

Call for tenders

Multi-site webmastering services

1. Background

ATIBT and its projects manage five websites:

- **ATIBT** : www.atibt.org
- **Fair&Precious** : www.fair-and-precious.org
- **My Tropical Timber** : www.mytropicaltimber.org
- **Timber Trade Portal** : www.timbertradeportal.com
- **Bois Congo** : www.bois-congo.org

These sites, mainly developed using WordPress, are key communication and information tools for ATIBT's projects and activities. The webmaster ensures their proper functioning, security, and updating, while also working on specific developments

2. Objectives of the service

Usual activities :

- Guarantee the availability and performance of the five websites.
- Provide preventive and corrective maintenance.
- Carry out technical and security updates.
- Provide responsive support in the event of an incident. Garantir la disponibilité et la performance des cinq sites.
- Carry out ad hoc developments (functionalities, design, integrations).
- Optimize search engine optimization (SEO) and technical performance.

Specific actions to come in 2026:

- Redesign of the ATIBT website
- Structural changes to the Timber Trade Portal website with the addition of pages and modification of the structure of certain parts of the site.

3. Description of expected services

3.1. Technical maintenance and security

- Regular updates to the CMS, themes, and extensions.
- Automatic backups and quick restoration in case of an incident.
- Security monitoring (anti-malware scanning, protection against attacks).

3.2. Support and assistance

- Response to requests for assistance within 24 hours/3 days depending on criticality.
- Bug fixes and incident resolution.
- Ad hoc training for the ATIBT team on the use of back-office systems.

3.3. Developments and improvements

- Integration of new pages, sections, or modules.
- UX/UI improvements.
- Speed and mobile compatibility optimizations.

3.4. Optimization and monitoring

- Basic SEO configuration (tags, sitemap, structure).
- Analysis and recommendations on Google Analytics/Search Console.
- Monthly summary activity report (updates, incidents, improvements).

4. Required profile

- Proven experience in WordPress multisite maintenance and development.
- Solid knowledge of technical SEO, web security, and GDPR.
- Proven responsiveness and availability.
- References for similar projects (NGOs, multilingual projects, multi-domain projects).
- Knowledge of the forestry and wood industry.

5. Duration and terms

- One (1) year contract, renewable by tacit agreement or after annual reassessment of needs and conditions.
- Annual package covering: preventive maintenance, security, backups, and routine support.
- Unit rates (hourly or flat rate) for: specific developments, exceptional interventions, major upgrades.
- Quarterly or monthly billing as agreed
- Commitment to a maximum response time in the event of an incident.

- An ATIBT representative will be designated to centralize requests and validate interventions.
- The service provider will designate a project manager or single point of contact, available by email and telephone for emergencies.
- Preventive maintenance: carried out on a scheduled basis (at least once a month).
- Corrective interventions:
 - Critical emergencies (site unavailable, major failure): response time ≤ 4 working hours.
 - Significant problems (malfunctioning feature): response time ≤ 1 working day.
 - Non-urgent modifications: response time ≤ 5 working days.
- Follow-up by email with traceability of requests and interventions.
- Quarterly follow-up meeting (via video conference or in person) to review performance and needs.
- Confidentiality agreement for all data processed
- Compliance with GDPR obligations (personal data protection, traceability).

6. Selection Criteria

Economic and financial capacity of the bidder: The reference period to be taken into consideration corresponds to the last three financial years ended.

The bidder's average annual turnover for the last three financial years ended must not be less than EUR 30,000.

Professional capacity of the bidder: The reference period to be taken into consideration corresponds to the last three financial years preceding the deadline for submission.

The bidder is not subject to any conflicting professional interests that could adversely affect the performance of the contract. The existence of conflicting professional interests will be examined on the basis of the information provided in the sworn statements and, where applicable, in other statements and documents submitted.

Technical capacity of the bidder: the candidate has provided services in the context of at least two contracts performed at any time during the last three years preceding the deadline for submission.

7. Evaluation criteria

- **Technical quality (40%):** experience, references, skills.
- **Responsiveness and organization (25%):** response times, procedures.
- **Price (25%):** annual fee + service rates.
- **Added value (10%):** optimization proposals, technology watch.

8. Application procedures

Bids, all correspondence, and all documents relating to the call for tenders exchanged between the bidder and the contracting authority must be written in French.

Applicants must provide:

- Technical proposal
 - o Presentation of the company/freelancer and references with CV of main expert
 - o Proof of legal existence
 - o Portfolio or examples of similar projects
 - o Technical proposal and intervention methodology
- Commitments regarding deadlines and availability.
- Client references and contacts
- Tools used, work processes
- Financial proposal in euros
 - Price list
 - Maintenance,
 - Ad hoc development
- Declaration of integrity:
 - the fight against corruption, money laundering, and terrorist financing,
 - compliance with international sanctions (UN, European Union, Germany),

Application of social and environmental standards, including

- ILO fundamental conventions, human rights, and gender equality
- Acceptance of the right to audit and the obligation to provide supporting documents relating to the performance of this contract.

Submit your application

at this link: <https://form.jotform.com/252594073023352>

in person at the ATIBT headquarters, or by post/DHLes offres, toute la correspondance et tous les documents relatifs à l'appel d'offres échangés entre le soumissionnaire et le pouvoir adjudicateur doivent être écrits en français.

- **Closing date:** October 22, 2025, before 7 p.m.