Invitation to Tender for the Development of the new iCommunityHub.org Website

ISSUED BY: NICVA AND THE WHEEL

APPLICATION DEADLINE: MONDAY, 21 FEB 2022

PLEASE NOTE: ALL APPLICATIONS MUST BE RETURNED BY 5PM TO suzie@wheel.ie

Northern Ireland Community and Voluntary Action (NICVA) and The Wheel, the Republic of Ireland's largest nonprofit representative body, have issued a tender for the development of a new iCommunityHub.org website.

Background & Purpose

Resulting from the *Shared Island, Shared Practices* initiative, the aim of the iCommunityHub.org website is to develop a platform for cross-border collaboration and partnering for civil society organisations and volunteers.

It is envisaged that the project will be delivered in 2 distinct phases:

Phase 1: this approximately 6-month phase will focus on creating the digital infrastructure (i.e. website) and also general online presence of the iCommunityHub.org brand and identity. This means that the phase 1 website will be online for approximately 6 months prior to implementing phase 2. A key point here is that the digital infrastructure must be scalable for phase 2, where additional tools and features may be introduced.

Phase 2: this phase of the project will see the expansion and continuation of the progress achieved during phase 1, and is likely to include the introduction of collaborative tools (e.g., civil society partnering database) and other digital assets.

Phase 1 Project Specifics

We envision the following approximate structure and features being present in phase 1:

Static content (pages, with text editor, images / videos, share options and tagging).

Eg

- www.icommunityhub.org/about
- www.icommunityhub.org/events
- www.icommunityhub.org/collaboration
- www.icommunityhub.org/support
- www.icommunityhub.org/news
- www.icommunityhub.org/get-involved

Blogs. Initially submitted by The Wheel staff on behalf of community members (in Phase 2, users will be able to submit these). Blog content to include: subject tagging, case studies,

challenges, opportunities, policy areas, etc., so multiple templates would be useful. Need to be able to include images, video, external links etc.

Pages and blogs need to be easily shareable so share option/icons must be available across website.

Project Publications & Media. Themed reports from 5 workshops and 12 Podcast episodes (podcasts should be a distinct media type / section). These would need templates and be able to include images, video, text, external links, uploaded documents (PDFs), embedding of audio file player (can be hosted externally). An on-screen PDF viewer should also be available- e.g. Issuu Smart look. Users should also be able to download PDF reports.

Phase 2 Notes:

*Phase 2 is **not in initial scope/budget of this tender**, but if funding is approved, it will be rolled out as an enhancement to the Phase 1 website described above.*

Specific details of Phase 2 will be made available as soon as possible. A broad outline is featured below, in order to ensure that Phase 1 is built in a scalable manner, ensuring smooth upgrading to Phase 2 when the time is right.

Important to note that there will be registered users in phase 2. These users will have the ability to create content. Organisations and individuals will be able to be listed in a member's directory.

Will be similar functionality as these websites:

https://www.accesseurope.ie/about

https://www.accesseurope.ie/find-an-irish-partner

and

https://communitiesforfuture.org/

https://communitiesforfuture.org/get-inspired/share-your-post/

https://communitiesforfuture.org/events/community/add

https://communitiesforfuture.org/collaborate/members/

https://communitiesforfuture.org/register/

https://communitiesforfuture.org/welcome-cff/

Phase 1 User Stories / Experiences

We have created a series of user stories which reflect the likely profiles of users we expect and hope to attract to the website in phase 1. As indicated above, this will *not* include registered users (until phase 2).

It is particularly important to us that the successful bidder reflect an understanding of how these user stories help to inform the structure and navigation of the website (for example, can each specific user find their way to all of the resources we think they need without getting disoriented or lost on the website?)

Site User:

- As a site user I would like to be able to access the website on my phone, tablet and desktop
- As a site user I would like to see information telling me what the iCommunity Initiative is and its objectives.
- As a site user, I'd like to learn why and how I should join this community and sign up for newsletter(s).
- As a site user I would like to follow the podcast series.
- As a site user I would like to access and attend events where I can discuss/share common challenges with other members (events will be online/Zoom and potentially in-person)
- As a site user I would like access to information on specific projects surrounding each of the iCommunity themes.

Community Organisation:

- As a community organisation I would like to find information on how to get involved
- As a community organisation I would like to keep up to date on news on the project
- As a community organisation I would like information on how to submit content for blogs and case studies and events
- As a community organisation I would like to find out about the iCommunity team and how to contact them
- As a community organisation I would like access to training information and webinars
- As a community organisation I would like to see upcoming events and be able to share events
- As a community organisation I would like access to information on specific projects surrounding each of the iCommunity themes.

Media Representatives:

- As a media representative I would like information on team contacts and access to project news

Design & Style

Design: *work has already begun, with an external designer, to create a brand and identity for the iCommunityHub.org project. This branding will include a full colour palette for the website, which the successful bidder will then be required to utilize and implement in collaboration with The Wheel and NICVA.*

General style approach

We are aiming for a very simple interface that is intuitive and easily navigable for the user. We

require the style to:

- *Must be up to date with the latest web content accessibility guidelines*
- *All buttons/calls to action clearly stand out on each page*
- *Forms are simple and use progressive disclosure and/or are on pop-up forms that fade out the background content and de-clutters the user's visual field.*

These considerations should be incorporated in the information architecture and graphic design.

General Website Requirements

a) **Is user-friendly**. We are aiming for a simple interface that is intuitive and easily navigable for the user.
b) **Is flexible and scalable** for potential future expansion. It should therefore bring a technology and design that could be easily extended and used for further and more complex purposes.
c) A **secure website** that is built on up-to-date technology.
   A note on CMS: we are flexible on the CMS used, but require that the CMS security updates are maintained by the successful bidder via an agreed upon maintenance contract in a secure and accessible way. Our internal team have experience with Wordpress and Drupal.

d) **Cross browser support**: The pages must be viewable in all major web browsers as of the completion date. (Internet Explorer, Chrome, Opera, Firefox, Safari and Brave).

e) Website must be **optimised and accessible** on all smartphone platforms and mobile devices, tablets, PC's, laptops, Macbooks and Apple computers.

f) **Speed:** Load times must be acceptable for users (we prefer all images be automatically optimized for display purposes upon upload).

g) A website that can be **future-proofed** (i.e. as far as practicable avoids the need for major rebuilds to update to future versions of CMS used etc.)

h) The website should be **accessible to search engine spiders** and be coded with the very latest on-page **search engine optimization**.

i) Website must comply with the latest web content **accessibility guidelines**.

j) Website must comply with the latest **cookie regulations and GDPR**

k) With regards to **IP**, we intend that the site to be developed should remain the property of The Wheel. Please confirm your acceptance of this in your bid.

l) The bid should include **hosting options**.

m) All editing and day-to-day maintenance will be done in-house by us. However, we also welcome options for **ongoing backend support** by the developer, in a monthly contract or pay-as-you-go option, after the website has launched.

Timeline

The suggested / approximate timeframe for delivery is the following:

- Beta website version: late Feb / early March 2022
- Full launch: 31 March 2022

Cost

For the provision of the specified services we offer a price range (for Phase 1) of €5,000 inclusive of VAT.

Your submission

Application deadline is **MONDAY, 21 February 2022, 5pm**.

All applications must be returned to suzie@wheel.ie.

Late submissions will not be considered.

Mock-Ups or demos are welcome along with links and/or testimonials of similar or previous work.