



MEFMI
Macroeconomic and Financial Management
Institute of Eastern and Southern Africa



Request For Proposals (RFP) MEFMI Website Redesign 2026

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BUILDING PARTNER

MEFMI REQUEST FOR PROPOSALS (RFP)

Procurement of a Service Provider for the Redesign, Development, Implementation, Hosting, Security, and Maintenance of the MEFMI Website

1. Introduction

The Macroeconomic and Financial Management Institute of Eastern and Southern Africa (MEFMI) is a regionally owned capacity development organisation serving 14 member countries in Eastern and Southern Africa.

As part of its broader digital transformation, stakeholder engagement, and institutional positioning agenda, MEFMI seeks to engage a qualified and experienced service provider to redesign, develop, implement, host, secure, and maintain its corporate website.

The redesigned website is expected to evolve beyond a traditional institutional website into a modern, responsive, secure, AI-enabled, and stakeholder-centric knowledge platform that strengthens institutional visibility, enhances user experience, improves accessibility to MEFMI knowledge products and services, and supports future digital growth and scalability.

2. Objectives of the Assignment

The assignment aims to:

- Modernise the visual identity and user experience of the website
- Improve website functionality, accessibility, navigation, and responsiveness
- Strengthen website security, hosting, and system performance
- Improve discoverability of institutional knowledge products and resources
- Enhance stakeholder engagement and digital communications
- Integrate AI-enabled and interactive functionality where feasible
- Support multilingual accessibility and advanced search capability
- Establish a scalable and sustainable website management framework
- Improve analytics, reporting, and stakeholder insights capability.

3. Scope of Work

The selected service provider shall undertake the following:

- Website redesign and development
- User interface (UI) and user experience (UX) enhancement Customer journey mapping and navigation optimisation
- CMS review, optimisation, and implementation

- Security enhancements and hosting review
- Content restructuring and migration
- SEO optimisation
- Integration of online forms and registration systems
- Mobile responsiveness optimisation
- Integration of analytics and dashboard reporting
- AI-enabled chatbot or virtual assistant functionality
- Publications repository and multimedia integration
- Social media and WhatsApp integration
- Interactive Frequently Asked Questions (FAQ) and stakeholder support functionality
- Language translation capability
- Staff training and knowledge transfer
- Post-launch support and maintenance arrangements

4. Key Technical Requirements

The proposed solution should include:

- Responsive and modern institutional design
- Secure hosting and SSL implementation
- Role-based administrative access
- Backup and disaster recovery mechanisms
- Website performance optimisation
- Cybersecurity best practices
- Scalable and maintainable architecture
- Accessibility and usability optimisation
- AI-enabled search and engagement capability
- Advanced analytics and reporting functionality

5. Deliverables

The selected service provider shall provide:

1. Inception report and implementation workplan
2. Website architecture and sitemap
3. UX/UI conceptual mock-ups and wireframes
4. Functional prototype or staging/demo environment
5. Fully redesigned and responsive website
6. CMS configuration and administrator setup
7. AI-enabled functionality implementation
8. SEO and analytics configuration
9. Security testing and optimisation report
10. Content migration support
11. Staff training and knowledge transfer documentation
12. Post-launch support and maintenance plan

All reports and deliverables shall be submitted in both editable and PDF formats.

6. Qualifications of the Service Provider

Interested service providers should demonstrate:

- Proven experience in institutional or corporate website development
- Experience in secure CMS implementation and website hosting
- Strong UX/UI design capability
- Experience in website security and performance optimisation
- Experience implementing AI-enabled and modern digital engagement functionality
- Experience in responsive and accessibility-focused web development
- Availability of qualified technical personnel
- Demonstrated experience working with regional or international organisations is an added advantage

7. Proposal Submission Requirements

Proposals must include the following:

7.1 Company Profile

- Legal registration documents
- Company background and years in operation
- Physical address and contact details
- Experience delivering similar assignments

7.2 Technical Proposal

- Understanding of the assignment
- Proposed methodology and implementation approach
- Proposed sitemap and website structure
- CMS and hosting approach
- Security and performance optimisation approach
- AI-enabled functionality approach
- SEO and analytics approach
- Proposed implementation timeline and milestones

7.3 Conceptual Design Submission

Bidders shall submit:

- Conceptual homepage mock-up, wireframe, or visual direction for the proposed website redesign
- UX/UI concept explanation and proposed user journey approach
- Demo links, staging environments, or prototype examples where available
- Examples of innovative institutional website functionality relevant to MEFMI's requirements



Shortlisted bidders may be invited to provide live demonstrations and walkthroughs of their proposed concepts, functionality, and relevant previous institutional projects during the evaluation process.

7.4 Relevant Experience

- Portfolio of at least three (3) institutional or corporate website projects completed within the past three years
- Active website links for comparable assignments
- Client references for comparable assignments

7.5 Proposed Team

- CVs and roles of proposed personnel
- Relevant qualifications and certifications
- Technical and project management capability

7.6 Financial Proposal

- Itemised costing in United States Dollars (USD)
- Hosting and maintenance costs
- Applicable taxes and other charges
- Proposed payment terms

7.7 Compliance Documents

- Conflict-of-interest declaration
- Any other mandatory declarations required by applicable laws

8. Timeline for the RFP Process

Activity	Target Date
RFP Release Date	22 May 2026
Deadline for Questions / Clarifications	29 May 2026
Responses to Questions Issued	5 June 2026
Proposal Submission Deadline	26 June 2026
Evaluation of Proposals	17 July 2026
Demonstrations / Presentations	July 2026
Notification of Award	24 July 2026
Contract Signing	29 July 2026
Project Commencement	1 August 2026
Prototype / Wireframe Review	September 2026
User Testing and Review	November 2026
Expected Website Launch	December 2026

9. Evaluation Criteria

Proposals shall be evaluated based on the following criteria:

Criteria	Weight
Technical Understanding and Methodology	10%
AI, Innovation and Demonstrated Concept Capability	35%
UX/UI Design, User Experience and Conceptual Design Quality	15%
Technical Security, Hosting and Scalability Approach	10%
Team Qualifications, Capacity and Relevant Experience	10%
Financial Proposal / Value for Money	20%

The Institute reserves the right to request clarifications, negotiate, request demonstrations, or reject proposals.

10. Knowledge Transfer and Sustainability

The selected service provider shall ensure:

- Full administrator access and transfer of ownership rights to MEFMI
- Provision of CMS and technical documentation
- Training of MEFMI focal persons and administrators
- Sustainability of the platform without long-term vendor dependency
- Provision of source files, credentials, and configuration documentation upon completion

11. Terms and Conditions

- The Institute is under no obligation to accept the lowest-priced proposal
- Costs for preparing proposals are the responsibility of the bidder
- All submitted documents become the property of the Institute
- The selected service provider shall maintain strict confidentiality of all MEFMI systems, procurement, records, stakeholder data, credentials, and any sensitive or personal information accessed during the assignment.
- MEFMI reserves the right to request clarifications or additional demonstrations from shortlisted bidders
- All source code, design assets, content structures, administrative credentials, and deliverables developed under this assignment shall become the property of MEFMI upon completion of the project

12. Submission Instructions

Proposals must be submitted electronically to:

Email: capacity@mefmi.org



Subject Line:

“RFP - MEFMI Website Redesign - [Name of Company/Firm]”

Submission Deadline:

Friday, 26 June 2026 at 16:30hrs (Harare Time)

Late submissions will not be accepted.

The cover letter should be addressed to:

The Executive Director

Macroeconomic and Financial Management Institute of Eastern and Southern Africa
(MEFMI)

9 Earls Road, Alexandra Park

P.O. Box A1419 Avondale

Harare

Zimbabwe



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