

## **TERMS OF REFERENCE (TOR)**

### **Design, Development, Deployment, Integration, and Support of the CSTI Website and Content Management System (CMS)**

#### **1. Background and Purpose**

The Civil Service Training Institute (CSTI) seeks to engage a qualified consultant or firm to design, develop, deploy, integrate, and support its official digital platform, comprising:

- **A public-facing CSTI Website with a Content Management System (CMS)**

CSTI currently does not have an operational website. This assignment represents the full establishment of CSTI's digital presence from inception, ensuring a coherent, scalable, and secure online platform that supports information dissemination, stakeholder engagement, and institutional visibility.

#### **2. Objectives of the Assignment**

The overall objective is to deliver a secure, scalable, and user-friendly digital platform that:

- a. Establishes CSTI's official online presence;
- b. Disseminates information on CSTI's mandate, programs, services, events, and publications;
- c. Provides an intuitive CMS for non-technical users;
- d. Enables efficient content management and publishing workflows;
- e. Ensures future readiness for enhancements without major redevelopment.

#### **3. Scope of Work**

##### **3.1 Component: CSTI Website and Content Management System (CMS)**

###### **3.1.1 Discovery, Planning and Design**

- Conduct requirements gathering and stakeholder consultations.
- Propose information architecture, site structure, and UX/UI design.
- Ensure accessibility, usability, and compliance with relevant standards.
- Submit all UI/UX designs for review and obtain formal approval from Civil Service Commission

###### **3.1.2 Development and Deployment**

- Design and develop a responsive, secure website compatible with modern browsers and devices.
- Implement a CMS allowing authorized users to:
  - Create, edit, publish, archive, and manage content independently
  - Control publishing workflows (draft, review, publish)
- Ensure modular and scalable architecture for future integration with other systems.

## **Indicative Website Sections**

The website should include, but not to be limited to the following sections:

1. About CSTI
2. Services
3. Training Programs
4. Trainers
5. Events and Webinars
6. Publications
7. Media
8. Conferences
9. Apply / Register
10. Downloads
11. Partners
12. FAQs
13. Contact
14. Social Media Integration

The final structure and content organization should be refined during the discovery and design phase

## **4. User Roles and Access Control**

- Role-based access control for the CMS
- Clear separation between:
  - Content editors
  - System administrators
- Secure authentication and authorization mechanisms

## **5. Technical Architecture, Framework, and API Layer Requirements**

### **5.1 Application Framework**

The consultant shall design and develop the Website and CMS using modern, secure, and enterprise-grade frameworks.

**Minimum requirements include:**

#### **Backend Framework:**

- Microsoft .NET Core / Node.js (preferred)
- Support for layered architecture (Presentation, Business Logic, Data, API)

#### **Frontend Framework:**

- Modern responsive framework such as:
  - Svelte, Angular, React, or equivalent
- Mobile-responsive and cross-browser compatible design
- Prefer component libraries such as DaisyUI

**Database:**

- PostgreSQL
- Proper normalization and indexing
- Secure access and role-based permissions

**Architecture Pattern:**

- N-tier or layered architecture
- Modular and service-oriented design
- Separation of concerns

**Language Support:**

- Dhivehi and English

**5.2 API Layer**

The system shall include a secure API layer to enable integration with external systems and future government platforms.

The API layer shall:

- Use RESTful standards
- Support JSON-based data exchange
- Include API versioning
- Support secure authentication:
  - OAuth 2.0
  - JWT
  - API keys (where appropriate)
- Include logging, monitoring, validation, and error handling

**5.3 Security Requirements****Database Requirements:**

- PostgreSQL with secure schema design
- Role-based access control
- Backup, restore, and disaster recovery
- Activity logging

**Protection Against Vulnerabilities:**

- SQL Injection
- Cross-Site Scripting (XSS)
- Cross-Site Request Forgery (CSRF)
- Session hijacking
- Unauthorized access

### **Audit Logging:**

- User activity logs
- Admin actions
- API access logs
- Error logs

Logs must include:

- User ID
- Timestamp
- Action performed
- System component affected

### **5.4 Scalability and Maintainability**

The system shall:

- Support future expansion without major redevelopment
- Allow integration with additional systems
- Support cloud or on-premise deployment
- Enable modular upgrades

### **5.5 Deliverables (Technical)**

The consultant shall provide:

- Fully functional website and CMS
- API layer (if applicable)
- API and technical documentation
- Integration documentation
- Source code
- Architecture diagrams

### **5.6 Language and Localization Requirements**

The system shall support **bilingual functionality**:

**Languages:**

- Dhivehi
- English

## **Functional Requirements:**

- Language switching capability
- Content management in both languages
- Proper rendering of Dhivehi (Thaana script)
- Bilingual menus, navigation, and forms

*Support content workflows and version control.*

## **CMS Requirement:**

- Prefer use of an existing open-source or .NET-based Headless CMS (e.g., Umbraco)

## **6. Testing, Quality Assurance, and Deployment**

- Functional, usability, security, and performance testing
- User Acceptance Testing (UAT) with CSTI stakeholders
- Deployment to CSTI-designated environment
- Cross-browser and cross-device compatibility

## **7. Documentation, Training, and Handover**

- Full source code and technical documentation
  - API and system architecture
- User manuals for CMS
- Training sessions for:
  - CSTI administrators
  - IT staff
  - Content editors
- Knowledge transfer and handover documentation

## **8. Support and Maintenance**

- Website & CMS: Six (6) months post-deployment support
- Bug fixes, technical support and minor enhancement
- Defined service levels and response times

## **9. Deliverables**

1. Approved work plan and project schedule
2. Information architecture and system design documentation
3. Fully functional CSTI Website with CMS
4. Source code and technical documentation
5. User manuals and training materials
6. Training sessions
7. Inception, monthly progress, and final reports

## **10. Duration**

- Website & CMS: Up to three (3) months

## **11. Rights and Ownership**

All intellectual property rights, source code, documentation, and materials developed under this assignment shall become the sole property of Civil Service Commission.

## **12. Qualifications and Experience**

Consultants or firms must demonstrate:

- Proven experience in website and CMS development
- Expertise in secure, scalable web applications
- Experience with system integration and support
- Qualified personnel with relevant experience

## **13. Reporting Requirements**

- Weekly progress updates
- Monthly progress reports
- Inception Report (within 1 week of commencement)
- Final Report (within 1 week of completion)