
REQUEST FOR TENDER (RFT)

Trócaire Ireland invites tenders for the provision of Ongoing Website Development and Maintenance Services of trocaire.org and globalvillageschools.ie. Tenderers' must demonstrate that they have the resources and expertise to supply the goods and/or services required.

Tender Release Date: 18th August 2026

Deadline for tender submission: 13:00 GMT Tuesday September 15th, 2026

1. Introduction

Tenders are invited from suppliers who wish to be considered for selection as the supplier of below services and/or goods Trócaire.

This tender document deals with:

- Section 2 : Confidentiality
- Section 3 : Profile of Trócaire
- Section 4 : Scope of the work
- Section 5 : Content and format of Tenders
- Section 6 : General Terms and Conditions
- Section 7 : Conflict of Interest
- Section 8 : Contract Period
- Section 9 : Intellectual Property (*for services contracts*)
- Section 10 : Termination of Contract
- Section 11 : Evaluation of Tenders
- Section 12 : Submission of Tenders

2. Confidentiality

Trócaire will treat the content of all tenders as strictly confidential, and information provided in the tenders will be used solely for the purpose of deciding on the award of a contract as described in this document.

3. Profile of Trócaire

Trócaire is an International NGO. We work with local partners in the world's most at-risk communities and with people in Ireland to tackle the underlying causes of poverty and injustice and respond to the crises they create. Together we bring about positive and lasting change for a just world. Trócaire works in up to 20 countries across Africa, Asia, Latin America and the Middle East. With the support of the generous people of Ireland, we work towards five goals:

- Promote Access to Justice;
- Achieve Climate & Environmental Justice;
- Ensure Women & Girls' Protection, Voice & Influence;
- Save Lives and Protect Human Dignity
- Mobilise the Public on the island of Ireland to achieve Global Justice.

More information about Trócaire can be found on <http://www.trocaire.org/>.

4. Scope of goods and services required

a) Information for agencies

Trócaire is seeking an experienced agency to manage the ongoing development and maintenance of Trocaire.org live development and staging websites. Trocaire.org uses WordPress CMS. Occasionally we may also require assistance outside of development e.g. content upload and SEO maintenance. Any agency work that is carried out on this and all its contents, software and architecture will become property of Trócaire.

b) Purpose of trocaire.org website

The purpose of our website is to provide a showcase for Trócaire's work to generate donations, raise awareness, gather advocacy petition signatures and e-actions, recruit volunteers, house resources and inspire people to the mission of the organisation.

Target audience are:

- Trócaire supporters and donors (all age groups and demographics)
- Volunteers
- Parish groups
- Youth groups and advocacy campaigners
- Teachers and educators
- Partners and associated sector groups

a) Technical Information

Please consider the following:

- Any development should be built to the highest UX and design standards.
- Any development work must be built on a development environment, tested by Trócaire on a Staging environment before being pushed to the live environment. There must be a clearly defined go live process followed, this will be defined with the development agency, the hosting company and Trócaire.
- Any deployment is to be developed and maintained using the "Open Web Application Security Project" (OWASP) framework.
- This website can capture online payments, using Authipay and PayPal.
- The website incorporates an online store (gifts of change) which is powered by Woo Commerce
- The website does not hold user credit card details.
- All development work must to be fully PCI compliant.
- The website is integrated with a heavily customised version of Salesforce.
- All work carried out on the website must be fully GDPR compliant.
- All WordPress CMS and Plugin Patching / Updates to be completed on live, staging and development. All this work is to be documented for periodical inspection.
- Content changes can be made inhouse by web team.

b) Digital Marketing

Digital Marketing tool experience, e.g. Google Analytics, Tag Manager. Evidence required of experience and expertise with design for direct marketing and optimisation for conversion.

c) Reporting

Monthly report of how the site is performing, recommendations for improvements and suggestions. Quarterly meetings with hosting company and Trócaire IT team.

d) Maintenance and support for secondary website globalvillageschools.ie

Globalvillageschools.ie live is a content-based website aimed at educators. This site uses WordPress CMS.

5. Content and Format of Tenders

5.1 Please submit your detailed proposal. While providing answers to the questions please keep in mind that you must display the following:

- Evidence of having previously designed and developed a large e-commerce website from concept to delivery within the past twelve months. The bidder is asked to submit URLs for this work and document technical specifications of this website.
- Evidence of having built websites integrated with online payment providers,
- Evidence of having integrated websites with heavily customised versions of Salesforce.
- Evidence of experience and expertise with design for direct marketing and optimisation for conversion.
- Experience working with NGOs, either domestic or international is NOT required but evidence of such would be an advantage.
- Evidence of managing e-commerce website with approximately 10,000 users per month.

5.2 All tenderers are also required to provide the below information.

- A proposal stating how you plan to provide the required services including some key SLAs.
- A minimum of three examples of websites your agency has designed and delivered over the last 24 months including actual references.
- Relevant experience working with the following integrations / functionalities:
 - Salesforce
 - Donation / shopping cart
 - Petitions / e-actions
 - WordPress
 - GA4 E-commerce integration
- An overview of the services provided by your agency. Information to be included: number of staff and breakdown of services provided (200 words max).
- Quantity of WordPress Developers you have in house i.e. not outsourced.

- Details of rates per hour including VAT (break down per speciality or seniority level).
- Can you provide emergency cover over holiday periods / out of business hours?
- Based on reviewing the current trocaire.org site, can you suggest improvements based on current trends?
- Outline your support mechanisms for addressing client queries, issues, or unexpected challenges.
- Present your proposed SLAs for ongoing support, including response times for support requests, issue resolution timelines, and any downtime procedures.
- Suggest key performance indicators relevant to measuring the ongoing success and performance of the maintained website.
- Annual turnover.
- Any further information which you feel could support your bid.

6. General Terms and Conditions of this RFT

- Trócaire does not bind itself to accept the lowest priced tender.
- Trócaire does not guarantee exclusivity and reserves the right to engage other companies for the same services (if required) during the term of the contract.
- Trócaire shall be free to
 - To accept the whole, or part only, of any tender.
 - To accept none of the proposals tendered.
 - To republish this Request for Tenders.
- In the event of not accepting any of the tender submissions received on foot of this RFT, Trócaire shall be free to make such arrangements as it considers necessary in relation to the provision of the goods/services.
- Trócaire will not be liable for any costs or expenses incurred in the preparation of a tender.
- The Contract shall be considered as a contract made in Ireland, according to Irish law and subject to the exclusive jurisdiction of the Irish courts.
- The Standard Procurement Terms and Conditions to which Trócaire expects all of its supplier to respect can be found here <https://www.trocaire.org/wp-content/uploads/2025/03/Trocaire-General-Terms-Conditions-for-Procurement-V4-April-2023.pdf>
- The Suppliers Code of Conduct to which Trócaire expects all of its suppliers to respect can be found here <https://www.trocaire.org/wp-content/uploads/2023/05/Trocaire-Supplier-Code-of-Conduct-V3-April-2023-EN.pdf>.

7. Conflicts of interest

Any conflicts interest involving an applicant must be fully disclosed to Trócaire. Failure to disclose a conflict may disqualify an applicant or invalidate an award of the contract. Applicants are required to declare any current or past work which might reasonably be considered to represent a conflict of interest. It will be for Trócaire to decide if a material conflict of interest exists and applicants in doubt in this regard should seek the advice of Trócaire.

8. Contract Type and Period

The initial contract will be for a one-year fixed contract with an option to annually extend up to a maximum of five years in total upon annual performance review.

9. Intellectual Property (for service contracts only)

Any concept, guidelines or other material developed during the contract will be considered the property of Trócaire and may be used by Trócaire at any time.

10. Termination of Contract

10.1 Trócaire reserves the right to terminate the contract at any stage on payment of reasonable and agreed costs accrued to the date of termination. The contract may be terminated by either party on giving appropriate written notice.

10.2 If at any stage during the contract, the goods / services delivered by the tenderer is found to be unsatisfactory, the contract may be terminated by Trócaire. In the event of such a termination, the tenderer will only be entitled to receive payment in relation to the acceptable goods / services rendered at that time.

11. Evaluation of Tenders

11.1 All suppliers should at least meet following **minimum criteria (pass/fail)**:

In the assessment of tenders, suppliers are required to meet the following minimum selection criteria:

- Proof of adequate insurance coverage is essential, including but not limited to public liability, professional indemnity, and employers' liability.
- Evidence of having developed large e-commerce websites and integrated with online payment providers.
- Evidence of having integrated websites with heavily customised versions of Salesforce.
- Experience with Multiple Environments: Suppliers must demonstrate a proven track record in working with multiple environments, including live, staging, and development environments.
- Demonstration of commitment to high security standards in web development and maintenance, please provided any relevant certification.
- Submission of at least three client references from similar projects in the past 24 months
- Completion of Trócaire's Data Processing and Information Security Assessment Questionnaire (DPIS) - **Appendix 1**

11.2 The successful tenderer will be the one who, in the opinion of Trócaire, submits the **most economically advantageous** proposal applying the following **award criteria (percentage scoring)**:

	Award Criteria	Score %
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	<u>Agency experience and technical competence</u> • Previous development and integration experience. • Staff qualifications, expertise, capacity and adaptability.	30%
	<u>Support Mechanisms, SLAs and Responsiveness</u> • Support mechanisms and responsiveness to challenges. • Emergency cover during holidays or out-of-business hours. • SLAs for ongoing support, including response times and issue resolution. • Adherence to Security standards. • Commitment to GDPR and PCI compliance.	30%
	<u>Financial Viability and Cost</u> • Financial stability • Price proposed by the supplier	20%
	<u>Innovation and Continuous Improvement</u> • Innovative solutions in web development. • Strategies for ongoing improvement in website performance.	20%

11.3 During the evaluation period clarification may be sought in writing from tenderers. Responses to requests for clarification may not materially change any elements of the tenders submitted.

11.4 No unsolicited communications from tenderers will be accepted or entertained during the evaluation period.

11.5 A shortlist of those who have tendered may be drawn up and a certain number of those who have tendered may be invited to make a final presentation/demo of their tender.

12. Submission of Tenders

Your proposal marked *"RFT Website Development and Maintenance Services"* should be submitted via www.etenders.gov.ie and will be acknowledged after the deadline.

The deadline for the receipt of tenders is **13:00 GMT Tuesday September 15th, 2026**

All queries relating to any aspect of this RFT must be directed via the messaging facility on www.etenders.gov.ie. Queries will be accepted no later than **13:00 GMT Tuesday September 1st, 2026**

Tenderers should ensure that they register their interest in this Competition, by clicking on the “Accept” button on www.etenders.gov.ie, in order to receive all responses to queries and other updates in relation to this Competition. Any technical issues or issues relating to registration or submission of Tenders on the Tender site should be directed to the Helpdesk: irish-eproc-helpdesk@eurodyn.com

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation in their Tender before the Tender Deadline. Tenderers should consider the fact that upload speeds vary.

13. Appendices

Appendix 1 - Trócaire Supplier Data Protection Information Security (DPIS) Assessment Questionnaire