



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

ANNEX B

TERMS OF REFERENCE

Assignment Name: *IT service provider/partner for iKNOW politics website*

Our ref no: 258-11/23

1. Background

The International Institute for Democracy and Electoral Assistance (IDEA) is opening a Request for Proposals to retain a technology partner to maintain and further develop our very successful International Knowledge Network of Women in Politics (iKNOW Politics) online network (<http://www.iknowpolitics.org>) and to provide a set of related supporting technology services over an initial contract period of 12 months.

iKNOW Politics is an online network designed to serve the needs of elected officials, candidates, political party leaders and members, researchers, students and other practitioners interested in advancing women in politics. It is a joint project of the United Nations Development Programme (UNDP), the United Nations Development Fund for Women (UNIFEM), the National Democratic Institute for International Affairs (NDI), the Inter-Parliamentary Union (IPU) and the International Institute for Democracy and Electoral Assistance (International IDEA).

The iKNOW Politics site is an open source, custom, integrated, multi-lingual network that seeks to strengthen the role of women in politics by offering a platform that provides a wide range of resources and that facilitates knowledge creation and experience sharing through collaboration among a set of experts and site members. The site is available in English, French, Spanish and Arabic. Site traffic averages over fifty thousand page views per month and has seen consistent growth since its launch in February 2007. The network is built on the Drupal content management system.

The iKNOW Politics team consists of a small globally dispersed staff with members in the United States, Peru, Mali, Egypt and Indonesia.

2. Overall Objective

The International Knowledge Network of Women in Politics, iKNOW Politics, aims at increasing the participation and effectiveness of women in political life by utilizing a technology enabled forum to provide access to critical resources and expertise, stimulate dialogue, create knowledge and share experiences on women's political participation.

The iKNOW Politics website plays a central role in achieving its goal by offering users the opportunity to:

- **Access resources**, including the online library and the information and expertise of other users, experts and practitioners;
- **Create knowledge** through mediated discussion forums, information exchange and consolidated expert responses to member queries; and
- **Share experiences** by using tools specifically designed to facilitate the exchange of lessons learned and best practices among members of a global community committed to the advancement of women in politics.

Reporting to the Project Manager, the service provider will maintain the website and undertake significant new development (version 2.0) required for the knowledge management and networking of the iKNOW Politics online community for the contract period.

3. Duration

The service provider will provide web hosting and maintenance for an initial period of one year and will provide the equivalent of at least one full-time web development engineer for ongoing new site development.

4. Working relations

The unique technology partnership we seek involves establishing a process for regular interaction between the iKNOW Politics team and the partner over the contract period and a well defined interactive software development methodology.

Such interaction should include brainstorming for best possible solutions to the development requests, setting clear implementation and testing timelines, and providing consistent progress reports to the iKNOW Politics team.

Both your company and the iKNOW Politics team should be ready to provide contact persons who will interact on a regular basis to ensure required information exchange and to maintain working relationships between the teams.

5. Scope of required Services

IDEA seeks a technology partner that will provide the project team with the following services:

Site hosting, mail hosting and administration

- Reliable hosting environment (see Annex 1 Technical Specifications)
- Backups – data backups weekly, code backups as needed
- Security – manage all aspects of website security to protect confidential member information, and prevent hacks, defacing, DOS, etc.
- Site statistics – Google Analytics and/or industry standard
- Guaranteed site performance (page load times specified in SLA)
- High volume email service for automated site communication (separate server requested)
- Maintain integrity of the site through automated and reliable spam control measures
- iknowpolitics.org domain email account management for small group of staff with advanced spam control
- All iKNOW Politics service must be hosted on non-shared environment

Regular technical site and code maintenance

- Maintain a development or staging environment separate from live environment
- Security patches
- Software patches, upgrades
- Bug fixes
- Translation issues

Site development of significant additional new features and design work

- Regular introduction of new site features (see Site Development Plan section below)
- Support of regular program initiatives (E-Discussions, special events, custom blocks, audio/visual integration, cutting edge technology integration)
- Design of graphics, logos for site and specific site initiatives (blocks, special events)
- Graphic design for version 2.0 of the site

Service Level Agreement (SLA)

- Site availability 24x7x365 with 99% uptime guarantee
- SLA to include addressing site down, critical issues and general issues (bugs) deemed not critical

Email listserv services that support the iKNOW Politics network

- Mailman listserv services and/or upgrade to other listserv providers
- Database support – custom new user export for listserv import
- Email listserv services that support the iKNOW Politics activities such as E-Discussion Forums, Online courses and experts network.
- Electronic newsletter support (HTML format)
- Creating and maintaining user/member database
- Email server management and maintenance

Site Development Plan

The following are a list of general new site features that would be planned and developed in consultation with the technology partner under the terms of the agreement. There are not listed in priority order. Additions or changes are likely over the period of the agreement so flexible development schedules and processes are required.

1. Enhancing dis-aggregated member data collection and analysis on the network
2. Improvements to navigation and functionality of the network
3. Enhanced user registration process and user identity authentication requirements for logging into the website
4. A password-protected discussion space for iKNOW Politics experts/ experts network portal, including web 2.0 features such as a wiki
5. An improved social networking space, including advanced search functionality for users (ie: by area of interest, professional affiliation, language, mentoring needs, volunteer opportunities, party affiliation, region, etc.)
6. Consistent and accurate translation of all strings and pages on the site in all languages and improved toggling between the languages, even of the interactive pages such as E-Discussions, Discussion Circles and election talk
7. A search engine that can sort all products, news items, static content across the site by keywords, publishers, date of publications, authors and languages
8. More interactive features – quizzes, competitions, invite a friend, etc.
9. Evaluation and feedback options for users about the site – user surveys
10. Better usage statistics, including more detailed regional breakdowns and data on iKNOW Politics members
11. Enhanced functionality on the site allowing mass subscribing, unsubscribing and participation of iKNOW Politics members in specific online activities i.e. E-Discussion Forums and Online trainings. This functionality should ensure that the site functions properly during the time when such special activities are held, even if there is an unusually high traffic on the site.
12. Integrating cutting edge/new tools in the industry to suit iKNOW Politics' needs
13. Online, password-protected contact management database
14. E-mail listserv functionality integrated into the website for discussions and e-discussions
15. Flexible email alerts/notification frequency functionality, which allows users to choose between immediate, daily, and digest options for receiving updates from iKNOW Politics
16. Overhaul of the discussion circles to make them more intuitive/ differentiate between blogs and circles
17. Create a youth portal/page through which young people can access the site and network
18. Enhancements to the site look and feel on an ongoing basis
19. The site version adjustable for mobile phones and any other portable devices

6. Services and Fees

The contract envisions a regular monthly fixed payment for services over the contract period. One possible approach is to establish an SLA for hosting, support and code maintenance and mail services and an additional fixed number of software development hours per month dedicated to the project for development of new features.

Terms for contracting additional software development over a specified timeframe beyond the monthly contracted amount should be included.

Vendors are encouraged to recommend their package of services as appropriate as long as the monthly costs are a fixed amount and include a reasonable way to quantify the level of services being provided.

7. *Payment*

Payment terms will be negotiated in a final agreement between IDEA and the contracting company. Payments will generally be made based on delivery of the required services on a monthly basis.

Annex 1: Technical Site Specifications

Drupal Content Management System

Environment

- Drupal CMS 6.x
- LAMP environment with the following specific technologies:
 - MySQL
 - PHP
 - Apache
 - Ajax
 - RSS
 - JSON
 - RESTful APIs

Multilingual implementation

- i18n
- each node individually translated
- exceptions translated at theme level

Contributed Drupal modules:

- Use of several common Drupal contributed modules
- Extensive use of views and panels
- CCK
- Organic Groups (og)
- Messaging, Notifications, Subscriptions
- One custom module for search customization
- Drupal core and contributed modules have not been altered ("hacked")

Themes

- Custom themes developed using standards compliant CSS
- Multiple themes used to address custom navigation requirements
- Custom site functionality and some translations implemented at theme level (tpl.php)

Email Service

- qmail

Listserv

- Mailman v 2.x