

Request for Proposals (RFP)

Interaction design and development for Justice Innovation Lab prototypes

Introduction

The Hague Institute for Innovation of Law (HiiL) is an organisation dedicated to people-centred justice. Head-quartered in The Hague, with hubs in West Africa, East Africa and The Middle East, we implement integrated country programmes focused on increasing access to justice. We collect and analyse citizen data on justice needs, we research best practices in the justice sector, we run innovation programmes to support startups (Justice Accelerator) and to develop new solutions (Justice Innovation Lab), and we engage with justice sector stakeholders. Our programmes enable people and institutions to prevent or resolve the most pressing justice issues.

HiiL is looking for an **agency specialised in interaction design and web development based in The Netherlands**, that preferably has experience in working in the international development sector. The assignment will cover multiple prototypes for the different Justice Innovation Labs we have planned. A budget will be agreed upon for each prototype separately, as they might differ from each other. **We expect the work to start as of June 2023 and continue to December 2023.**

Context

Justice Innovation Labs (JIL) takes place over four sessions wherein a group of 25-30 stakeholders come together to design innovative and financially sustainable solutions to scale a game-changing justice services.

In the past, JILs have led to the development of Community Justice Centers to serve as one-stop-shops for users seeking to resolve their everyday legal problems in Uganda and Nigeria and mobile legal aid networks in Tunisia providing high-quality legal services to people's door-steps. Adopting a design thinking approach, the participants co-design the solution through scoping existing justice journeys, ideating potential solutions, testing for usability and effectiveness and developing a financial model and implementation plan and setting the conditions for the pilot. The role of an interaction developer is to support the design process by developing prototypes to allow for the testing of the different features of the solution(s).

Objectives of interaction developer

- Design and develop interactive prototype(s) to test solutions developed by stakeholders through the Justice Innovation Lab process

Services requested

Service	Details
<p>Develop prototypes</p>	<p>Responsibilities:</p> <ul style="list-style-type: none"> o Interaction with the team: take part in kick off sessions and regular check-in meetings to align and advise the HiiL team on the best option to bring a solution to life in an easy, cheap and quick way. o Creating interactive prototypes: use design software like Figma, Sketch, Adobe or others to create wireframe and interactive prototypes that demonstrate how a user will interact with a solution. These prototypes may include visuals, animations and interactions. o The prototypes need to be built with a CMS that allows the HiiL team to add content themselves, they need to support English, French and Arabic, and they need to work on desktop and mobile (responsive). o A/B Testing: produce different types of prototypes, either using the same tool or similar ones to understand users' preferences. o Data collection: set up a system that will support the team in the evaluation of how the users interact with the solution. For instance with Google Analytics. o Updating: Integrating the results of the testing to update the prototype(s)

Profile of the contractor

The contractor is specialised in interaction design and web development based in The Netherlands, that preferably has experience in working in the international development sector. The assignment will cover multiple prototypes for the different Justice Innovation Labs we have planned. A budget will be agreed upon for each prototype separately, as they might differ from each other.

Timeline

The proposed time period for the engagement is as of June 2023 and continues to December 2023. Note that the timing may shift due to the pandemic or political developments.

The proposal

We kindly request you to submit your CV, portfolio with examples of 2 previous assignments and a quotation for providing the services outlined above.

Proposals may be submitted on or before **30 May 2023 at 17:00 hrs (CET) ONLY** through email to the following email address: zainab.malik@hiil.org and with the subject line: **"JIL interaction developer/proposal/name of company"** .

Tender details

The tender details are as follows:

Date publication RFP	11 May 2023
Deadline for submissions	30 May 2023 at 17:00 hrs (CET)
Deadline for questions	25 May 2023 at 17:00 hrs (CET)
If any, submit questions in writing to: zainab.malik@hiil.org	
Questions will be answered through: zainab.malik@hiil.org	

Proposals shall be submitted in English, signed by the company/individual, and with the subject line: "Name of company/Individual". All proposals must be accompanied by a CV and an overview with examples of 2 previous assignments.

EVALUATION

The criteria for awarding contracts resulting from this tender are based on "best value for money". For the purpose of all tenders, Hiil defines "best value for money" as:

a complete assessment of technical, organisational and pricing factors (quality, previous experience, reputation, delivery time, and other criteria related to the specifics of the research project)

Technical evaluation (total points =100) (counts for 70%)

To be technically acceptable, a proposal must meet or exceed the requirements and specifications in the Request for Proposals as listed below.

The following specifications will be considered:

Technical criteria	Documents required	Max score
A proposal that demonstrates experience developing interactive prototypes in the field of international development.	Proposal	100

Only proposals that score a minimum of 80 points for the technical evaluation will go to the commercial evaluation.

Commercial evaluation (total points=100) (counts for 30%)

Commercial criteria	Documents required	Max score
Cost/competitiveness	Price quotation for services offered	100

Award of contract

The RFP does not commit HiiL to award a contract or pay costs incurred in the preparation or submission of proposals or costs incurred to make necessary studies for a proposal, or to procure services or goods. Any proposal will be considered as an offer made by the bidder and not an acceptance by the bidder of an offer made by HiiL. No contractual relationship will exist between HiiL and the bidder until the conclusion of a written contract document signed by an authorized representative of HiiL and the successful bidder.

Notification of contract award

HiiL will notify the successful bidder of the decision on their proposal in writing as soon as possible after the tender has been opened.