Request for Proposal (RFP)

AWS Server Management & WordPress Support for Five (5) Websites

1. Introduction

Eurasia Foundation is seeking proposals from qualified service providers to deliver ongoing support, maintenance, and monitoring for five (5) WordPress websites hosted on Amazon Web Services (AWS) and supported by Cloudflare DNS and security infrastructure. These sites and server are currently low-activity properties requiring light recurring support and periodic updates. The selected vendor will be responsible for both cloud infrastructure management and application-level support, ensuring availability, security, and performance.

Period of Performance: March 1, 2026 – September 30, 2026

2. Service Objectives

The objective of this RFP is to engage a vendor who can:

- Ensure stable, secure, and up to date AWS infrastructure

- Provide proactive monitoring and rapid incident response

- Maintain and support WordPress applications and related services

- Deliver consistent reporting and transparent communication

3. Scope of Services
3.1 Cloud Hosting and Infrastructure – Ongoing Maintenance

The vendor will provide ongoing AWS infrastructure support, including but not limited to:

1. Monitoring AWS alarms and alerts

2. Managing AWS servers to ensure ongoing reliability and security, including:

    o Server updates

    o Ongoing maintenance

    o Security monitoring

3. Monitoring of server performance and utilization

4. Monitoring of user accounts and access controls

5. Security checks and vulnerability patching, including:

   o Immediate notification to the client upon discovery of any security issues

   o Security incidents treated as **high priority/urgent**. Client notified by **email and/or phone**

   o Vendor should maintain at least one **emergency contact** reachable on weekends

6. File system maintenance

7. Log monitoring and analysis as required

8. Already configured system backups

9. Monthly reporting that outlines:

   o Activities performed

   o Status of key parameters and metrics

   o Unexpected behavior

   o Security issues

   o Application downtime

   o Other relevant operational insights

3.2 Application Support and Maintenance (WordPress)

The vendor will maintain and support existing WordPress applications hosted on AWS, including:

1. Core WordPress application updates

2. Third-party plugin and extension updates, including configuration assistance

3. Website bug fixes

4. Website access and authentication issues

5. Application-level security support

6. Uptime monitoring

7. SSL Certificates

3.3 Support Access & Ticketing

- The client must have access to a **24/7 client support portal or similar mechanism** for submitting support-related requests

- Vendor must define response and resolution SLAs by priority level

4. Service Level Expectations

Vendors should clearly define:

- Support availability (e.g., 24/7 availability for critical issues, business hours, on-call)

- Response times for critical, high, medium, and low priority issues

- Escalation procedures

- Incident communication process

5. Vendor Qualifications

Proposals should include:

- Company background and relevant experience

- Proven experience managing WordPress on AWS, Cloudflare WAF, SSL, DNS

- Security and compliance practices

- Certifications (AWS, security, etc.)

- Case studies or references for similar engagements

6. Pricing Structure

Vendors must provide:

- Monthly recurring costs

- Any one-time setup or onboarding fees

- Hourly rates (if applicable)

- Clear description of what is included vs. out of scope

7. Proposal Submission Requirements

Proposals should include:

- Executive summary

- Detailed description of services

- SLA commitments

- Pricing details

- Assumptions and dependencies

- Contact information

- Up to three past performance examples and/or client references

8. Evaluation Criteria

Proposals will be evaluated based on:

- Technical expertise and experience

- Completeness of services offered

- SLA and support model

- Cost-effectiveness

- References and past performance

9. Timeline

- RFP Issue Date: 1/23/2026

- Questions Due: 1/28/2026

- Proposal Submission Deadline: 1/30/2026

- Vendor Selection: 2/13/2026

- Project Start Date: Between February 20, 2026 – March 1, 2026