



Consultant Opportunity

Scope of Work for Vital Pulse 2.0 Intranet Redesign

Location of Consultancy/Assignment: New York, NY (remote-eligible)

Category: Consultancy

Duration: October 15, 2026, through April 15, 2027

Contract Manager: Fabiola Kjeldgaard, STIN

Vital Strategies Organizational Background

Vital Strategies is a global health organization working to ensure that every person is protected by equitable and effective public health systems. We partner with governments, communities, and organizations across 75 countries, with offices in New York City, São Paulo, Jinan, Addis Ababa, Paris, New Delhi, and Singapore, to strengthen public health systems and take on preventable diseases.

Vital Strategies Program/Project Background

Vital Strategies currently operates “Vital Pulse,” the primary digital hub for all staff across our country offices and EOR employees. As the organization has grown, the platform requires reimagination and comprehensive redesign to reflect the needs of a dynamic, globally distributed workforce. Vital Pulse 2.0 will expand the current intranet with a SharePoint Online environment that serves as a single portal for internal communications, HR and operational resources, knowledge management, organizational policies, and collaboration tools.

The consultant will help establish a single digital workplace on SharePoint Online, integrated with Microsoft Teams and Outlook.

Internet bandwidth varies across countries, so platform design and delivery must account for low-bandwidth environments. This project is part of Vital Strategies’ larger knowledge management effort, which sits alongside but separate from our business intelligence and AI-readiness work; the consultant should coordinate with these efforts rather than duplicate them.

The consultant will work closely with Vital Strategies’ Strategic Initiatives (STIN) and Information Technology (IT) Departments throughout the engagement. STIN will provide organizational context, prioritize requirements with key content owners, coordinate stakeholder engagement, and keep it aligned with broader priorities. The IT team will lead technical administration, tenant management, user acceptance testing, and post-launch technical maintenance and upkeep of the platform. Ongoing content ownership and updates will sit with the relevant content owners in each division, department, and country office, not with Strategic Initiatives or IT.

Purpose and Scope of this Assignment/Consultancy

Vital Strategies is seeking an individual consultant or small firm (up to 10 people; larger firms need not apply) for the design and build of the Vital Pulse 2.0 intranet, and to make its content AI-ready, with the goal of increasing staff engagement, improve internal communication and sense of community among staff. This engagement is solely for building Vital Pulse 2.0 and does not extend to separate business intelligence or AI-assistant development work. The engagement is a hybrid model: the consultant leads specific SharePoint intranet technical and design work, while Vital Strategies’ IT, HR, Communications, and Strategic Initiatives teams contribute to content delivery.

Scope of Work

Phase 1: Specific Tasks

A. Design & Build

- Produce wireframes for core user flows (homepage, department hub, search, and safety hub; HR hub) and a lightweight design system (core tokens, typography, and color standards, 5-8 key components), aligned to brand guidelines and extendable in-house
- Review the design with key stakeholders, obtain written design approval before build begins, and provide a handoff-ready design
- Configure SharePoint Online site collections, hub sites, program pages, and page templates, including country office pages for country-specific content
- Develop custom SharePoint Framework (SPFx) web parts (maximum of two) where out-of-the-box functionality is insufficient
- Configure Microsoft Search, Viva Connections, and Microsoft Teams integration
- Present the solution in a staging environment for Client review and obtain formal Go/No-Go sign-off

B. Content and Knowledge Management

- Vital Strategies will provide the documents and content to be saved in SharePoint; the consultant is responsible for organizing it: structure, categories, taxonomy, tagging, ownership, and governance.
- Design the governance standards and reusable site templates that departments will follow for their own Team SharePoint collaboration sites; how those teams use their sites day to day is outside the consultant's scope
- Define content categories for Vital Pulse 2.0 (internal communications, HR and operational resources, organizational policies and procedures, SOPs, manuals, how-to guides, knowledge resources, and collaboration content), and map current content to determine what belongs, what to archive, and what stays in other systems
- Define content types, taxonomy, tagging, and ownership for each; organize SOPs, policies, procedures, how-to guides, and quick links to key forms (travel, procurement, HR) as living content with named owners and review cycles; and recommend standards that keep Vital Pulse 2.0 easy to navigate, maintain, and AI-ready

C. Staff Travel Safety and Duty of Care Hub

Vital Strategies has a legal and ethical obligation to protect the health, safety, and well-being of staff when they travel for work. As part of the base scope, Vital Strategies will build a dedicated travel safety section in Vital Pulse 2.0 as a centralized, always-accessible duty-of-care resource for staff on work-related travel; the consultant will provide the page design, content template, and permissions architecture.

- Design a dedicated travel safety hub in Vital Pulse 2.0 that supports staff traveling for work (security advisories and risk ratings for travel destinations, emergency contacts and escalation, travel registration and check-in, and evacuation and crisis protocols) and a structured content template for country office safety pages so each country team can maintain local emergency information in a standard format
- Assess integrating an external travel risk provider (e.g., International SOS) within the hub; document findings in the Discovery Report
- Configure permissions for the safety hub

D. People and Culture Hub

- Assess and improve navigation and usability of the current HR info hub
- Ensure key resources are easily accessible through quick links

Deliverables and Timeline

Each delivery phase produces defined deliverables under Client review and acceptance. Target dates are indicative, assume a 15 October 2026 start, and will be confirmed in the selected consultant's work plan.

Delivery Phase	Deliverable / Milestone	Target Date
Interim: Planning & Frameworks	Content and knowledge management plan (categories, taxonomy, and standards), safety and duty-of-care hub design, and people and culture hub structure	By 15 Feb 2027
Final: Design & Build and Launch	Design system and fully configured SharePoint Online intranet, including site collections, hub sites, program pages, and country office pages	By 15 April 2027

Minimum Requirements

Respondents must demonstrate the following; proposals that do not address each requirement may be considered non-responsive.

- **Technical approach and work plan:** proposed approach for each workstream (SharePoint build, content and knowledge management, duty of care hub), with activities, phasing, milestones, and delivery dates realistic within the six-month engagement.
- **Consultant experience and qualifications:** CVs for all proposed individuals with relevant certifications (lead consultant identified if a firm), plus experience in SharePoint Online design, configuration, and SPFx; UX/UI for enterprise intranets that enhances employee engagement, Microsoft 365 architecture (Teams, Viva Connections, Search); training for globally distributed, multilingual staff; and prior work with international nonprofit or global health organizations.
- **References and work samples:** at least three references for SharePoint intranet projects of similar scope (preferably nonprofit or global health; at least one with a multi-country workforce), plus intranet design samples (screenshots, files, or demo links, redacted where confidential) demonstrating information architecture, visual design, and custom development.
- **Interviews and demonstrations:** shortlisted respondents may be invited to a virtual interview and live demonstration. Vital Strategies may reject all proposals, negotiate, or award multiple consultants for different workstreams.

Instructions for Consultant

1. **Expressions of Interest:** State whether you are applying as an individual or a firm, and provide your profile, CVs for all individuals delivering the work (lead consultant identified if a firm), relevant work samples, and at least three client references. Submit all materials in PDF to the Contract Manager at fkjeldgaard@vitalstrategies.org.
2. **Technical Proposal:** Include a written description of your approach, methodology, and work plan for all workstreams, with a timeline and key milestones. Limit the proposal to 10 pages.
3. **Payment and Fees:** Include your proposed fixed fee by milestone. Vital Strategies reserves the right to negotiate fees. Contracts are paid in the currency of the country where the service provider is based.
4. **Questions:** Submit any questions by email to the contact above. No phone inquiries, please.
5. **Due Date: Expressions of interest and technical proposals must be submitted in PDF by 12 p.m. on Friday, September 18, 2026.** Late submissions will not be considered.