



## Terms of Reference

### Website Design, Development and Maintenance for the Reproductive Health Association of South Sudan

**Task:** RHASS seeks a consultant or firm with relevant expertise to design and construct a comprehensive website that offers a visible web presence for the project, and offers functionality to its members and staff.

#### Supervision & Contact

Supervision and contact for the consultant / firm will be primarily carried out by the RHASS Procurement team and the final product will be approved by the RHASS Management Team.

#### Application Deadline:

**March 31<sup>st</sup> 2022**

#### Background

Reproductive Health Association of South Sudan-(RHASS) is a not-for-profit organization registered under the laws of South Sudan in 2011 to provide high quality, integrated Reproductive health services. It has so far demonstrated its solid commitment and support to the national effort to improve the sexual and reproductive health rights situation in South Sudan with focus on the poorest and underserved segments of the population.

The website will act as a tool to raise awareness of and to promote the “RHASS” project in order to support its success, sustainability and visibility in the Country and beyond. It will also be used as a tool for communication and collaboration between the RHASS stakeholders for the sharing of expertise, knowledge and resources to strengthen the network of organization and information to the public in Reproductive Health Services.

#### User Groups/Audiences

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

- The General Public
- RHASS Policy Makers
- RHASS stakeholders
- The RHASS staff





- Researchers
- Government institutions

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

- Interactive, appealing, highly usable and responsive web design: Web Designs are very subjective, we expect the hired company to show-case their best elements in delivering suitable intranet design options. The design and solution must be easy to use
- Average site load-time should be reasonable
- Search engine friendly
- Able to render appropriately on a wide variety of different browsers
- Be Secure: The design of the solution should adhere to security best practices, for example: passwords should not be stored in plain-text, all form data should be validated, all user input should be sanitized; user interactions and activities should be logged etc.
- Site news/Trending now content blocks: The web solution will provide content/screen areas containing:
  - Calendar
  - Upcoming events
  - Latest news/Site news
  - Trending topics
- User Registration and Administration: The solution should allow users to complete an appropriate user registration process. User registration data and credentials are to be persisted by the solution in an appropriate form. The user registration process should adhere to best practices including the use of CAPTCHA and email verification and should be able to scale as needed i.e. No limit on the number of users that can register.
- Administrators should be able to review user registration/profile details, change user roles/access rights, terminate / close user accounts.
- User Profile and Account Administration: Users should be able to view and update user generated information on self, for example personal details, password and account details, posts, preferences and interests.
- Content Management: The solution should allow RHASS authorized project staff (or appointed personnel) to edit and update the website including the ability to create, remove, edit and publish content.
- Site Statistics/Management Reports: The solution should provide authorized 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.
- Calendar, Events, Reminders, calendar integration: Specific RHASS authorized users should have the ability to create and administer events and event details. Other users should be able to search for and find events based on specific criteria. Members should be





able to receive notifications that an event has been scheduled and reminders of upcoming events.

- Social Network Integration:
- Mass Email/Messaging: The system should provide a feature to allow authorized content administrators (or other authorized administrators) to contact all or group/staff members. This feature may be used to facilitate the dissemination of newsletters.
- **Email Notifications:**
- Document Management System (DMS): Document upload (any file format) with Description - Who uploaded - Date of upload - File Format etc., creation of new relevant page (if required), Mouse Over description on File Name (compatible to major OS and Browser) image uploaded should be uploaded with the appropriate meta-data including mandatory keywords / tags / fields (will be decided later) – for internal Search Indexing.
- Spam Control: The solution should provide an automated challenge system that reduces the number of spam comments/posts that either need moderation or slip through filtering mechanisms.
- Search: The solution should provide users with the ability to search for and locate content based on keywords and key phrases. Search should not be limited to articles, pages or other forms of content-administrator created posts but should also include user-generated content found within the community areas.
- Content Moderation Mechanism: Users/Members who have been granted relevant access rights should be allowed to flag, and moderate other members' comments/posts.
- Discussion Forum: Intranet should be capable of hosting a quick and basic level of discussion with and without moderation of comments. Members should be able to view and create posts, edit their own posts etc.
- Survey & Poll: Intranet should be able to conduct a survey of around 10 to 20 questions and Polling / voting system should also be available.
- Public Users and Members Electronic Document Catalogue: Users should be allowed to search for, view and/or download articles and documents.
- Users should also be able to assign star ratings on articles, videos and other informational content.

### **Supervision & Contact**

Supervision and contact for the consultant will be primarily carried out by the RHASS Procurement team; the final product will be approved by the Organization Management Team.

### **Copyright**

**RHASS** will hold exclusive rights to all design and other work products contained on the website. Should the consultant require use of the website in their portfolio, they will require written permission from the RHASS.



## Proposal Structure

**Quotations should be structured as follows and provide complete details as indicated:**

1. Company Profile (Board of Directors, Office location(s); key staff to be involved in website and their relevant experience etc.);
  2. Understanding of the Scope of Work;
  3. Proposed Methodology / Approach and detailed Timeline with Deliverables;
  4. Proposed Technology (with justification);-please highlight the pros & cons of the technology proposed;
  5. Team Strength (who will work on this project);
  6. Detailed Cost Break-up (Design, Programming, AMC\*, SSL Certificate, Security Audit, Hosting\* (\* with recurring charges. Example: 1st Year and for next 2 to 5), Maintenance;
  7. Details of SEO strategy and training of RHASS Personnel in how to go about creating and managing content; Analytics and website monitoring report capabilities;
  8. Hosting Service (if you provide such services) (optional).
  10. Links to good examples of work already completed by the consultant
- Once a contract has been signed, within 21 working days, a mock-up of the proposed website (using Publisher or PowerPoint) should be presented to the RHASS team.

### How to apply:

Interested applicants are requested to submit documents electronically to [drlopoka@yahoo.com](mailto:drlopoka@yahoo.com) and cc [oycharles@gmail.com](mailto:oycharles@gmail.com) and [young\\_bongis@yahoo.com](mailto:young_bongis@yahoo.com) or by hard copy to the project office in a sealed envelope labeled:

Attention: Procurement Department  
Reproductive Health Association of South Sudan  
Gudele road, Opposite St. Thomas ECS Church  
Juba, South Sudan

All quotations and support information must be submitted no later than **March 31<sup>st</sup>, 2022**

