Terms of Reference

Afghanistan Human Rights Coordination Mechanism website and chatroom

Context

The Afghanistan Human Rights Coordination Mechanism (AHRCM) was launched in January 2022, dedicated to the protection and support of Afghan human rights defenders. The mechanism will map the needs of Afghan human rights defenders and support providers, monitor violations of human rights and civic space, coordinate and share information among actors responding to the crisis, and bring together Afghan and international voices to advocate for full respect for the human rights of all in Afghanistan. The Afghanistan Human Rights Coordination Mechanism is co-led by Freedom House, the Afghan Civil Society Forum-org (ACSFo), the Safety and Risk Mitigation Organization (SRMO), the Women’s International League for Peace and Freedom’s Afghanistan Chapter (WILPF-Afghanistan), MADRE, and the International Federation for Human Rights (FIDH).

Purpose of consultancy: Website and chatroom

A key component of AHRCM’s work will be the creation of an online platform to facilitate communication and cooperation between Afghan activists, wherever they are based in the world. The website will be in three languages: Dari, Pashto and English. It will gather and host information of value to HRDs, including resources on funding, training opportunities, and learning materials on human rights related issues.

The website will feature a secure Chatroom. Afghan HRDs are now spread around the world and the Chatroom will provide a crucial space to connect, share information, and coordinate activities. Activists will be able to hold discussions, ask questions, report findings, receive information, network, share experiences and coordinate advocacy work. The chatroom will operate in Dari, Pashto and English.

Timeline

RFP Release Date: 20 May 2022
Response Deadline: 30 May 2022
Vendor Selection: 5 June 2022 including interview with the shortlisted companies/individuals.
Project Kickoff: 10 June 2022 sign contract and start project.
Desired Launch Goal Date: Start testing 1 July, Go live mid to end July

Main tasks

- Designing and building a user friendly public website that is simple to navigate and has the capacity to host reference information and training resources, including audiovisual materials (all written content will be provided by SRMO)
- Designing and building a private secure Chatroom function that maximizes the possibility for effective communication (including document sharing) while remaining security conscious
- Providing basic training to the SRMO/AHRCM team on uploading content to the website and future maintenance
Security considerations

- Information security is a key consideration and challenge for the Chatroom aspect of this project. The safety and privacy of activists is of paramount importance; safety protocols will need to be set at a very high level.
- SRMO/AHRCM is currently developing guidelines and ToRs for the Chatroom on the following:
  - Verification/approval process for participants before they are given access to the Chatroom
  - Developing community guidelines for participants

Technical requirements

- The Chatroom will only be accessible by approved participants and records of conversations will not be publicly available. However, administrators at SRMO/AHRCM will need to have access to Chat records in order to ensure that community guidelines are being followed, as well as to monitor whether the Chatroom function is being used for its desired goals and if it is a useful mechanism for achieving these goals.
- The Chatroom conversations should have an efficient search function and information filtering system so that people can go back and review conversations they have been involved in, particularly where project planning and advocacy campaigns are being discussed.

Submission requirements and instructions

- Applicants need to be able to operate in English; knowledge of Dari and/or Pashto is desirable
- Applicants must have a good understanding of information security in complex environments such as Afghanistan
- Applicants should ideally have previous experience of developing websites for NGOs/non-profit organisations
- Applications should include:
  - Brief technical proposal outlining how consultant(s) would fulfil the brief outlined in this ToR, with particular focus on the information security challenges of this project
  - CV(s) of consultant(s) providing details of experience working on comparable projects
  - Proposed budget

Project management

The website development part of this project will be coordinated by Horia Mosadiq and Lucy van der Kroft for SRMO. Please send proposals and any queries about the project to srmo.afg@gmail.com and lucyvanderkroft@gmail.com