ECOWAS REGIONAL ELECTRICITY REGULATORY AUTHORITY

AUTORITÉ DE REGULATION RÉGIONALE DE L'ÉLECTRICITÉ DE LA CEDEAO

AUTORIDADE REGULADORA DE ELETRICIDADE REGIONAL DA CEDEAO

Request for Proposal

Design and Development of a Website for ERERA

1. BACKGROUND

The ECOWAS Regional Electricity Regulatory Authority (ERERA) is a specialized institution of the Economic Community of West African States (ECOWAS), established to regulate cross-border electricity exchanges and foster the development of a competitive regional electricity market. Established in 2008, ERERA plays a pivotal role in creating a harmonized regulatory environment that promotes investment, ensures transparency, and safeguards the interests of market participants and consumers within the ECOWAS region. By setting market rules, providing oversight, and building regulatory capacity among Member States, ERERA supports the broader goal of regional integration and sustainable energy access in West Africa.

To improve stakeholder engagement, enhance transparency, and strengthen its digital presence, ERERA seeks to design and develop a modern, secure, and multilingual website.

2. OBJECTIVES OF THE ASSIGNMENT

The primary objectives of this assignment are to:

- Develop a visually appealing, responsive, and user-friendly website.
- Provide multilingual support in English (EN), French (FR) and Portuguese (PT).
- Enhance the accessibility, navigability, and usability of content.
- Improve content management through a robust CMS.
- Facilitate real-time updates, stakeholder engagement, and feedback mechanisms.
- Comply with international standards for accessibility, performance, and security.

3. TARGET AUDIENCES

The website will serve:

- National Regulatory Authorities in ECOWAS Member States
- Government agencies and policymakers
- Energy sector stakeholders and market participants

- Development partners and donors

- Researchers, media, and the general public

4. SCOPE OF WORK

4.1 Planning and Design

The service provider shall lead the planning and design phase in close collaboration with ERERA to ensure the website reflects the institution's identity, audience needs, and usability standards. The service provider shall:

- Conduct stakeholder consultations with relevant units in ERERA to inform design and structure.

- Propose at least 3 homepage mockups and sitemap structures for review and selection.

- Apply ERERA's visual identity and branding using ERERA's primary colors, fonts and logo files, and ensuring consistency of these elements across the website.

- Design a clean, professional, and responsive interface, applying UI/UX principles to support intuitive navigation, clear content structure, and ease of use across all devices and languages.

4.2 Functional Requirements

The website shall include the following features:

- Document Repository (Regulations, Reports, Publications, etc.)

- News and Events Section with Archives

- Image and Video Galleries

- Image and content sliders on the homepage and other relevant sections featuring rotating images and text overlays

- Static or rotating banners for featured announcements, alerts, campaigns, promotions, etc.

- Search functionality with advanced filters

- Multilingual Content (EN, FR, PT) with a toggle switch

- Content version control

- Contact Page with map and structured forms

- Stakeholder engagement tools (surveys, newsletter, feedback forms)

- Member area for forums and restricted documents

- API/News Feed capabilities

- Social media integration

- Sitemap, FAQs, Glossary, Disclaimer, Useful Links

4.3 CMS and Content Management

- Implement a robust and scalable WordPress CMS.

- Enable easy backend content editing for non-technical users.

- Provide training for CMS use and updates.

4.4 Technical Requirements

- Ensure compliance with Web Content Accessibility Guidelines (WCAG 2.1).

- Implement HTTPS encryption with SSL/TLS.

- Ensure protection against spam, XSS, and other vulnerabilities.

- Optimize the website for fast loading speeds using caching, code minification, and media compression.

- Ensure full mobile responsiveness and cross-platform compatibility across major operating systems (Windows, macOS, iOS, Android) and browsers (Chrome, Firefox, Safari, Edge).

- Implement SEO best practices to enhance website visibility and content discoverability.

- Integrate web analytics tools for performance monitoring.

- Implement automated and manual backup solutions and a disaster recovery mechanism.

4.5 Content Migration

- Assess and migrate content from the existing website: www.erera.arrec.org.

- Maintain content integrity and ensure metadata is preserved.

4.6 Testing and Launch

Prior to launch, the service provider shall conduct a full suite of technical and quality assurance tests to verify that the website performs reliably, securely, and in accordance with ERERA's requirements. These shall include:

- Functional testing of all features

- Browser and device compatibility testing

- Accessibility and performance testing

- Security testing for potential vulnerabilities

In addition to technical testing, the provider shall coordinate and support User Acceptance Testing (UAT) with ERERA to validate that the website meets the organization's

expectations in terms of usability, content accuracy, and readiness for public access. All feedback from UAT must be addressed before the final go-live.

4.7 Training and Documentation

The service provider shall deliver comprehensive training and supporting documentation to ensure ERERA staff can effectively manage and maintain the website post-launch.

- Conduct at least two training sessions for designated ERERA staff, covering website administration, content updates, and basic troubleshooting.

- Provide the following documentation:

    o CMS user manual tailored for content editors and administrators

    o Technical documentation for internal IT support teams

    o Clear procedures for website backup and restoration

4.8 Post-Launch Support

The service provider shall provide a two-month post-launch support period to ensure the stability, functionality, and security of the website. This support shall include bug fixes, performance monitoring, CMS administrative assistance, backup and restore verification, minor content or layout adjustments, and general technical troubleshooting.

The provider shall also offer a support channel for reporting and resolving post-launch issues within agreed response times.

5. DELIVERABLES

The service provider shall deliver the following outputs upon completion of the project phases:

1. Inception Report and Work Plan – Detailing the proposed approach, timeline, and key milestones.

2. Information Architecture and Wireframes – Including homepage mockups and a proposed site structure.

3. Fully Functional Multilingual Website – Designed, developed, and deployed in English, French, and Portuguese.

4. Customized CMS Configuration – With administrator access and role-based content management capabilities.

5. Source Code and Technical Assets – Full website source code, configuration files, and any custom-developed components.

6. Content Migration Report – Documenting the successful transfer and validation of legacy content to the new platform.

7. Training and Documentation – Delivery of staff training sessions and comprehensive user and technical manuals.

8. Final Completion and Handover Report – Summarizing the project outcomes, testing results, and post-launch status.

6. DURATION AND TIMELINE

The assignment is expected to be completed within **12 to 16 weeks**:

Phase	Duration
Planning & Design	Weeks 1–2
Development	Weeks 3–8
Testing & Adjustments	Weeks 9–10
Training & Finalization	Week 11
Launch	Week 12
Post-launch Support	2 Months

7. EXPERTISE AND QUALIFICATIONS REQUIRED

The selected firm must demonstrate the following qualifications and competencies:

- Minimum of five (5) years of proven experience in professional web design and development.

- Demonstrated expertise in developing multilingual websites for institutional, regulatory, or public-sector clients.

- Proficiency in leading CMS platforms, particularly WordPress.

- Proficiency in web development languages such as HTML, CSS, JavaScript, and PHP.

- Strong knowledge of UI/UX design principles, responsive web design, and search engine optimization (SEO).

- Familiarity with web accessibility standards, specifically WCAG 2.1 compliance.

- A solid track record of delivering similar projects for regional or international organizations.

- Excellent communication, coordination, and client engagement skills.

8. APPLICATION PROCEDURE

Interested firms are invited to submit a comprehensive proposal that includes the following components:

- Company Profile – Including legal registration details and relevant corporate background

- Portfolio of Similar Projects – With links to completed websites and client references

- Technical Proposal – Outlining the firm's understanding of the assignment, proposed methodology, tools to be used, and implementation timeline

- Financial Proposal – Providing an itemized budget, including a proposed payment schedule

- Team Composition – CVs of key personnel demonstrating relevant experience and roles in the project

- Testing and UAT Plan – Description of the approach to functional testing and coordination of User Acceptance Testing with ERERA

- Training Plan – Detailing the format, duration, delivery method, and post-training support

9. SUBMISSION DETAILS

Proposals should be submitted to:

Email: website@erera.arrec.org   (Do NOT send to or copy any other email address)
Subject: ERERA website development
Deadline: December 4, 2025

For any clarification, kindly contact: procurement@erera.arrec.org