



SERVICES RELATED TO AN INTRANET AND DIGITAL WORKSPACE PROJECT

Background

ICI is a Swiss-based, non-profit foundation that works to ensure a better future for children in cocoa growing communities. It is a multi-stakeholder partnership advancing the elimination of child labour and forced labour, by uniting the forces of the cocoa and chocolate industry, civil society, farming communities, governments, international organizations and donors.

ICI is seeking a consultant or firm to advise on, and implement, a number of projects aiming to improve internal communication, team and project collaboration and document storage and sharing.

Relevant Details about the Organization

ICI's headquarters are in Geneva, Switzerland, where about 20 members of staff are based. It has an office in Abidjan, Côte d'Ivoire, with approximately 50 members of staff and 5 smaller regional offices (employing around 10-20 people each) in different locations in the country. The organization also has an office in Accra, Ghana where approximately 20 members staff are based.

Physical presence in the office is generally required for most staff in all locations, for at least part of the working week. However, longer periods of home working have been implemented during the Covid-19 pandemic. Some members of staff (in particular those based in the regional offices) spend significant amounts of time in the cocoa-growing communities where both internet connection and the electricity network can be unreliable. Most staff have access to an organization-owned laptop (with some exceptions for staff members such as drivers who instead have a smartphone).

The organization has two working languages (English and French) and any tool, system or service must function perfectly in both languages.

The organization currently uses the Microsoft 365 environment in a hybrid mode, with on-premise servers.

The Project

With the Intranet and Digital Workspace Project, ICI is looking to improve internal communication, team and project collaboration and document storage and sharing.

Three key components of the project have been identified:

- Implement a recommended cloud-based file directory structure for document storage and records keeping in line with best practices, that enables document sharing across all sites and is accessible in offline mode.
- Roll out Microsoft Teams (already used as a tool for instant messaging, calling and group meetings) as a collaboration tool for team and project work.
- Design, develop and launch an intranet that reflects best practices in a multilingual corporate communications environment.

The scope of work

ICI is looking for a firm or consultant to:

- Define the organization's requirements for, and plan, implement and support the adoption of, a cloud-based document storage solution which supports successful records keeping and enables document sharing across all locations.
- Define the organization's requirements for, and plan, implement and support the adoption of, Microsoft Teams as a team and project collaboration tool.
- Define the organization's requirements for an intranet that supports internal communication and collaboration among all staff in all locations. This will include refining organizational requirements, defining objectives and main functionalities, proposing technical solutions that meet these needs and developing a project roadmap.

These terms of reference do not cover the development and deployment of an intranet but rather the proposal of a solution that successfully meets the organization's needs. The development and deployment of the proposed intranet solution will form the basis of a separate assignment, for which the successful consultant or firm will be able to apply, among other applicants should they wish to.

Some work has already been done to assess the internal communication needs of the organization, which can be used as a foundation. However, this will need updating as aspects of the organization's IT and communications environment have since evolved, and the preliminary assessment did not include all teams in all locations. Virtual workshops and interviews with ICI staff in all locations can be envisaged to refine objectives and requirements for each of the project components.

Timeframe

The assignment is to be conducted between end-September and end-December 2021, with the possibility that some project activities run into early 2022.

How to apply

Proposals must include:

- Evidence of the firm or consultant's qualifications to provide the above services
- Details of how the services will be provided including proposed timelines, a clear description of deliverables, a proposed method and the related fees
- References and contact information from comparable clients for similar work (stating the organization, assignment undertaken, date and duration, contact person's name, email address and contact)

ICI reserves the right to reject any or all of the proposals submitted in response to this RFP without any compensation to any Supplier. We are not bound to accept the proposal offering the lowest price.

The fact of a bidder having submitted a bid in response to this RFP does not in any way commit ICI to enter into a contract or agreement of any kind whatsoever.

Proposals should be submitted to k.bird@cocoainitiative.org by October 6, 2021.

If you have any questions or would like further clarification of any aspect of this request for proposal, please contact Katie Bird, Director Communications at k.bird@cocoainitiative.org or +41 79 2413745. We look forward to receiving your proposal.

Child safeguarding policy

ICI's vision is of thriving cocoa-growing communities where children's rights are respected and protected, and where child labour has been eliminated. To this end, ICI expects all children assisted or impacted by its operations to be protected from physical, emotional and psychological harm, and all forms of abuse and exploitation.

ICI has zero-tolerance for all forms of child neglect, abuse (sexual, physical, emotional, and psychological) and exploitation (sexual and commercial).

ICI commits to put the best interest of the child first, and at the centre of its work, irrespective of a child's ability, ethnicity, faith, gender, sexuality and culture.

ICI recognizes its responsibility to ensure and to promote a safe and secure environment for children. To effectively manage risks to children, ICI requires the commitment, support and cooperation of all staff, associates, partners, suppliers, service-providers and visitors.

By replying to this RFP, you automatically agree to the above term and uphold the principles described herein.