



TERMS OF REFERENCE :

HIRING A CONSULTING FIRM TO REDESIGN WAHO WEBSITE

1. Background and Rationale for Consultation:

The West African Health Organisation (WAHO) was established in 1987, when the Heads of State and Government of all the fifteen ECOWAS countries adopted the Protocol establishing the Organisation. The Protocol, which was later ratified by each government of the sub-region, grants WAHO status as a Specialised Agency of ECOWAS (now an ECOWAS institution) and describes the mission of the Organization in the following terms:

The mission of the West African Health Organisation shall be the attainment of the highest possible standard and protection of health of the peoples in the sub-region through the harmonisation of the policies of Member States, pooling of resources, cooperation with one another and with third countries for a collective and strategic combat against the health problems of the sub-region". As such, WAHO is responsible for promoting cooperation and regional integration in health.

WAHO has a website, developed 5 years ago with the SPIP CMS and accessible at <http://www.wahooas.org> . Important initiatives have already been taken in the field of health information, and there are many more in the pipeline.

The institution would like to showcase itself, in the mould of great institutions with websites that readily constitute genuinely attractive and interactive modern tools of communication.

2. Objective :

- Analyze, design and develop a new version of WAHO website as a true modern portal of information of regional interest ;
- Update the new version with data from the old website and create a gateway to synchronize data from the following websites or applications: ECOWAS Commission, Websites of Ministries and the DHIS2-based Regional Data Warehouse <http://venus.dhis2.org> ; See the web sites addresses in annexes;
- Develop (backed up with awareness raising) a website management strategy for its daily running by WAHO.

3. Missions of the Consulting Firm:

- Review existing literature on the Organisation;
- Study the current website for data migration;
- Conduct a comparative study of the menu bar sequence of some reference websites in the field of health and tailor the results to WAHO's needs;
- Develop a set of specifications for the implementation of the website;
- Proceed with implementation after adoption of the specifications;

- Propose the composition of WAHO's website management team and raise WAHO's awareness on the need to have this team as part of the institution's workforce;
- Develop a website management strategy paper;
- Produce a website maintenance technical guide and train the various stakeholders of the website (website management team);

4. Expected outcomes:

- Make available the set of specifications / Terms of Reference for the redesign of WAHO website and have it adopted by WAHO;
- Make available the new functional and ergonomic website;
- Make available a dedicated professional server (with a 5-year provision) under Linux with a renowned host offering a wide range of Linux distribution to choose from and remotely installable, reboot into maintenance mode for control in case of problems, etc. This server will remain under WAHO's control;
- Ensure deployment and posting of the website on that server;
- Ensure that data from the former website is migrated to and reformatted on the new one;
- Make available and adopt a plan on automatic data harmonization and exchange between WAHO website and those of the ECOWAS Commission, the ministries of health of the 15 member countries;
- Produce technical documentation that will enable the webmaster to progress on his duty;
- Train content officials (Professional Officers in charge of Communication, etc.) on online article publications;
- Produce an administrative manual or a guide on the technical management of the new portal, for the benefit of the Webmaster;
- Produce a user manual and a guide on online publication of articles, for the benefit of the Webmaster and Professional Officers in charge of Communication;
- Produce a report on completion of the assignment

5. Obligations of the Consulting Firm:

The consulting firm shall produce a web portal with the following minimum features:

- Multilingual management: 3 languages (English, French, Portuguese);
- Management, publication and archiving of articles;
- Conference, meeting agendas and other information ...;
- Information search engine on the website;
- Managing the dispatch of regular newsletter by email to subscribers;
- Managing video and photo libraries;
- Managing a virtual and digital library for online publication of some documents;
- Managing calls for tender and vacancy announcements;
- A database on ECOWAS expert consultants with their CVs;
- A system on data synchronization with the ECOWAS Commission website in both directions (www.ecowas.int) via RSS feed, for example;
- A system on data synchronization with the regional data warehouse (DHIS2);
- A responsive internet site: mobile and tablet devices-friendly (Responsive Design);
- Managing the interface with socio-media networks: Twitter, Youtube, Facebook, etc.
- Improving referencing in search engines;
- Statistical tools for measuring the number of hits on the website;
- Deployment of solution on the WAHO server platform;

- Provision of a one-year technical support, including possible changes to the core portal like “add / change functionality of major sections, modules addition”.

6. WAHO’s obligations:

WAHO is committed to facilitating the establishment of a Website Management Committee, supporting the Consulting Firm to collate information and organize meetings with stakeholders. WAHO is also committed to validating on schedule the various deliverables produced by the Firm.

7. Consultant’s Profile:

The Consulting Firm must consist of at least:

- A project Manager;
- A functional website Analyst ;
- A Web Designer ;
- A Design Engineer, expert in development of Drupal CMS and also anti-piracy web applications.

The Consulting Firm must:

- Have a team of consultants with a high technical level in the field of communication and ICT;
- Have proven expertise (include reference) in the field of analysis, design and construction of Open Source-based dynamic website, image processing, video, etc.
- Demonstrate know-how and keep professional secrecy. Ensure confidentiality of information provided;
- Have solid and proven expertise in Web 2.0 technologies;
- Have at least a five- (05) year proven experience in the design / construction of a website and creation of virtual library;
- Provide references of the top 5 websites designed and online at the moment, of which at least 2 were produced using *Drupal CMS*.
- Have good communication and writing skills in English and French.
- Have work experience with an institution involved in the health sector, which will be an added advantage.

8. Tender must also include:

- Rental of a dedicated professional server (with a 5-year provision) under Linux with a renowned host offering a wide range of Linux distribution to choose from and remotely installable, reboot into maintenance mode for control in case of problems,
- Infrastructure documentation (servers and software specifications) including also planned support (backup, daily management plan);
- A detailed schedule for the execution of the consultancy;
- A detailed financial offer.

9. Duration of the mission:

The Consultant will be given a **Three (3) months period to complete the assignment from the date the contract is signed.**

WEBSITES REFERENCES

INSTITUTION OR MINISTRY	WEB SITE	SCREENSHOT
ECOWAS COMISSION	www.ecowas.int	
WAHO	www.wahooas.org	
DHIS2-BASED REGIONAL DATA WHAREHOUSE	venus.dhis2.org	
MINISTRY OF HEALTH OF MEMBER STATES		
BENIN	www.sante.gouv.bj	
BURKINA FASO	www.sante.gov.bf	
CABO VERDE	www.minsaude.gov.cv	
COTE D'IVOIRE	www.sante.gouv.ci	
THE GAMBIA	moh.gov.gm	
GHANA	www.moh-ghana.org	
GUINEA	www.sante-guinee.net	
GUINE BISSAU	?	?

LIBERIA	www.mohsw.gov.lr	
MALI	www.sante.gov.ml	
NIGER	www.msp.ne	
NIGERIA	www.health.gov.ng	
SENEGAL	www.sante.gouv.sn	
SIERRA LEONE	health.gov.sl	
TOGO	sante.gouv.tg	