



## **REQUEST FOR PROPOSALS**

### **Website Design, Maintenance, Hosting, and Technical Support Services**

Issued by: United Religions Initiative (URI)

RFP Type: Professional Services – Web Maintenance and Hosting

Release Date: April 28, 2026

Proposal Due Date: May 29, 2026

#### **1. Introduction**

United Religions Initiative (URI) invites qualified consultants or firms to submit proposals for ongoing website maintenance, hosting management, security updates, and technical support services for uri.org and its associated digital properties. URI seeks a partner with demonstrated expertise in Drupal 8/9 development, cloud infrastructure management, and comprehensive website maintenance.

This RFP outlines the required scope of work, deliverables, and expectations for service providers interested in entering a professional services agreement with URI.

As URI celebrates its 25th anniversary and implements its 2025–2030 Strategic Framework, the organization is pursuing significant growth in global visibility, membership engagement, digital storytelling, and fundraising capacity. The website is a central pillar of this strategy. URI is therefore seeking a creative thought partner, not only a technical service provider, who can help clarify and execute a forward-looking digital strategy, including a clear recommendation regarding the long-term decisions around platforms to use. The selected partner should bring strategic insight, innovation, and enthusiasm to help URI scale its impact and align its digital infrastructure with its ambitious organizational goals.

We are seeking partners who align with URI's Purpose and Principles and who are motivated to contribute meaningfully to our mission.

#### **2. Background**

United Religions Initiative (URI) is a global organization dedicated to promoting enduring, daily interfaith cooperation, ending religiously motivated violence, and creating cultures of peace, justice, and healing for the earth and all living beings. The URI website (uri.org) serves as the organization's primary digital platform for global communications, program resources, and community engagement. To support the reliability, performance, and security of its digital presence, URI seeks a qualified service provider to manage and maintain its web infrastructure.

#### **3. Scope of Work**



### A. Redesign the URI website

The contractor will lead a comprehensive redesign of the URI website, enhancing both visual appeal and user experience while ensuring alignment with the organization's brand and communication goals.

The redesigned website must be built with flexibility and scalability in mind, allowing for future integration of additional software platforms, third-party tools, and digital add-ons as URI's communications, membership, and fundraising needs evolve. The selected contractor should demonstrate the capacity to assess, recommend, and implement seamless integrations without compromising performance, security, or user experience.

This work includes:

- Advising on the selection of a content management system (CMS) that best aligns with URI's organizational needs, budget, staff capacity, and long-term digital goals, whether that is a continuation of the current Drupal platform or a migration to an alternative system.
- *The redesigned website must include the following core features and functionalities:*
  - **Navigation and Information Architecture:** A clear, intuitive menu structure that reflects URI's programs, regions, and organizational priorities, ensuring ease of access for a global and diverse audience.
  - **Donation Management:** A fully integrated online donation system supporting one-time and recurring gifts, donor data collection, and seamless payment processing.
  - **Blog and News:** A dynamic blog and news section enabling URI staff to regularly publish updates, stories, and resources with easy content management.
  - **Online Store:** An e-commerce functionality supporting the sale of digital downloads, publications, branded materials, and other digital assets.
  - **Salesforce Integration:** Full integration with URI's Salesforce CRM to ensure constituent data flows seamlessly between the website and the organization's database.
  - **Constant Contact Integration:** Integration with Constant Contact to support email list management, newsletter sign-ups, and subscriber synchronization.
  - **Events Calendar:** A dynamic, publicly visible events calendar supporting URI's virtual and in-person programming, with an intuitive backend interface that allows staff to add, update, and manage events.

- **Member Portal** A password-protected member area where registered users can access exclusive content, resources, and learning materials through unique login credentials, ensuring a personalized and secure experience for URI's global network.
  - **Learning Platform** A structured learning platform supporting URI's workshop and training offerings, with the ability to host course materials, track participant progress, and issue certificates of completion. The platform must be intuitive for both participants and administrators, supporting URI's growing portfolio of online programming including the Intro Workshop Series.
  - **Staff Portal** A dedicated internal portal providing URI staff with secure access to organizational resources, internal communications, documents, and tools. The portal must support role-based permissions, ensuring staff members can access content and functionality relevant to their specific responsibilities within the organization.
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- Refining the site's overall theme and visual language to maximize the full potential and maximize the potential of our URI brand.
  - Integrating a new donor management system to support online donations and constituent data collection.
  - Implementing a dynamic homepage events calendar for virtual programming, with an intuitive backend interface that enables URI staff to easily add, update, and manage website content.
  - Create an online store, including digital downloads and e-commerce functionality (e.g., branded materials, publications, courses, and other digital assets).
  - The contractor will also create new site templates as needed, modernize on-page elements, and optimize navigation to support clearer content discovery.
  - All redesign efforts will be executed in coordination with the URI communications and development team to ensure that the final result is functional, accessible, and reflective of the organization's mission and global audience.

The selected consultant will also provide the following services on an ongoing monthly basis:

#### **A. Website Maintenance and Technical Support**

- Provide monthly maintenance and **timely** technical troubleshooting for the websites.
- Support content updates, module management, and general CMS assistance.
- Ensure website functionality and responsiveness across devices, languages, and user environments.

## **B. Security Management**

- Conduct continuous monitoring for Drupal core and module security updates.
- Apply patches in a staging environment, perform QA testing, and deploy updates to production.
- Maintain current security protocols to safeguard site integrity.

## **C. Performance Monitoring and Analytics**

- Monitor site performance, traffic, and load capacity to ensure optimal operation.
- Review analytics data, including Google Analytics and custom SEO reporting.
- Recommend performance improvements as necessary.

## **D. Backup Management and Disaster Recovery**

- Oversee ongoing backup system functionality.
- Conduct an annual backup recovery drill, restoring the website from existing backups.
- Verify data retention and disaster recovery preparedness.

## **E. Server and Cloud Infrastructure Oversight**

- Manage updates to server operating systems, web servers, application servers, and related components.
- Ensure the hosting environment remains scalable, secure, and capable of handling peak traffic loads.
- Provide 24/7 hosting support for urgent issues.

## **F. Communications, Development and Training Support**

- Provide advisory services to URI Communications and Development teams regarding CMS usage.
- Support ongoing website enhancements, design improvements, and troubleshooting as mutually agreed.
- Conduct training sessions following Drupal 9 integration and provide monthly support hours.
- Participate in monthly planning meetings with URI leadership.

## **G. Special Projects (as assigned)**

- Develop additional Drupal templates as needed.
- Execute on-page design improvements post-Drupal 9 migration.

## **4. Estimated Hours and Budget Structure**

The anticipated service requirements include:

- Up to 240 hours annually (or 20 hours per month).
- Monthly hosting and maintenance cost obligations based on agreed service levels.

A detailed pricing structure will be requested from all respondents, including:

- Monthly maintenance fees
- Hosting costs

- Hourly rates for additional work
- Any project-specific development fees

## **5. Vendor Qualifications**

Respondents must demonstrate:

- Proven experience managing and maintaining Drupal 8/9 websites (or may suggest appropriate site hosting alternatives).
- Expertise in cloud-based hosting environments and scalable web infrastructure.
- A track record of high-quality security management and performance optimization.
- Ability to provide clear communication, documentation, and timely support.
- Experience conducting QA, staging-to-production deployments, and disaster recovery procedures.
- Capacity to collaborate with communications and development teams.

## **6. Proposal Submission Requirements**

Proposals should include:

1. Company Profile and Background
2. Description of Relevant Experience (Drupal 8/9 required)
3. Project Team and Roles
4. Detailed Approach to Scope of Work (including feedback on the existing URI website and suggested improvements)
5. Hosting Capabilities and Technical Infrastructure
6. Pricing Structure (monthly, hourly, and project-based)
7. Two references from Past Clients
8. Proposed Timeline and Transition Plan

## **7. Evaluation Criteria**

Proposals will be evaluated based on:

- Technical expertise and experience
- Demonstrated success with similar Drupal projects
- Proposed methodology and understanding of URI's needs
- Cost effectiveness
- Quality of references
- Capacity for ongoing support and responsiveness

## **8. Terms and Conditions**

- URI reserves the right to accept or reject any proposal.
- The selected provider may be subject to a Master Services Agreement (MSA).
- Contract may be terminated with a 30–60 day written notice by either party.
- Work must adhere to all agreed timelines, confidentiality standards, and quality expectations.

## **9. Contact Information**



For questions or to submit your proposal, please contact:

**Jennifer Balachow**

**Human Resource Compliance Specialist**

[HR@uri.org](mailto:HR@uri.org)