ANNEX III: TERMS OF REFERENCE

CONTRACTING AUTHORITY

iMMAP France, represented in France by Christophe Bois whose office is located at: 10, Rue Stanislas Torrents, 13006, Marseille, France.

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.

BACKGROUND INFORMATION

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.

OBJECTIVE, EXPECTED RESULTS

Overall objective

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

- 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.
- 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.
- 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.
- 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.

- 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.
- Support in the live implementation of the tools and population of learning materials and documentation.
- Training of the PLRCAP and iMMAP team members to ensure full transfer of administrative knowledge, tasks, and functions.

Tender Details

The consultant must have relevant experience in web application development especially interactive learning platforms, aimed at medium to large user communities. The consultant should ideally have experience in developing an online hub and integrated learning management system that supports multiple simultaneous users with sufficient performance and bandwidth capacity to accommodate rapid scaling of the user base. The consultant will be required to participate in two or more workshops with the end users, which will be facilitated by the PLRCAP team either in a face-to-face or hybrid online format.

The proposal should include a detailed budget and technical narrative, estimated amount of time required for the implementation of the deliverables, a CV, references, short summary of relevant experience, and a commitment that the consultant has the necessary skills and resources to complete the project.

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 the same email addresses until close of business on 27 March 2023.

Results to be achieved by the consultant.

Deliverable	Details
Development	Fully developed functional requirements document following from the Business Requirements Document.
	Suggested website solution approach, with full description of potential options, cost implications, limitations in terms of future user adjustment needs, recommendations and implementation timeline.
Deployment & Configuration	The deployment and configuration of the web application platform(s) required to satisfy the agreed functional and non-functional requirements.

Component Development	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.
	A combined beta and post-release testing report.
Website Development	A complete website with the user interface and components required to satisfy the business, functional and non-functional requirements.
	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.
Security Assessment	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.

ASSUMPTIONS & RISKS

Risks
The consultant is expected to take all reasonable measures to mitigate any risk that may impact the achievement and timely completion of the expected results, as well as their quality and fitness for purpose.

SCOPE OF THE WORK

4.1: General
The consultant will support the PLRCAP and iMMAP teams with website development and management.

4.2: Specific work
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.

Milestones

- 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, and follow-up support for a period of one month.

4.3 Management structure

iMMAP and the contractor shall nominate liaison focal points that shall act as points of contact for communications.

Final decisions on the management of the contract shall fall to the management focal points.

	For Contractor	For iMMAP
Liaison Focal Point	Name: Email: Phone:	Name: Zainab Musa Email: zmusa@immap.org Phone: +234 704 009 5167
Contract Management Focal Point	Name: Email: Phone:	Name: Zainab Musa Email: zmusa@immap.org Phone: +234 704 009 5167

5. LOGISTICS AND TIMING

Start date & period of implementation.

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 is anticipated to implemented in a period of 3 month unless otherwise a written agreement between the two parties.

6.REQUIREMENTS

Facilities to be provided by the contractor:

Equipment:
The consultant will be expected to work off their own equipment and gadget.

7.REPORTS

Submission & approval of reports

The required reports shall be submitted as soon as possible. The final report will be shared a maximum of one week after the completion of the admin user training.

8.MONITORING AND EVALUATION

The consultant will report directly to the Senior Consultant, PLRCAP and Project Manager, PLRCAP.