



Development of the Migration and forced Displacement Unit and the IGAD Support Platform websites.

The Intergovernmental Authority on Development (IGAD) is a regional economic community (REC) that forms one of the eight building blocks of the African Union, and is comprised of eight member states, namely Djibouti, Eritrea, Ethiopia, Kenya, Somalia, South Sudan, Sudan, and Uganda. These members face interlinked challenges and share the common objective of advancing their development and achieving regional integration.

IGAD's Health and Social Development Division implements different projects across its different Units including health, migration, forced displacement, free movement of persons, education and innovation, and youth, culture and sports.

IGAD's migration and forced displacement Unit seeks to lay the ground for safe, orderly, and regular migration in the IGAD Region as set out in the Global Compact for Migration and providing durable solutions for displacement affected communities (Refugees, asylum seekers, IDPs and returnees) set out under the Global Compact for Refugees.

IGAD's Health and Social Development Division would like to develop two new sites/pages for its Migration and Forced Displacement Department and the latter's affiliate: the IGAD Support Platform on forced displacement.

The websites will act as a tool for communication and collaboration between the stakeholders to share knowledge, resources, expertise, and in turn promote IGAD's visibility in the region.

These new web portals will be embedded within the IGAD Health and Social Development Web Page on the www.lgad.int website.

1. Objective of assignment

The objective of this consultancy is to develop website that offers a visible web presence for the Migration and Displacement department and the affiliate IGAD Support Platform. The web development project will also offer functionality to its users such as information sharing and dissemination.



1.1. Specific objectives

- i. Develop the affiliate web-based platforms for interaction and information sharing for the Migration and Displacement department and the affiliate IGAD Support Platform.
- ii. Provide a platform to aggregate Information on different projects and activities under the Health and Social Development Division.
- iii. Be an online repository for the Health and Social Development Division, Migration and Displacement Unit and IGAD Support Platform Programme's documentations, reports, and other relevant resources accessible to the public for reference.

1.2. Scope of Work

The Scope of work revolves on the following tasks: -

- i. Design and development of an interactive websites based on a flexible web content management system of IGAD's Migration and Displacement Unit working with the Migration and Displacement team.
- ii. Development and populating of Affiliate IGAD Support Platform Website working with the IGAD Support Platform team.
- iii. Ensure that the websites/webpages follow the established IGAD Corporate Identity and Branding guidelines.
- iv. Train designated staff (ICT, Web master, HSD team) on how to manage the website.
- v. The websites must be built using the widely used CMS and it should be easy to manage.
- vi. Identify the host company where the websites will be hosted upon completion.
- vii. Offer a 1 year after launch technical support to HSD team to enable smooth transition and take-over of the website.



1.3. Architecture of the Assignment



2. Deliverables

The following are key deliverables for the assignment: -

- 1) Inception report detailing proposed approach to meeting the final deliverables and timelines, for approval by IGAD
- 2) Present proposed Graphical Site Maps and visual mockup before proceeding on the actual design and layout for presentation to IGAD team
- 3) Develop websites that includes the menu structure, navigation scheme, and overall information architecture for.
 - a. IGAD Migration and Forced Displacement
 - b. IGAD Support Platform
- 4) Set up search engine optimization (SEO) for all the websites for better rankings on the internet.
- 5) Security of the sites at both host and CMS backend level must be applied. Backup, easy to restore mechanisms of the sites must be setup.



- 6) The team should be able to know how the website (pages) are performing and how visitors are interacting with the website's content by use of Google analytics tool.
- 7) Develop a functionality to structurally store and share documents and which can enable upload of content (documents, images etc.) to the website for visitors to download.
- 8) User acceptance test(s) to assess conformity with functional and technical requirements and performance regarding response time and accuracy, user-friendliness, and other parameters as determined by IGAD
- 9) Present a report to the Unit on the process. The report should
 - a. Spell out the loading speed of the developed website, in comparison to the current speed; and
 - b. Provide a graphical presentation of the site map including the site navigation structure, which give the optimal routes by which a user might use from one location to the next.
- 10) At the end of the contract, the consultant should handover the site and IGAD must have exclusive rights and control of the websites in a reasonably acceptable format. Full source code including all developed libraries shall be handed over to IGAD.
- 11) The consultant should also provide a schedule for regular maintenance of the websites after handover to ensure no fall in service quality. Routine maintenance shall include server and software upgrades, solution stability monitoring, troubleshooting, and addressing functionality, availability, and/or performance issues.
- 12) Embed social media feeds (Twitter, LinkedIn, facebook etc.) on the websites.
- 13) Create a calendar of events, showing upcoming and recent events with provisions for visitors to be able to register online.
- 14) Benchmark with websites of similar organizations and other top ranked website for best practices.
- 15) The websites must comply with IGAD data protection and privacy policies and should meet EU requirements.



2.1. Minimum features of the webpage include.

Category	Features
General functionality	<ul style="list-style-type: none"> • Cross browser compatibility • Responsive web design across web interfaces, mobile devices and tablet devices among others • Fast loading web pages • Website should have a simple inclusive content management system (CMS) allowing non-developer staff members the ability to create, edit and remove web site pages.
Content management system (CMS) functionality	<ul style="list-style-type: none"> • API capability to link with IGAD’s website • Allow a dedicated team to upload content such as data, text, photos, contact details among others • Content storage management of different types of content • Management of review, approval, publishing and archiving processes in an easy and automated manner • Email notifications for admin(s)
User management functionality	Develop corresponding user accounts and interfaces for the website administrators.
Analytics functionality	<ul style="list-style-type: none"> • Set up Google analytics to analyse user behavior and pull reports such as geo-locations and sectors of users • Intelligent tagging of users to improve search functionality
Interactive functionality	<ul style="list-style-type: none"> • Search features (users should be able to search for content within the website, advanced search, based on multiple filters should be provided) • Integrate machine learning techniques



	<ul style="list-style-type: none"> • Carry out other relevant web-related tasks such as search engine optimization. • Calendar of Events: The calendar needs to display upcoming deadlines, meetings, workshops, events, etc. This area must be easily updatable by administrators and designated users.
Partnership functionality	<ul style="list-style-type: none"> • Listing of partners
Security	<ul style="list-style-type: none"> • Adherence to approved national and international security guidelines • Secure and authenticated access to the website using secure https transmission channels.

3. Training

- a) Provide training on website administration (Selected IGAD Team).
- b) Provide admin manuals and end user guides.

4. Technical Requirements:

- Delivery and Implementation Schedule.
- Methodology.
- Proposed technologies, programming environment/frameworks, database and other tools to be used in the project.
- URLs of three corporate websites developed by the company as well as contact persons of the referenced websites.
- Provide at least two proposed sample design for the home page in readable formats.
- Company profile.
- Names and experience of experts assigned to the project.



6. Duration, location of Consultancy and expected travel.

The consultant will be expected to carry out the assignment within 120 working days from the date of contract signing, with one week of sampling and analysis week. The consultant will perform his/her duties remotely. However, they are expected to have virtual consultation meetings with key project personnel in the Migration and Displacement Unit to understand the overall project and expectations. IGAD will facilitate travel to its headquarters in Djibouti for physical meetings if necessary.

7. Qualification and Experience

- Previous demonstrated experienced in areas of Website development; Web based Content Management Systems in at least (3) three assignments of similar type and scope.
- The team lead must at least have a Masters degree in computer science, software engineering, Information Technology, Information Systems, Multimedia and Graphics design or any other related fields.
- At least five years of experience in web application development, graphic and database design, and/or software development
- Thorough knowledge, understanding of, and experience with web design demonstrated through a portfolio of designed products and| or websites
- Solid understanding of the concepts of user experience, user interface design principles and conceptual design
- Outstanding graphic design skills
- Knowledge of and experience with designing, developing and implementing themes, skins for Drupal, WordPress Content Management System, as well as proprietary and custom CMS solutions
- Familiarity with W3C web standards for web design, development, content and accessibility
- Expert knowledge of DHTML (HTML, CSS, JavaScript, Ajax), PHP, XHTML and XML
- Citizen(s) or firms based in IGAD member states are encouraged to apply



8. Core Competencies

- Good Presentation and Communication Skills
- Strong knowledge of the field of expertise with good analytical skills, ability to understand complex problems and to deliver appropriate solutions.
- Good verbal and written communication skills, including the ability to liaise with technical staff and present information in a clear and concise style.
- Good interpersonal skills and ability to establish and maintain effective working relations in a multicultural, multi-ethnic environment with sensitivity and respect for diversity.

9. Linkages/Consultations

The consultant will be expected to work with the a select IGAD Migration and Displacement staff and other designated IGAD staff in the execution of this assignment.

10. Remuneration

- The successful consultant will be compensated as per IGAD's terms and conditions for the relevant contract modality.
- Payment will be made against a disbursement schedule outlined in the contract and based on receipt of clearly defined deliverables with a specific timeline as follows;
 - 20% payment on submission of an acceptable inception report,
 - 60% upon submission of the approved designed HESFB websites, migrating of website files from development environment to IGAD Host servers, registering the domain and launching of the website.
 - 20% upon training, tests, preparing and handover of reports, user manuals of the sites.

11. Application process



Interested and qualified individuals or firm(s) should submit their applications which should include the following:

- An expression of interest, Company Profile, curriculum vitae of key staff, design portfolio stating relevant achievements and capacity to undertake the work.
- Technical proposal explaining why you are the most suitable for the work

Please submit your applications to reach us not later than **xxxx**.