



Contractor Application – Terms of Reference

Project: Internal Communications Platform

Applications must address all of the requirements of the Terms of Reference and include all of the information/documents requested at Section 7.

1. Background	<p><u>Overview of IPPF</u> The International Planned Parenthood Federation (IPPF) is a global service provider and advocate for sexual and reproductive health and rights for all. IPPF is made up of 120 Member Associations and 15 formally affiliated 'Collaborative Partners, and a secretariat that is spread over 10 offices worldwide. IPPF currently works in 142 countries.</p> <p><u>Overview of the engagement</u> IPPF uses a web-based platform for internal communication with its members. The platform was primarily designed for information dissemination. MAs are kept updated about timely news stories, funding opportunities, and other important organizational information. The platform also stores relevant tools and resources.</p> <p>IPPF is looking for a team of consultants who can overhaul functionality and design of the digital platform.</p> <p>The design must adhere to the IPPF brand guidelines as applied in the strategy.</p> <p>The functionality must include interactive features that allows for two-way communication with the member associations. The platform must allow members to share experiences and insights with one another and with the Secretariat. It is important that the platform is secure.</p> <p>The platform should offer a space for conversations, stories of successes and challenges. It should offer Member Associations access to new tools, research and ideas about what we do and how we do it.</p> <p>The scope of the consultancy covers the entire platform, but with a focus on strategy alignment, anti-racism, and youth.</p> <p><u>Key stakeholders:</u></p> <ul style="list-style-type: none"> • Anti-Racism Advisor • Director of Strategy and Planning • Division Director of MA Development and Impact
2. Purpose	<p>To give renewed relevance to the IPPF internal communication platform with interactive functionality, two-way communications channels, and security features. And to update content, look and layout of the platform to optimize the user-experience.</p>
3. Roles and responsibilities	<p><u>Contractor's specific roles and responsibilities:</u></p>

	<ul style="list-style-type: none"> • The consultants must provide their own equipment and work independently under guidance of the key IPPF stakeholders. • Team management is done by the lead consultant • Conduct desk review / key informant interviews • Develop an outline with options of the upgraded MA Forum functionality and design for approval. • Develop the revised platform with regular progress updates to key stakeholders • Make edits and changes are requested, within the agreed scope and budget. <p><u>IPPF's specific roles and responsibilities:</u></p> <ul style="list-style-type: none"> • Contracting of consultant(s) • Provide context and background • Provide contacts and introductions where required • Support the consultant to achieve agreed outcomes by providing appropriate guidance and direction throughout the consultancy • Keep Secretariat and Member Association staff and leadership informed • Sign off on deliverables and process relevant payments
4. Timeline	<p><u>Commencement date.</u> Contractor services to commence on 20 December 2023</p> <p><u>Anticipated completion date.</u> Contractor services should be completed by 30/03/2024.</p>
5. Milestones and deliverables	<p><u>Key milestone / deliverable dates:</u></p> <p>22 December 2023: Present Inception Report, detailing work plan and outcomes. 20 January 2024: Detailed outline of functionality and design changes, with option 28 February 2024: Test pages developed. 20 March 2024: platform live 30 March 2024: final report outlining results and updating requirements. Training session.</p>
6. Contractor requirements	<p><u>Professional qualifications:</u></p> <ul style="list-style-type: none"> • The lead consultant must have a relevant tertiary degree or diploma in Communications, Computer Science, Information Technology, Marketing, or a related field. <p><u>Experience requirements:</u></p> <ul style="list-style-type: none"> • Extensive experience managing and implementing integrated communication solutions; • Extensive international development sector experience; • Extensive experience working with different cultures, languages and people in their diversity; • Extensive experience leading and managing teams in the field of communications; • Extensive experience designing and developing web-based platforms; • Experience with digital security and compliance;

	<ul style="list-style-type: none"> • SRHR Experience is an advantage. <p><u>Skills requirements</u></p> <ul style="list-style-type: none"> • HTML and WordPress or equivalent • InDesign or equivalent • Multi-lingual communications • Ability to work in complex setting with many stakeholders • Strong analytical skills to interpret user data, derive insights, and make data-driven decisions to improve the platform. • Organizational and project management skills to prioritize tasks, manage multiple projects, and meet deadlines effectively. • A client-centric approach 																		
7. Submission of Proposal	<p>The consultant(s) interested in submitting their proposals should do so in the following format.</p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>Consultant details</td> <td>Firm/agency should provide details of their: <ul style="list-style-type: none"> • Registered office address; • Service portfolio; • Pool of skill sets available. </td> </tr> <tr> <td>Consultant experience</td> <td>Provide the details of relevant experience that best illustrate ability to provide services required as per the scope of work (above). (Highlight a few examples of similar work undertaken in the past three years)</td> </tr> <tr> <td>Approach & Methodology</td> <td>Provide overall approach & methodology to cover the details provided in the scope of work above, which include: <ul style="list-style-type: none"> • Understanding of the requirements of IPPF; • Overall approach and its responsiveness to the objective; • Methodology to be adopted to undertake the scope of work; • Key risks and mitigation strategies to be put in place. </td> </tr> <tr> <td>Team member(s)</td> <td>Provide brief bios and detailed CVs of list of personnel to work exclusively on the IPPF project.</td> </tr> </tbody> </table> <p>Financial Quote</p> <p>The financial quote should be provided in the table below. The budget cannot exceed USD 25,000.</p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Amount (£) Excluding CAT</th> <th>VAT as per the current rate applicable</th> <th>Total Fee (£)</th> </tr> </thead> <tbody> <tr> <td></td> <td>(A)</td> <td>(B)</td> <td>(C) = (A) + (B)</td> </tr> </tbody> </table>	Particulars	Details	Consultant details	Firm/agency should provide details of their: <ul style="list-style-type: none"> • Registered office address; • Service portfolio; • Pool of skill sets available. 	Consultant experience	Provide the details of relevant experience that best illustrate ability to provide services required as per the scope of work (above). (Highlight a few examples of similar work undertaken in the past three years)	Approach & Methodology	Provide overall approach & methodology to cover the details provided in the scope of work above, which include: <ul style="list-style-type: none"> • Understanding of the requirements of IPPF; • Overall approach and its responsiveness to the objective; • Methodology to be adopted to undertake the scope of work; • Key risks and mitigation strategies to be put in place. 	Team member(s)	Provide brief bios and detailed CVs of list of personnel to work exclusively on the IPPF project.	Particulars	Amount (£) Excluding CAT	VAT as per the current rate applicable	Total Fee (£)		(A)	(B)	(C) = (A) + (B)
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	Gross Annual Fee		VAT (...%)	
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Expenses, if any, will be reimbursed to the selected firm only in case they need to travel outside of the country, based on actual costs subject to the overall limits provided within the IPPF travel policy				

The deadline is 12 December 2023