Anti-Personnel Mine Ban Convention Implementation Support Unit
Geneva International Centre for Humanitarian Demining
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Request for Offers:
Website Design, Development, and Maintenance

1. Introduction

The Implementation Support Unit (from here on the ISU) of the *Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on their Destruction* (from here on the Convention), hosted at the Geneva International Centre for Humanitarian Demining (GICHD), from here on the Centre, is looking for qualified candidates/companies interested in submitting a quotation for the provision of services described below.

- Reference number: **RFO/2026/ROL/Website Maintenance**
- Project number: 96_01
- Posting date: 3 November 2026
- Submission deadline: 4 December 2026, 23:59 Geneva time
- Location: Remote / home-based
- Currency: Swiss francs (CHF)
- Proposal language: English or French
- Contact: Implementation Support Unit (ISU), isu@apminebanconvention.org

2. Background

The ISU exists to support the more than 160 States Parties to the Convention, in their efforts to meet treaty obligations. Among other mandates, the ISU has been entrusted to communicate on behalf of the Convention including by providing record keeping of the Convention's work including through maintenance of its website, www.apminebanconvention.org, which amounts to the Convention's electronic archives of its more than 25 years existence.

The Convention's website content is updated and maintained exclusively by ISU staff which yearly publishes all records related to annual formal and informal meetings of the Convention, publications, work of the Committees, news stories and other information that may be deemed necessary.

3. Scope of Services

For the purpose of this RFO, the successful bidder will serve the website in question and any sub websites or related pages but will not be involved in the reporting online portal. The website is built with TYPO3 and is a combination of a database and a display website. The main purpose of the website however, is to post documents and have a user-friendly search function that can sort documents according to topics, articles, meetings, countries, languages, etc. The ISU is not considering rebuilding its current website(s). Instead, it is seeking a provider to provide the following related services as indicated further below. The website(s) are currently hosted on Infomaniak.

The successful bidder is expected to enter into contract with the ISU and provide services as of 1 January 2027 and until 31 December 2029.

3.1 Ongoing Maintaining and Technical Support

- Support/ensure website coherence including of its corporate identity;
- Ensure ISU staff access to the Content Management System (CMS) including training of one superuser;
- Enhance and maintain smooth navigation and a dynamic and user-friendly experience;
- Ensure that the websites are fully responsive and can be used by different web browsers and handheld devices including accessibility on mobile devices;
- Support search engine indexation and optimisation;
- Ensure website backups and restoration when required;
- Maintaining integration with social media platforms including with MailChimp;
- Monitor TYPO3 releases and security vulnerabilities, apply security patches and perform necessary updates and upgrades, in coordination with the ISU (at the end of the contract, the contractor shall provide the necessary information to facilitate continuity of service and handover to the ISU or a successor provider);
- Diagnose and resolve technical issues affecting website availability, document access, search functionality and display.
- Website server maintenance and SolrCloud hosting for the search functionality.

3.2 Development and Consultation

- Plan, design, and develop webpages if required for new projects;
- Work with the ISU to develop new features, create automatic tables and displays for statistics as needed;
- Improve accessibility as much as possible for persons with disabilities (using best practices under Web Content Accessibility Guidelines) and for slower internet as we work in parts of the world where access may be spotty or insufficient;
- Enhance or develop the technical implementation of additional languages for existing content and new webpages, as required;
- Optimise performance and usability, including for users with slow or unreliable internet connections;
- Ensure that the website's feel and look is maintained across any new pages or sub websites and on any displays.

4. Proposal

Attention: Candidates may use the following as guidelines or use their own coherent presentations.

The proposal shall include suggested response times for critical incidents, major functional issues, and routine requests; however, any agreed service arrangements shall be confirmed in the contract stage.

The contractor should include in the proposal the time it will require for an initial assessment of the website's technical condition and any significant risks. In addition, potential periodic updates, maintenance activities, security updates, incidents and outstanding issues and how these will be addressed.

Identification and Technical Information

- Name of the company/consultant (successful bidders may be subject to Name Scan prior to interviews)
- Name and contact details of the proposed technical team and of their experience (their names may be subject to Name Scan prior to contract)
- Physical address including zip code if any, city, and country
- Telephone number including country and city code and email address
- Relevant proof of legal registration or independent consultant status and compliance with applicable tax and social contribution obligations
- Three examples of websites developed and/or maintained, including at least one relevant example of each category where applicable. Each example should include the website URL and a brief description of the services provided.

Pricing

Prices must be quoted in CHF and should clearly distinguish between recurring services and additional work. The financial proposal shall include:

Cost item	Unit / basis	Rate or total (CHF)
Initial assessment	Fixed fee	
Ongoing maintenance and support	Annual fee	
Additional development(s)	Hourly or daily rate	
Training or other services, if applicable	Rate / fixed fee	
Other costs and applicable taxes	Specify	
Total estimated cost	**Full contract period, 2027–2030**	

Bidders shall clearly state which services are included in the recurring maintenance fee, identify any assumptions underlying their pricing, and indicate any additional costs. All costs will be approved by the ISU prior to be undertaken. The company may be based outside Switzerland; however, the ISU is only responsible for bank charges up to the recipients' accounts. Foreign based accounts may deduct transfer fees or charge for conversion fees for which the ISU would not be held liable.

5. Legal Note

Offers will be assessed on the basis of compliance with the RFO, relevant experience and website references, quality of the proposed technical approach, and financial proposal. The ISU may request clarification of an offer where necessary. Up to four bidders may be invited to interviews.

Successful companies and/or consultants shall agree to implement the ISU/GICHD Code of Conduct outlining there is no conflict of interest or criminal activity, the safeguarding of children and vulnerable adults, agreeing to adhere to high standard of occupational health, safety, and security, and maintaining duty of discretion.