



Request for Proposals (RFP)

For Designing, Development and Hosting of rebranded Coalition Health Zambia (CHZ) website

RFP No.: 2025_CHZ0155

Issuance Date: October 31, 2025

Closing Date for asking Clarifying Questions: November 3rd, 2025 at 17:00hrs

Submission of Quotations:

Deadline for Receipt of Proposals: November 7th, 2025 at 17:00hrs

Submission to: procurement@ch-zm.org

Point of Contact: Procurement Lead, Coalition Health Zambia Limited

Procurement Description:

Coalition Health Zambia (herein referred to as “CHZ”) is soliciting proposals for **Designing, Development and Hosting of the rebranded Coalition Health Zambia Limited (CHZ) website.**

Please submit your most competitive proposals in accordance with the instructions and scope of work attached. Any award issued as a result of this RFP will be subject to all instructions, product specifications, certifications and terms and conditions included in this RFP. This RFP document includes the following parts:

PART A: SCOPE OF WORK/PRODUCT SPECIFICATIONS

PART B: QUOTATION FORM

PART C: INSTRUCTIONS

PART D: CERTIFICATIONS

PART E: GENERAL TERMS & CONDITIONS

CHZ is committed to the highest standards of ethics and integrity in procurement. CHZ has zero tolerance for fraud and strictly prohibits bribes, kick-backs, gratuities, and any other gifts in-kind or in monetary form. CHZ also strictly prohibits collusion (bid rigging) between vendors and CHZ staff. CHZ selects vendors on merit and will only engage vendors who demonstrate strong business ethics. Vendors must not participate in bid-rigging or attempt to offer any fee, commission, gift, gratuity or any compensation in-kind or in monetary form to CHZ employees. Vendors who do so will be disqualified from doing business with CHZ. Additionally, CHZ has a conflict of interest policy that requires staff to disclose when there is a potential conflict of interest due to the staff-member's relationship with a vendor, and if necessary, to refrain from participation in a procurement involving that vendor. If at any time your organization has concerns that an employee has violated CHZ policy, you may submit a report via CHZ's Code of Conduct Helpline at: info@ch-zm.org.

All proposals, inquiries, and correspondence pertaining to this solicitation as well as submission of technical and financial proposals, must clearly reference “**RFP 2025_CHZ0155**” and are to be directed to the attention and email stated above.

PART A: SCOPE OF WORK/PRODUCT SPECIFICATIONS

1. SCOPE OF WORK

Coalition Health Zambia invites proposals for Designing, Development and Hosting of rebranded Coalition Health Zambia Limited (CHZ) website. as detailed below:

About Coalition Health Zambia (CHZ)

Coalition Health Zambia (formerly John Snow Health Zambia) is a Zambian company committed to strengthening public health systems. We work collaboratively with the Government of the Republic of Zambia (GRZ), non-governmental organisations (NGOs), the private sector, civil society, and communities to improve the quality, efficiency, and accessibility of public health services. Through research, technical assistance, and strategic partnerships, CHZ seeks to improve the health and well-being of individuals and communities in Zambia and across the region.

Objective of the Assignment

Coalition Health Zambia seeks the services of a qualified web design and development consultant or firm to redesign and rebrand the organisation's website. The updated website will reflect CHZ's transformed identity, improve user experience, enhance accessibility, and effectively communicate our mission, achievements, and ongoing projects.

The redesigned site should have a modern, responsive, and user-friendly interface, integrated with a robust content management system (CMS), and be optimized for search engines and performance across all devices.

Scope of Work (SOW)

The consultant or firm will be expected to:

1. Rebrand and Redesign the Website

- Redesign the current website to reflect the new name, Coalition Health Zambia, replacing all instances of "John Snow Health Zambia."
- Update the domain name and ensure proper redirection from the old site.
- Incorporate the new corporate identity, including logo, colour palette, and typography.
- Develop a clean, visually engaging, and easy-to-navigate design aligned with CHZ's brand personality, and integrate a content management system (CMS) that enables CHZ staff to easily create, manage, and update website content without requiring advanced technical or coding skills.

2. Restructure and Improve User Experience

- Review and improve the site architecture, ensuring intuitive navigation and logical page flow.
- Create a well-organized homepage that clearly communicates who CHZ is, what we do, and our impact.
- Enhance accessibility and mobile responsiveness in line with current UX/UI best practices.

3. Update Website Content

- Replace outdated text, images, and resources with current information.
- Add or update pages such as:

- **About CHZ** (including history, mission, and leadership team)

- **Our Work / Projects** (with summaries of ongoing and completed projects)
 - **Research and Publications**
 - **News and Updates**
 - **Careers and Opportunities**
 - **Contact Us** page with map integration and inquiry form.
 - Update the section highlighting CHZ's achievements and impact stories.
4. **Technical Enhancements**[1]
- Ensure the website is built on a secure, scalable, and easily maintainable content management platform (preferably WordPress or another CMS approved by CHZ).
 - Host the website on a reliable and secure server, ensuring optimal performance, data protection, and uptime. The consultant should recommend suitable hosting options and manage a smooth transition from the existing domain.
 - Implement SEO best practices for improved visibility.
 - Integrate analytics tools (e.g., Google Analytics) for performance tracking.
 - Ensure cross-browser compatibility and fast load times.
 - Incorporate basic accessibility features in line with WCAG standards.
5. **Training and Handover**
- Provide a short training session for CHZ's communications and IT team on website content management and updates.
 - Deliver documentation covering backend management, site structure, and maintenance guidelines.
 - Provide three months of post-launch technical support for troubleshooting and adjustments.

Deliverables

- A fully redesigned, functional, and live CHZ website under the new domain.
 - Source files and documentation.
 - Training session for designated CHZ staff.
 - Three-month maintenance and support period post-launch.
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Expected Duration

The assignment is expected to be completed within 6 weeks from the contract start date.

Timeline and Milestones

- Week 1: Inception meeting and approval of design concept
 - Week 2–4: Website development and content integration
 - Week 5: Testing and feedback
 - Week 6: Final deployment and training
(Actual timeline to be agreed upon during contract negotiation.)
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Qualifications

Interested consultants or firms should have:

- Proven experience in website design, rebranding, and development (attach portfolio of at least three similar works).
 - Demonstrable understanding of responsive design, SEO, and accessibility standards.
 - Experience working with health, development, or non-profit organisations will be an added advantage.
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Submission Requirements

Interested candidates should submit:

1. A technical proposal outlining understanding of the assignment, methodology, and work plan.
2. A financial proposal indicating all costs (in Zambian Kwacha).
3. Portfolio of similar assignments (with links).
4. CV(s) of key personnel.
5. 3 Trade references with similar deliverables and SOW

Evaluation Criteria

Proposals will be evaluated based on:

- Technical approach and understanding of the assignment (20%)

- Relevant experience and portfolio quality (30%)
- Qualifications of key personnel (20%)
- Cost-effectiveness and value for money (10%)
- Innovation and creativeness (10%)

Content Ownership and Security

- All website content, graphics, and source code will remain the property of Coalition Health Zambia.
- The consultant must ensure data security, including regular backups and protection against malware or unauthorized access.

Submission Deadline

All proposals should be submitted by **November 7, 2025 at 17:00hrs** to: procurement@ch-zm.org

Subject line: ***Website Redesign Proposal – Coalition Health Zambia***

PART B: QUOTATION FORM

The offeror may use different format but must provide all information as required in this quotation form.

Offeror's Name and address:

Phone: _____ E-mail: _____

Please note:

1. Prices are to be stated in local currency.
2. In case of discrepancy between unit price and total, the unit price shall prevail.

Item No.	Product/Service Description/Specifications	Delivery Time	Unit	Quantity	Price	
					Unit Price	Total Price
	TOTAL					

PART C: INSTRUCTIONS

2. RFP REQUIREMENTS

Please submit a proposal addressing the terms and conditions of this RFP by the date and email address specified on the cover page.

Any questions should be submitted via email as stated on the cover page. Responses to all questions will be sent by email to all companies who have expressed interest, received an RFP, and provided contact email addresses by that time.

The Technical and Cost Proposals should be submitted together in clearly marked files. Hardcopy submissions will not be accepted.

The offeror must complete the attached Quotation Template for all items quoted, to confirm meeting of requested specifications. The vendor should indicate any associated shipping fees within the quote template as well.

CHZ is requesting proposals as per above scope, but reserves the right to adjust the final scope according to the organization's needs.

3. TECHNICAL REQUIREMENTS

Proposals should include:

- Completed quote template with detailed specification of the offered items (**see (Part B)** Provide item description / brochure / specifications sheets for item(s) bid.
- Past performance references, including contact details, from three previous customers for supply of similar services as included in this RFP.
- Proof of financial stability.
- Valid registration with the regulatory authority.
- Appropriate documentation as evidence of your company's capacity for after sale service.
- Delivery time and method of delivery to LUSAKA, ZAMBIA needs to be stated in the quote together with shipping details.
- Quote availability ex-works and estimated lead time for delivery in-country.

Completed and signed certifications (Part D).

- Representations and Certifications

- Certification Regarding Debarment, Suspension, or Proposed Debarment

4. COST REQUIREMENTS

a) Pricing

Vendors must submit a cost breakdown covering:

- Equipment (per unit).
- Installation charges.
- Software subscription/license (monthly/annual).
- Maintenance and support charges (if applicable).
- Quotes must include validity of prices, no less than 60-90 days.
- CHZ is exempted from payment of VAT, taxes and duties. Appropriate documentation will be provided to successful bidders.
- The Offeror must clearly specify all terms of payment and/or fees;
- The selected Offeror will be required to submit completed and signed certifications in this RFP.

b) Submission Requirements

Interested bidders must submit their proposals in the following format:

- Technical Proposal (compliance documents and company profile)
- Financial Proposal (quotation and cost breakdown).

c) Business Information Requirements

- Valid business license/ certificate of incorporation.
- Company Profile. This should include an overview of the company's experience in the supply of these services.

5. AWARD BASIS

CHZ will evaluate proposals on a best value basis and on overall responsiveness to RFP requirements. To be considered responsive:

- Offers must be submitted on time
- Offers must be responsive to requirements outlined above
- All necessary certifications must be included

Proposals that do not meet the above requirements may be disallowed from further consideration.

6. OTHER CLAUSES

TERMS OF AWARD

This document is a request for proposals only, and in no way obligates CHZ to make any award. Please be advised that under a fixed price contract the work must be completed within the specified total price. Any expenses incurred in excess of the agreed upon amount in the PO/ contract will be the responsibility of the contractor and not that of CHZ. Therefore, the offeror is duly advised to provide its most competitive and realistic quote to cover all foreseeable expenses related to providing requested goods/services.

All deliverables produced under the future award/contract shall be considered the property of CHZ. CHZ may choose to award a contract for part of the activities in the RFP. CHZ may choose to award a contract to more than one offeror for specific parts of the activities in the RFP.

PROPOSAL/QUOTE VALIDITY

The offeror's proposal/quote must remain valid for not less than 60-90 calendar days after the deadline specified above. Proposals/Quotes must be signed by an official authorized to bind the offeror to its provisions.

PAYMENT TERMS

CHZ payment cycle is net 30 days upon receipt of deliverables, goods/services, inspection and acceptance of goods/services as in compliance with the terms of the award and receipt of vendor invoice. Full cooperation with CHZ in meeting the terms and conditions of payment will be given the highest consideration.

FINANCIAL RESPONSIBILITY

Offerors which are firms and not individuals must include in the capabilities statement that they have the financial viability and resources to complete the proposed activities within the period of performance and under the terms of payment outlined below. CHZ reserves the right to request and review the latest financial statements and audit reports of the offeror as part of the basis of the award.

LANGUAGE

The proposal/quote, as well as correspondence and related documents should be in English.

NEGOTIATIONS

The offeror's most competitive offer is requested. It is anticipated that any award issued will be made solely on the basis of value for money. However, CHZ reserves the right to request responses to additional technical, management and cost questions which would help in negotiating and awarding a contract. CHZ also reserves the right to conduct negotiations on technical, management, or cost issues prior to the award of a PO/ contract. In the event that an agreement cannot be reached with an offeror CHZ will enter into negotiations with alternate offerors to award a PO/contract without any obligation to previously considered offerors.

REJECTION OF PROPOSALS/QUOTES

CHZ reserves the right to reject any and all proposals/quotes received, or to negotiate separately with any and all competing offerors, without explanation.

INCURRING COSTS

CHZ is not liable for any cost incurred by offerors during preparation, submission, or negotiation of an award for this RFP. The costs are solely the responsibility of the offeror.

MODIFICATIONS

CHZ reserves the right, in its sole discretion, to modify the request, to alter the selection process, to modify or amend the specifications and scope of work specified in this RFP.

CANCELLATION

CHZ may cancel this RFP without any cost or obligation at any time until issuance of the award.

PART D: CERTIFICATIONS

A. Representations & Certifications

1. Certification Regarding Lobbying

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of CHZ or its partners.
2. The undersigned must require that the language of this certification be included in the award documents. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction.

This Certification is an express term and condition of any agreement issued as a result of this application, and any violation of it will be grounds for unilateral termination of the agreement.

(a) Definitions.

“Contractor” means an entity that receives a contract.

“Internal confidentiality agreement or statement” means a confidentiality agreement or any other written statement that the Vendor requires any of its employees or subrecipients to sign regarding nondisclosure of vendor information, except that it does not include confidentiality agreements arising out of civil litigation or confidentiality agreements that vendor employees or subrecipients sign.

2. Certification of Vendor

By signature hereon, or on an offer incorporating these Representations, Certifications, and Other Statements of Offerors, the offeror certifies that they are accurate, current, and complete. These assurances are binding on the Vendor, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign these assurances on behalf of the Vendor.

Offeror Name

Signature

Signatory Name

Signatory Title

Date

PART E: GENERAL TERMS & CONDITIONS

The following Terms and Conditions shall apply:

1. Validity of Quotation: Quotations must remain valid for a minimum of 60 to 90 days from submission deadline.
2. Pricing: Prices must be quoted in [ZMW] and must be exclusive of all taxes and duties.
3. Payment Terms: Payment will be made within 30 days of invoice, subject to satisfactory service.
4. Eligibility: Only eligible vendors may submit proposals. Proof of eligibility and compliance is mandatory.
5. Confidentiality: All information exchanged must be treated as confidential.