



**SDGs KENYA FORUM**

Coalition for Sustainable Development



# ONLINE DIALOGUE PLATFORM

CONSULTANCY



Call for Expressions of Interest (EOI)  
&  
TERMS OF REFERENCE  
**01/07/FY25/**



## 1. Background

The Meaningful Engagement - Transformative Action (META) for Structured CSO Dialogue in Kenya is a joint action of the European Union (EU) Delegation in Kenya in partnership with the African Women's Communication and Development Network (FEMNET), the Coalition for Sustainable Development (SDGs Kenya Forum), and Women Engage for a Common Future (WECF). The action aims to strengthen the capacities and influence of Kenyan civil society organizations as independent actors advocating for accountability, good governance, and inclusive development, and provide institutional platforms for their active involvement in the EU's international cooperation between 2024-2027. Specifically, the action aims to achieve the following objectives:

- i. Improved and strengthened structured, inclusive, and regular dialogue between Kenyan civil society actors and the EU, facilitating meaningful and sustained engagement.
- ii. Enhanced skills, knowledge, and resources of Kenyan civil society actors, including youth and women's rights organizations, to address common development priorities and promote effective governance.
- iii. Increased information sharing, joint planning, and implementation of initiatives among Kenyan civil society actors to maximize the impact of EU-Kenya cooperation.

## 2. About the Online Dialogue Platform

The META consortium seeks to establish a Online Dialogue Platform. The creation of this platform will serve as a crucial step to strengthen civil society engagement on the EU-Kenya Cooperation, in line with the objectives of the META Project. The platform will further bridge the existing gaps in the ongoing structured dialogues including limited platforms for structured dialogue, fragmented knowledge sharing, need for coordinated civil society input in policy processes and geographic barriers to regular engagement.

The Online Dialogue Platform will be hosted on SDGs Kenya Forum's Website for sustainability. The platform will be used to host knowledge-sharing sessions, webinars and workshops focused on EU-Kenya cooperation and its priority areas. The portal will also provide a repository of relevant reports, research findings, policy briefs, and best practices that can inform and inspire collaborative efforts. The online portal will aim at increasing the effectiveness of structured dialogues between the EU and the Youth Sounding board and the Civil Society for inclusive dialogue mechanism members. The consortium partners will also enhance coordination and collaborative working across the partnership and with the YSB/CSOs.



### 3. Objectives

The specific objectives of the technical consultancy to develop the ODP will include:

- To design, develop and deploy an integrated Online/online dialogue platform that enables effective engagement between Kenyan civil society actors and the EU Delegation.
- To implement robust security features and user management systems for the consortium partners to operationalize the platform.
- To create an interactive knowledge sharing & management system.
- To provide technical support and capacity building to users of the Platform.

### 4. Scope of Work

The technical consultant will be responsible for developing, designing, and deploying the Online Dialogue Platform.

#### a) Platform development

- Conduct needs assessment with key stakeholders (users of the platform) to identify their needs, preferences and expectations of the Platform.
- Design a user-friendly interface (including accessibility to users with disabilities) aligned with SDGs Kenya Forum's website.
- Develop and test all essential features listed in the concept note.
- Ensure mobile and browser compatibility for diverse user groups.
- Create automated backup systems.

#### b) Content Management

- Create, modify and remove content in the Platform – whether they are discussion boards, uploading documents, chats, direct messages, in an audiovisual format.
- Develop search and filtering capabilities.
- Create templates for different content types.
- Include analytics and reporting tools.

#### c) Training and Documentation

- Develop user manuals and administrative guides for platform management.
- Conduct training sessions for different user groups to enhance their capacities.
- Document API and technical specifications.



## 5. Deliverables

### a) **Inception report including:**

- A detailed work plan outlining the approach, proposed platform architecture, technical tools, and timelines.
- A Comprehensive Mockup and Prototype of both the visual design and the interactive experience of the platform to be presented to the META Consortium.

### b) **Fully Developed Platform with:**

- All essential features tested and implemented with all specified features, security measures, and integrations as outlined in the concept note.
- Mobile-responsive design.
- Admin dashboard.
- Analytics tools.

### c) **Documentation Package:**

- Technical documentation.
- User and administrative manuals to guide administrators, moderators and users on how to navigate and use the platform's features.
- Training materials.
- Maintenance plan outlining ongoing maintenance and post-launch support, including bug fixes, updates and performance optimizations.

## Required Qualifications and Experience

- Advanced degree in Computer Science, Information Technology, or related field
- 5+ years' experience in developing similar multi-user platforms, preferably in the context of the humanitarian sector and development cooperation.
- Proven expertise in knowledge management systems.
- Experience working with civil society organizations.
- Strong understanding of cybersecurity.
- Excellent written and verbal communication skills



## 6. Implementation Approach/Timelines

Phase	Action	Timelines
Phase 1	Call for Proposals	1 <sup>st</sup> July – 14 <sup>th</sup> July 2025
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## 7. Reporting

The consultant will report to the SDGs Kenya Forum technical team and work closely with the META Consortium. They will provide regular updates on the progress of the deliverables as agreed.

## 8. Application Process

Interested consultants should submit the following:

- A technical proposal outlining their approach, methodology and timeline for building the Platform.
- A portfolio showcasing similar platform development projects (preferably in the development sector).
- A financial proposal detailing costs and payment structure.

## 9. Submission instructions

Interested and qualified bidders should submit a technical and financial proposal to [info@sdgkenyaforum.org](mailto:info@sdgkenyaforum.org)

The subject of your email should read **\*Call for Expressions of Interest EOI-EU META – Online Platform No: 01/07/FY25/\***

Hard copy documents will not be accepted. Queries related to the consultancy should be addressed to [info@sdgkenyaforum.org](mailto:info@sdgkenyaforum.org)

**NB:** The Technical and Financial proposals must be submitted separately. The closing date for submission of complete applications is 14th July 2025.



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### **CONTACTS:**

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# ONLINE DIALOGUE PLATFORM

CONCEPT NOTE





## 1. Introduction

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### 3. Objectives

The Online Dialogue Platform will facilitate meaningful, open and transparent discussions on EU-Kenya Cooperation and the priority areas of the META action: Human Centred Digitalisation, Green Transition, Governance, Peace and Security, Women and Youth and CSOs enabling environment. The objective of the Dialogue Platform is to enhance the effectiveness of the CSOs quarterly dialogues. In specific, the Platform aims to:

- Facilitate sharing of information, knowledge and experiences among members of the Inclusive Dialogue Mechanism and the representatives of the European Union Delegation in Kenya, focusing on the priority areas as well as the cross-cutting issues.
- Provide an online platform for the Inclusive Dialogue Mechanism members to share valuable insights, feedback and recommendations on the effectiveness of EU-Kenya cooperation, emphasizing inclusivity, transparency, accountability, and local relevance, with a focus on the three priority areas.
- Serve as a database for research findings, relevant reports, policy papers, and best practices.

### 4. Target Users

The online dialogue Platform will bring together 100 members of the Inclusive Dialogue Mechanism in all their diversity who include women's rights organisations, persons with disabilities, indigenous communities, youth and grassroots organisations, the Youth Sounding Board within the and representatives of the European Union Delegation to Kenya.

### 5. The Platform Architecture

The Platform will be designed with a human rights-based approach prioritizing accessibility, inclusivity, protection and safeguarding features. It will also uphold the "do no harm" and [African feminist principles](#) and ensure safe digital engagement for human rights defenders and marginalized groups. Key considerations will include:

#### a) Protection and Security Features;

- End-to-end encryption for sensitive communications eg. passwords, encryption of sensitive documents, two-factor authentication and optional anonymous participation in sensitive discussions in line with the SDG Kenya Forum's Safeguarding Policy, Code of Conduct and Privacy Policy. However, for purposes of accountability, activities in the platform will be closely monitored and documented so that users who are unauthorized or those who break the Community of Practice and the Code of Conduct can be identified for immediate intervention.



- Secure content sharing within the platform by setting up role-based access controls to restrict who can view or manage information and ensure that only authorized personnel have access.
- Implement a classification system to identify what constitutes sensitive information (e.g., personal data, financial information, health records).
- Implement Data Loss Prevention (DLP) tools such as McAfee and Symantec (or similar) auxiliary to the platform to monitor breaches and flow of information in real-time using tools such as Nagios, Cacti or similar.
- Logging and Auditing: The Platform will maintain logs of all actions taken on sensitive information, including removals and protections, for compliance and auditing purposes.
- Develop an alerting mechanism to notify relevant personnel when anomalies are detected.

#### b) **Inclusive Access**

- Mobile-friendly design to enhance accessibility and cater for low bandwidth users as mobile devices often optimize data usage.
- Multiple language support including English and Swahili.
- Ensure proper semantic HTML ARIA (Accessible Rich Internet Applications) attributes, and sufficient contrast ratios are used. Minimum specifications will be provided for the baseline of screen readers.
- Simple, intuitive navigation for all users, especially people with disabilities. Clear headings, logical structure, and consistent design will be prioritized.

#### c) **Safe Platform Aspects**

- Gender-sensitive design features such as gender-neutral language and avoiding of stereotypes.
- Content warnings for sensitive material.
- Clear reporting mechanisms for digital harassment.
- Moderation tools to prevent hate speech and discrimination.
- Safe storage of sensitive human rights documentation.
- Empowerment tools.
- Networking “cafes”/ channels for various organizations eg. youth, persons with disabilities, indigenous communities and any other interest groups.
- Capacity strengthening resources on diverse thematic areas



#### d) User Training and Sensitization

- Implement training for technical users of the VDS, including recognizing and handling sensitive information, including the importance of immediate action on exposures.
- Provide clear documentation on usage of the platform

## 6. Governance of the Online Dialogue Platform

A code of conduct will be developed to guide the governance of the Platform. This will also extend to governing the platform users' online behaviours. In addition, a Privacy Policy and terms of use of the platform will be developed.

#### Access Levels:

- **Administrators:** SDG Kenya Forum who will have full management rights and conduct content verification in the Platform.
- **Moderators:** Their roles will include facilitation of discussions, content posting permissions, and basic monitoring capabilities in the Platform.
- **Regular Users:** They will be involved as participants in discussions, have access to documents, and the ability to share content and chat (default user accounts: post, comment and share). All users will access the Platform by creating an account which they will use to access the Platform.

## 7. Features of the Online Dialogue Platform

The following features will be included in the Online Dialogue Platform:

- Home Page
- General Meetings/Sessions
- Thematic Working Groups – Digitalization, Green Transition and Governance, Peace and Security
- Calendar/Schedule of Events – to assist participants to track upcoming events
- Whiteboard/Chats – to ensure live chats within the thematic groups and general sessions
- File sharing – to allow uploading of documents, reports, presentations, etc
- Resource Library – to enable participants access the repository
- Polls/Surveys
- Data analytics– accessible only to Consortium Members and for M and E purposes
- Email Reminders – to remind participants on upcoming events or deadlines for contribution
- Direct messaging



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## 9. Expected Outcomes

- Enhanced dialogue engagement between CSOs and EU Delegation to Kenya
- Improved knowledge sharing among diverse CSO stakeholders in Kenya
- Increased civil society participation in policy processes and dialogues
- Strengthened evidence-based advocacy and policy influencing.
- Better documented civil society contributions

### How will we measure success?

#### i. Engagement Metrics

- Active user numbers
- Discussion participation rates
- Document access statistics
- Meeting attendance

#### ii. Quality Indicators

- User satisfaction levels
- Content relevance ratings
- Discussion quality assessments
- Knowledge utilization

### How will Sustainability Measures be integrated?

#### iii. Technical Sustainability

- Regular platform updates
- Automated backup systems
- Technical support mechanisms
- User feedback integration



iv. **Content Sustainability**

- Regular content reviews
- Update schedules
- Archiving protocols
- Quality control processes



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