



Terms of Reference – Service provider

The Moroccan Institute for Policy Analysis (hereinafter referred to as MIPA) is seeking a **service provider** to develop an open-access, interactive, multilingual (Arabic/English) website designed to serve as a National Digital Hub in the framework of the project SAWTECH.

These Terms of Reference (ToR) specify the background of the process, as well as the scope of the mission of the service provider.

Summary

Location: Morocco	Type of Contract: Service Provision Contract
Contract Duration: 1 st September – 31 st December 2026	Project: SAWTECH
Deadline for applications: 15 th August 2026 – 6 PM (Morocco time)	Compensation: To be determined based on the technical and financial proposal submitted

Background

MIPA is a non-profit independent research institution based in Rabat, Morocco. Founded by a group of transdisciplinary researchers, MIPA's mission is to produce systematic and in-depth analysis of relevant policy issues that lead to new and innovative ideas for solving some of the most pressing issues relating to democracy.

From March 2026 MIPA is implementing, as part of a consortium led by Acted, the project «SAWTECH: For an Inclusive and Democratic Participation of Civil Society in Morocco». The project aims to foster concrete citizen participation solutions to strengthen transparent, democratic, and good governance. It leverages digital tools and civil society empowerment to improve access to information, structure local initiatives, and promote Civic Tech. Furthermore, it seeks to create open dialogue spaces between civil society, institutions, and the private sector, at both the regional and national policymaking level, through a co-creation approach to civic space and public policy, supported by the dissemination of advocacy efforts to institutional bodies.

Consultancy/Service Definition



MIPA is seeking a service provider to develop and maintain an open-access, digital, interactive, and multilingual platform (Arabic/English) to serve as a National Digital Hub and as an intermediary between the private sector and civil society. The platform will centralize existing digital transformation tools and relay Civic Tech tools at the national level. These resources will include guides on the operation of associations and management tools, as well as pilot software provided by organizations collaborating in the project.

In addition, the platform will list the project's outputs: a participatory, and continuously updatable national mapping of Moroccan civil society, a national index of civil society organizations digitalization, an idea box including ideas generated through hackathons, Civic Tech tools with instructions for use, publications such as policy briefs, as well as a forum enabling users to contribute by publishing articles, guides, petitions, or policy texts, while networking and exchanging with private-sector stakeholders, local authorities, and professional associations.

Services required

- Design, develop, deploy, and maintain an open-access, interactive, multilingual (Arabic/English) digital platform serving as a National Digital Hub, including responsive CSS and graphic design elements.
- Conduct comprehensive testing of the platform prior to public launch, including the delivery of a beta version for review.
- Develop a secure Content Management System (CMS) enabling administrators to manage and update the platform independently.
- Design and develop an interactive community forum enabling registered users to publish articles, guides, petitions, policy papers, and other relevant content. Implement content moderation workflows, user permissions, spam protection, and forum administration tools. Enable user interaction through discussion threads, commenting, notifications, and networking functionalities.
- Integrate advanced search, filtering, and categorization functionalities to facilitate access to platform resources and content.
- Implement analytics and reporting functionalities to monitor platform performance, user engagement, and usage statistics.
- Optimize the platform for search engines (SEO) and ensure compliance with recognized web accessibility standards (e.g., WCAG 2.1 AA), where applicable.
- Ensure compliance with cybersecurity, secure authentication, and applicable data protection standards.





- Provide technical documentation, including system architecture, administrator manuals, and user guides, and deliver training sessions for the organization's staff and administrators
- Provide corrective, preventive, and adaptive maintenance throughout the contract period, including software updates, security patches, bug fixes, backups, performance monitoring, and technical support.
- Full source code including all developed libraries shall be handed over to MIPA.

Required skills and experience

Eligible service providers must meet the following qualifications and competencies:

- To be legally authorized to operate in Morocco.
- At least five (5) years of proven experience in the design, development, deployment, and maintenance of interactive, user-friendly, and responsive web platforms.
- Demonstrated expertise in Content Management Systems (CMS), preferably WordPress, including content management, user administration, and platform maintenance.
- Proven technical capacity in modern web development technologies, including HTML5, CSS3, JavaScript, PHP, APIs, database integration, and responsive web design, as well as experience in developing searchable repositories and interactive web functionalities.
- Strong experience in UI/UX and graphic design, with the ability to create intuitive, accessible, visually appealing, and multilingual digital interfaces optimized for desktop and mobile devices.
- Experience in implementing multilingual websites (Arabic and English preferred) and ensuring compatibility across major browsers and devices.
- Capacity to prepare technical documentation, including user manuals, administrator guides, and complete source code handover to ensure the long-term sustainability and maintainability of the platform.
- Previous experience working with international organizations, NGOs, public institutions, or donor-funded digital development projects will be considered an asset.

Who can apply

- Service providers legally authorized to operate in Morocco are invited to apply.





- ### Proposal submission and evaluation process

- Portfolio of relevant projects or studies implemented by the organization during the last 3 years.
- A technical and financial proposal (minimum 3 pages), outlining the proposed methodology, relevant experience, timeline, and financial offer.
- A cover letter (maximum 1 page) highlighting their suitability for the assignment.
- Applications should be submitted as a single PDF file to hr@mipa.institute, with s.salah@mipa.institute in copy.
- The deadline for submission is **August 15, 2026 at 6 PM (Morocco time)**.
- Following the evaluation of applications, up to three shortlisted candidates may be invited for an interview or clarification meeting to further assess their technical expertise, proposed approach, and suitability for the assignment. Only shortlisted applicants will be contacted.
- All questions regarding this position must be submitted to hr@mipa.institute (with s.salah@mipa.institute in copy).

- The SAWTECH project team will provide the service provider with all relevant information and technical support necessary for the successful implementation of the assignment.
- A detailed workplan and delivery schedule will be agreed upon during the contract negotiation phase.
- MIPA reserves the right to request information related to the assignment for project monitoring, reporting, communication, and learning purposes, while fully respecting confidentiality and data protection requirements