Terms of Reference:
Knowledge Management Support & SharePoint Build

About Seed Global Health

Seed Global Health (Seed) works to envisions a world in which every country is strengthened by a robust health workforce that can meet the health needs of its population. Seed works to strengthen health systems by investing in the education, practice, and policy pathways of health workforce development in our four partner countries: Malawi, Sierra Leone, Uganda, and Zambia.

Background

Seed is in the process of strengthening our Knowledge Management (KM) systems and practices, which includes designing a more robust SharePoint Intranet and also developing and implementing KM initiatives across the organization.

Seed is seeking **consultant support** for two interconnected but distinct areas:

1. **Knowledge Management (KM) Support** – Enhancing Seed's KM systems and practices, including SharePoint design, as well as additional support and expertise in other knowledge management areas.

2. **SharePoint Intranet Design & Build** – Designing and implementing an improved intranet platform for Seed's existing SharePoint structure, focusing on accessibility, usability, and knowledge sharing. See Annex 1 for initial scoping.

The engagement can be handled by a single firm, separate individuals, or teams, depending on expertise. We welcome proposals for either or both components.

The phases of work include:

- **Designing an improved SharePoint** intranet structure (Phase 1)
- **Building the SharePoint site** based on the design (Phase 2)
- **Rolling out and training staff** on the new intranet (Phase 3)
- **Ongoing KM support**, including documentation, guidelines, learning frameworks, metadata structures, and change management (All phases, ongoing)

Scope of Work

1. Knowledge Management Support

The consultant(s) will be instrumental in strengthening Seed's KM systems and practices. The KM Consultant will help design the SharePoint Intranet to ensure it meets our KM needs and liaise with the SharePoint vendor during the build process. Beyond SharePoint, the KM consultant will also support separate KM initiatives, enhance document management systems, establish learning frameworks, improve knowledge retention strategies, and foster organizational change management.

Key Deliverables
SharePoint Intranet Design & Support:
- Develop user-friendly UX/UI wireframes for Seed's OneSeed intranet, leveraging out-of-the-box SharePoint Online functionalities (e.g., sub-site navigation).
- Collaborate with the implementation team during the SharePoint build-out phase.
- Develop training materials and change management strategies for a smooth intranet rollout.
- Plan and deliver ongoing capacity-building and training programs for staff.
- Provide guidance on necessary processes and requirements for effective knowledge creation, updates, maintenance, and archival (workflows, roles, guidelines).

Other KM Support:
- Create document management guidelines for organizing and accessing content within the Microsoft 365 platform.
- Develop technical one-pagers and user-friendly guidance materials for SharePoint features.
- Propose recommendations for Seed's KM structure, including metadata and taxonomy standards.
- Design onboarding and offboarding materials to support knowledge transfer and continuity.
- Provide strategic guidance on learning activities to embed KM practices across the organization.
- Develop a comprehensive change management framework to ensure successful adoption of KM practices.
- Support team engagement, leadership buy-in, and change management efforts.
- Provide expert guidance on additional KM initiatives as needed.

2. SharePoint Intranet Build

Based on collaboration with the KM consultant(s), this component focuses on improving Seed's existing SharePoint infrastructure to optimize design, functionality, and usability. The goal is to create an accessible, visually appealing, and interactive intranet platform that supports organizational knowledge sharing and collaboration.

- Build the SharePoint intranet structure based on the UX/UI wireframes developed during Phase 1.
- Integrate advanced search functionality, navigation tools, and user-friendly widgets.
- Provide ongoing support for adjustments, troubleshooting, and maintenance.

Timeline

The consultancy is expected to take place over a 3-to-4-month period. While specific timelines for deliverables will be discussed and agreed upon, the proposed phases are as follows:

SharePoint Design & Build	Other KM Support
Phase 1: Intranet Design (April– May) **Phase 2:** SharePoint Build (June) **Phase 3:** Rollout and Training (July)	**April– July:** Ongoing support and partnership for additional KM initiatives.

Qualifications

Knowledge Management Consultant
- Proven experience in designing and implementing KM frameworks and tools.
- Expertise in Microsoft 365, particularly SharePoint, and its KM functionalities.
- Proficiency in UX/UI design to improve user experience on SharePoint.
- Strong skills in training and capacity building, with the ability to create user-friendly materials.
- Experience developing document management guidelines, metadata systems, and change management strategies.
- Strong communication and facilitation skills to drive leadership and team engagement.
- Experience working with global non-profits and an understanding of cultural and organizational nuances.

SharePoint Intranet Consultant
- Demonstrated expertise in SharePoint design, development, and optimization.
- Proficiency in UX/UI design to improve user experience.
- Experience in implementing advanced document management systems with metadata and search capabilities.
- Familiarity with SharePoint widgets, content management systems, and news publishing tools.
- Ability to provide technical support, guidance, and ongoing maintenance for SharePoint systems.

For more information please visit seedglobalhealth.org.

Proposal Submission

Proposals should be submitted in PDF format to **kmconsult2025@seedglobalhealth.org by February 21st.**

Proposals should not exceed **10 pages.** Each proposal should include the following:

- Approach
- Qualifications and relevant experience
- Proposed timeline and confirmed availability
- Budget (*Note: please include separate cost breakdown for Knowledge Management and SharePoint components, if applying for both*)
- Examples of past work or case studies
- Two references (scope of project, name, contact email, and phone)

For any questions or clarifications regarding this TOR, please contact **kmconsult2025@seedglobalhealth.org** *by February 18th.*

We look forward to receiving your proposal and appreciate your interest.

Current State: Seed has an existing SharePoint structure for document management and departmental sites. We seek to build a more dynamic intranet, leveraging initial discovery and design work.

Design Future State: Our SharePoint Intranet, called OneSeed, will serve as a landing page and a central hub for Seed Global Health's organizational knowledge, enabling staff to access the right information at the right time. Built on SharePoint, OneSeed will streamline communication, improve collaboration, and enhance knowledge sharing across teams, countries, and functions.

Sharepoint Structure:
1. **Home Page** (Landing page)
    a. Monthly newsletters, updates, calendars, and highlights.
2. **Organizational Page**
    a. Strategic documents, SOPs, templates, and values.
3. **Country Pages** (Malawi, SL, Uganda, Zambia)
    a. Standardized folders for financials, partnerships, policies, and country-specific materials.
4. **Departmental Pages (**MEL, Clinical, Communications, Development, Admin, Finance, HR, and Executive Ops)
    a. Global and team-specific tools & templates.
5. **Additional Shared/Interdisicplinary Pages**
    a. Travel
    b. Technical Team

Functionalities:

- Document management:
    o Key pages on Country, Department, and Technical Team will need dynamic document management
    o Set up metadata tagging systems to enhance document searchability and retrieval
- Set up a content and news publishing system using existing functionalities to enhance internal communication, especially for Home Page
- Integrate widgets and tools for user engagement, such as announcements, polls, and interactive calendars.
- Provide guidance and technical support for long-term SharePoint management and maintenance strategies
- Develop access structure
- Develop sub-site navigation
- Exploring AI-driven options for automation where applicable