

WORLD VISION INTERNATIONAL

TERMS OF REFERENCE

FOR COMMUNITY SPONSORSHIP DONATION WEBSITE CONSULTANT

1. INTRODUCTION

In Cambodia, World Vision raises funds to support the most vulnerable children and their communities so they can experience sustainable community development for the future of the nation and its economic and human resources – So that more children are able to live life in all its fullness. WV aims to enhance understanding among the public and target groups of the power of philanthropy, the real impact that their support can have in the lives of children, the benefits of giving may have for them individually and the contribution this can have to benefit the whole country.

To ensure all the funding transparency and convenient for both fundraisers and supporters, we need to develop a donation website which drives the audience to World Vision's programmes, particularly "Community Sponsorship". Thus, the donation website/platform needs to be in place where people can see information about the programme and include the functionality to receive donations.

2. PURPOSE OF THE CONSULTANCY

To develop a donation website for World Vision International Cambodia with provided content and design materials from the World Vision Local Fundraising unit. The donation portal will enable recurring payments from supporters. The money gateway will be integrated with local banks (ABA, Wing, Visa Card ...). The platform will also provide instant receipt/invoice, thank you emails and updated information about the programmes to supporters and instant chatbot.

3. ACCOUNTABILITY OF THE PROVIDER

The service provider should deliver the following modules:

❖ Website criteria

- a. Website must be able to integrate with local bank gateway (payway, Wing, or bakong, ...)
- b. Donate page can be customized
- c. Dynamic content

- d. Donor information include bank account must be encrypted in database field
- e. Provide training of using the website

❖ **Features**

- a) Donation page and Form are easy to find
- b) Allow visitor to register/update account profile
- c) Allow visitor to subscribe / unsubscribe the donate option
- d) Visitor able to setup donate recurring
- e) Visitor able to receive push notification or email communication from content manager
- f) PDF receipt or other features after donated successful
- g) Website able to post promotion video
- h) Provide admin page to extract/export all information into excel or PDF.

❖ **Further Requirements:**

The system is required to conform to the following criteria:

- a) Service Security and access management must ensure that system processes and data can be actioned and accessed only by appropriate and authorized personnel.
- b) Web based interface must be provided for interaction between user and database
- c) Performance of the system, including data access, should be adequate and fast.
- d) The delivered solution must be in English and should have a user-friendly interface with easy navigation.
- e) System should be capable of splitting large amount of data using data paging to present information in a user-friendly way.
- f) System should be flexible and expendable for future use.
- g) Required System should be capable to work in any environment.

4. KEY DELIVERABLES OF THE CONSULTANCY

Develop website based on our TOR and ready to be tested in the first week of March 2021 after confirming the selection/contract signed.

5. EXPERIENCE AND QUALIFICATIONS

- Knowledge and experience of donation website creation
- Evidence of previous high quality website development for reference

6. Schedule & Budget

The consultant or agency will propose the time required to develop the website according to the above expectations.

Expressions of interest, including costs estimates and availability should be received via email by 25 January 2021.

The budget of the project is maximum of \$5,000 USD.