CARIBBEAN POLICY DEVELOPMENT CENTRE

Consultancy to Undertake the Technical Build-Out and Operationalisation of the CPDC Website and Integration of its Online Hubs

CALL FOR APPLICATIONS

Description: Consultancy to Undertake the Technical Build-Out and Operationalisation of the CPDC Website and Integration of its Online Hubs

Location: Remote

Nature of the Consultancy: The consultancy may be undertaken by an individual consultant, a team of consultants, or a corporate body with the requisite expertise and experience.

BACKGROUND

The Caribbean Policy Development Centre (CPDC), established in 1991 and headquartered in Barbados, is a legally registered non-profit organisation that functions as a regional umbrella body for civil society organisations across CARICOM. CPDC works with regional, national and community-based organisations and development partners to strengthen civil society participation in development processes through research, advocacy, training, public education, publications and institutional strengthening.

CPDC maintains a number of public-facing digital platforms that support its communications, research, advocacy, knowledge-sharing and institutional-strengthening work. These include the main CPDC website and related online resource platforms and hubs. CPDC has identified the need to modernise and strengthen this digital presence to improve usability, accessibility, security, consistency, content management, public engagement and the discovery of resources across its online platforms.

A recent CPDC Website and Digital Data Audit identified a range of issues requiring attention, including website stability, security and access controls, outdated and duplicated content, inconsistent navigation and contact information, content freshness, search visibility, user experience, and the relationship among CPDC's main website and associated online hubs. The consultancy will therefore be expected to review the existing environment, validate current technical needs and undertake the technical build-out and Operationalisation of CPDC's approved website design.

The Terms of Reference are attached as Annex 1.

GUIDELINES FOR APPLICATIONS

Interested applicants are requested to submit the following:

- A cover letter addressed to the Executive Director, Caribbean Policy Development Centre.

- A Technical Proposal outlining the proposed approach and methodology, understanding of the assignment, proposed work plan, technology approach, quality assurance arrangements, and approach to user-centred design, security, accessibility and AI-assisted functionality.
- A Financial Proposal providing a detailed costing of professional fees and all other estimated expenses against the proposed outputs and deliverables.
- A portfolio demonstrating experience in delivering similar website redevelopment, digital platform, AI-assisted web, or related assignments.
- A direct link to at least one (1) completed website or digital platform that CPDC can access and review, together with a brief description of the applicant's role in the assignment, **will be considered an asset.**
- A one-page profile of each consultant or key expert proposed for the assignment, outlining relevant qualifications and experience.
- Full curriculum vitae of each consultant/key expert participating in the assignment, attached as an Appendix.
- CPDC will require at least one (1) professional reference from shortlisted applicants to verify satisfactory performance on a similar assignment.

Submissions are to be sent to the Caribbean Policy Development Centre via electronic mail to cpdcsubmissions@gmail.com with the subject line: "Consultancy to Undertake the Technical Build-Out and Operationalisation of the CPDC Website and Integration of its Online Hubs"

All applications must be submitted by 5:00 p.m. AST on 22 October 2026

CPDC will contact the successful applicant(s). Only applicants meeting the criteria outlined in the Terms of Reference should apply.

Annex 1

Caribbean Policy Development Centre

Terms of Reference

Consultancy to Undertake the Technical Build-Out and Operationalisation of the CPDC Website and Integration of its Online Hubs

BACKGROUND

The Caribbean Policy Development Centre (CPDC), established in 1991 and headquartered in Barbados, is a legally registered non-profit organisation and regional umbrella body for civil society organisations across CARICOM. CPDC represents and works with a diverse range of non-governmental and community-based organisations addressing economic, social, cultural, environmental and governance issues across the Caribbean.

CPDC supports civil society participation in public policy and development processes through research, training, advocacy, publications, public education and institutional strengthening. The organisation maintains working relationships with Caribbean civil society organisations, governments, regional institutions, international development partners and other stakeholders.

CPDC's online presence is central to its communications, public education, research dissemination, advocacy, networking and institutional-strengthening functions. It includes the main website, the NGO Resource Hub, the NGO Directory, the Risk Resilience Hub and the Sovereign Debt Hub. These platforms contain important institutional, programme, research, advocacy and resource content that must be accessible, current, secure and easy to navigate.

CPDC has undertaken a Website and Digital Data Audit which identified areas requiring correction and improvement across the website and online hubs. The findings include matters related to website stability and backend performance, security and user access, outdated or duplicated content, inconsistent navigation and branding, content freshness, contact information, search visibility, data presentation and general user experience. The audit is intended to inform the consultancy but is not a substitute for the Consultant's own technical assessment.

CPDC therefore seeks a suitably qualified Consultant or firm to undertake the technical build-out and Operationalisation of a CPDC-approved website design, integrate the website with CPDC's online hubs, and ensure the final solution is responsive, secure, accessible, maintainable and fully functional. The assignment will also include AI-assisted features for public users and authorised CPDC staff.

PURPOSE AND OBJECTIVE

The purpose of the consultancy is to technically build and implement CPDC's approved website design so that the final website is modern, secure, responsive and user-friendly; improves public access to

CPDC information and resources; strengthens online visibility and credibility; supports effective content management; and improves integration and navigation across CPDC's online hubs.

In this context, the Consultant will serve as an external contractor responsible for the technical build-out, integration, deployment, hosting configuration and troubleshooting required to operationalise CPDC's approved website design. The Consultant should have significant relevant experience in website development, backend implementation and digital platform integration, including experience working with NGOs or development organisations.

General Objective

- To undertake the technical build-out and Operationalisation of CPDC's approved website design and strengthen the integration, usability, security, accessibility and maintainability of the website and online hubs, including appropriate AI-assisted public-user and staff-support functions.

Specific Objectives

1. Assess the current CPDC website and related online hubs, validate the findings of the existing Website and Digital Data Audit, and confirm the technical requirements for implementation.
2. Technically build and implement the main CPDC website in accordance with CPDC's approved design, ensuring a responsive, accessible, secure and easy-to-manage platform with effective navigation, search, content organisation and online visibility.
3. Implement the approved integration of the main website with CPDC's associated online hubs and preserve or migrate approved existing content and digital assets as required.
4. Implement AI-assisted public-user features that help visitors ask questions, locate approved CPDC information and resources, and obtain concise summaries of CPDC research and publications, with suitable accuracy, privacy and administrative safeguards.
5. Implement AI-assisted staff tools to help authorised CPDC team members prepare, update, format, categorise and post approved website content, and support routine website administration and troubleshooting, while keeping publication and system changes subject to staff review and approval.

SCOPE OF WORK

The Consultant will be expected to undertake, at minimum, the following activities:

- Review CPDC's current website and related online hubs, including the findings of the existing website audit, and confirm the technical requirements for implementation.
- Undertake the technical build-out of the CPDC approved website design and ensure it functions effectively across desktop, tablet and mobile devices.
- Implement the approved navigation, content structure, search, accessibility, SEO and integration requirements across the website and online hubs.
- Integrate CPDC's existing digital hubs into the main website through clear navigation and a dedicated "Data & Resource Hubs" section or landing page, while preserving the existing hub platforms and URLs unless otherwise approved by CPDC.

- Implement AI-assisted public-user tools that can answer questions based on approved CPDC content, help users locate information and resources, summarise CPDC research and publications, and provide links to relevant source material where practical.

6. Implement AI-assisted content tools that can help authorised CPDC staff draft articles or summaries from CPDC publications and, where approved, relevant external online information, with all generated content subject to staff review and approval before publication.
7. Provide AI-assisted backend support to help authorised CPDC team members prepare, update, format, categorise and post approved website content and receive guidance on routine administration and troubleshooting.

- Migrate and preserve approved existing content and data, and address identified technical, security and functionality issues.
- Test the technically built website, incorporate CPDC feedback, deploy the approved final solution and provide training, manuals and full technical handover.

INSTITUTIONAL PROFILE / CONSULTANCY REQUIREMENTS

A. Qualifications

- A University degree in Computer Science, Information Technology, Software Engineering, Web Design and Development, Digital Media, or a related field. A postgraduate qualification will be an asset.
- Relevant professional certifications in web development, cloud technologies, cybersecurity, user experience, accessibility, artificial intelligence or related disciplines will be an asset.

B. Experience and Knowledge

- At least seven (7) years of relevant professional experience in website development, technical implementation and deployment, or demonstrably equivalent experience for a firm/team.
- A successful track record delivering modern, responsive and content-rich organisational websites and digital platforms.
- Demonstrated experience with content management systems and/or modern web application frameworks, databases, integrations and web hosting/deployment environments.
- Demonstrated experience in website security, access control, backups, recovery, performance optimisation and secure deployment practices.
- Demonstrated experience implementing approved user-interface designs, information architecture and mobile-responsive website requirements.
- Experience implementing search, resource repositories, directories, data visualisation, content filtering and/or related knowledge-management functionality will be an asset.
- Practical experience implementing AI-assisted website features, retrieval-based assistants, chatbots or intelligent search functions, including safeguards for privacy, data governance and response quality, will be a strong asset.

- Knowledge of web accessibility standards and good practice, including WCAG principles, will be an asset.
- Experience working with NGOs, regional organisations, development agencies or public-interest institutions in the Caribbean or comparable contexts will be an asset.
- Understanding of the operational realities of small and medium-sized non-profit organisations, including the need for maintainable and cost-effective technology solutions.

C. Skills and Abilities

- Excellent planning, organisational and time-management skills.
- Strong analytical, diagnostic and problem-solving skills.
- Excellent written and oral communication skills and ability to explain technical matters to non-technical users.
- Ability to accurately translate approved designs and functional specifications into a stable, user-friendly and maintainable website.
- Ability to manage website deployment, migration and handover in a manner that protects existing content, data and website continuity.
- Ability to document systems clearly and provide effective end-user and administrator training.
- Ability to deliver high-quality outputs in accordance with agreed specifications and timelines.

DURATION OF THE ASSIGNMENT

The consultancy will run over the period 30 October 2026 to 31 January 2027. The Consultant will propose a detailed work plan and implementation schedule as part of the Inception Report, for review and approval by CPDC.

DELIVERABLES

The Consultant will be required to complete and submit the following deliverables:

1. **Inception Report:** Setting out the Consultant's understanding of the assignment, methodology, work plan, implementation schedule and information/access requirements.
2. **Current Website Technical Assessment and Implementation Plan:** Assessment of the current website and online hubs, validation of the existing audit, confirmed technical requirements, implementation approach, hosting/deployment requirements, integration requirements and proposed approach for the AI-assisted public-user and staff-support functions.
3. **Working Test Version:** A functional test version built from CPDC's approved website design for CPDC to review and approve before final launch, including the agreed online-hub integrations and AI-assisted functions.
4. **Testing and User Acceptance:** Testing of functionality, responsiveness, accessibility, security, content integrity, links/forms, search, online-hub integrations and both public-user and staff-facing AI-assisted functions, with identified issues corrected before deployment.
5. **Fully Functional Production Website:** Deployment of the approved, secure and responsive website based on CPDC's design, with agreed integrations and AI-assisted functionality fully operational.

6. **Training and User/Administrator Manual:** Practical training for designated CPDC staff and a manual covering routine content management, administration, AI-assisted content preparation and posting, AI-assisted public-user features, and basic troubleshooting.
7. **Technical Handover and Final Completion Report:** Complete handover of relevant source/project files, technical documentation, configuration and deployment information, administrator access, backup/recovery procedures, third-party service details and a concise final report on work completed and maintenance requirements.

PRESENTATION OF WORK

The Consultant will transmit work plans, reports, invoices, receipts and other outputs according to agreed specifications, established CPDC protocols and applicable industry standards. Draft deliverables will be subject to review and feedback by CPDC before acceptance. All final documentation should be provided in editable and accessible formats, in addition to any required final published format.

ADMINISTRATION AND REPORTING

The Consultant shall report to the Executive Director, CPDC, and will be expected to provide regular progress updates at intervals agreed during inception. CPDC may establish a small internal review team for the assignment. All major design, architecture, migration, production deployment and AI-functionality decisions will require CPDC approval before implementation.

The Consultant shall not make unauthorised changes to production systems, delete existing public records or content, or expose production credentials. Appropriate backups and rollback arrangements must be in place before migration or deployment activities.

CONFIDENTIALITY, DATA PROTECTION AND OWNERSHIP OF FINAL OUTPUT

The Consultant shall treat as confidential all non-public CPDC information, credentials, internal documents, data and systems accessed in the course of the assignment and shall use such information only for the purposes of completing the consultancy. The Consultant shall apply appropriate data-protection, privacy and security practices throughout the assignment.

All work developed specifically for CPDC under this assignment, including source code, system settings, manuals, databases and related project files, will become the property of CPDC once payment has been made. Any third-party software, licences, subscriptions, AI services or tools used must be clearly identified and approved by CPDC in advance.

The Consultant shall have no continuing legal claim over final outputs for which payment has been duly made and shall provide CPDC with the access, documentation and credentials reasonably required to operate, maintain and further develop the solution after handover.