



SOUL CITY INSTITUTE NPC

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ANNEXURE B – TERMS OF REFERENCE: DEVELOPMENT OF A DIGITAL REFERENCING PORTAL

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1. **ORGANISATIONAL OVERVIEW**

Soul City Institute (SOUL CITY) is an intersectional feminist organisation, working to ensure that girls, young women and gender minorities enjoy substantive equality, with access to resources and opportunities that enable them to live fulfilling lives.

SOUL CITY is guided by the South African Constitution, with a focus on parts such as Section 27 that outline that everyone has the right to have access to healthcare services, including reproductive healthcare. We work tirelessly to make these and other rights such as the right to freedom, dignity and equality a reality for all, particularly for those who find themselves on the margins of oppression. SCI operates according to the principles and values of human rights, using an intersectional approach to ensure that nobody is left behind in the goal of eradicating poverty and ensuring equity for all.

SOUL CITY has been successfully implementing comprehensive services across social justice and feminism across the country for the past 28 years, targeting key and vulnerable populations including girls, young women and gender minorities amongst others.

2. **BACKGROUND**

The Soul City Institute for Social Justice (SCI) is a feminist organization committed to advancing social justice for women and girls in all their diversities. As part of our initiative to address gender-based violence and femicide (GBVF), we seek to develop a digital reference portal to enhance effective media reporting on the GBVF NSP. This portal will serve as a centralized resource for journalists, providing access to critical information, tools, and guidelines to improve reporting quality and sensitivity. This initiative builds on SCI's ongoing commitment to gender equality and addressing systemic barriers that hinder accurate and sensitive reporting on GBVF.

3. **SCOPE OF WORK**

SCI is seeking a qualified service provider to design, develop, and deploy a digital reference portal that meets the following requirements: Key deliverables include:

❖ **Portal Design and Development**

- User-friendly interface tailored for journalists and media practitioners.
- Intuitive navigation and search functionality.
- Mobile responsiveness and cross-browser compatibility.
- The design should be up to modern website standards and functionality, both from an aesthetic perspective and, more importantly, from a structure and functionality perspective.
- Currently the DWYPD operating system has the following tabulated technical set up:

OS:	Microsoft Server 2019
XaamP	
WordPress Version:	6.5.5
Web Server:	Apache
PHP Version:	8.3.8 (64-bit)
Database:	Sql Server 2019

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❖ **Content Management System (CMS)**

- Integration of a robust CMS to allow SCI and the Department of Women, Youth and Persons with Disabilities (DWYPD) to update and manage portal content independently and enable dynamic updating of the Internet.
- Ability to update content to ensure alignment with the DWYPD's look and feel of the website.
- The composition of the content will serve as reference to both the static and dynamic pages.
- Document management tools for uploading, categorizing, and tagging resources.
- Ability to support multimedia content, integration to social media, including videos and infographics for ease of access to be able to perform basic upload functions at DWYPD.
- The composition of the content will serve as reference to both the static and dynamic pages

❖ **Features and Functionalities**

- Advanced search capabilities (e.g., filters by date, topic, or relevance).
- Encryption for data storage and transfer to ensure privacy compliance.
- Real-time analytics to monitor portal usage and engagement.
- Feedback mechanism for users to report issues or suggest improvements.
- Voice Component Feature which adheres to disability access standards to allow third party applications to navigate the website via audio
- Adherence to the necessary Disability Access Protocols and Guidelines
- Performance and optimization specifications must be compatible with the DWYPD as follows:
 - Performance Plugin: WP-Optimize
 - Features: Cache, Compress Images, Minify, Clean Database
 - Database Optimization Plugin: Query Monitor
- The DWYPD is compatible with Microsoft M365 and SharePoint.
- The Portal must be SharePoint ready as the DWYPD website will be incorporated into SharePoint in future.
- Currently the DWYPD supports these browsers: Edge, Chrome, Safari, FireFox and other universal browsers.

❖ **Training and Documentation**

- Conduct training sessions for SCI staff on managing the portal.
- Provide detailed user and technical manuals.
- Create step-by-step tutorials for frequent tasks.

❖ **Maintenance and Support**

- Offer 3 months of technical support post-deployment, including bug fixes and minor updates.
- Outline options for ongoing maintenance and support services.
- Regular updates to maintain compatibility with emerging technologies.

❖ **Governance, Risk & Compliance**

Implementation of regular:

- Patch Management
- Security updates
- Version upgrades.

❖ **Security**

- Secure user authentication (Two-Factor Authentication) and access control.
- The portal site must be secured, end- to- end against deliberate and sudden attacks from internal and external sources.
- The portal site must be compatible with the following:
 - Security Plugin: Wordfence
 - Comprehensive Security Features: Firewall, Malware Scanner and Two-Factor Authentication.

4. EXPERTISE & CAPACITY REQUIREMENTS

Service providers responding to this tender must meet the following expertise and capacity requirements:

❖ **Technical Expertise**

- Proven experience in designing and developing digital platforms, particularly those aimed at resource management and user engagement.
- Proficiency in modern programming languages, frameworks, and tools (e.g., React, Angular, Python, Django, etc.).
- Demonstrated ability to implement advanced search features, secure authentication, and data encryption.

❖ **Content Management System (CMS) Knowledge**

- Expertise in integrating and customizing CMS platforms (e.g., WordPress, Drupal, or custom CMS solutions).
- Ability to design user-friendly interfaces for content upload, categorization, and tagging.

❖ **Project Management Capacity**

- Clear project management methodologies (e.g., Agile, Scrum) to ensure timely delivery of milestones.
- Capability to handle multiple stakeholders and integrate feedback into the development process.

❖ **Training and Support**

- Experience in delivering training sessions for non-technical users on managing digital platforms.
- Capacity to provide detailed technical and user documentation.

❖ **Post-Deployment Support**

- Availability for six months of post-deployment support, including bug fixes, system optimization, and user support.
- Optional provision of extended maintenance contracts.

❖ **Innovative Solutions**

- Ability to propose value-added features that enhance user experience and platform scalability.

❖ **References and Previous Work**

- At least three business references from organizations of similar size or nature.
- Examples of past projects or goods produced that match the specifications outlined in this tender.

5. ESTIMATED PROJECT DURATION

Commencement of the project will be 1 April 2025.