



## UNIDOR - SOUTH SUDAN

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**Request for Proposal (RFP): UNIDOR-RFP- Juba-04-March-2026**

**Provision of Managed Email Domain Hosting and Professional Website Hosting Services**

**Reference Number: UNIDOR-RFP-JBA-26-004**

**Date of Issue: March 4, 2026**

**Submission Deadline: March 18, 2026, 17:00 (South Sudan Local Time)**

### 1. Background / Introduction

Universal Intervention and Development Organization (UNIDOR) is a South Sudanese national and Faith based Organization founded in 2004 and is legally registered by the Relief and Rehabilitation commission (RRC) with registration number 181. UNIDOR is a member of South Sudan NGOs forum, active member of different working clusters across the Country. UNIDOR operates in Unity state in South Sudan with program portfolio covering health, nutrition, FSL, WASH, Education, General protection including GBV and Child Protection, Peace-Building and Conflict Resolution. UNIDOR continues to provide lifesaving humanitarian assistance to the vulnerable people of South Sudan with the aim of rebuilding lives and restore peace.

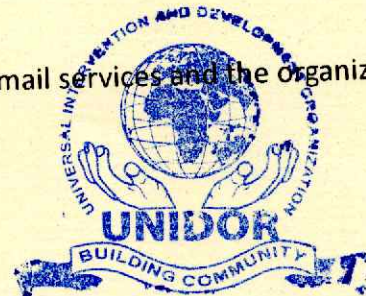
To ensure seamless internal and external communication, UNIDOR requires a robust, enterprise-grade solution for its official email domain and website hosting. This assignment focuses on engaging a professional IT firm to provide high-availability hosting services, enhanced cybersecurity, and dedicated technical support.

### 2. Objective of the Assignment

The primary objective is to engage a qualified IT Service Provider to host, manage, and secure UNIDOR's official email domain (e.g., @unidor.org) and its institutional website.

#### Specific Objectives:

- **Reliable Hosting:** Ensure 99.9% uptime for both email services and the organization's website.



- **Data Security:** Implement advanced cybersecurity protocols, including SSL, encryption, and anti-spam/anti-malware filtering.
- **Scalability:** Provide a hosting environment that allows for the addition of new users and increased web traffic as the organization grows.
- **Technical Support:** Establish a structured support mechanism for troubleshooting, mailbox management, and server maintenance.

### 3. Scope of Work and Key Deliverables

The selected service provider will be responsible for the following:

#### i. Email Domain Hosting & Management

- Provision of enterprise email hosting with support for IMAP/POP3 and Webmail access.
- Migration of existing mailboxes from the current provider to the new server with zero data loss.
- Advanced spam filtering, virus protection, and multi-factor authentication (MFA) setup.
- Management of DNS records (MX, SPF, DKIM, DMARC) to ensure high email deliverability.

#### ii. Website Hosting Services

- Provision of a high-performance hosting environment optimized for WordPress/CMS.
- Deployment of SSL Certificates and automated daily backups with a clear recovery protocol.
- Monthly performance monitoring and security patching of the server environment.

#### iii. Knowledge Transfer and Support

- Develop a brief **Administration Manual** for UNIDOR IT focal points.
- Provide 24/7 technical support for critical outages and a ticket-based system for routine requests.

### 4. Timing and Duration

- **Setup & Migration:** The initial migration and configuration must be completed within **ten (10) working days** from contract signing.
- **Service Period:** The initial contract will cover **twelve (12) months**, subject to annual renewal based on performance.



## 5. Required Skills and Experience

The ideal firm must demonstrate:

- **Institutional Experience:** Minimum of five (5) years in providing enterprise-grade hosting services, specifically for NGOs or international agencies.
- **Technical Proficiency:** Deep expertise in Linux/Windows server management, DNS configuration, and cybersecurity.
- **Client Track Record:** Proven ability to manage email migrations for organizations with over 50+ users.

## 6. Documents to be Included in the Proposal

Interested firms must submit:

### A. Technical Proposal:

1. **Company Profile:** Detailing core competencies and legal registration (Certificate of Incorporation, Tax Clearance).
2. **Technical Approach:** Description of the proposed hosting infrastructure (Server location, uptime guarantees, security features).
3. **Migration Plan:** A step-by-step methodology for moving emails and the website without downtime.
4. **References:** Contact details for at least three (3) professional clients.

### B. Financial Proposal:

1. **Itemized Costing:** Annual hosting fees, one-time migration costs, and any applicable taxes.
2. **Payment Terms:** Proposed schedule (e.g., annual or quarterly billing).

## 7. Application Process

Proposals should be submitted electronically to: **Email:** [ [recruitment@unidorss.org](mailto:recruitment@unidorss.org)  
UNIDOR Recruitment Email]

**Subject Line:** "UNIDOR-RFP-JBA-26-004: Email and Website Hosting Services"

**Deadline:** March 18, 2026, at 17:00 South Sudan Local Time.

