**WORLD BANK / CRRH-UEMOA REGIONAL PROJECT TO PROMOTE**

**AFFORDABLE HOUSING FINANCE IN WAEMU**

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World Bank IDA Credit N°: IDA-D2360

CALL FOR EXPRESSION OF INTEREST (EOI)

**(CONSULTANCY SERVICES - SELECTION OF FIRM)**

**RECRUITMENT OF A CONSULTANT FOR THE DESIGN AND LAUNCH OF THE CRRH-UEMOA WEBSITE**

**AMI N°03/2023/CRRH-UEMOA**

1. The WAEMU Regional Mortgage Refinancing Company (CRRH-UEMOA) is a banking financial institution created on 16 July 2010 in Cotonou, by WAEMU institutions. Its mandate is to provide funding to its shareholders and Decentralized Financial Systems (DFS) to refinance housing loans granted to their customers under the terms and conditions set out in its Articles of Association. In October 2017, CRRH-UEMOA obtained funding from the International Development Association (IDA) under the World Bank/WAEMU regional project to promote affordable housing finance in WAEMU and intends to use part of this credit to finance the service contract for the design and launch of the CRRH-UEMOA website.
2. The Consultant will, among other things, be required to:

* Analyze, design, and develop a dynamic website as a modern information platform of regional interest to be integrated into the CARTHAGO digital portal (applications hosted at CRRH-UEMOA);
* Design illustrations, animations, typography;
* Make a comparative study of the menus/features of some major mortgage refinancing websites and adapt the website to the needs of CRRH-UEMOA;
* Develop a website management strategy to ensure that the relevant units of CRRH-UEMOA regularly updated the site;
* Host the site and launch it under the **crrhuemoa.org** domain in collaboration with CRRH-UEMOA’s technical staff;
* Transfer skills for the maintenance of the new website;
* Train administrators and content managers in the use and publication of articles on the site;
* Produce administrator and user manuals for the technical management of the new site;
* Produce a project completion report;
* Provide support to CRRH-UEMOA for 12 months after the new version of the platform goes online to help staff get to grips with the new platform;
* Ensure website security and compliance with personal data processing requirements from its launch. To this end, the consultant will propose:
* The architecture of the site’s hosting infrastructure;
* Protection measures against known web attacks (OWASP);
* System encryption;
* CMS modules required to protect the site;
* Back office protection;
* User consent management solution and notification in the event of personal data collection;
* The consultant will also be required to correct any shortcomings detected during the technical audits.
* The web portal will be in French.
* The web portal and all its contents shall be the property of CRRH-UEMOA.

The task mainly comprises three (3) phases:

**1st Design phase** (from project start date):

*  Submission of the web design to CRRH-UEMOA for validation;
*  Document review to propose a detailed navigation system to CRRH-UEMOA;
*  Conceptual specifications detailing programming modes, languages used, and technologies deployed;
*  Web tree structure and layout. These should include the list of tabs and their content, so as to optimize simple, intuitive, and user-friendly navigation;
*  Infrastructure deployment architecture;
*  CMS proposal and choice of security modules.

**2nd phase of production** (from the date of notification of validation of the 1st phase products):

*  Web page development;
*  Content validation by CRRH-UEMOA.

**3rd Deployment phase** (from the date of notification of validation of 2nd phase products):

* At the end of the development phase, and after validation by CRRH-UEMOA and related formalities, the consultant will host the web platform in collaboration with the CRRH-UEMOA team.
* The consultant must ensure the website application complies with approved standards, procedures, and operational management structures.
* The consultant must endeavor to use the most effective tools and technologies for this service.

The estimated duration of the CRRH-UEMOA website project is thirty (30) days. The estimated period of technical assistance is four (4) months.

The detailed Terms of Reference (TORs) for the project can be obtained from the following email address:

68 Avenue de la Libération, Immeuble BOAD, BP 1172 Lomé (TOGO)

Telephone: (00 228) 22 23 27 22, Fax: (00 228) 22 23 27 42

Email: consultant-it@crrhuemoa.org

1. Management of CRRH-UEMOA invites eligible consulting firms ("Consultants") to submit their Expression of Interest (EOI) in providing the services described above.

Interested consultants must provide information demonstrating that they have the required qualifications and relevant experience for the execution of the Services required.

The EOI Interest must be submitted in French.

1. Shortlisting will be based on the following criteria:

(a) proven skills (technical references from clients or acceptance reports for similar services provided) in dynamic web applications and project management IT solutions, (b) references to web application development and project management, and knowledge of the collateral aspects of web design, production, and (c) web hosting.

The consultant must also have expertise in web application development and proven expertise in web development tools (Content Management System (CMS), HTML, XML, PHP, Java, Javascript, MySQL, Postgre SQL, etc.). Proven experience of CSS and World Wide Web Consortium (W3C) standards.

The Consultant must have good writing and communication skills.

1. Bidders are to note that the provisions of Section III, paragraphs 3.14, 3.16, and 3.17 of the World Bank’s Procurement Regulations for Borrowers Applying for Investment Project Financing (IPF) of July 2016 revised in November 2017 (''Procurement Regulations''), describing the World Bank’s policies on conflict of interest, apply to this procurement.

Selection will be based on the Consultants’ Qualification (SQC) method described in the World Bank’s Procurement Regulations.

1. Interested bidders may obtain further information at the address below and at the following times: Monday to Friday from 9:00 a.m. to 12:00 noon and from 3:00 p.m. to 5:00 p.m. (local time).
2. Expressions of Interest, written in French, bearing the words “**Manifestation d’intérêt pour le recrutement d'un consultant pour la conception et la mise en ligne du site web de la CRRH-UEMOA"** must be received in a sealed envelope in four (4) copies, including one original, or sent by e-mail, latest by 3:00 p.m. on **21/06/2023**:

**CAISSE REGIONALE DE REFINANCECEMENT HYPOTHECAIRE DE L’UEMOA (CRRH-UEMOA)**

**68 Avenue de la Libération, Immeuble BOAD, BP 1172 Lomé (TOGO)**

**Telephone : (00 228) 22 23 27 22**

**Email :** **consultant-it@crrhuemoa.org**

Lomé, 07/06/2023

**Yedau Ogoundele**

**Managing Director**