

FR1ENDS of the CH1LDREN

**Generational Change,
One Child at a Time**

Project Name or Description: Website Management Support

Company Name: Friends of the Children - National

Address: 44 NE Morris St

City, State, Zip Code: Portland, OR 97212

Procurement Contact Person: Abby Weast (COO)

Reporting to: Ariane Le Chevallier (Director of Marketing & Communications)

Telephone Number of PCP: 971-340-1460

Email Address of PCP: aweast@friendsofthechildren.org

Email for Reporting Contact: ALeChevallier@FriendsoftheChildren.org

1. Background/Introduction

Friends of the Children is a national non-profit whose mission is to provide our most vulnerable children a nurturing and sustained relationship with a professional mentor who teaches positive values and has attainable expectations for each child to become healthy, productive members of the community. We were founded in 1993 in Portland, OR.

2. Project Goals and Scope of Services

We are looking for someone who can provide short-term website support to 11 Friends of the Children chapters on an hourly basis. The individual needs to be familiar with Craft Content Management System (CMS) and have experience working with website contractors/developers on back-end troubleshooting and solutions as well as our IT support partner. The short-term role includes assisting chapters in uploading content, responding to questions in a timely fashion, and troubleshooting website issues (hosting, website down, SSL certificate issues, etc.) The individual will work remotely and be available to respond to requests within 48 hours for non-urgent and 3 hours for urgent issues. The contract will be managed by the national director of marketing and communications at Friends of the Children. The contract will be given to the person or firm who has a structured plan for how to support and can be competitive in pricing given our non-profit status.

3. Anticipated Selection Schedule

We will accept submissions until February 28th. Please feel free to reach out the National Director of Marketing & Communications (see information section above for email address) for any questions or clarifications required. We will review all submissions by March 15th and select and notify all contributors by March 31st.

4. Time and Place of Submission of Proposals

Please submit all proposals to ALeChevallier@FriendsoftheChildren.org by 5pm PST on Thursday, February 28th, 2019.

5. Timeline

The work will be done on an hourly, as-needed basis for at least 6 months. The average hours are planned to be between 5-10 hours/week but could be more or less depending on demand.

6. Elements of Proposal

In your proposal, please include the following:

- Proposed hourly rate
- Qualifications / experience based on the work requirements listed above in the scope section
- Provide at least two recommendations from other clients who have used your service that demonstrate examples of superior customer service and client management
- Three links to websites you have worked on
- Maximum hours available for support and any potential limitations to the service response times listed above

7. Evaluation Criteria

Work experience and references will be the leading factors with cost weighing in on the final decision as well. Experience with national organizations and non-profits is a benefit.

8. Possible Roadblocks

We have a Craft platform with backend development managed by another firm. This relationship (along with our IT service provider) will be important to ensure issue resolution over the course of the contract.