



Terms of Reference

Upgrade and development of NDC's Portals - Website and GIS

Ref.: (AFD-C-05)/ (HR/GG-01)

Background

The NGO Development Center (NDC) is an innovative Palestinian non-profit organization that empowers Palestinian NGOs to better provide vital services to Palestinians living in the West Bank and Gaza, especially the poor and marginalized. Conceived in partnership with leading Palestinian NGOs, unions and networks, NDC mobilizes donor funding to deliver a unique combination of direct grants and capacity building programs that enhance the effectiveness, self-reliance and sustainability of Palestinian NGOs. NDC advocates greater NGO transparency and accountability through the adoption of professional financial and management practices, and promotes sector-wide coordination and sharing of best practice experiences within its programs.

NDC became operational in November 2006 in response to the need of having a sustainable Palestinian mechanism for providing support to the NGOs sector. NDC's vision is focused on reaching an effective NGO sector contributing to building Palestinian civil society by empowering NGOs to provide quality services that are responsive to the priorities of the Palestinian society and helping the NGO sector to be more efficient and capable to influence the formulation of national policies and plans.

NDC provides a distinctive combination of direct grants and capacity building assistance to NGOs, to help them perform with improved quality and better directed outcomes, while increasing access to services by the poor and marginalized. NDC uses different granting tools to allow NGOs with various capacities and magnitudes to focus on sectors and themes where they have a comparative advantage. Currently, NDC manages a number of programs focusing on improving the social services for Palestinians who are affected by the deteriorating socioeconomic conditions, providing job employment and promoting, supporting, protecting, and monitoring the observance of human rights and good governance in the oPt.



NDC is currently managing the following portals and websites

- ❖ **ndc.ps**: written using PHP programming language and MySQL database management system and hosted at Hadara's servers (local internet provider and hosting solutions). The website includes the following sections:
 - About NDC: vision, mission, objectives, staff and board members, internal policies and contact us.
 - NDC Programs: information on the NDC's main programs and projects.
 - Publications and Resources: this section includes NDC's main publications, news, and a multimedia gallery.
 - Opportunities: includes information on grants, jobs, and consulting services.

- ❖ **Masader.ps**: The Palestinian NGO portal is designed by using Drupal 5. Masader specializes in serving and empowering the NGO sector in terms of assisting NGOs in overcoming geographic limitations and providing them with opportunities for communicating amongst each other and among other relevant parties. Through Masader, member NGOs are able to publish and exchange their achievements (e.g. projects, studies, researches, proposals, administrative and financial reports, etc.). On another level, Masader provides donors, whether individuals or institutions, with the needed information in making funding decisions. Moreover, Masader exists as a current and concise resource for governmental, private, academic, and media institutions; assisting them to operate with a higher level of accuracy and professionalism.

The Portal currently has the following sections:

- **Member NGOs**: includes a list of member NGOs with links to their websites within "Masader" which feature detailed information on each NGO.
- **Donors**: features a list of international donor agencies and non-governmental organizations operating in Palestine and abroad.
- **News**: regularly publishes and archives NGO news.
- **Events**: offers a calendar indicating ongoing events for all NGOs, as well as events on the international and Palestinian community levels.
- **Projects**: displays data and reports on the past, current, and future projects of each member organization
- **E-Library**: enables NGOs to publish their publications using electronic formats and includes materials regarding the development of NGO and staff capacities.



- **Jobs:** provides NGOs with the opportunity to advertise their available vacancies.
 - **Opportunities:** allows donors to publish their available grants and funding opportunities. This will include an added option of featuring electronic versions of their proposal applications so as to enable NGOs to view, fill, and submit applications on-line.
 - **Polls:** this section includes opinion polls about several issues related to the NGO work.
 - **Multimedia:** this section allows users to upload and view audio/visual materials.
 - **Glossary:** this section includes list of terms related to NGO sector
- ❖ **Humanrights.ps:** a website designed for NGOs, researchers, students, media and activists seeking information on human rights and good governance in the occupied Palestinian territory. The site aims to provide users with basic information on the work of various organizations focused on human rights and good governance in the oPt as well as funding and employment/research opportunities for those seeking to work/study in the area. In addition, a wide range of resources as well as a roster of experts is provided.

Sections and components of Humanrights.ps:

- **Human Rights/Good Governance Issues in the oPt:** Under this section, users are provided with access to a range of reports under various topics affecting Palestinians in the oPt under each subcategory, a list of resources and experts can be found, including a list of member organizations working in each field.
- **Studying and Working in the oPt:** Under this section, organizations can list any upcoming internships or job openings with organizations working on HR/GG. A list of Palestinian educational programs on these topics is also provided.
- **Funding Opportunities:** A list of funding opportunities for organizations is contained in this section.
- **Resources:** Under this section, a list of reports, international agreements and conventions as well as a list of experts by sector can be found.
- **Gallery:** Relevant videos and photographs are included in this section.



- **Calendar:** Users are provided an opportunity to list upcoming events so as to ensure greater visibility and participation.
- **Blog:** Users are given the opportunity to blog and discuss various issues affecting HR/GG in the oPt.
- **Highlights:** In this section, we highlight the newest reports/news.

Assignment Objective

The objective of this assignment is developing and installing a Geographic Information System-GIS and upgrading the following portals and website:

- www.ndc.ps
- www.masader.ps
- www.humanrights.ps

This assignment includes upgrading Masader Portal and the humanrights website from Drupal 5 and 6 to the latest stable version of Drupal, in addition to converting the NDC's website to the same framework, keeping the current data as is with the same classifications, and adding new section in the Portal to provide information about the Palestinian NGO Code of Conduct. This also includes adding new categories/sections to the above-mentioned websites if required by the assigned persons mentioned in this TOR, and unifying new featured theme, with dynamic slider for the portals and the website.

In order to achieve this objective, NDC is looking to contract a **Firm** that will revise the current website and portals to upgrade them according to NDC needs as specified in technical requirements below

NDC Website

The new NDC website must include a dynamic jobs section which has the following features

- New job vacancies must have html advertisement page
- Online application should be provided for each vacancy
- Start and end date/time for each vacancy, to be closed and archived automatically
- Reports for the submitted applications for each vacancy



The Palestinian NGO Portal (Masader):

Besides upgrading the Portal to the latest stable version of Drupal, the following features will be installed:

- **Member NGOs:** Alphabetical pager both in Arabic and English will be added to this section. Inside the NGO Page, the following fields will be added: NGO registration certificate, NGO location (Map), multimedia files.
- **Networks and Unions:** list of networks and unions with links to their pages within the Portal.
- **Donors:** Alphabetical pager both in Arabic and English. Beside the donor page, logo, news, publications and call for proposals.
- **News:** this section will be updated to include sorting news by sector, date, governorate with the ability to attach a video or a photo to the news item (thumbnail), and to be published to the home page.
- **Service providers:** A categorized directories for companies and organizations that provides services and goods, to help NGOs to reach to the best companies in the local market.
- **Projects:** a map for each project, ability to be viewed by date, governorate, sector, funding agency, and budget.
- **Opportunities:** This section will include the following categories: grants, trainings and internship, awards and contests. Data can be sorted by sector, date, and funding agency highlighting open calls.
- **Events:** sorted by sector, date and location, some events will be scheduled to be repeated periodically.
- **E-Library:** new categories, ability to view by year, author, and most visited resources, with the ability to attach a photo for each resource.



- **Audiovisual Library:** will be restructured to photo gallery and video/audio gallery.
 - Each uploaded video will be decoded to MP4 (as High quality) , and FLV (Low quality),
 - The uploaded videos must have the NDC logo and the ability to generate embed code for other websites.
 - the video gallery will have the ability to browse videos from other sites like YouTube (using embed code)
 - Photo gallery should have albums layout, each album must show thumbnails for the photos (showing large images using JQuery Script).
 - The uploaded photos must include the NDC logo.

- **Share button** for social networking websites and in all portal pages. In jobs, news, funding opportunities, the ability to send to a friend.

- **Social networking:** will include the following features.
 - Online Users.
 - Add status block (plain text, picture, link, embedded video)
 - Comments: ability to comment on status. (Plain text).
 - Chat: private chat; online users have the ability to chat with each other, discussion rooms with operator, online support via chat).
 - Masader Blog: NDC staff adds articles and users can add comments.

- **Latest activities block:** latest activities on the website sections.

- **Newsletter:** ability to subscribe/ unsubscribe to the newsletter mailing list, and the ability to send message for all Masader users even they are not subscribe in the mailing list.

- **Google ads:** the ability to add Google ads blocks in some places in the portal.

The Palestinian NGO Code of Conduct:

In 2007, Palestinian NGOs, led by a network of NGOs that called itself the Code Coalition, formulated the Palestinian NGO Code of Conduct. Since it was launched, 587 NGOs have already signed the Code. The Portal will include a section devoted for the Code of Conduct, and it will include the following features:



- **Code of Conduct signing book and list:** the signing book will allow NGOs to view the Code of Conduct, and then to sign it. The list will include names of the NGOs that signed the Palestinian NGO Code of Conduct; the list will include contact information for each NGO, with a link to their page within the Portal if they are members.
- **Code Coalition Members:** a section that includes information on the Code Coalition members, basic information about their work, and a link to their pages within Masader.
- **OCAT Form:** the NDC commissioned the formulation of an Organizational Capacity Assessment Tool (OCAT) for Palestinian NGOs in 2008 as a way of helping NGOs meet the standards prescribed by the Code of Conduct. The electronic form of the OCAT will be a tool to help NGOs in determining capacity building needs of small NGOs that were provided with technical assistance to enable them to meet the Code-prescribed standards. The NDC OCAT is designed such that the validation results in a score represent the NGO's grade in meeting the indicators of performance (the OCAT having 12 sections with several indicators in each section),
- **RaCaBS Board Directory:** listing names and information about the Ratings and Capacity Building System (RaCaBS) board members, positions, and bios. The board is composed of at least five (5) highly credible individuals who are well-respected in the Palestinian society.
- **Validating Institutions Directory:** includes List of the validation institutions, and their contact information. Audit firms, academic institutions, NGOs, or private consulting companies can qualify as validating institutions as long as they meet the criteria established by the RaCaBS board.
- **Rated NGOs Directory:** list of the NGOs rated within the RaCaBS, and the scores they received, classified accordingly into three categories: 1) those with very strong organizational systems, 2) those with existing organizational systems but need improvement, 3) those with no or weak organizational systems. This directory will allow the NGOs to attach a copy of their certificate establishing the category which the rating scheme has determined it to belong. The data in this directory can be sorted according to the scores and the categories.



Geographic Information System –GIS

For the Masader portal, developing a GIS, that contains the following features:

Fields that must be filled via NGO registration form

- Geographic locations of the Portal registered NGOs.
- Geographic locations of the validating institutions.
- Geographic locations of all rated NGOs.
- All information about the NGOs, year of establishment, year... etc.
- Financial data including: Disbursement by area, sector, donor, and NGO annual budget
- The Data will be bilingual (Arabic and English).

Also the system admin can add unregistered NGOs to the GIS

What GIS must provide?

- NGOs distribution by Region, Governorate, City and Village.
- Distribution of NGOs based on their scope of work (sectors).
- Distribution of projects by sector, funding body, duration and budget.
- Distribution of validating institutions.
- Distribution of all rated NGOs, with the ability to sort by scores and ranking.
- Showing NGOs based on year of establishment.
- Each feature should be in a separated layer. Each layer should have different access permission identified by the system admin.
- Link to NGO page within the Portal.
- Ability to search by Region, Governorate, City, Village via search engine
- All data must be exported from the system as a text report with charts in different formats (PDF, Excel, Word)
- Export maps as images.
- Maps should have two views: Satellite view, and map view.
- The GIS must use Google maps or equivalent.
- Generating charts (Pie, Columns)
- Export maps for GPS navigators

The raw maps must have clear borders for each governorate, city and village, and their names.



Scope of Work

The consulting firm is required to fulfill the following scope of work:

1. Analysis phase:

- Review NDC's website and portals; via review of relevant documentation and holding consultative meetings with relevant NDC staff.
- Incorporate comments resulting from consultative meetings and requirements specified in the ToR to develop a **suitable work plan** that is based on the input/output needed from the system.

2. Preparation and prototyping phase:

- Updating the current portals and website based on the technical requirements and NDC needs.
- Submit a draft of the suggested design/structure for the portals, including the GIS and the website for NDC feedback and revision.

3. Implementation phase (upgrading):

- Upgrading the current portals and website incorporating the new features and categories based on the final accepted draft, with keeping the old data as is.
- Integrating GIS with the Masader Portal via NGO registration form.
- Building a backend to generate reports from the GIS.

4. Installation and testing phase:

- Installation of the final accepted version of the Portals and the website.
- Fix all the bugs appeared in the testing phase, The Portals will not be published until completing the testing phase.

5. Training phase:

- Provide a full documentation including user manual and technical manual for admin.
- Provide training for NDC staff.
- Provide the MIS Specialist with an in the job training in Drupal.



Qualifications of the firm:

- Legally registered entity
- Firm's profile should reflect experience in actual delivery similar projects and experience in Drupal
- The team should at least consist of:
 - o Experienced team leader (holding graduate degree or equivalent, in a related field with at least 5 years of relevant experience).
 - o Minimum two qualified key team members with at least 5 years of solid experience each in the relevant areas.

Data, Services, Personnel and Facilities to be provided

NDC is to make available for the consulting firm the following:

- Access to all needed data.
- Meetings as needed

Time Frame and duration of the contract

The estimated duration of the assignment is **3 months** from the date of contract effectiveness, to the date of receiving the final product in addition to one year maintenance and technical support.

Schedule of deliverables and payments

Task	Payment Percentage
• Provide a work plan and initial report	0%
• Design new theme • Rebuild and install NDC website	10%
• Upgrade Human Rights portal	10%
• Upgrade Masader Portal	25%
• Developed and install GIS	45%
• Support for one year	10%



Deadline for Submission:

Expressions of interest with the reference number (including a soft copy on a CD) should be delivered to the address below no later than Wednesday January 25, 2012:

NGO Development Center
Al Ram, Mujahed Building
Telephone : 02-2347771
Fax: 02-2347776

And by email to: it@ndc.ps

Information Session:

Information session about this assignment will be held on Monday January 16, 2011. Interested firms are encouraged to attend this session, after completing the following form and send it back to NDC on the above-mentioned address **no later than Thursday January 12, 2011.**

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**Attendance Registration Form:
Information Sessions**

Name of firm:

Address:

Telephone No:

Fax No.:

Number of Participant(s): (Maximum 2)

First Participant:

Name of participant:

His/her position at the firm:

Second Participant if any:

Name of participant:

His/her position at the firm: