

ZAMBIA NGO WASH FORUM

**Zambia Non-Governmental Organisations Water, Sanitation and Hygiene
Forum, Lusaka**

CALL FOR EXPRESSION OF INTEREST - REDESIGN AND ENHANCEMENT SERVICES

Project: Water Voices United Project, funded by the European Union (EU)

About the Forum

Founded in 2011, the Zambia NGO WASH Forum is a network of 65 civil society organisations working on water, sanitation and hygiene (WASH) advocacy across Zambia's provinces. Its mission is to influence and support performance of the water and sanitation sector. The Forum invites expressions of interest and quotations from qualified web development service providers for the redesign and enhancement of its existing website.

Scope of Work

- Member directory with searchable, filterable profiles (province, area of operation, thematic focus);
- Knowledge and Resource Hub for reports, policy briefs, toolkits and similar materials;
- Advocacy and Policy section;
- News and Events section;
- Navigation, mobile responsiveness, content management, security and staff training.

The Terms of Reference add detailed requirements: discovery and design approval, a homepage, a member directory with four search and filter controls, migration of existing content, testing, training and handover. Interactive maps, M&E analytics and a moving-logo directory display are excluded from the core scope. The website must be built on WordPress or an equivalent content management system (CMS).

Quotation Requirements

- Itemised pricing in Zambian Kwacha (ZMW), with VAT indicated where applicable;
- Separate lines for one-off development, plugins/licences, recurring subscriptions, training and optional post-launch support;
- Implementation timeline and technical approach.

Vendor Eligibility and Mandatory Documents

- Company profile, contact details and valid registration;
- Tax documentation;
- At least two previously developed CMS-based websites;
- Detailed financial quotation and implementation timeline.

Use of Generative AI

Vendors are discouraged from relying on generative AI tools for proposals. Any use of AI must be disclosed in a declaration. AI-generated images of members, communities or events are prohibited.

Evaluation

Proposals will be evaluated on relevant experience, understanding of requirements, proposed technical solution, implementation timeframe and value for money. The Forum may request clarifications. Payment terms will be agreed during contracting.

Submission

Submit by email to admin@ngowash.co.zm, copied to bubalamumba@ngowash.co.zm and Bsiulanda@ngowash.co.zm, with the subject line "RFQ – NGO WASH Forum Website Redesign and Enhancement". The closing date is **13 October 2026**. Late submissions will not be considered.