



Voluntary Organisations in
Cooperation in Emergencies

Terms of Reference

Website Design, Development and Maintenance for the VOICE initiative on the Grand Bargain

About VOICE:

VOICE stands for "Voluntary Organisations in Cooperation in Emergencies" and it is an NGO network promoting effective humanitarian aid worldwide since 1992. VOICE is the main NGO interlocutor with the European Union on emergency aid and disaster risk reduction, and it promotes the values of its 85 member organisations.

VOICE members are active in different sectors of humanitarian aid (such as food and nutrition, health, water and sanitation, shelter, aid to refugees and internally displaced people) in all countries affected by natural disasters, armed conflicts and emergency situations. Most VOICE members have a framework partnership agreement with the Humanitarian Aid department of the European Commission (DG ECHO). These organisations are dedicated to practicing good humanitarian aid and saving lives.

Task:

The VOICE Network seeks a consultant or firm with relevant expertise to design and construct a comprehensive and user friendly website that offers a visible web platform to inform, raise awareness on the 'Grand Bargain' and promote NGO/ visitor's engagement.

Supervision & Contact

Supervision and contact for the consultant / firm will be primarily carried out by VOICE communication officer with the support of VOICE programme co-ordinator and VOICE Funding and policy officer.

Application Deadline: February 15th 2018

Background:

The Grand Bargain aims at improving efficiency in humanitarian aid delivery. It is a set of joint commitments from donors and humanitarian organisations addressing a number of critical gaps long-identified in the sector. VOICE has been involved in the Grand Bargain process since the beginning, sharing substantial NGO recommendations and influencing EU and international discussions on the Grand Bargain. The VOICE network has set up a dedicated Task Force with NGO members in order to actively engage and bring operational NGO perspectives into the conversation.

To address some of the key issues and gaps in the GB implementation, the VOICE Secretariat submitted a project proposal under a call from the Belgium government. The 12-months funded project aims to enhance the engagement of NGOs and humanitarian staff around the world in the implementation of the Grand Bargain.

More information on the Grand Bargain is available here:

<https://interagencystandingcommittee.org/grand-bargain-hosted-iasc>

<https://www.icvanetwork.org/topic-six-grand-bargain-and-its-impact-ngos>

Website objectives:

1. Provide timely, relevant and accessible information on the Grand Bargain; What it is and why it matters in a simple and compelling way in order to raise awareness to a larger public audience
2. Timely, relevant and accessible: GB task Force
3. Promote and stimulate NGOs' and Frontline Responders' engagement in the implementation of the Grand Bargain

Target Audiences:

The intended users of the website include, but are not limited to, the following:

- Humanitarian workers throughout the world
- Local, national, international NGOs and relevant coordination bodies
- Relevant EU institutions and other humanitarian actors
- Academia and related bodies

Scope of work

The hired company / consultant will be required to create (design, develop, test, implement and maintain) a web platform within the designated timeline which meets the following criteria:

Technical components

1. Interactive, appealing, highly user-friendly and responsive web design
2. Average site load-time should be reasonable
3. User- friendly search engine
4. Able to render appropriately on a wide variety of different browsers, optimised for tablet and smartphones, and remote places (low connection)
5. Content Management: The solution should allow authorised project staff or appointed personnel to edit and update the website including the ability to create, remove, edit and publish content.
6. Social Network Integration
7. Site Statistics/Management Reports: The solution should provide authorised users with a number of relevant reports, for example user registration, site usage, key interests/topics being discussed within the collaborative spaces and other relevant statistical data.

Features of the website

- Home page with a graphic element giving an overview of the Grand Bargain and its main components
- "Get involved" page with world/countries of interest map with relevant initiatives
- Event/calendar
- Submission button/ online form to submit initiatives
- Search engine: The solution should provide users with the ability to search for and locate content based on keywords and key phrases, date, country, work streams
- Submission page, to allow users to upload and submit relevant documents that will be managed and authorised through the admin area by the project team
- Admin section
- Social media
- Google analytics
- Additional web pages / features might be necessary as it is seemed necessary along the website development

The bidding company will be required to provide:

- A budget proposal
- Indicative management of the process (how do we work together throughout the process)
- Flexible to handle upgrades/modifications' requests in brief time;
- 1-year maintenance and update modules
- 1-year hotline support
- Potential for website hosting and management transfer
- User friendly CMS, admin management
- Website/CMS Training

Selection criteria:

The company should have:

- Proven experience of innovative and creative web design. Experience of working for the international development sector will be preferred.
- Strong experience in developing in common and widely used open source platforms, such as Drupal, Joomla, WordPress, etc.
- Understanding of End Users' needs to match with adequate technical solutions.
- Strong track record in web site design; security and administration; Google analytics;
- Search Engine Optimization.
- Value for money, budget assessment

Forecasted Project timeline:

Deadline for application:	February 15
Selection process and Contract signing:	end of February
Website development:	March and April
Website launch:	as soon as possible

All proposals should be submitted to communication@ngovoice.org.

Please mention ***"Grand Bargain Project Website development proposal"*** in the subject line.