



Center for Economic Democracy

Request for Proposals: Internal Knowledge Base/Wiki Site Development Consultant

About the Center for Economic Democracy (CED)

CED is a 7-year old nonprofit organization headquartered in MA and with staff working remotely out of CA, DC, VA, NY, and NH. We've expanded from 3 employees to now 20, and have recently undergone a post-founder leadership transition. Since the onset of the Covid pandemic, CED has shifted into a primarily remote workplace with some in-person requirements, and currently about 2/3 of our staff members are located in the Boston area and 1/3 in other states. Even in a hybrid work environment, we've built a culture of participatory governance engaging all staff in major decisions, inspired by the Worker Self-Directed Nonprofit model.

CED has deep partnerships with grassroots organizations in MA led by and accountable to working class BIPOC and immigrants; and also collaborates with a range of communities and stakeholders in our region and across the US, including worker cooperatives, unions, asset holders, and elected officials. Our interventions are targeted at the municipal, state (MA), regional (Northeast and DMV) and federal levels. To learn more about our work and program areas visit: <https://economicdemocracy.us/>

Project Overview

CED has long envisioned that our staff and other collaborators will be supported in their work by a well-organized information architecture, in which CED's operational procedures, policies, structure, and workflows are clear and accessible. We're ready to bring that vision into reality this year!

To achieve this goal, CED is developing an internal website that:

- Serves as a knowledge base that houses and maps how to find information, links to where resources and guidance are located, and provides who to connect to for further support in a given area
- Is user-friendly and accessible to people with different learning styles and across job functions
- Lends itself well to being indexed and to support FAQ-style interaction as a primary function
- Interfaces with the other platforms CED uses to carry out our work (Google Drive, Asana, Slack)
- Is able to develop over time to meet the needs of other collaborators (through additional sections/content curated for board, volunteers, contractors, etc.)
- Can incorporate some wiki-like functionality if general staff desires to engage as contributors

CED expects that achieving this goal will contribute to our overall organizational sustainability through:

- Improved, more efficient onboarding for new staff
- Streamlined communications, lowered mental load related to organizational procedures within existing team
- Contribution of a best-practices model for other organizations in our ecosystem
- Creation of a resource that potentially supports any future fiscal sponsorship programs

CED has assembled many of the ingredients needed to realize our vision. Our staff has created and will continue to generate and refine content to populate the knowledge base. We are fortunate to have permission to use as a basis for our site structure a thoughtfully-designed template from a peer nonprofit. We have preliminary drafts

of a sitemap. At this point, CED is seeking the expertise of a developer with experience building knowledge bases, internal wikis, or intranets for organizations of our size and scope to operationalize this project. Although we are exploring a long-term goal of divesting from the monopoly tech platforms due to security and movement solidarity concerns, for now we use Google Workspace and wish to create our site as a Google Site.

The successful proposal will be from a consultant who can demonstrate technical expertise in the development and implementation of knowledge bases/internal wikis in similar organizational contexts, and also the experience to be able to offer perspective on UX design best practices for such a project, as well as the capacity to train non-IT-experts in basic maintenance of the site. Familiarity with social justice movements and/or with nonprofit operations is desirable. The consultant chosen will work with CED's Operations Manager as the main point of contact. The consultant must be willing to assign any copyright in the work product of the contract to CED. Although most if not all of the knowledge base website will be non-public, CED may wish to publish it under a [Creative Commons Attribution-NonCommercial-ShareAlike license](#).

Internal Website (Knowledge Base/Wiki) Development Consultant Scope of Work

1. Needs assessment and requirements gathering (estimate: 8-10 hours)

- Full materials shared with Consultant by CED (template Google Site access, preliminary sitemap draft, existing content) for review.
- Meeting(s) with CED Operations Manager and any other relevant staff to discuss the vision for the project and any technical or platform considerations.
- If appropriate for coordination purposes, connection with CED's ongoing IT support or external-facing website maintenance vendors.

2. Design and development of CED internal knowledge base/wiki website (estimate: 16-20 hours)

- Design and development by Consultant of the architecture of a Google Site replicating desired aspects of a template site developed by a CED peer nonprofit as an online operations manual, and incorporating CED's vision for its own interactive knowledge base with some wiki-like functionality.
- Population into the site by Consultant of existing content provided by CED
- Test user feedback shared with Consultant by CED for review and fixing any quality control issues
- Design updates by Consultant if requested by CED based on user feedback

3. Training and Documentation (estimate: 8-10 hours)

- Training provided by Consultant to CED staff on maintaining, updating, and expanding the site.
- Consultant develops or refers CED staff to documentation, such as user guides or tutorials, to support ongoing basic maintenance and addition of new content into the site by CED staff.

Contract Terms

- This is a contracted consulting position, with a desired start date of October 6, 2025, that is expected to continue for four months.
- This contract has a total budget of up to \$7,000-\$9,000 depending on project scope and contractor rates.
- Timeline:

RFP release	August 25, 2025
Proposals due	September 12, 2025
Interviews (conducted over Zoom)	September 22-September 26, 2025

Announcement of Results	October 3rd, 2025
Contract execution	October 6, 2025 - February 13, 2025 (accounting for CED year-end office closure)

Evaluation Criteria

- Past work examples and references, including previous experience with similar projects
 - Experience developing internal wikis, knowledge bases, intranets, or similar websites
 - Understanding of Google Site features, functionalities, and integrations
 - Ability to offer perspective on UX design best practices
 - Experience training non-IT experts in Google Site maintenance
- Familiarity with current infosec concerns for nonprofits
- Cost
- Familiarity with economic, racial, environmental justice, or other liberatory social movements and/ or with nonprofit operations
- Commitment to the full representation and participation of historically and currently marginalized communities in the workplace

Proposal Submissions

If interested, please email the following materials to María Christina Blanco at admin@economicdemocracy.us with subject line “CED Internal Knowledge Base Development Proposal”.

- A letter of interest outlining in 1 paragraph:
 - Your relevant experience (examples of previous development of internal wikis, knowledge bases, intranets, or similar websites) and qualifications for completing the project
 - Your knowledge of and connection to social, economic, and/or environmental justice movements and U.S. nonprofit operations
- A work plan for the project based on the above timeline and scope of work
- A client reference that we can contact to share more about their experience working with you
- Budget / cost estimate based on the scope of work

The deadline for proposals is September 12 by 11:59 pm. Only email submissions will be accepted.

CED approaches contracting with an equity lens and values the full representation and participation of historically and currently marginalized communities in our work, including: Black, Indigenous and people of color (BIPOC); people with disabilities; lesbian, gay, bisexual, queer, and Two-Spirit people; immigrants; women and feminine-identified people; and genderqueer, trans, and gender non-conforming people.