



Specification

Preventive, application and upgrade maintenance of www.forus-international.org/

1 Context

1.1 Our organisation

Formerly IFP-FIP (International Forum of NGO National Platforms), [Forus](http://www.forus-international.org/) is an innovative international network for civil society which is driving significant social change. The network includes 69 National NGO Platforms and 7 Regional Coalitions in Africa, America, Asia, Europe and the Pacific, accounting for over 22,000 organisations.

Forus was established at an international conference in Paris in 2008. The members of our world network work together with a common vision and values: defending human rights, including the most vulnerable populations, fighting inequality and injustice, as well as wiping out poverty, and a commitment to sustainable development.

Our national platforms, **on all five continents**, have adopted strategies seeking to promote different initiatives, especially effectively widening, on an international scale, space for **Civil Society Organisations** (CSO), to influence local and world debates and promote our vision of a fairer, more sustainable world.

The three key fields in which we act:

CONNECTING our members to pursue joint actions, learn from one another and fight for an environment favourable to civil society organisations;

SUPPORTING and developing our members' capacity to participate more effectively in decision-making processes, focussing on the network's collective intelligence and innovative approaches;

INFLUENCING public policies jointly with our members, by committing ourselves to official public negotiations discussions and action, at national regional and international level.

Forus held its **third General Meeting and Strategic Week in September 2018 in Santiago, Chile**. The Meeting especially ratified the vote for the new Council, with a three-year mandate. it also voted in favour of changing identity: IFP-FIP became Forus. Accordingly, new communications tools were created to help with the change of identity, especially the new website in October.

To continue this change of identity, we are looking for an IT service provider to maintain, configure and secure our server and website, for a one-year term (renewable) from **the 1st of April 2021**. The website is one of the pillars of our new identity. It reflects what we do and makes us visible to our stakeholders.

The Secretariat is based in Paris and is broken down into a team of 5 employees. For further information on the Secretariat's team, [CLICK HERE](#).

What is unique about Forus is that it is the only **international network of national NGO platforms**.

More added value is that the network works with its members in 4 languages: **French, English, Spanish and Portuguese**. **It is therefore important to mention that the website is translated into 4 languages. So, any change to/addition of a section will be translated into 4 languages.**

1.2 The architecture of www.forus-international.org

The website is hosted by the Ruby on Rails server. The site is a tool with a conventional structure (dynamic editorial pages and static themed pages).

We currently use a dedicated server at Digital Ocean with the following specifications:

CPU: Intel(R) Xeon(R) CPU E5-2650L v3 @ 2.40 GHz

Hearts: 1

RAM: 1 GB

Disks: 275 GB

Operating system: Ubuntu 16.04.4 x64 (edited)

1.3 Steering committee

Composition of the steering committee:

- Magda Elena Toma, Director
- Rémi Renon, Administration and Finance Manager
- Sanaâ Nadir, Communication Officer
- Bibbi Abruzzini, PR & Campaigns

For further information on the ITT, please contact Sanaâ Nadir: sanaa@forus-international.org

1.4 ITT timeline

ITT publication date: **3rd March 2021**

Deadline for requesting further information: **10th March 2021**

Deadline for submitting proposals by e-mail: 25th March 2021

Desired start date: **1st April 2021**

Please send your proposal to: recruitment@forus-international.org

2 Overview and objectives

2.1. Definition of objectives

To ensure website operability, upgrades and security:

- To propose maintenance with upgrades where technical – and, if necessary, legal – website updates are concerned
- To adapt the website to different interfaces
- To produce and integrate one-off editorial, illustrative and video content in SEO format
- To create new pages and sections
- To prevent malfunctioning
- To track competition and annually conduct critical website analysis

2.2. Definition of requirements

In order to allow the website to be more efficient and the Forus team to be able to create and adapt particular contents, it is necessary to change the technical platform. The service provider will meet this need by specifying the type of platform that is necessary and its cost.

- **Technical platform & hosting:** Forus website has a limited back office which does not allow to make all the changes required to create dynamic contents (creation of new sections, alteration of visuals, modification of the sections list, addition of buttons, pop-ups). It is thus necessary to change the interface so that it can be more intuitive. In this perspective, it is possible to opt for an open source system like wordpress.

The service provider will ensure the development of the following features in order to make the site more efficient and to provide the Forus team an easier use and a greater autonomy.

- **Development of new features:**

Slider homepage: in order to make the homepage more dynamic, insert different clickable links, pop-ups and other features.

Reviewing the format of the Connect/Support/Influence pages in order to make them more attractive, by adding Call-to-action buttons/videos/slides/visuals and/or playing on the bulleted list (bold/underlined).

Innovative format for the corporate brochure and annual report: development of a micro-website with a dedicated identity creating a more visual dimension or creation of a framework allowing to use a predefined format to create multimedia tools.

Development of a multimedia page for our "campaigns": this page will highlight our current campaigns and will allow to store (in archives) previous campaigns. A classification by theme/country may be necessary.

The service provider shall monitor the site regularly to ensure that it is working properly and conduct preventive maintenance:

- **Application maintenance**: upon request of the Forus steering committee, or after conducting preventive maintenance, the service provider shall conduct corrective operations to ensure that the website and interface work properly on a daily basis.

Moreover, the service provider shall provide a hotline to meet Forus team members' needs. Application maintenance includes monitoring the directories in which the website appears and monitoring social networks and dead links.

- **Upgrade maintenance**: The service provider shall ensure upgrade maintenance by making proposals to improve existing applications, balance infrastructures, develop new functions and conduct functional checks.

Reciprocal dialogue shall be established between the service provider and Forus. Technical co-operation shall seek to optimise website operation. The service provider shall propose optimisations and appropriate improvements as the website expands.

The service provider shall make adjustments within a few hours, ideally a few minutes, in the event of an urgent request.

N.B.: Condition precedent: it is vital that the service provider(s) selected have a sufficient command of English to work with Forus' international team (knowledge of other languages would be useful: French and/or Spanish).

2.3. Maintenance

The service provider shall ensure that the server is working properly and shall intervene within 24 hours in the event of a problem. It shall provide a hotline by telephone or e-mail or an intervention tickets service.

For major maintenance requiring cutting access to hosted sites, Forus and the service provider shall decide the appropriate time to intervene.

If requested to do so, the service provider shall provide a detailed report on different server parameters (load, traffic, disk and memory consumption, etc.).

2.4. Pre-requisites and expectations

The service provider shall submit:

- a technical and a financial proposal (including VAT);
- a proposed work method specifying anticipated means of communication;
- a work timeline which meets the above deadlines, taking activities requested into account in terms of time spent by each stakeholder;
- maintenance procedures;
- references.

2.5. Expected results

Proposal to maintain our website, in line with our new [graphic charter](#) and promoting better visibility of Forus to its stakeholders.

2.6. Co-operation methods

The preventive and application maintenance service shall be included in the quote. Developments arising from the proposals made in terms of upgrade maintenance shall be subject to quotes, approved on a case-by-case basis.

The service provider shall propose a tracking and report instrument which may be consulted at any time or on request.

Finally, the telephone or e-mail hotline shall include a response in 24 to 48 hours.

2.7. Security

The service provider shall ensure regular security updates for the system and its extensions, plus daily data backup.

2.8. Intellectual property

The successful bidder shall cover Forus against third party claims relating to exercise of their intellectual property rights when providing the services and using graphics, images or content.

Furthermore, the successful applicant hereby transfers to Forus all rights to graphics produced in the context of this ITT (iconography, prototypes, etc.).

3 Contracting procedures

3.1 Contract type

Initial 12-month contract (renewable). Waiver possible giving 3 months' notice. Contract start date: 1st April 2021.

Forus hereby asks the service provider to insert the following clauses into its service contract:

- The contractor hereby declares that *“it has not committed any act likely to influence the Project performance process to the detriment of the Beneficiary, and in particular that no entente has been or will be reached”*.
- The contractor hereby declares that *“negotiating, signing and performing the contract has not led and will not lead to any act of corruption as defined in the United Nations Convention against Corruption dated 31st October 2003”*.

3.2 Budget

€8000 including taxes over 12 months