessibility.

G. Hosting, Backups, and Continuity

- Provide secure and reliable hosting for the existing website as part of the proposal.
- Provide regular backups of the website, database, and document repository.
- Provide a restoration process in case of accidental deletion, website failure, security incident, or other operational disruption.
- Monitor website availability and performance.
- Maintain appropriate certificates, security updates, hosting renewals, and other technical requirements needed to keep the website operational.
- Ensure that the website can be transferred to another provider in the future without loss of content, documents, access rights, configuration information, or website files.

Technical and Hosting Requirements

The KP does not prescribe a specific hosting technology or service model. Vendors should propose a stable, widely supported, and secure hosting and maintenance solution that can be sustained over time. The proposed arrangement should be appropriate for a public institutional website with a private document repository and should not require unnecessary technical complexity for routine administration.

- Secure hosting environment suitable for an institutional website.
- Website management support that enables non-technical staff to update pages and documents.
- Secure login and access control for the private members-only area.
- Reliable storage for documents, images, databases, and website files.
- Regular backups and restoration capability.
- Protection against common cyber and website risks.
- Search and filtering support for public and private documents.
- Secure website certificates and encrypted browsing.
- Basic analytics or usage reporting, where appropriate and compliant with applicable privacy requirements.
- Ability to export website content, documents, configuration information, and website files if the KPS later changes service providers.

Deliverables

- Secure hosting of the existing website at <https://kimberleyprocess.com> or another address confirmed by the KP.
- A public-facing website that remains accessible to the general public.
- A secure private members-only area that continues to function as a document depository for KP documents collected over the years.
- Service onboarding review covering hosting, access, security, backups, technical risks, and recommended maintenance priorities.
- Routine support for public content, private documents, navigation, search, document organization, and user access administration.
- Secure hosting setup or continuation, including website certificates, backups, monitoring, restoration procedures, and relevant access documentation.
- Quality assurance checks, including checks of public pages, private login, document access permissions, search, mobile display, broken links, backups, and restoration capability.
- Ongoing support through a service, hosting, and maintenance contract.

- Handover of website files, administrator credentials, hosting documentation, licensing information, backup instructions, and any other access needed for KPS ownership and continuity.

4. Service, Hosting, and Maintenance Contract

Hosting, maintenance, and support of the existing website must be included as part of this RFP. Vendors must provide a clear service and maintenance proposal covering the first year of service and should also provide optional pricing for additional years.

Required Service and Maintenance Elements

- Website hosting and routine hosting administration.
- Website availability monitoring and incident response.
- Security updates, software updates, and routine technical maintenance.
- Backups of the website, database, and document repository, with a clear restoration procedure.
- Renewal or management of website certificates and other technical items required to keep the site secure and operational.
- Technical support for website issues, including public website errors, login problems, document access problems, broken links, and administrative issues.
- Included support activities (no additional charge): backups, security updates, uptime monitoring, password resets, user account management, document uploads to the private repository, and routine content publishing assistance (up to 8 hours per month).
- Separately billable work (at agreed hourly rate): layout changes, new features, bug fixes for pre-existing non-security issues, and any work beyond the included 8 hours per month.
- Vendors must provide their hourly rate for overage and separately billable work in the Cost Proposal.
- Monthly or quarterly maintenance reports summarizing uptime, updates, support tickets, incidents, backups, and recommended improvements.
- A clear escalation process for urgent issues affecting public access, private document access, or website security.
- A clear exit and handover process if the KPS decides to change service providers in the future.

Expected Support Levels

Vendors should propose reasonable support levels. At minimum, the proposal should explain how the vendor will respond to critical, high, medium, and low priority issues. The following example may be used as a guide:

Priority	Example Issue	Expected Initial Response	Expected Resolution Approach
Critical	Website unavailable, private documents exposed, or serious security incident	Within 4 hours	Immediate investigation and continuous work until stabilized
High	Members cannot access the private area or major public pages are not functioning	Within 1 business day	Prompt fix or workaround with regular updates

Medium	Search, document categories, or non-critical pages not working as expected	Within 3 business days	Fix in the next maintenance cycle or earlier if practical
Low	Minor formatting, small content display issue, or general support request	Within 5 business days	Resolve through routine support

5. Eligibility Criteria

Companies or organizations submitting proposals should demonstrate relevant experience and capacity to deliver the requested work. Preference will be given to vendors with experience in institutional, governmental, intergovernmental, non-profit, or secure membership-based websites.

- Proven experience in website hosting, service administration, website maintenance, and long-term technical support.
- Experience supporting public websites with private member areas or document repositories.
- Experience with secure hosting, maintenance, backups, access control, monitoring, and ongoing support.
- Ability to explain technical solutions clearly to non-technical stakeholders.
- Ability to provide training, documentation, support reports, and long-term service continuity.
- Previous experience with public-sector, intergovernmental, international, or multi-stakeholder projects is preferred.
- Costing must be provided in United States Dollars (USD), with VAT, taxes, hosting fees, licensing fees, maintenance fees, support fees, and recurring costs clearly identified.

6. Proposal Requirements

Proposals should be clear, practical, and understandable to both technical and non-technical readers. Proposals should include the following elements:

- **Company Profile:** Background, relevant experience, client references, and examples of comparable websites or platforms supported by the vendor.
- **Understanding of the Assignment:** Explanation of how the vendor understands the public website, the private members-only area, and the document depository requirements.
- **Proposed Service Approach:** Methodology for reviewing the existing website, providing hosting, maintaining the platform, supporting content and documents, resolving issues, and assisting KPS staff.
- **Website Structure and User Experience Support:** Proposed approach to maintaining navigation, public information, private member access, document categories, search, and ease of use.
- **Website Review and Service Onboarding Plan:** Explanation of how the vendor will review the existing website, confirm technical requirements, protect content and documents, and assume service responsibility.
- **Security and Access Control Plan:** Explanation of user roles, private area access, document protection, backups, monitoring, and security safeguards.
- **Hosting and Maintenance Plan:** Details of hosting, routine support, monitoring, backups, updates, service levels, reporting, and annual maintenance costs.

- Service Plan: Timeline, milestones, dependencies, assumptions, onboarding stages, support arrangements, reporting approach, and risk management strategy.
- Team Composition: Key personnel, roles, qualifications, and relevant experience.
- Training and Handover Plan: Training approach, administrator manual, user guidance, credentials handover, hosting documentation, and long-term continuity arrangements.
- Cost Proposal: Itemized pricing for onboarding, hosting, maintenance, support, training, optional improvements, recurring annual costs, and any third-party licensing fees.
- Additional Cost Proposal Line Items:
 - Domain renewal fees (if the vendor manages or registers the domain): separate line item, annual cost.
 - One-time exit / handover fee (full export of website files, database, documents, configuration, and transfer to a new provider): fixed amount or not-to-exceed estimate.
 - Third-party mandatory subscriptions: list each with annual cost and indicate whether the website can function without them.

Proposal Response Requirement

- Vendors must clearly state their proposed website approach, including:
 - whether they recommend migrating the existing HubSpot CMS website to a new CMS or rebuilding the website on a new platform;
 - the proposed CMS, hosting model, and technical architecture;
 - what existing content, functionality, branding, private access, documents, URLs, and integrations will be retained;
 - what will be changed, improved, or rebuilt;
 - key risks, assumptions, dependencies, and mitigation measures;
 - implementation timeline, including transition, testing, launch, and handover;
 - one-time implementation costs and ongoing support, hosting, licence, and maintenance costs.

Risk Management

Vendors must identify key risks and explain how they will mitigate them. At a minimum, proposals should address the following risks:

- Loss, corruption, or accidental alteration of public content or private documents during hosting transfer, maintenance, or backup processes.
- Accidental public exposure of private or restricted documents.
- Broken links, missing documents, or poor document categorization during service support.
- Website downtime during hosting transfer, scheduled maintenance, or technical incidents.
- Security vulnerabilities or unauthorized access to the private members-only area.
- Delays caused by content review, approvals, domain coordination, hosting setup, or access handover.
- Dependence on the vendor in a way that prevents future handover or competition.

Governance, Ownership, and Handover

The successful vendor must ensure that the website is hosted and managed in a way that protects the institutional interests of the Kimberley Process. Proposals must clearly explain how the following will be handled:

- The KPS or its authorized representatives must retain ownership and control of website content, documents, data, design files where available, website files, administrative credentials, and hosting-related access.
- The vendor must not use or share confidential KP documents, data, credentials, or internal information for any purpose outside the contract.
- Any third-party software, paid plug-ins, subscriptions, licenses, or hosting dependencies must be clearly identified, including annual costs and ownership arrangements.
- The vendor must provide a complete handover package, including administrator access, technical documentation, website file or repository access, backup procedures, and export instructions.
- The website must be capable of future transfer to another provider without unnecessary lock-in or loss of content, documents, configuration information, or functionality.
- The vendor's Cost Proposal must include a fixed or capped exit transfer fee to cover complete data export, documentation, and reasonable assistance for migration to another provider. This fee shall be payable only if KPS exercises its right to change vendors.

7. Submission Guidelines

Deadline: August 21, 2026

Submission Method: Proposals must be submitted by email to executive-secretary@kimberleyprocess.com

Subject Line: Proposal for KP Website Hosting, Service, and Maintenance

Proposal Language: English

Currency: United States Dollars (USD)

- Late submissions may not be considered.
- Questions for clarification must be submitted in writing to the contact person identified in this RFP.
- The KPS may circulate responses to clarification questions to all invited or interested vendors where appropriate.

8. Evaluation Criteria

Proposals will be evaluated based on service quality, value for money, relevant experience, and the strength of the proposed hosting, support, maintenance, and handover arrangements.

Evaluation Area	Weight
Technical and Service Proposal, Hosting Approach, and User Support	30%
Financial Proposal and Value for Money	25%
Relevant Track Record and Team Experience	20%
Support, Hosting, Maintenance, and Handover Arrangements	25%

9. Additional Terms

- The Kimberley Process Secretariat reserves the right to cancel the tendering process without incurring liability. Any costs incurred in connection with the preparation or submission of a proposal shall be borne solely by the bidder.
- Submission of a proposal does not guarantee award of a contract.
- Only shortlisted applicants may be contacted.
- Each proposal must include a declaration that the information provided is true and accurate as of the date of submission.
- Each proposal must include a declaration that the bidder is not affected by any conflict of interest that may reasonably be taken to adversely affect its ability to carry out the scope of work.
- By submitting a proposal, the bidder consents to the Kimberley Process Secretariat collecting, processing, and storing the data provided in the proposal for purposes related to the procurement process, subject to applicable data protection requirements.
- The successful vendor must protect all confidential information related to the Kimberley Process, including internal documents, credentials, access rights, administrative information, budgetary information, and any non-public materials encountered during the assignment.
- The successful vendor must not publish, alter, redirect, or create any public-facing website, subdomain, account, or email configuration using Kimberley Process names, logos, domains, or related branding without prior written authorization from the KPS or the relevant authorized body.
- All administrator access, website files, website content, hosted documents, service documentation, backup files, configuration information, and other deliverables created or configured for the service shall be assigned or transferred to the Kimberley Process Secretariat or its authorized representatives, unless otherwise agreed in writing.
- The successful vendor may be required to sign a confidentiality agreement, data protection agreement, service agreement, and/or other contractual documents before work begins.

10. Contact Information for Clarifications

All inquiries related to this RFP should be directed to:

Name: Bojun Tang

Title: Executive Secretary

Email: executive-secretary@kimberleyprocess.com

Organization: Kimberley Process Secretariat