

# REQUEST FOR PROPOSALS

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## Title

Joomla website administrator/developer for the TechNet website and e-forum

## Contract type

Agreement of Performance of Work (APW) with the World Health Organization

## Duration

12 months

## Start date

1 January 2017

## Objective

The purpose of the APW is to deliver important new website features and improved functionality, provide regular website support and maintenance, and provide a single point-of-contact for all website administration and website development activities.

## Background

The mission of the Department of Immunization, Vaccines and Biologicals (IVB) is to work towards a world in which all people are vaccinated against vaccine preventable diseases.

The overall work of the department is distributed in three main areas:

1. Initiative Vaccine Research Team (IVR) that provides leadership on the research activities to develop new or improve vaccines against diseases of public health importance and to facilitate their introduction and use.
2. Immunization policy that provides guidance and norms for vaccine roll-out
3. The Expanded Programme on Immunization Team (EPI) aimed at maximizing access to high quality immunization services, strengthen surveillance systems, and establishes links to other interventions.

Staff in the EPI team are organized into three groups –Strategic Information, Policy and Strategies, and Programme Operations. This position sits within the Programme Operations group, which has responsibility for supply chain and logistics and immunization practices.

Immunization supply chain and logistic systems (ISCLs) are critical to immunization services to ensure the availability of appropriate equipment and an adequate supply of high-quality vaccines and immunization-related materials to all levels of the programme. WHO supports Member States in strengthening national ISCLs that serve as the backbone of routine delivery systems for the Expanded Programme on Immunization (EPI), as well as to facilitate the preparation for new vaccine introduction.

The [www.TechNet-21.org](http://www.TechNet-21.org) website enables immunization professionals to learn about and discuss the latest developments in immunization. The website offers the following tools:

- Forum—a place for users to share experiences, coordinate activities, and discuss recent developments in immunization.
- News—information on the latest immunization news, new job and proposal listings, and an immunization events diary.
- Resources—a variety of immunization-related resources, including a library of journal articles, photographs, videos, useful links and tools.
- Reviews—where members can submit reviews of PQS-prequalified products, and read the reviews of others members.
- Network—an area for colleagues to connect with others in the TechNet community.

The contractual partner will deliver important new website features and improved functionality, provide regular support and maintenance of the website, and provide a single point of contact for all website administration and website development activities.

## Main tasks and responsibilities

The contractual partner is expected to perform the following administrative functions:

- Website administration
  - Ensure the website is running correctly at all times.
  - Backup the website on a daily basis.
  - Install security patches and upgrade components when updates are published.
  - Respond to critical problems within four hours, one day for urgent problems, and one week for medium priority problems.
  - Provide support to the moderator and website manager when required.
  - Remain available for emergencies.
- Website development - In collaboration with the TechNet website manager, undertake website development work to increase the functionality and usability of the website and expand the user-base. This will include, but is not limited to:
  - Redesigning the user-interface for the TechNet Resource Library and delivering expanded functionality as agreed with the TechNet website manager.
  - Delivering true multi-language support on the entire website, based on a single user language preference.
  - Accounting integration with social media, specifically LinkedIn.
- Website project management:
  - Provide a single point-of-contact for all website administration and website development activities.
  - Collaborate with the TechNet website manager at WHO on a daily basis to coordinate activities, allocate resources, and prioritise tasks.
  - Participate in weekly website update meetings, either at the WHO Headquarters office in Geneva or via teleconference.
  - Provide a detailed monthly report of website traffic and attacks.
  - Provide a monthly report of all activities conducted.

It is anticipated that for the duration of the contract:

- One dedicated development resource-person will be available on a full-time basis.
- One dedicated administration/project management resource-person will be available on a full-time basis.

## Skills and Experience

- Extensive website administration and development experience.
- Proven track-record of successfully delivering web projects.
- Extensive experience and knowledge of managing Joomla websites.
- Expert in the following web technologies:
  - PHP
  - HTML
  - Java
  - MySQL
- Expert in in at least two of the following Joomla extensions:
  - EasySocial
  - EasyDiscuss
  - SobiPro
  - K2
  - JReviews
  - AcyMailing
- Experience working with international organizations and ideally within the field of global health and immunization.
- Excellent knowledge of English and preferably a good working knowledge of another UN language.

## Deliverables

- Ensure the TechNet website is running correctly at all times
- Participation in weekly website update meetings, either at the WHO Headquarters office in Geneva or via teleconference.
- New and improved website functionality as agreed with WHO on a monthly basis.
- Monthly website usage report—a detailed analysis of website popularity and usage.
- Monthly report of all work completed—a summary of all work undertaken that month.

## Submission of proposal

Applicants are requested to submit a proposal in writing that includes the following:

- Statement of interest
- Examples of previous related work undertaken
- Profiles of the lead consultant and other individuals who would work on the project

## Timeline and Duration

- Request for Proposals (RFP) issued – Monday 26 September 2016
- Deadline for submission of proposals – Friday 28 October 2016
- Award of contract – Friday 11 November 2016
- Commencement of contract – Sunday 1 January 2017

## Award of contract

The award shall be made to the agency whose proposal appears to best meet the requirements of the position in terms of skills, experience, and cost.

WHO reserves the right to contact bidders subsequent to submission of proposals and prior to award for clarifications. Revisions may be permitted after submission of a proposal, and prior to award.

WHO reserves the right to reject any or all proposals submitted.

WHO shall not be responsible for any costs incurred by the agency in preparing, submitting or presenting its proposal.

### Contact Information for submitting proposals

Please submit an electronic copy (on disk or via e-mail) of your proposal, including all supporting documentation, to [lydonp@who.int](mailto:lydonp@who.int) and also direct to him any questions about the RFP.