

**Request for Proposals for
NGO Hub Software Developer Consultant
Updated**

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 has launched an NGO Support Hub as the “go to” place for Nigerian NGOs to strengthen their organizational capacities.

The PLRCAP NGO Hub provides continuous, accessible, and relevant capacity building support to Nigerian National and Local NGOs. Through this online platform, our goal is to create a nurturing ecosystem that fosters growth and sustainability for NGOs across Nigeria.

The Hub consolidates digital tools, expert guidance, and partnerships to aid Nigerian NGOs in their growth journey. It serves as a one-stop online platform for both emerging and established NGOs, providing them with the resources and support needed to meet accountability standards and thrive in their endeavours.

For more information about the NGO Support Hub, visit: www.ngosupporthub.ng

1.1 Scope of Services

The NIF/PLRCAP initiative, hosted by NRC, is seeking an experienced Software Developer with expertise in one or all the following:

Learning dashboards as well as mobile website development and Artificial Intelligence (A.I) to lead the website upgrade and development process for the NGO Support Hub.

Project Goal:

The Website Developer will work closely with the PLRCAP and NRC teams to actualize and deliver on a defined set of objectives for upgrading the existing website. This includes adding new features, enhancing the functionality of the current platform, and improving the overall user experience. The developer will translate these objectives into business and functional requirements, identify cost-effective and scalable open-source solutions, build and test the upgraded website along with its new suite of digital tools, and provide training and knowledge transfer to administrative/backend users to ensure seamless maintenance and operation of the platform and its components.

Specific objectives

i. Translating Objectives into Requirements

Work with the PLRCAP and NRC teams to analyze and translate the defined upgrade objectives into clear business and functional requirements for the website upgrade.

- ii. **Enhance Functionality and Add New Features**
Develop and integrate additional features to improve the platform's functionality, scalability, and user experience while upgrading existing components.
- iii. **Identify and Implement Cost-Effective Solutions**
Research, recommend, and implement scalable, open-source solutions that align with the project's objectives and ensure long-term sustainability.
- iv. **Build, Test, and Optimize the Platform**
Design, develop, and rigorously test the upgraded website and its new suite of digital tools to ensure full functionality, compatibility, and reliability.
- v. **Knowledge Transfer and Training**
Provide comprehensive training and documentation to administrative and backend users, ensuring they can effectively manage, maintain, and operate the upgraded platform and its components.

2.0 DELIVERABLES

Phase 1: NGO Support Hub Upgrade

- **Search Engine for the NGO Support Hub Resource Library**
Develop and implement a robust search engine for the Resource Library to enable users to quickly and efficiently locate relevant documents and materials. The search functionality should include advanced filters, keyword matching, and categorization to enhance user experience.
- **Embedded Webinars within the Hub**
Enable the ability to host and embed live and recorded webinars directly on the NGO Support Hub platform. This feature should include options for event registration, live chat/Q&A, and seamless integration with existing hub tools for unified user experience.
- **Integration of Partner Website Links**
Add a dedicated section to display and link to the websites of NGO Support Hub partners. This feature should include interactive elements, such as partner logos, brief descriptions, and hyperlinks to foster collaboration and visibility for partner organizations.
- **Verification Badge on the NGO Support Hub Directory**
Develop rating badges for two levels of verification for organizations listed in NGO Support Hub visibility directory.
- **AI-Powered Features for the Online Organizational Development Assessment (ODA) Form**
Integrate AI-powered tools into the ODA form to improve the accuracy and relevance of assessments. This may include features like real-time feedback, recommendations based on responses, and predictive analysis for organizational growth pathways.
- **Security and Data Protection Policy**
Design and incorporate a secure a feature that ensures all sensitive data transmitted through the hub is

encrypted and is in compliance with relevant data protection regulations.

Phase 2: Mobile Application

- **Mobile Application for Communities of Practice**
Create a mobile application version of the existing web-based Communities of Practice. The app should provide seamless access to community forums, discussions, and resources, ensuring functionality across Android and iOS platforms with a user-friendly interface.

Phase 3: Dashboard Integration

- **Integrate an Achievement Dashboard with Training Badge(s)**
This dashboard will be developed by NIF IM and should display key metrics such as completed training modules, progress on ongoing courses, and certifications or badges earned. Integrate this dashboard where hub users (external stakeholders, donors, or other organizations) can view the training badges and achievements of hub members.

2.1 Milestones for the Project Deliverables

Milestone 1: Project Kick-off and Requirement Gathering

- Conduct initial meetings with PLRCAP and NRC teams to finalize project objectives and gather detailed requirements.
- Define technical specifications for each delivery
- Develop a detailed project plan with timelines and milestones.

Milestone 2: Development of Search Engine for the Resource Library

- Design and build the search engine framework, integrating advanced filters, keyword matching, and categorization features.
- Conduct user testing to ensure ease of use and relevance of search results.
- Deploy the search engine and perform quality assurance.

Milestone 3: Embedded Webinar Feature

- Develop a system for hosting live and recorded webinars directly on the hub.
- Integrate tools for event registration, live chat/Q&A, and webinar playback.
- Test the system with a pilot webinar.

Milestone 4: Integration of Partner Website Links

- Create a dedicated section for partner organizations with interactive elements like logos and descriptions.
- Ensure smooth navigation and proper functionality of external hyperlinks.
- Review with stakeholders for final approval.

Milestone 5: Verification Badges for the NGO Support Hub Directory

- Define verification criteria and create mock-ups for badge design and directory display.
- Develop workflows for verifying organizations and automating badge assignment.
- Test the system for accuracy and functionality before launching the badge feature in the directory.

Milestone 6: Security features

- Design and incorporate a secure a feature that ensures all sensitive data transmitted through the hub is encrypted and is following relevant data protection regulations.

Milestone 7: AI-Powered Features for the ODA Form

- Research and select AI tools for real-time feedback, recommendations, and predictive analysis.
- Integrate AI features into the existing ODA form.
- Conduct iterative testing to ensure accuracy and usability.

Milestone 8: Mobile Application for Communities of Practice

- Design the app interface and architecture based on the existing web-based platform.
- Develop app features to ensure seamless access to forums, discussions, and resources.
- Test compatibility for Android and iOS platforms.
- Launch the app and provide training for stakeholders.

Milestone 9: Final Testing, Deployment, and Training

- Conduct a comprehensive quality assurance review for all deliverables.
- Deploy upgrades to the live platform.
- Provide training and knowledge transfer to administrative/backend users for platform maintenance.

Total Project Timeline: 28 weeks (7 months)

3.0 RESPONSE INSTRUCTIONS

Applicants are invited to submit technical and financial proposals outlined in this document. Proposals should include the following:

- Detailed budget
- A technical proposal demonstrating the applicant's understanding of the tasks

Requirements for Experience and Qualifications

The minimum qualification of the company/organization:

1. Minimum (3) three relevant projects within the last 5 years in web development
2. Valid registration certificate
3. Tax Clearance Certificate for TCC for 2022/2023 and 2024
4. Experience in working with international organizations
5. Experience in developing web-based information architecture and design using any platform

Provide a list of recommended personnel for this project based on the scope of work:

(Example) Project Manager

- Experience
- Qualifications
- Competencies and skills

Evaluation Criteria:

Offers will be assessed using the following criteria:

- a). Technical quality
- b). Functional

- c) Implementation approach
- d). Support model
- e). Scalability
- d). Financial offer

Please submit a proposal at the latest **by 24 January 2025**. Clarifying questions may be directed to nkanu@ingoforum.ng by January 15, 2024. It is solely the responsibility of each proposer to ensure that their proposal is received prior to the deadline for submission. Proposals received after the submission deadline will not be considered.