



ANNEX B - SCOPE OF WORK/REQUIREMENTS

Provision of website revamp services

Introduction

At a time of unprecedented activity and of growing public interest in the work of the International Court of Justice (ICJ or Court), the principal judicial organ of the United Nations (UN), the Information Department of the Court is looking for a Vendor to provide web design and development services for its public institutional website (www.icj-cij.org).

The public ICJ website is bilingual (in English and French) with one page dedicated to each of the other official UN languages (Arabic, Chinese, Russian and Spanish). It is currently running on Drupal 10.6.14 content management system (CMS), which is expected to be upgraded to Drupal 11 before end of 2026. Its content combines that of its predecessor, the Permanent Court of International Justice, and the Court itself. It includes HTML pages (both dynamic and static), a total of more than 21.250 documents in pdf format, webpages with media files, as well as links to external institutional websites and registration forms. In the 2025-2026 reporting period (1 August 2025 to 31 July 2026), the ICJ website received nearly 33.500.000 unique visits.

The website version that is currently in use was released in 2017, after a usability review of the website conducted by Deloitte in 2015. In early 2023, the backend management of the website's CMS was transferred from an external partner to the Court, following the earlier successful transfer of Cloudflare hosting. Today, the Information Department works with an external hosting and implementation partner that serves as a backup for troubleshooting and developing minor features upon request within the existing website information architecture (IA).

D) Approach and overall goals

The overall goal of the services solicited is to renew the look and feel of the website and some aspects of its IA and navigation model, as well as develop new features, in line with the [accessibility guidelines](#) used across UN institutional websites. While relevant parts of the [Administrative Instruction on United Nations Website Publishing](#) and the [Web Guidelines](#) developed by the UN Department of Global Communication may guide the work of the selected Vendor, adherence to those guidelines and principles is not strictly required. However the Vendor's activities should be in line with the Court's recently redeveloped Visual Identity (to be provided to the selected Vendor at the start of contract).

The ICJ invites an external web development and design company to carry out the project in five phases following a data-driven and client-oriented approach, as outlined below. While backend development as a whole is excluded from the present Scope of Work (SoW), the project includes the development and migration of designs, features and content to Drupal.

Phase	Goals/ components	Timeframe
1) Discovery / Strategy	- Organization of strategic sessions/workshops to (i) analyze existing content and collect feedback on user needs and behaviors (visitors, editors and administrators) (ii) report on the outcomes and present a proposed approach and methodology for the revamp and development of new features of the website (iii) advise and clarify questions.	1 month
2) Concept & prototype	- Conception of a redesigned bilingual website compatible with Drupal by using wireframes; - Testing of a clickable prototype among stakeholders/users.	2 months
3) Visual design	- Redesign of pages while ensuring compatibility with different operating systems, both desktop and mobile use (including animations), and all screen sizes.	1 month
4) Development	- Development of the front-end in the production environment (building of the website); - Inserting all new content to the new pages and migration of existing content as required; - Content management training for editors on the new or redesigned pages or features	2 months
5) Data driven optimization	- Propose tools and configure settings for tracking website analytics and instructing editors on their use;	1 month
<i>Availability for debugging and troubleshooting</i>	- <i>Availability for debugging and troubleshooting</i>	3 months after end of contract

II. SoW and expected deliverables

The scope of the contract includes the following services and deliverables, which may be complemented by any other that the Vendor might find suitable to meet the overall goals:

1. Organization of strategic sessions and workshops with key internal and external stakeholders;
2. At the end of the first month of contract, a detailed project plan for the execution of the website revamp tasks as per the five-phased project approach outlined in the section above;
3. At the end of the second month of contract, a development site containing the new proposed designs and imported data content, which would allow key stakeholders to click, test and comment on the clickable prototypes, according to the Dev/Test/Live workflow and simultaneously;
4. At the end of the fourth month of contract, redesigned webpages on the development site;
5. At the end of the sixth month of contract, development of the front-end in the production environment (building of the website), including inserting all new content to the new pages and migration of existing content as required;
6. At the end of the sixth month, a content management training and a website management manual for editors on the new or redesigned pages or features. Whenever relevant, the documentation shall also include deployment/runbook, backup/restore notes, patching guidance, and Admin/editor guides;
7. Updated IA (sitemap/navigation model) and implemented structure in CMS;
8. Content model documentation of new designs and materials (content types, fields, taxonomy, workflows);
9. Whenever applicable, the custom theme, assets and source code of the applied CMS;
10. Migration package (scripts/configuration), migrated content, redirects, and verification report;
11. Configuration of SEO, AEO and web analytics tools, such as Google Search Console and Google Analytics, and instructing editors on their use;
12. Launch of the new/redesigned content and features and possible debugging in the three months following the conclusion of the contract.

III. General requirements:

Vendors interested in the SoW shall also comply with the following general and **technical requirements** for web design and development:

- Compatibility of all web design and development work with Drupal 10, the CMS and backend of the public ICJ website;
- All current website functionalities, content and integrations need to remain operational at similar or improved level on the updated website;
- Use of standard open-source web development to allow ICJ to make future changes independently. The Court will retain the intellectual property of all the work falling within the scope of this contract;
- Bilingual content in English and French and, for certain limited pages, possible support in the other four official UN languages (Spanish, Arabic, Chinese Russian). Hreflang technology can be considered, if appropriate;
- AI tools and solutions may be used to the extent they comply with the Guidelines on the Ethical and Responsible Use of AI in Communications of the UN's Department of Global Communications (to be provided to the selected Vendor at the start of contract).

User experience and accessibility:

- Modern and responsive design on various devices (desktops/laptops/mobile phones/tablets), operating systems and different screen sizes;
- Compliance with international and [UN standards on accessibility](#) (accessible via screen readers, colour blind friendly colour schemes, etc.) and WCAG standards;
- Compatibility with all modern browsers;
- Adaptable performance in low-bandwidth locations.

Design standards:

- Quality and user-friendly interface for all new or redesigned features and content;
- Design could take into consideration the Web Guidelines of the UN Department of Global Communications and relevant parts of the Administrative Instruction on United Nations Website Publishing and ICJ Visual Identity Guidelines (to be provided);
- The web design and development shall be developed and delivered in line with ICJ's internal policies and frameworks.

Other information:

- The contract will be awarded to the company with the most compliant offer that best meets the SoW and Court's requirements. The maximum cost of USD 60,000 is allocated for this budget. Cost will be an important criterion in assessing proposals, but not the only one used.

- All activities should be completed by the end of June 2027 from the start date of contract, which is estimated on 6 November 2026.
- The contract and all communications will be in the English language.

The UN enjoys special diplomatic status, and all contracts entered into will be subject to the UN Conditions of Contract.

(http://www.un.org/Depts/ptd/pdf/general_condition_goods_services.pdf).