



RESEARCH DATA ALLIANCE

rd-alliance.org

Research Data Alliance Foundation

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New RDA Web Platform Specifications

Request for Proposals

1 Background / Introduction

The Research Data Alliance (RDA)'s vision is that Researchers and Innovators can openly share and reuse data across technologies, across disciplines and across countries to address the grand challenges of society. It's mission is to build the social and technical bridges to enable the open sharing and re-use of data.

The Research Data Alliance (RDA) was launched as a community-driven initiative in 2013 by the European Commission, the United States Government's National Science Foundation and National Institute of Standards and Technology, and the Australian Government's Department of Education and Training with the goal of building the social and technical infrastructure to enable open sharing and re-use of data.

RDA has a grassroots, inclusive approach covering all data lifecycle stages, engaging data producers, users and stewards, addressing data exchange, processing, and storage. It has succeeded in creating the neutral social platform where international research data experts meet to exchange views and to agree on topics including social hurdles on data sharing, education and training challenges, data management plans and certification of data repositories, disciplinary and interdisciplinary interoperability, as well as technological aspects.

RDA's existing web platform was developed in 2013 based on open source software (Drupal) and has been upgraded and customised since then to accommodate the changing needs of its organisation. RDA has grown to over 12,000 members since its inception in 2013. With that growth comes the need to reassess our online presence and usability of the website. To serve all of our stakeholders (funders, data professionals, existing and potential individual members, public and private organizations, etc.), it is vital to access a professional web presence to exhibit the incredible work completed through the RDA. This allows stakeholders to easily consume the purpose of RDA and offers credibility as an organization.

The crux of RDA work revolves around the ability to communicate with one another as well as share the work, progress, updates and outputs of RDA Communities of Practice, Interest and Working Groups. Thus, we need to have an easily navigable and usable system for both members and other stakeholders to understand, collaborate and access the RDA work.

research data
sharing without
barriers

2 Project Goals and Scope of Services

The RDA Foundation¹ is seeking a specialised website design and development company to manage, re-design, develop and maintain a new web platform that enables global collaboration among its users / community while promoting the value of the organisation.

Our main goals for the web platform are to:

- facilitate mobile and web access and usability
- provide clear and findable information
- provide innovative collaborative functionalities
- maintain integrated Content and User Management Systems
- support an open public facing web presence as well as diverse private user level content
- support outreach activities to raise awareness and visibility

3 Timeline

- Launch Request for Bids: Thursday 30 Sept 2021
- Deadline for Bids: 15 November 2021
- Bid Evaluation & Negotiation: 16 November 2021 – 30 January 2022
- Contract definition & signature: 30 Jan 2022
- Beta version: 30 March 2022
- Full / live version: 6 June 2022

4 The Current RDA Website

4.1 Purpose

The current RDA website serves two purposes:

- communication about the RDA (an extranet)
- support for the work of RDA (an intranet).

These two purposes have different requirements, and all bids should take into consideration both aspects.

The requirements for the RDA extranet are fairly generic and can be seen directly from the RDA website <https://www.rd-alliance.org/> but can be detailed if necessary.

4.2 Current Challenges

- Site is large and complex, making it difficult to navigate through the site and find content.
- Some mechanisms to support the collaborative work on the web platform are not always user friendly, and many external tools (e.g. Google folders, GitHub) are used leading to a content loss (Front End)
- Difficult to manage member information
- Complicated mailing list management process

¹ Research Data Alliance Foundation, with registered offices at Rutherford Appleton Laboratory, Harwell Oxford, Didcot, Oxfordshire, OX11 0QX, United Kingdom, Company no. 09021881 and Register Charity no. 1162762, the global legal entity will be the contractor.

- Lack of innovative and user-friendly content management tools (Back End)
- Limited analytics and reporting on members and content

Metrics: Having an overall picture of RDA, assisting with RDA work, and communicating with funders are three reasons among many for having a streamlined method for collecting metrics. For each purpose listed above, RDA needs to have an easy mechanism to understand RDA from the data collected. Important metrics include website traffic, member contributions to RDA work, and attendance at RDA plenaries. These data need to be viewable from a broad context and explorable to a granular level. For example, when discussing RDA with the global community, we need to know how many active members contribute to RDA outputs by region. Within countries (e.g. USA), we need to know this activity by state. This will allow us to better understand where to place resources and support our members while facilitating communication with our funders.

5 New Web Platform Requirements

5.1 Content management

5.1.1 Mandatory:

- Capability to create 200+ individual group sites with consistent branding/layout
- Management of >> 30,000 individual users with different access rights
- Staff and select users can easily create, update, and share content
- Full collaboration functionality, including messaging functionality, document editing, version control
- Workflow functionality to manage documents, forms, surveys, etc.
- Integration with social media channels and tools
- Search and filtering functionality across various document types
- Automatic time zone detection (e.g. content types such as events or news items automatically display in user's time zone)
- RDA ownership of all content (member information, web pages, code, design elements, etc.)

5.1.2 Desirable:

- Translation and ability for end user to select / input content in non-English languages
- Creation and management of digital object identifiers (DOI) with integration to Zenodo

5.2 Email management

5.2.1 Mandatory:

- Easily create and send messages to targeted audiences
- Spam prevention mechanisms, including DMARC support
- Email content accommodates attachments and special characters
- Compliance with GDPR

5.3 Analytics

- Comprehensive analytics for website and membership activity
- Customized report creation

5.4 Accessibility

- Compliance with Web Content Accessibility Guidelines
- Easy, consistent navigation
- Accessible to diverse community of users from various countries and cultures

5.5 Member management

5.5.1 Mandatory:

- User/member registration and payment platform
- Updating of individual profiles
- Monitoring of user activities on website (see analytics)

5.5.2 Desirable:

- Event management tools with ability to collect revenue

5.6 Support

- Robust service with 24/7 availability
- Proper Service Level Agreement with clearly defined response times and availabilities
- Hassle-free reporting of issues (including by people who can't log in to the site)

5.7 Bid / Application Elements

Please include in your submission:

- Description of the company – general overview, names and credentials of project team, number of full-time employees
- A short narrative outlining the company's strengths and distinguishing skills or capabilities as they might relate to RDA
- A representative selection of social media ads and website development created for current and past clients
- Overview of Communication, Collaboration, Content Management, Customer Relationship Management and Coordination components of the proposed web platform
- Timeline defining phases of website redesign for internet and intranet (including number of prototypes that will be available for client to review, sitemap, wireframes, approval process with client, testing, etc.)
- Search engine optimization strategy including timeline, resources, reporting.
- Data and content analytics and reporting
- Testing procedures (usability, performance, security, etc.)

- Training recommendations
- Data storage and disaster recovery specifications
- Accessibility compliance recommendations
- New/innovative elements that your company can provide RDA that are not referenced in this RfP

5.8 Financial Elements of Proposal

Please include in your submission:

- Design and development timings, person efforts and costs
- Maintenance, security, analytics/reporting and management costs
- Technical assistance costs (continuous, ad-hoc)
- Data storage and disaster recovery costs
- Existing data and content migration costs
- Any other costs

5.9 Confidentiality

Please treat this RfP with the utmost confidentiality and please direct all enquiries ONLY to the contacts listed below. All proposals received will be treated confidentially.

5.10 Contractual Aspects

The RDA Foundation will enter into a contract with the selected provider. The RDA Foundation is a UK based non profit organisation and is registered with the UK Charities Commission. For further details on this, please contact those listed below.

5.11 Proposal Enquiries, Submission & Deadline

Please send any questions related to the proposal and the final proposal, no later than 15 November 2021 at 23.59 UTC, to:

Hilary Hanahoe, RDA Secretary General - hilary.hanahoe@rda-foundation.org

Bridget Walker, RDA Office Manager - bridget.walker@rda-foundation.org