

TERMS OF REFERENCE

10 JANUARY 2024

EXPERIENCED DIGITAL AND ONLINE WEB DEVELOPERS UNDER THE HUMAN RIGHTS AND INCLUSION PROJECT IN JORDAN

BACKGROUND

The Danish Institute for Human Rights (**the Institute**) wishes to receive proposals from experienced digital and online web developers (companies or individuals) to assess the current National Centre for Human Rights' website (nchr.org.jo) ([المركز الوطني لحقوق الانسان](http://nchr.org.jo)) as well as to upgrade and further develop it. The Centre's website is one of the main pillars of its communication and a tool through which the Centre engages with citizens and its' stakeholders.

The National Centre for Human Rights (**NCHR**) is National Human Rights Institution of Jordan, established in accordance with law no. (51) of 2006 and its amendments. The NCHR is accredited with "A Status" by the Sub-Committee on Accreditation of the Global Alliance for National Human Rights Institutions (GANHRI). Its main mission is to protect and promote human rights. The Centre has a broad mandate that includes receiving and handling complaints, disseminating the culture of human rights, conducting studies and research, provide information, hold seminars and training courses. In addition, it manages campaigns, and issues statements and publications as well it reviews legislation and prepares the necessary reports on the human rights situation in Jordan.

The key purpose of the website is to build the profile of the Centre nationally and internationally as the NHRI of Jordan. The website should provide valuable information about the NCHR mandate and vision. it is used by the Centre as a tool of communicating its reports, studies, publications, and positions related to its mandate. Furthermore, the website shall serve as a tool to receive complaints related to human rights violations and to allow an interactive use of the public in a user-friendly and secure manner.

OBJECTIVES OF THE CONSULTANCY

The main objective of the consultancy is to contribute to the development and upgrading of a comprehensive, responsive, and interactive website that offers a visible web presence as well as the needed communication tool for the Centre. More specifically, the consultancy aims to:

- Assess the website overall performance and provide recommendations for improvements.
- Support the Centre in ameliorating its website including by ensuring the accessibility of persons with disability to the website and the English version of the website, and E-learning platform.
- Contribute to the well-functioning of the Centre's website including by ensuring that the content of the website is displayed in an organized, attractive, and user-friendly manner.

SCOPE OF THE CONSULTANCY

The consultant will work closely with the team of the NCHR according to the following phases:

PHASE 1 - WEBSITE ASSESSMENT

The consultant is responsible for carrying out an assessment of the NCHR's website and will consider the following:

- The overall performance of the website
- The bilingual functionality of the website (EN-AR) across all section of the website.
- The interactivity of the website
- The accessibility to the website by the persons with disability
- The user experience of the website including the user-friendly submission of complaints.
- The maintenance, security, additional design, and development

PHASE 2 - AMELIORATING ACCESSIBILITY

The NCHR has identified two priorities in terms of accessibility: an English version of the website and accessibility to persons with disability. The consultant is responsible for:

- Ensuring the bilingual functionality of the website across all section of the website
- Ensuring that the website is accessible and inclusive to the persons with disability.

PHASE 3 – SUPPORT, MAINTENANCE AND FOLLOW UP

The consultant shall assist the NCHR for a period of six months to implement the assessment's recommendations, including by:

- Following up on the website performance.
- Ensuring an administrative and technical support as well as quality control for a period of 6 months.
- Developing a user manual and train the support staff to perform content upload, system maintenance and administration.

CONSULTANCY ARRANGEMENT

- The duration of the contract will be six months starting in February 2024
- The language of the consultancy will be Arabic and English
- The consultant is responsible to provide his/her technical expertise to implement the above-mentioned phases.
- The consultant will be contracted by the Institute but will work for the profit of the NCHR.
- The consultant shall report on the above-mentioned tasks/deliverables to both the NCHR and the Institute at terms decided collaboratively during the contract negotiation phase.
- The consultant shall maintain regular communication with the NCHR and the Institute.

Deliverables:

1. A report on the assessment of the website with conclusions and recommendations to be submitted to 1 March and for the decision by the NCHR and the Institute

2. Two reports on the status of the implementation of the above decisions (to be submitted for approval at the end of months 3 and 5) for the consideration of the NCHR and the Institute.
3. A final report to be submitted at the end of the assignment.

QUALIFICATIONS

- A proven experience in website development, maintenance, and design
- Proven experience in working with Umbraco
- Experience with WCAG ([Web Content Accessibility Guidelines \(WCAG\) 2.1 \(w3.org\)](#))
- Very good English and Arabic

PROPOSAL SUBMISSION

Individuals and companies can submit a proposal. The proposal should include the following documents:

- (i) A document describing how the consultant will engage with this work: what processes she/he will follow as well as the foreseen timeline. The document should clearly establish an understanding of the services required and separate out activities according to the three phases of work listed above.
- (ii) An updated CV (CVs of the team of assigned to the work in case of companies)
- (iii) A financial proposal. The budget should be broken down by activities.
- (iv) Examples of previous web development projects

Proposals shall be submitted to dish@humanrights.dk and khsh@humanrights.dk no later than 30 January 2024.