Request for Proposals for
NGO Hub Website Developer Consultant

22nd March 2023

Dear Sir/Madam,

You are invited to submit a proposal for iMMAP with the requirements mentioned herein. The purpose of this request for proposal (RFP) is to identify suitable provider(s) to lead on functional design and website development process for a suite of learning digital tools to support national NGO capacity strengthening.

iMMAP is an international non-governmental organization (INGO) that provides targeted Information Management (IM) support to partners responding to complex humanitarian and development challenges. For more than 17 years, iMMAP has promoted measurable change in people's lives through the core philosophy that better data leads to better decisions, which ultimately lead to better outcomes. iMMAP's expertise in data collection, analysis and presentation has revolutionized the decision-making process for diverse, multi-sectoral partners who seek enhanced coordination and sustainable solutions through information management. iMMAP is home to a robust and dynamic team of recognized experts in social science, software development, statistics, (GIS), performance monitoring and evaluation, technical assistance and capacity development.

Emergency responders, development practitioners, governments and funders often have to make serious and timely decisions under fast paced and chaotic circumstances. When facing complex development challenges, natural disasters and emergencies, it is critical to make sound choices rooted in real-time knowledge of who is doing what, where they are doing it, and what needs to be done. Access to this critical information positions actors to avoid costly or duplicative efforts and, ultimately, to effectively direct support to the people who need it the most.

We anticipate that the bidder whose proposal suggests the best solution for our work (as per the requirements set forth in this RFP) will be selected by April 7, 2023 will notify all bidders, whether they are rejected or unsuccessful although responsive.

We thank you for your effort, and interest in iMMAP in advance.

1.0 INTRODUCTION

1.0 Background

The Nigeria INGO Forum (NIF) is an interagency network of international NGOs, established in 2014 to facilitate the coordination and cooperation of humanitarian aid and development between and amongst INGOs and external stakeholders in Nigeria.

As an initiative of the Nigeria INGO Forum (NIF), PLRCAP was launched in November 2019 as a demand-driven institutional capacity strengthening program, targeting Nigerian NGOs working in humanitarian contexts of Nigeria. To scale its activities, PLRCAP is launching an NGO Support Hub as the "go to" place for Nigerian NGOs to strengthen their organizational capacities.

The vision of the NGO Support Hub is, through a suite of digital tools and expert/mentors, offer a mixture of services to members and non-members including:

- Access to relevant and timely information, including funding and partnering opportunities, learning tools and events, latest resources, and analysis.
- An NGO focused public profile page, where activities, competences and partnerships can be highlighted, and organization certificates and due diligence profiles can be shared (like a LinkedIn profile)
- A library of online self-assessment tools, a private learning dashboard per organization visualizing self-assessment outcomes and learning and development action plan formulation.
- A roster of technical experts who can be interacted with digitally and meetings scheduled with.
- A community of practice, where organizations can pose questions, seek advice, take part in idea sharing and challenges sessions.
- Learning events and webinars.
- Online collaboration tools for private groups to meet, discuss, brainstorm, and share documents and knowledge.
- Opportunity to apply for specialized master courses provided both online and in person.
- Tools for members to upload documents and videos, and link external documents and videos, to the platform to be included in the member profiles and training after approval by the platform administrators.

The Hub will serve both nascent and advanced NGOs in Nigeria, support online and offline utilization, and strive for low Internet bandwidth requirements, to maximize its accessibility, ease of use, and geographical reach. Its components should be easy to access, use, and build the digital skills of its

users. The Hub will have functionalities restricted to specific user groups, and a publicly accessible part. The Hub further looks to integrate and ingest content from existing resource sites as far as possible, covering components of the functionalities set out above and provide members with links or access to additional resources beyond the Hub for continued learning. The PLRCAP team has identified online learning resources that are slotted for decommissioning soon and engaged with the respective owners to ingest the learning materials and related content into the Hub.

1.1 Scope of Services

The NIF/PLRCAP initiative, hosted by iMMAP, is seeking an experienced website developer with expertise in learning and visibility platforms to lead a functional design and website development process for a suite of learning digital tools to support national NGO capacity strengthening.

Project Goal:
The Website Developer will support the PLRCAP and iMMAP teams in translating the objectives into business requirements and functional requirements, identify the most cost-effective and scalable open-source solutions, build, and test the website and accompanying suite of digital tools, and support the teams to ensure the full functionality of the platform, knowledge transfer, and training of the administrative/backend users in the maintenance of the website and its components.

Specific objectives

i. Support in the final end-user consultations to define the business requirements in a Business Requirements Document, which shall include a list of existing online learning resources that will be divided into targets for cross-linking from the Hub and ingestion into the Hub.
ii. Translate the business requirements into functional and non-functional requirements, including aspects such as security, backup, maintenance, and scalability, contained in a Functional Requirements Document. This document shall contain a prioritized list of functionalities based on the end user needs, and a prioritized list of external resources targeted for ingestion into the Hub.
iii. Identify the most cost-effective model and open-source web application platform(s) for building and maintaining the suite of digital tools, including the integration of existing systems. This will include the recommendation of suitable website hosting providers and participation in the deployment of the platform(s) in terms of cost, performance, scalability, reliability, and geographic location.
iv. Develop a prototype of the tools for beta testing with the PLRCAP and iMMAP team members and the end users, or selected group of end users. The testing will include the functional aspects of the Hub tools and its user interface, as well as the non-functional components.
v. Deliver the full suite of digital tools, consisting at a minimum of the content, learning, user and permission, and membership management systems, along with the supporting functionality required to integrate these components and provide the functionality formalized in the business and functional requirements documents.
vi. Support in the live implementation of the tools and population of learning materials and documentation.
vii. Training of the PLRCAP and iMMAP team members to ensure full transfer of administrative knowledge, tasks, and functions.

1.2 **Deliverables**

i. Fully developed Functional Requirements Document following from the Business Requirements Document.
ii. A suggested website solution approach, with full description of potential options, cost implications, limitations in terms of future user adjustment needs, recommendations and implementation timeline.
iii. The deployment and configuration of the web application platform(s) required to satisfy the agreed functional and non-functional requirements.
iv. The development of the agreed functional components for beta testing, adjustment of the components following beta and post-release testing, and support to the PLRCAP and iMMAP team members in the loading of data, content, and learning materials.
v. A combined beta and post-release testing report.
vi. A complete website with the user interface and components required to satisfy the business, functional and non-functional requirements.
vii. A copy of the final source code and database, accompanied by a training manual or guide for administrative users selected from the PLRCAP and iMMAP team members.
viii. A Security Assessment Report detailing the assessment of the TLS certificate and website hosting configuration, e.g., from https://www.ssllabs.com/ssltest/, and the platform configurations specifically focused on enhancing the security of the platform(s) and the protection of the data stored in the platform(s), using e.g. web application firewalls or host intrusion prevention/detection systems.

Milestone

- Final Business Requirements document
- Final Functional Requirements document
- Software design options and outline of approach
- Prototype website
- Beta Testing report
- Delivery of the platform(s) and agreed digital tools.
- Delivery of the combined beta and post-release testing report, full source code and database backups.
- Delivery of the training manual/guide, training of the admin users (a hybrid of remote and in person training depending on the circumstance), and follow-up support for a period of one month.

2.0   ADMINISTRATIVE INFORMATION

2.1   **Expected Time Period for Contract**

The contract will commence on the date of signature and to run until the submission of the final report and payment of the contractor. The tasks shall be implemented in a period of 3 months, unless otherwise agreed by the two parties.

2.2   RFP Coordinator

Written questions must be directed, via email, to *jada@ingoforum.ng*

2.3   Proposer Inquiries

iMMAP will consider written proposer inquiries regarding RFP requirements or Scope of Services before the date specified in the Calendar of Events. iMMAP reserves the right to modify the RFP should a change be identified that is in the best interest of iMMAP.

To be considered, written inquiries and requests for clarification of the content of this RFP must be received via e-mail at jada@ingoforum.com *by 5:00p.m. Nigeria local time* on March 27, 2023 as specified in the Calendar of Events. Any and all questions directed to the RFP Coordinator will be deemed to require an official response. Official responses to each of the questions presented by the proposers will be sent via email to all proposers by the date specified in the calendar of events.

 Only **the RFP coordinator** has the authority to officially respond to a proposer's questions on behalf of iMMAP. Any communications from any other individuals are not binding to iMMAP.

2.4   Calendar of Events

Event	Date
Release RFP	**22nd March, 2023**
Deadline for receiving proposer inquiries	**27th March, 2023**
Responses to proposer inquiries due	**29th March, 2023**
Proposal submission deadline	**3rd April, 2023**
Announce award of "Successful Proposer"	**7th April, 2023**
Execute contract	**10th April, 2023**

NOTE: iMMAP reserves the right to amend and/or change this calendar of events/schedule of RFP activities as it deems necessary.

3.0   PROPOSAL INFORMATION

3.1   Proposal Response Location
The location of this task is Abuja and the task would be delivered through a hybrid of remote and in person (physical) engagement with the team.

3.2   Desirable Qualifications of Proposer
The consultant shall possess the following technical expertise:
•   Strong knowledge of and experience with open-source content management systems.
•   Strong knowledge of and experience with open-source learning management systems.
•   Strong knowledge of and experience with open-source collaboration tools/systems.
•   Strong experience in website scripting languages such as PHP and JavaScript.
•   Strong experience in relational databases such as MySQL, MariaDB, and PostgreSQL.
•   Strong experience in HTML and/or HTML5.

- Strong experience in web application development.
- Strong experience in web application security.
- Strong experience in web app integration.
- Strong experience in website hosting management.
- Strong experience in skills transfer and user training.

The consultant shall be required to provide a portfolio of work completed in the last two years in support of their skills and experience.

3.3   RFP Addenda

iMMAP reserves the right to change the calendar of events or revise any part of the RFP by issuing an addendum to the RFP at any time.

3.4 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by iMMAP to award a contract. iMMAP reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement.

3.5 Withdrawal and Re-submission of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator.

3.6 Subcontracting Information *(Detail any rule related to sub-contracting done by the contractor)*
No sub-contracting is allowed without the prior consent of iMMAP.

3.7 Proprietary Information *(Add information about property of information shared)*

All information, including data, documents, and the likes gathered during this consultancy remain the property of the iMMAP and NIF. The consultant is held to standard duties of confidentiality.

3.8 Cost of Preparing Proposals

iMMAP is not liable for any costs incurred by prospective proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal and any other expenses incurred by the proposer in responding to this RFP are entirely the responsibility of the proposer and shall not be reimbursed in any manner by iMMAP.

3.9   Errors and Omissions in Proposal

iMMAP will not be liable for any errors in proposals and reserves the right to make corrections or amendments due to minor errors identified in proposals. iMMAP, at its option, has the right to request clarification or additional information from the proposer.

3.10 **Contract Award and Execution** *(Detail contract execution)*

This will be a three-month service contract with payment made against completion of milestone.

4.0   RESPONSE INSTRUCTIONS

4.1   Proposal Submission

The proposal should include:
- a detailed budget
- technical application which explains applicant's understanding of the tasks including their portfolio of work completed in the last two years in support of their skills and experience, and estimated amount of time required for the implementation of the deliverables,
- CV with references

Please submit a proposal by return email directly to plrcap@ingoforum.ng, equeguiner@ingoforum.ng, and jada@ingoforum.ng at the latest by 3 April 2023. Clarifying questions may be directed to Ada via email addresses as provides in section 2.2 above until 5:00 pm on 27th March 2023.

The proposals shall be received on or before 3rd April, 2023 as specified in the aforementioned Calendar of Events.

It is solely the responsibility of each proposer to assure that their proposal is received prior to the deadline for submission. Proposals received after the submission deadline will not be considered.

4.2   Certification Statement

The proposer must sign and submit the Certification Statement shown in ANNEX II.

4.3   Proposal Format

The proposer should submit a proposal as specified in ANNEX I which shall include enough information to satisfy evaluators that the proposer has the appropriate experience and qualifications to perform the scope of services as described herein. Proposer should respond to all requested areas*.*

5.0   EVALUATION AND SELECTION

5.1   Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team that will select the

proposal who offers the best value for money.

5.2 Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals found not to be in compliance will be rejected from further consideration. Risk mitigation procedures should also be provided. iMMAP takes meeting duty-of-care obligations and compliance with the principles of 'do no harm' very seriously.

5.3 Evaluation and Review

The purpose of the RFP process is to secure the contractor most capable of providing the services specified in this document. Selection of the contractor will be made solely on the basis of the most responsive proposal submitted by a qualified proposer that satisfies all services and products described in this RFP. iMMAP reserves the right to award a contract based upon initial offers received. Proposals submitted should follow the format in ANNEX II.

The criteria for the evaluation process will be weighted as follows:

70___% technical   30____% financial

100% total

Minimum technical score: 70% of 70 points = 49 points

a) Overall Response (10 points)

- General adherence to Terms of Reference and tender requirements

b) Qualifications of the Consultant (30 points)

- The consultant or leader of the consultancy team must identify their years of experience (not less than 5 years);
- Alignment of portfolio work experiences with the tasks of this RFP
- Applicant must be a graduate with bachelor's degree (Advance degree is an advantage) in a relevant field of web development software designs and engineering.
- Prove of professional qualifications that align with the skills required for the job

c) Proposed methodology and approach (30 points)

- deliverables are addressed as per TOR
- proposed timeline of 3 months are met
- Level of understanding the tasks on the RFP
- Details provided in the technical proposals that align with the task
- The feasibility of the proposed approach

5.4   Announcement of Contractor

The RFP Coordinator will notify the successful proposer and proceed to negotiate terms for final contract. Unsuccessful proposers will be notified by email accordingly.

ANNEX I
Format of Proposal

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You are encouraged to follow this format.

Proposals must be attached in an e-mail to following e-mail address: plrcap@ingoforum.ng, equeguiner@ingoforum.ng, and jada@ingoforum.ngno later than **April 3, 2023.**

Proposer is requested to include a half page value statement indicating why they are most suitable to carry out the assignment.

Name of Proposing Organization:	
Country of Registration:	
Type of Legal entity:	
Name of Contact Person for this Proposal:	
Address:	
Phone:	
E-mail:	

Section A: Expertise and Capability of Proposer

1.1.   Executive Summary

This section should serve to introduce the purpose and scope of the proposal. It should include administrative information including, at a minimum, response date, proposer contact name and phone number, and the stipulation that the proposal is valid for a time period of days from the date of submission. This section should also include a summary of the proposer's qualifications and ability to meet iMMAP's overall requirements.

1.2   Organizational architecture, Corporate Qualifications and Management Support

- The proposer should give a brief description of their company, including a brief history, corporate structure and organization, and number of years in business.

- The proposer should provide detailed information regarding its ability to perform the work requested in this RFP. The proposer should discuss its resources that will be available to work on this project in order to meet time restraints and desired performance levels. The proposer should describe the qualifications and experience of the key personnel who will be assigned to this project.

1.3 Adverse judgements or awards

- The proposer should include reference to any adverse judgements or awards.

1.4 General organizational capability

- Outline General Organizational Capability which is likely to affect performance (i.e. size of the organization, strength of project management support (e.g. project management controls), networking).
- Include a description of past and present experience and relationships that have a direct relationship to the performance of the TOR. Include relevant collaborative efforts the organization may have participated in.
- Explain any partnerships with local or other organizations relevant to the performance of the TOR. Special attention should be given to providing a clear picture of roles, responsibilities, reporting lines and accountability. Letters of commitment from partners and an indication of whether some or all have worked together previously.

1.5 Subcontracting

- Explain whether any work would be subcontracted, to whom, what percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of roles, responsibilities, reporting lines and accountability.

1.6 Quality assurance procedures, risks and mitigation measures

- Describe the potential risks for the performance of the TOR that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks. Provide any relevant certificate(s) for accreditation of processes, policies, e.g. ISO.

1.7 Relevance of specialized knowledge and experience on similar projects

- Detail any specialized knowledge that may be applied to the performance of the TOR. Include experiences in the region.
- Describe the experience of the organization in performing similar goods/services/works. Experience with other INGOs, UN organizations, major multilateral entities, or bilateral programmes is highly desirable.
- Provide at least 3 references:

Project	Client	Contract Value	Period of performance (from/to)	Role in relation to the task undertaken to goods/services/works	Reference Contact Details (Name, Phone, Email)
1-					
2-					
3-					

1.8   Duty of care

- Describe Duty of Care mechanisms that will be put in place with regards to the staff involved in the project proposal as well as the sources and information security.

Section B: Proposed Work Plan and Approach (When applicable)

2.1   Approach and methodology
- Clearly articulate the envisaged results and provide a Workplan for the intervention.
- Provide a clear monitoring framework for the project.
- Provide a description of the organization's approach, methodology, and timeline for how it will achieve the TOR.
- Explain the organization's understanding of needs for the goods/services/works.

2.2   Management – timeline, deliverables and reporting
- Provide a detailed description of how the management for the requested goods/services/works will be implemented in regard to the TOR.

2.3   Environment-related approach to the service/work required
- Please provide a detailed description of the methodology for how the organization/firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.

Area	Level of Access (full or partial)	Type of Access (direct or indirect)

Section C: Resource Plan, Key Personnel
- Describe the availability of resources in terms of personnel and facilities required for the TOR. Describe the structure of the proposed team/personnel, and the work tasks (including supervisory) which would be assigned to each team member. A chart illustrating the organization of the team structure, should be submitted.

Section D: Cost Information (to be submitted separately than the technical proposal)

The financial proposal should be developed with the following in mind:
- Price breakdown should be presented per task (for example face-to-face interviews, data collection trainings, etc.).
- Prices should be detailed in terms of the sample size and interview technique.
- Lump sum pricing approach is encouraged as per the below:
    a. All prices should include all necessary logistical and operational arrangements including any hardware, software or licensing costs.
    b. Price of all interviews should include fieldwork preparatory including identification of respondents and scheduling meetings
    c. Price of focus groups should include facilitating discussions and transcripts
    d. Price of translation
    e. Price of data collection trainings
    f. Price of entering any manual (e.g. paper based) data collection into

electronic formats required (KoBo etc)

ANNEX II

CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. iMMAP requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below:

Date:_____Official Contact Name:_____

A.   E-mail Address: _____

B.   Mail Address: _____

Proposer certifies that the above information is true and grants permission to iMMAP to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer certifies that:
(1)   The information contained in its response to this RFP is accurate;
(2)   Proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
(3)   Proposer accepts the procedures, evaluation criteria, and all other administrative requirements set forth in this RFP.
(4)   Proposer's quote is valid for at least ninety days from the date of proposer's signature below;
(5)   Proposer understands that if selected as the successful proposer, the Proposer will have five (5) business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.

Authorized Signature:_____

Typed or Printed Name:_____

Title: _____

Company Name: _____

Address: _____

City: _