

## **Re-Advertisement**

### **Request for Proposals for NGO Hub Technology (Website/Software) Developer Consultant**

## 1.0 INTRODUCTION

### 1.0 Background

NORCAP, part of Norwegian Refugee Council, is an international Non-Governmental Organization with head office in Norway. NORCAP works to improve aid to better protect and empower people affected by crisis and climate change. We do this by providing expertise and solutions to humanitarian, development and peacebuilding partners.

As of October 2025, NORCAP hosts the Promoting Local Response Capacity and Partnership project (PLRCAP) that was initiated by the Nigeria INGO Forum (NIF) in 2019.

PLRCAP was launched as a demand-driven institutional capacity strengthening programme targeting national and local Nigerian NGOs working in humanitarian contexts of Nigeria. To scale its activities, PLRCAP has launched an NGO Support Hub as the “go to” place for the NGOs to strengthen their organizational capacities.

The PLRCAP NGO Hub provides continuous, accessible, and relevant capacity strengthening support to Nigerian National and Local NGOs. Through this online platform, PLRCAP aims to create a nurturing ecosystem fostering growth and sustainability for NGOs across Nigeria.

The Hub consolidates digital tools, expert guidance, and partnerships to aid its members in their growth journey. It serves as a one-stop online platform for both emerging and established NGOs, providing them with the resources and support needed to meet accountability standards and thrive in their endeavours.

For more information about the NGO Support Hub, visit: [www.ngosupporthub.ng](http://www.ngosupporthub.ng)

### 1.1 Scope of Services

The PLRCAP project is seeking an experienced Technology (Website/Software) developer or individual with expertise in one or all the following:

Learning dashboards as well as mobile website development and Artificial Intelligence (A.I) to lead the website upgrade and development process for the NGO Support Hub.

#### **Project Goal:**

The Technology (Website/Software) Developer will work closely with the PLRCAP and NORCAP teams to actualize and deliver on a defined set of objectives for upgrading the existing website. This includes adding new features, enhancing the functionality of

the current platform, and improving the overall user experience.

### **Specific objectives**

i. **Translating Objectives into Requirements**

Work with the PLRCAP and NORCAP teams to analyze and translate defined upgrade objectives into clear business and functional requirements for the website upgrade.

ii. **Enhance Functionality and Add New Features**

Develop and integrate additional features to improve the platform's functionality, scalability, and user experience while upgrading existing components.

iii. **Identify and Implement Cost-Effective Solutions**

Research, recommend, and implement cost-effective and scalable open-source solutions that align with the project's objectives and ensure long-term sustainability.

iv. **Build, Test, and Optimize the Platform**

Design, develop, and rigorously test the upgraded website and its new suite of digital tools to ensure full functionality, compatibility, and reliability.

v. **Knowledge Transfer and Training**

Provide comprehensive training and documentation to administrative and backend users, ensuring they can effectively manage, maintain, and operate the upgraded platform and its components.

## **2.0 DELIVERABLES**

### **Phase 1: NGO Support Hub Upgrade**

- **Search Engine for the NGO Support Hub Resource Library**

Develop and implement a robust search engine for the Resource Library to enable users to quickly and efficiently locate relevant documents and materials. The search functionality should include advanced filters, keyword matching, and categorization to enhance user experience.

- **Embedded Webinars within the Hub**

Enable the ability to host and embed live and recorded webinars directly on the NGO Support Hub platform. This feature should include options for event registration, live chat/Q&A, and seamless integration with existing hub tools for unified user experience.

- **Integration of Partner Website Links**

Add a dedicated section to display and link to the websites of NGO Support Hub partners. This feature should include interactive elements, such as partner logos, brief descriptions, and hyperlinks to foster collaboration and visibility for partner organizations.

- **AI-Powered Features for the Online Organizational Development Assessment (ODA) Form**

Integrate AI-powered tools into the ODA form to improve the accuracy and relevance of assessments. This may include features like real-time feedback, recommendations based on responses, and predictive analysis for organizational growth pathways.

- **Security and Data Protection Policy**

Design and incorporate a secure a feature that ensures all sensitive data transmitted through the hub is encrypted and follows relevant data protection regulations.

## **Phase 2: Mobile Application**

- **Mobile Application for Communities of Practice**

Create a mobile application version of the existing web-based Communities of Practice. The app should provide seamless access to community forums, discussions, and resources, ensuring functionality across Android and iOS platforms with a user-friendly interface.

## **Phase 3: Dashboard Integration**

- **Integrate an Achievement Dashboard with Training Badge(s)**

This dashboard will be developed by NIF IM and should display key metrics such as completed training modules, progress on ongoing courses, and certifications or badges earned. Integrate this dashboard where hub users (external stakeholders, donors, or other organizations) can view the training badges and achievements of hub members.

### **2.1 Milestones for the Project Deliverables**

#### **Milestone 1: Project Kick-off and Requirement Gathering**

- Conduct initial meetings with PLRCAP and NORCAP teams to finalize project objectives and gather detailed requirements.
- Define technical specifications for each delivery
- Develop a detailed project plan with timelines and milestones.

### **Milestone 2: Development of Search Engine for the Resource Library**

- Design and build the search engine framework, integrating advanced filters, keyword matching, and categorization features.
- Conduct user testing to ensure ease of use and relevance of search results.
- Deploy the search engine and perform quality assurance.

### **Milestone 3: Embedded Webinar Feature**

- Develop a system for hosting live and recorded webinars directly on the hub.
- Integrate tools for event registration, live chat/Q&A, and webinar playback.
- Test the system with a pilot webinar.

### **Milestone 4: Integration of Partner Website Links**

- Create a dedicated section for partner organizations with interactive elements like logos and descriptions.
- Ensure smooth navigation and proper functionality of external hyperlinks.
- Review with stakeholders for final approval.

### **Milestone 6: Security features**

- Design and incorporate a secure feature that ensures all sensitive data transmitted through the hub is encrypted and is following relevant data protection regulations.

### **Milestone 7: AI-Powered Features for the ODA Form**

- Research and select AI tools for real-time feedback, recommendations, and predictive analysis.
- Integrate AI features into the existing ODA form.
- Conduct iterative testing to ensure accuracy and usability.

### **Milestone 8: Mobile Application for Communities of Practice**

- Design the app interface and architecture based on the existing web-based platform.
- Develop app features to ensure seamless access to forums, discussions, and resources.
- Test compatibility for Android and iOS platforms.
- Launch the app and provide training for stakeholders.

### **Milestone 9: Final Testing, Deployment, and Training**

- Conduct a comprehensive quality assurance review for all deliverables.
- Deploy upgrades to the live platform.
- Provide training and knowledge transfer to administrative/backend users for platform maintenance including a manual for hub management.

Total Project Timeline: (5 months)

### 3.0 RESPONSE INSTRUCTIONS

Applicants are invited to submit technical and financial proposals outlined in this document. Proposals should include the following:

- Detailed budget
- A technical proposal demonstrating the applicant's understanding of the tasks

#### **Requirements for Experience and Qualifications**

1. Minimum (3) three relevant projects within the last 5 years in web development
2. Valid registration certificate – Certificate of Incorporation (CAC);
3. Tax Clearance Certificate for TCC for 2022/2023 and 2024
4. Experience in working with international organizations/private sector
5. Experience in developing web-based information architecture and design using any platform
6. Provide a list and attach CVs of personnel who will be assigned to this project. Please highlight their experience, qualifications and competencies skills

#### **Evaluation Criteria:**

Offers will be assessed using the following criteria:

##### **a) Technical Quality**

This refers to the overall soundness, clarity, and completeness of the proposed technical solution. It assesses the consultant's understanding of the assignment, the suitability of their proposed system architecture, and the robustness of their development methodology. Proposals should demonstrate a clear grasp of the Hub's objectives, user needs (both NGOs and individual users), and best practices in digital platform design and user experience.

##### **b) Functionality**

This evaluates how well the proposed solution meets the functional requirements of the NGO Support Hub. It looks at both the existing web version's enhancement needs and new functions, such as mobile app development, interactive Communities of Practice, data analytics dashboards, and user engagement tools.

##### **c) Implementation Approach**

This assesses how the consultant plans to deliver the assignment – including project management, timelines, milestones, and quality assurance mechanisms. It focuses on how realistic, efficient, and collaborative the proposed implementation plan is.

##### **d) Support Model**

This examines the consultant's plan for ongoing technical support, maintenance, and capacity transfer after the launch. It ensures sustainability and continuity

beyond project completion.

**e) Scalability**

This criterion focuses on the ability of the proposed solution to grow and adapt over time — in terms of both user volume and functionality. It looks at long-term sustainability and adaptability to future needs.

**f) Financial Offer**

This evaluates the cost-effectiveness and value for money of the proposal. It considers not just the total quoted cost but also how well it aligns with the technical proposal and expected deliverables.

The application should be titled: “34/NRC-NAT/NG/2025” - Consultancy - NGO Hub Technology (Website/Software) Developer

Submission of application should be on two envelopes – technical envelop and financial envelop. Each envelope should be saved separately including all supporting documents. Bidders seeking for clarifications should send e-mails to [ng.procurements-2@nrc.no](mailto:ng.procurements-2@nrc.no)

Proposals should be submitted by 21st October 2025 at 16:00 hrs. (Nigerian time) through e-mail address: [ng.tenders-2@nrc.no](mailto:ng.tenders-2@nrc.no)

Only short-listed/Successful applicants will be contacted.