

REQUEST FOR EXPRESSIONS OF INTEREST

AFRICAN LEGAL SUPPORT FACILITY (ALSF)

CONSULTING FIRM TO PROVIDE SUPPORT AND MAINTENANCE SERVICES FOR THE AMLA WEBSITE

Terms of Reference

I. Background information about ALSF and the AMLA Project

The African Legal Support Facility (“ALSF” or “Facility”) is an international organisation established by a Treaty in 2008. The Facility is hosted by the African Development Bank. Its membership is open to (a) All AfDB Member States (b) other states (c) AfDB and (d) other international organisations or institutions. The ALSF’s main objectives include: (i) assisting the AfDB’s Regional Member Countries (RMCs) address litigation brought against them by vulture funds (and other such entities); (ii) creating an avenue for the AfDB’s RMCs to access technical advice when negotiating complex commercial transactions (especially in the area of infrastructure and natural resources); and (iii) investing in and organizing the training of legal counsel from participating RMCs to equip them with the legal expertise necessary to better represent their countries.

AMLA is a legislation gathering, organisation, dissemination, capacity building and capacity utilisation Project with three main activities: namely (i) the creation of the AMLA platform, a free online one-stop resource for Africa’s mining legal framework (mining code, regulations and related legislation) with interactive features to provide comparative data; (ii) production of the Guiding Template, an annotated document that outlines a menu of legislative solutions to assist countries in the preparation or revision of their mining laws; and (iii) capacity building through training (on-ground and remotely) of African legal professionals in the use of the online platform and on overall issues in mining law.

The Facility is currently recruiting a Consultant Firm to provide support and maintenance services for the AMLA Website.

II. Duties and responsibilities

Under the direct supervision of the Director of the Facility, the Consultant Firm will provide the following support and maintenance services for the AMLA Website:

1. Content Management

The Consultant shall provide content management services as part of the monthly support. This includes changing of text, images, videos and ordering of information on the “AMLA Home”, “Highlights” or news section, “About AMLA”, “What’s New” and Social Media pages as well as amendments of country specific text and the Guiding Template. Content management shall also include addition of pages to the site, editing of pages to accommodate changes and provision of page designs and graphics to ensure new pages

maintain a professional and attractive look whilst maintaining the core message intended for AMLA's web audience.

2. Website Feature Updates

Through the website support package, the Consultant shall provide feature upgrades to both the front and back ends of the AMLA site for purposes of positioning the site to maximise its impact. These feature upgrades will include but not be limited to 5 technologies namely: (i) Resource Contracts API, (ii) Extractives Hub API, (iii) AMLA Database, (iv) AMLA Backend Redesign/update and (v) AMLA frontend redesign.

3. Third Party Software Management

The Consultant shall develop an eLearning platform using third-party applications and software packages.

Periodically new patch releases shall be made available to enhance performance or bring the feature levels up to date.

As part of the support agreement, the Consultant shall ensure all new releases are presented to the ALSF along with associated risks and benefits. Updates shall be applied at a mutually agreeable time to ensure minimal disruption to learning.

4. Online Trouble Ticket System

The Consultant shall provide access to its ticket system to enable users and partners to raise trouble tickets as and when required. This shall form the basis of the Service Level Agreement (SLA) and its associated adherence.

5. Monthly Support Meetings

The Consultant shall attend monthly skype meetings with the ALSF whereby the key tickets from the month shall be discussed and SLA adherence would be reviewed.

Monitoring of the SLA would take place and, where appropriate and applicable, an investigation on any failures to adhere to the SLA shall be conducted.

6. Office Hours Helpdesk

The Consultant shall provide an office hours helpdesk support between 8:00 and 18:00 Monday to Friday.

Access to the helpdesk shall be via the Consultant's own hotline service, Skype, Email or WhatsApp. This number shall be provided to the Facility's point of contact for easy communication.

7. SLA Based Response

All support requests and tickets raised shall be subject to the Service Level Agreement. This shall dictate the initial response and time to resolve all tickets.

Each month, a dashboard report of all issues raised and the associated response time and solution shall be provided to the ALSF. Allocation and prioritization of issues raised shall be done according to the following matrix:

| Priority | Description | SLA | Expectations |
|---|--|---|---|
| Emergency – System Down | Host outage - Major system failure causing system to go offline due to outage by Digital Ocean | Customer will receive a response on email within an hour and the support team will immediately contact the host and push for a swift resolution. | Requires maximum effort from the Consultant |
| Priority 1 Critical Impact e.g. System Down | Major system failure causing the system to go offline. Follow up and feedback on what caused the site failure | Customer will receive a response on email within 8 hours providing feedback on what caused the outage and what has been done to prevent future outages. | Requires maximum effort from the Consultant until an emergency fix or actual solution is put in place and site made available. The Consultant shall provide updates on an hourly basis by email. |
| Priority 2 Serious/Urgent | Major feature failure. The program is usable but severely limited. E.g. can't load map on projects. | Customer shall receive a response within 2 hours and prioritize resolving such tickets. | Requires intensive effort support until failing features are live / back up. Priority 1 tickets shall be downgraded once work around is initiated. The consultant shall provide an update on the resolution progress every 4 hours. |

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|---|--|---|--|
| | | | Aim to put a solution in place within 2 days. |
| Priority 3 Low / Minor Impact Minor performance degradation | System is up and running, but the problem causes minor impact to the users' ability to utilize the platform e.g. pictures not loading. | Customer will receive a response from support within 4 hours. | Requires moderate effort to trouble shoot and follow up on factors outside the system such as users' internet bandwidth. Report every 2 days Solution within 5 days |

8. Website Availability

The Consultant shall keep the AMLA website connected to their availability monitoring tool to monitor uptime and proactively contact the host in case of outages or slow speeds for more than 15 minutes.

9. Hosting Solution

The Consultant shall provide hosting services as part of its support plan, whose deliverables will include:

- Management payment of the account and factor in the cost in the monthly support invoice submitted to the ALSF;
- Raise tickets in case of slow speed or downtime and follow these up directly with the hosting service supplier; and
- Confirm weekly backup of the site.

10. Communication

The Consultant shall make use of appropriate communication tools to ensure efficient flow of information with the project team and other stakeholders. These tools shall include, basecamp, skype, trello, gumzo, email and whatsapp.

The communication schedule shall involve the following frequency and agenda:

| Frequency | Agenda | Attendees |
|------------------|--|---------------------------------|
| Quarterly | Full review of platform: <ul style="list-style-type: none"> • Key issues • Google stats • Feature development | ALSF AMLA Team & The Consultant |

| | | |
|----------------|---|--|
| | <ul style="list-style-type: none"> Plans for coming quarter | |
| Monthly | <ul style="list-style-type: none"> Status review and check-in to ensure all key actions are on track | Key members of ALSF AMLA Team & The Consultant |
| Ad Hoc | <ul style="list-style-type: none"> Emergency issue resolution New feature requests | Key members of ALSF & The Consultant |

11. Training

(i) User Guide

A user guide shall be updated as and when required and the latest version provided to all stake holders and made available for download on the platform.

The user guide will instruct the user on how to utilize the platform CMS.

(ii) Face to Face Training

The Consultants shall deliver an annual Legal Research Team (LRT) training on the Content Management System (CMS) as part of the induction process.

(iii) eLearning

The Consultants shall develop a Learning Management System (LMS) with access to the AMLA training material.

12. Google Analytics

(i) Weekly Report

The Consultant shall develop a bespoke Google analytics dashboard to provide the ALSF with information on the utilization of the website. This report shall be configured to be sent each week to a specified distribution list.

(ii) Monthly Analysis Report

Each month, the Consultant shall develop an Analysis Report based on the previous month's statistics. This report shall seek to highlight trends and make any recommendations on SEO activities.

13. SEO & Website Strategy

The Consultant shall implement best practice activities for the website's SEO as part of the support package. The Consultant shall also set actions from the Google statistics recommendations to ensure the site is technically well equipped to achieve its objectives and perform well across search engines.

14. Corporate Designs Support

The Consultant shall support the ALSF with the preparation of stationery designs. These include AMLA event fliers, such as workshop fliers, PowerPoint, Word template designs, and AMLA Workshop folder designs.

III. Qualifications and Experience Required

- Staff with at least a Master's degree in computer science, programming, information technology, communications or a related field;
- Minimum of five (5) years of relevant work experience in web development;
- Graphic design and implementation of information-rich, user-friendly and large websites;
- Proven experience in the web development field with a solid portfolio of accomplished web projects (applicant has to present at least five (5) similar scoped websites developed);
- Demonstrated effective coordination skills and an ability to work under pressure in a multicultural environment to complete multiple tasks and meet deadlines;
- Advanced proficiency with HTML, including style sheets, templates, complex tables and image maps. Must possess working knowledge of basic composition, page layout, art and office/web software packages such as MS Word, Excel, Dreamweaver, Adobe PageMaker, Illustrator, Photoshop and Acrobat (or Open Source Software equivalents);
- Experience in web behavior knowledge and web development programming languages (PHP, perl, ASP, SQL, Python, JSP etc.);
- Experience with photographic manipulation, digital painting. Digital audio and video experience highly desirable;
- Experience with new media technologies, including RSS, Twitter, Podcasts etc., highly desirable;
- Experience with web servers (Apache, Tomcat, IIS, Zope etc.);
- Excellent written and verbal communication skills in English and in French.

IV. Location

The consultant will perform the work remotely.

V. Duration of Assignment and expected time of commencement

The assignment will last for twelve (12) months and the estimated start date is 15 January 2019.

VI. Remuneration

The consultant shall be paid a lump sum, comprising fee and expenses, for the duration of the assignment.

15. Expressions of Interest and Submission of Proposals

Expressions of Interest and submission of Technical and Financial Proposals must be received at the address below no later than 25 January 2019 at 17h00 local time. Expressions of Interest and Proposals must specifically mention “AMLA IT Consulting Firm – Expression of Interest and Proposals”.

To the attention of: Mr. Thierno OLORY-TOGBE
African Development Bank
African Legal Support Facility (ALSF)
CCIA Plateau, 01 B.P. 1387
Abidjan 01, Côte d’Ivoire
E-mail: t.olory-togbe@afdb.org / alsf@afdb.org

16. Evaluation Criteria

Technical and financial proposals will be evaluated based on the following criteria:

| Criteria | Weight |
|---|-------------|
| Technical Proposal | 70% |
| Experience relevant to the assignment | 10% |
| Understanding of the terms of reference and methodology | 20% |
| Qualifications of the Key personnel | 20% |
| Experience with the ALSFs or International Financial Institutions | 10% |
| Specific experience on e-learning platform design and development | 10% |
| Financial Proposal | 30% |
| TOTAL | 100% |