TERMS OF REFERENCE – WEBSITE DEVELOPMENT FOR LGA

1. Background

The Local Government Authority (LGA), established under the Decentralization Act, plays a crucial role in shaping the local governance system of Maldives. However, the current LGA website, developed years ago, no longer meets the demands of modern digital communication. Recognizing this gap, the institution is embarking on a mission to revamp its online presence. The goal is twofold: first, to create a website that adheres to the latest design standards, ensuring an aesthetically pleasing and user-friendly experience; second, to incorporate cutting-edge functionalities that streamline access to essential information for citizens, stakeholders, and government officials alike. By embracing these improvements, the LGA aims to set a new benchmark for government websites, fostering transparency, efficiency, and engagement.

2. Objectives

The first objective is to create a website that adheres to the latest design standards. This involves ensuring an aesthetically pleasing layout, intuitive navigation, and a responsive design that works seamlessly across various devices. By adopting modern design principles, the LGA aims to enhance user engagement and convey information effectively.

The second objective is to incorporate cutting-edge functionalities. This includes features such as search capabilities, online forms, and role-based user management. By providing these functionalities, the website will become a valuable resource for citizens, stakeholders, and government officials, allowing them to access essential information efficiently.

3. Scope of work

Under the guidance of LGA, the developer will be responsible for assessing the need for the website and its incorporated tools, by meeting and the requirements provided by LGA. In addition to this, develop and maintain the website of LGA according to the needs and requirements.

The tasks to be undertaken by the developer under the Terms of Reference include, but are not necessarily limited to, the following.

- o Develop a dynamic website with CMS based on the requirements provided by LGA.
- o Design three mockups of the front-end and revise based on LGA feedback.
- o Design the website on selected mockup with logo provided by LGA.
- o Create User and Admin documentation.
- o Be responsible for bug fixes during the contract period and maintenance for the period mentioned in Section of Duration of this document.
- o Addressing the Open Worldwide Application Security Project (OWASP) top 10 critical security concerns.

- o Addressing the Web Content Accessibility Guidelines (WCAG)
- o Incorporate full dual language support with Dhivehi and English across the whole website. (Including all the pages, forms, page editors, etc.)
- o Design a responsive and mobile friendly design.
- o Provide Search Engine Optimization.
- o Develop social media integration with link previews.

4. Deliverables

A. Website:

The website should be developed by using **PHP** and **MYSQL** for the server side (back-end), **JAVASCRIPT**, **HTML,** and **CSS** for the client side (front-end), including any additional frameworks preferred by the Developer. The website should have the capacity for API's to be easily developed within for further integration with other systems if LGA intends to do so.

Website should include, but is not limited to:

- o Navigation: Customizable with page links, dropdown items, and sub items support with headings under those dropdowns. Default navigation items should include:
    - A modern home page with reference to LGA's colors
        - Dynamic latest content from website and social media
    - LGA: Customizable Dropdown Navigation item with heading items and sub items related to LGA.
    - Newsroom: News with Rich Text editor, video embed, block design
    - Councils: List type page with expandable contact details on click.
        - Grouped by atolls.
        - Council website links from this list should be accessible as quick links on the home page.
        - This list should have the option to be entered manually, as well as generated by the API that LGA provides.
    - Mahoali (RTI): Customizable Dropdown Navigation item with heading items and sub items.
    - Downloads: Customizable Dropdown Navigation item with heading items and sub items.
    - Media: Customizable Dropdown Navigation item with heading items and sub items.
    - Submit Application: Application portal with customizable forms with attachments.
- o Site-wide search
- o Footer with information and links
- o Application portal:
    - An application portal including (but not limited to) the following applications:
        - Job Application
        - Bid Registration
        - Complaints Submission
    - Dynamic Form Builder

- - - Attach files to the application (Selectable file types)
    - Automatically open and close taking submissions based on time.
    - Ability to submit applications with or without any registration.
    - Ability to view the status of any submitted application via the application/form number.
    - Ability to send a receipt of the application to the email address or mobile number mentioned in the application.
  - Multiple page types addressing the following needs:
    - Gallery
    - Posts list
    - Council contact list
    - Downloads list
    - Article
      - Ability to subscribe to article posts.
    - Organization Hierarchy Page
  - Page Content:
    - Block content editor.
    - Block style should contain but not limited to:
      - Photo
      - Embedded HTML
      - Video
      - Text
      - File Download
    - Rich text editor
  - File management.
  - User Roles:
    - Role based user management for backend.
    - Only specific users should have the rights to add/edit/delete posts which appear on specific post pages and or the rights to add/edit/delete specific page contents.
    - Specific users should have the right to submit photo posts to the photo gallery.
    - Posts, articles, and changes to pages should have approval flows.
  - Additional features:
    - Social media sharing buttons.
    - 3CX web chat (3CX Code will be provided by LGA)
    - Ability to provide feedback directly to LGA (email).
    - Two factor authentication for admin users

B. Hosting and Maintenance:

- An adequate hosting space is to be provided by LGA.
- The developer should provide the full hosting setup on the hosting space provided by LGA.

- The developer should migrate the full source code to the version control system as well as any server management or development tool that LGA provides after the development is complete for the project to be considered complete.
- The developer should provide support and maintenance for the website for the maintenance period mentioned in the section of Duration with no additional cost.
- Services during this maintenance period include only technical support and major bug fixes for the website.

C. Training

- The developer should provide necessary training for the staff on how to administer and use the website.

D. Content Migration

- Relevant and important content, as instructed by LGA, from the existing website should be transferred to the new website on back date.

E. Website Backup

Full website and its content should have easy backup options including the files hosted on the server.

5. Experience:

- Relevant experience includes web development.
- Relevant sectors include Government Ministries and Agencies, Government owned Companies, Companies with the Government as a stakeholder, Companies listed in the Maldives Stock Exchange by the Capital Market Development Authority (CMDA), and Registered Guest Houses and Tourist Resorts.

6. Duration

- The duration of the project should not be more than **90 Days** starting from the date of signing of the agreement.
- The maintenance period of the website is **1 year** starting from the date of completion of the project.
- If the LGA deems the consultant's services necessary beyond the initial service period and with mutual consent, the agreement's service duration may be extended.

7. Roles and responsibilities

A. The Developer

- Attending any meetings related to work within the scope of work, with an advance notification (24 hours) during the duration of the project.

- Share updates (in writing, as deemed necessary) regularly with technical staff of LGA dealing with the project regarding ongoing tasks/works and any issues/complications that may delay or prevent fulfilling the objectives of the project.
- Achieve all the objectives of the project mentioned in the section of Objectives, according to the scope of work set out in the section of Scope of Work within reasonable time, in an organized manner.
- Provide all the deliverables mentioned in the section of Deliverables within the allocated time.

B. Local Government Authority

- LGA will provide licenses necessary for the proposed solution.
- LGA will provide the hosting space necessary for the proposed solution.
- LGA will provide the repository for the final code to be migrated to.
- LGA will schedule meetings with all sections upon request.

8. Termination of Contract

In the case of contractor being unable to complete and provide the deliverables (as stated in the section of Deliverables), within the agreed time frame, LGA holds the right to terminate the contract, should the contractor be unable to complete and provide the deliverables (as stated in the section of Deliverables), within the stipulated time frame, relating to 2 successive months.

9. Documentations required:

A letter of interest

- o Technical proposal
- o The technical proposal should detail the implementation plan of the deliverables, methodology, clear timeline/workplan for the project, details of previous related or similar projects and extracts of, or links to similar work by the team members.

Financial proposal

- o The financial proposal should include a lump sum fee which aligns with the deliverables and breakdowns with reference to the schedule of payment of this TOR. All costs should be stated in Maldivian Rufiyaa. The total amount quoted shall be all-inclusive lump sum and include all costs components required to perform the deliverables identified in the TOR, including professional fee, internal travel costs, maintenance fee, taxes, or any other applicable cost to be incurred by the consultant in completing the assignment. The contract price will be a fixed output-based price regardless of extension of the herein specified duration.

Experience Letters.
Certificate of Business Registration / Business profile generated from Business Portal.
GST Registration Certificate (if applicable) / MIRA Registration Certificate
SME Registration (if applicable)
Incomplete proposals may not be considered.

10. Selection process

– Detailed below is the weightage given for the selection process.

#	Detail	Weightage
1	Financial Proposal (marks will be given based on ratio)	90%
2	Experience (marks will be given based on ratio)	5%
3	Duration	5%

– The proposal with the lowest total price will serve as the benchmark, receiving a maximum score of 90 for the financial evaluation. Other proposals will be graded relative to this benchmark.

– Only the experience documents relevant to this project as mentioned in section of Experience of this TOR, specifically valued over MVR 35,000.00 (Thirty-Five Thousand Rufiyaa), and projects with the completion date not older than 5 years from the date of submission will be considered for evaluation.

– The experience documents should clearly state that the project was successfully completed, the nature of the project, start date and completion date of the project.

– Each eligible experience document holds 1 mark for up to a maximum of 5 experience documents for which the maximum marks of 5 will be given.

– The proposal with the lowest duration will serve as the benchmark, receiving a maximum score of 5 for the duration. Other proposals will be graded relative to this benchmark.

– Applicants with the highest marks will be contacted to form a contract for the project.

  o Note: During the evaluation, the regulation number G-23/2023 " ދ ައ ުލ ަތ ުގ ެ އ ޮފ ީސ ުތ ަކ ުން ކ ުރ ާ ޚ ަރ ަދ ުއ ްސ ިރ ޭ

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