



Terms of Reference (TOR) for Supreme Court Website Development

1. Background

The Supreme Court of the Maldives is the highest judicial authority responsible for upholding the rule of law and ensuring justice. As part of its commitment to transparency, accessibility, and modernization of judicial services, the Court seeks to develop a **comprehensive, secure, and user-centric digital platform**.

The current website does not fully meet modern expectations for usability, accessibility, scalability, multilingual support, and integration with digital judicial services. Therefore, the Supreme Court intends to design and implement a **next-generation website** that enhances public access to judicial information and strengthens institutional efficiency.

2. Project Overview

The Supreme Court seeks to design, develop, deploy, and support a **digital judicial web platform** that is secure, scalable, multilingual, accessible, data-driven, and user-centric. The new website must go beyond a traditional information portal and serve as an intelligent digital public service platform that improves access to justice, transparency, communication, and institutional efficiency.

The platform shall reflect the authority, integrity, and professionalism of the Supreme Court while adopting modern standards in **user experience, cybersecurity, governance, accessibility, interoperability, and content management**.

3. Strategic Objectives

The proposed website shall aim to:

- Deliver a **modern, responsive, and high-performance digital experience** across desktop, tablet, and mobile devices.
- Provide the public with **fast, intuitive, and multilingual access** to court information, announcements, hearings, decisions, publications, and institutional resources.

- Establish a **future-ready digital content platform** with robust workflow, governance, and role-based publishing controls.
- Improve public engagement through **interactive services, smart search, media integration, and digital communication channels**.
- Ensure the platform is built with **enterprise-grade security, privacy, auditability, and operational resilience**.
- Enable the Supreme Court to manage its digital presence independently through a powerful and easy-to-use administration environment.
- Support future integration with judicial systems, registries, digital archives, analytics tools, and other e-government services.
- The Supreme Court website shall function as a unified digital justice platform that progressively enables public services, procedural transparency, and system interoperability — not merely a publishing channel.

4. Scope of Work

The selected bidder shall provide end-to-end services, including but not limited to:

4.1. Discovery & Planning

- Requirement gathering and stakeholder consultations, current system assessment, and delivery of requirement specification document.

4.2. UI/UX Design

- Information architecture and sitemap creation, development of wireframes and design prototypes, and implementation of responsive, mobile-first designs.

4.3. Development

- Frontend and backend development, CMS implementation, and development of modules such as search, repository, media, etc.

4.4. Integration

- Ensure API readiness for future integrations and integration with internal or external systems if required.

4.5. Content Migration

- Migration of existing website content along with data validation and structuring.

4.6. Testing & Deployment

- Conduct functional, security, performance, and UAT testing, followed by deployment in the production environment.

4.7. Training & Knowledge Transfer

- Provide training for administrators and content editors and deliver system documentation and manuals.

4.8. Support & Maintenance

- Provide post-launch support and maintenance, including bug fixing and system updates.

5. Functional and Technical Requirements

5.1. Enterprise Content Management System (CMS)

The solution shall include a **modern enterprise-grade CMS** with the following minimum capabilities:

- Modular and scalable CMS architecture.
- Role-based access control with granular permissions for create, edit, review, approve, publish, archive, and delete functions.
- Multi-level approval workflow for content governance.
- Super Administrator controls for user management, role assignment, permissions, system settings, and audit supervision.
- Support for content drafting, review, scheduled publishing, instant publishing, version control, rollback, and content archiving.
- Ability to create, update, remove, and reorganize pages, menus, categories, and content structures without vendor dependency.
- Comprehensive activity and audit logs for content changes, user access, administrative actions, and security events.
- Secure password management and support for multi-factor authentication for all administrative users.
- Dashboard for content status, workflow tracking, pending approvals, system alerts, and performance insights.
- Media asset management for images, videos, documents, and downloadable resources.
- Metadata management, SEO controls, URL management, and schema-ready content structure.
- API-ready architecture to support future integrations and external data exchange.

5.2. User Experience, Design, and Front-End Standards

The website shall be designed as a **modern digital public service platform** with a premium institutional look and feel. It shall include:

- A clean, authoritative, and contemporary visual identity aligned with the stature of the Supreme Court.
- Fully responsive design optimized for desktop, mobile, tablet, and high-resolution displays.
- Mobile-first and accessibility-first design approach.
- Fast-loading, optimized, and performance-tuned user interface.
- Clear information architecture with intuitive navigation and user journeys.
- Search-first content discovery experience.
- Consistent UI/UX standards across Dhivehi and English versions.
- WCAG-aligned accessibility considerations, including readable typography, contrast, keyboard accessibility, screen-reader compatibility, alt-text support, and structured headings.
- Future-ready UI design patterns to support expansion into digital services, public notices, e-filing links, dashboards, and court service integrations.

5.3. Multilingual and Localized Content Management

The platform shall support **multilingual content delivery**, at minimum in **Dhivehi and English**, with the ability to expand further in the future.

Required capabilities include:

- Separate and linked multilingual content entries.
- Language switching with a seamless user experience.
- Independent publishing workflows per language.
- Support for Dhivehi script rendering, layout handling, font optimization, and usability best practices.
- Consistent structure and taxonomy across all language versions.
- Administrative tools to manage translation status and synchronization between language versions.

5.4. Website Information Architecture and Core Sections

The website shall support structured management for, but not limited to, the following sections:

- Home Page
- Supreme Court Overview
 - Vision
 - Mission
 - Justices

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- Former Justices
- Organizational Chart
- FAQ
- Court Registry
- Decisions / Judgments Repository
- Media Centre
 - News
 - Speeches
 - Press Briefings
 - Announcements
 - Publications
- Court Statistics Dashboard
- Important Links
- Contact
- Hearings Management
- Search

The architecture shall allow future expansion for additional sections, services, archives, legal databases, and public service modules.

5.5. Decisions and Legal Content Repository

The website shall include a **next-generation decisions repository** with advanced discovery capabilities, including:

- Advanced search with multiple filters.
- Search by case title, case number, date, category, keywords, topic, judge, or status.
- Structured tagging and categorization.
- Downloadable judgments in PDF and other supported formats.
- Linked related documents and references where applicable.
- Optimized display for long-form legal content.
- Archive and retention structure for historical judicial decisions.
- High-speed indexing and search performance.

5.6. Hearings and Registry Information Management

The solution shall support structured publication and management of hearings and registry-related information, including:

a. Hearings:

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- Categorized listing of scheduled, ongoing, concluded, postponed, and cancelled hearings.
- Filtering by date, case type, or status.
- Support for past, present, and future hearing visibility.
- Easy content update workflow for court staff.
- Scalable framework for future integration with court registry or case-tracking systems.

b. Court Registry:

- Categorized listing of case registry including date, parties, case type and status.
- Show and Update case status to Filed, Under Registrar Review, Admitted or Rejected, listed for hearing, Heard, Judgment Reserved, Judgment Delivered.
- Filtering by date, case type, case number, hearing date or status.
- Easy content update workflow for court staff.
- Scalable framework for future integration with court registry or case-tracking systems.
- Show a case lifecycle model:
 - Filed → Under Review → Admitted → Listed → Heard → Judgment Reserved → Delivered → Archived
 - All content (hearings, decisions, documents) must link to this entity.

5.7. Interactive Media and Digital Communications

The platform shall support a modern public communications experience, including:

- Media centre with categorized publishing.
- Photo gallery and video library.
- PDF and publication library with previews and downloads.
- Social media integration for institutional channels.
- Social sharing options for public news and announcements where appropriate.
- Homepage alerts, notices, spotlight sections, and featured publications.
- Optional newsletter integration or citizen notification capability for future phases.
- Audience-Based information architecture
 - Public users – simplified explanations, FAQs, summaries
 - Lawyers – detailed procedures, case search, rules
 - Researchers/Media – statistics, publications, downloads

5.8. Search, Discovery, and Smart Navigation

The website shall include a **powerful site-wide search capability** designed for legal and public information discovery, including:

- Full-text search across pages, news, decisions, hearings, and documents.
- Advanced filtering and faceted search.

- Optimized page speed and media delivery.
- Scalable architecture for growing content and user traffic.
- Content delivery and caching optimization where appropriate.
- Disaster recovery and backup readiness.
- Monitoring and alerting capabilities for technical administrators.

5.12. Analytics and Reporting

The solution shall include a modern analytics and reporting capability that enables the Court to measure platform effectiveness, including:

- Website traffic statistics.
- User behavior insights.
- Popular pages and content trends.
- Search behavior and top search terms.
- Engagement metrics for media and publications.
- Device, browser, and user location insights where appropriate.
- Administrative dashboard and exportable reports.

5.13. Testing and Quality Assurance

The vendor shall conduct comprehensive testing covering:

- Functional testing.
- Responsive and cross-browser testing.
- Security testing.
- Performance and load testing.
- User acceptance testing.
- Accessibility validation.
 - WCAG 2.1 AA conformance report
 - Screen reader test results
 - Keyboard only navigation testing
 - Accessible documents policy
- Content validation.
- Bug fixing and stabilization prior to production launch.

5.14. Training, Knowledge Transfer, and Documentation

The vendor shall provide structured training and complete documentation, including:

- Administrator training.

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- Content editor training.
- Technical handover.
- User manuals and administrative guides.
- System architecture documentation.
- Deployment and configuration documentation.
- Maintenance procedures and troubleshooting guidance.

5.15. Support, Maintenance, and Future Enhancement Readiness

The bidder shall provide post-launch support and maintenance services, including:

5.15.1. Warranty support period after go-live (minimum 12 months)

- Issue logging, response, and resolution procedures.
- Security patching and system updates.
- Performance monitoring and optimization.
- CMS and platform maintenance.
- Support for future enhancements, integrations, and feature expansion.

5.15.2. 3-year post-warranty maintenance and support proposal

- Submission of a detailed proposal, to commence after the initial 12-month warranty period.
- This proposal shall include scope of services, SLAs, escalation procedures, and any optional value-added services.
- Clearly indicate whether pricing is fixed or subject to escalation.
- Provide breakdown of costs, if required.
- Specify any exclusions or assumptions.
- Include optional pricing for:
 - Additional development/enhancements
 - Onsite support (if required)
 - Extended SLA / premium support

Bidders offering clearly defined escalation mechanisms, measurable SLAs, and innovative value-added services will receive higher technical scores.

6. Expected Deliverables

The project deliverables shall include, at minimum:

- Discovery and requirement validation report.

- Information architecture and sitemap.
- UI/UX design prototypes.
- Fully functional website and CMS.
- Decisions repository and hearing management modules.
- Media and document management functionality.
- Search implementation.
- Security configuration and audit logging.
- Analytics and reporting setup.
- Testing and UAT reports.
- Training sessions and training materials.
- Technical and user documentation.
- Deployment and go-live support.
- Post-implementation maintenance and support plan.

7. Preferred Modern Technology Expectations

The proposed solution should ideally demonstrate the following next-generation characteristics:

- Secure, scalable, and maintainable architecture.
- API-enabled and integration-ready design.
- Cloud-ready or modern hosting-ready deployment model.
- Modular build approach for future enhancement.
- Strong cybersecurity-by-design principles.
- Accessibility and performance by default.
- Analytics-enabled decision support.
- Low vendor lock-in and ease of long-term maintainability.
- AI-Readiness:
 - AI-assisted:
 - judgment summarization (read only)
 - Dhivehi ↔ English draft translation (human approved)
 - internal content tagging

8. Timeline

The implementation timeline may remain within the proposed 12-week framework, but the bidder shall present a detailed milestone plan covering:

- Discovery and planning
- UI/UX design

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- CMS and module development
- Content migration and structuring
- Testing and UAT
- Training and handover
- Production deployment and launch support

9. Training and Knowledge Transfer

The bidder shall provide (*this can be scheduled within 30 days of website go-live*):

- Administrator training
- Content editor training
- Technical handover to IT team
- User manuals and system documentation

10. Hosting and Infrastructure

The bidder must:

- Assist in setup and deployment
- Ensure configuration for performance and security

11. Intellectual Property Rights

- All deliverables (code, design, content, documentation) shall become the **exclusive property of the Supreme Court**
- Vendor shall not reuse or reproduce any materials without written consent

12. Proposal Submission Requirements

Bidders must submit:

12.1. Post-Implementation Support & Maintenance

- 3-year post-warranty maintenance and support proposal, to commence after the initial 12-month warranty period

12.2. Technical Proposal

- Company profile
- Project methodology
- Team composition and CVs
- Similar project experience

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