TERMS OF REFERENCE (TOR)

Development of the National Preventive Mechanism (NPM) Website

A – BACKGROUND

The National Preventive Mechanism (NPM) requires a modern, accessible and user-friendly public information website to provide information about its mandate, activities, news, reports, resources and other relevant materials to the public. The website will serve as the primary public information portal for NPM, providing information in both Dhivehi and English. NPM staff will be responsible for managing and updating the website content through an appropriate Content Management System (CMS).

The primary purpose of the website is to develop a dedicated website for NPM is to contribute to the torture prevention work, a clearer understanding of the mandate of NPM, create a clearer distinction between the work of NPM and other mandates of the Commission, and enhance the visibility by ensuring that NPM's findings, recommendations and activities are communicated and easily accessed. A separate website will help the public, persons deprived of their liberty and relevant stakeholders understand that NPM has a mandate separate from that of HRCM and the project will also contribute to greater compliance with the international standards.

1. Objectives

- Provide a modern and user-friendly interface, that is fully responsive, mobile-friendly and supports both Dhivehi and English.
- Provide simple and logical navigation.
- Allow NPM staff to independently manage website content.
- Provide search and filtering functionality.
- Provide news, reports, resources and gallery management.
- Allow users to share website content through social media and messaging platforms.
- Provide basic website visitor statistics.
- Provide appropriate security, backup and administrative controls.
- Validate, deploy and provide user manual and training for relevant staff.

2. Expected Outcome

At the completion of the assignment, NPM shall have a modern, secure, bilingual and mobile-friendly public information portal that enables the public to easily access information about NPM, its mandate, activities, news, reports and relevant resources. The website shall also

provide NPM staff with an easy-to-use CMS through which they can independently maintain and update the website without requiring ongoing developer assistance for routine content management.

B - DUTIES AND RESPONSIBILITIES

1. Scope of Work

The service provider shall undertake all activities required for the successful design, development, testing, deployment and handover of the website.

1.1 Modern, Mobile-Friendly Design

- Use a clean and easy-to-understand interface.
- Clearly present information to visitors.
- Be fully responsive.
- Support mobile phones, tablets, laptops and desktop computers.
- Follow modern web usability and accessibility practices.
- Maintain a consistent design across all pages.
- Provide an appropriate homepage/dashboard displaying key information and latest updates.

1.2 Dual-Language Functionality

- Support Dhivehi and English.
- Provide a language switcher on the homepage and every major page.
- Allow content to be managed separately in both languages.
- Provide proper support for Dhivehi right-to-left (RTL) text.
- Provide appropriate font and layout support for both languages.
- Support search functionality for available content in both languages.

1.3 Website Navigation and Structure

- Visitors should generally be able to reach important pages within 2–3 clicks from the homepage.
- Primary navigation menu.
- Secondary navigation menus where required.
- Breadcrumb navigation where appropriate.
- Categories and tags for organizing content.
- Clearly structured pages and sections.
- Search-friendly page structure.
- Links between related content.

The navigation structure shall be finalized in consultation with HRCM before development is completed.

2. Website Content and Main Pages / Indicative Website Structure

2.1 Home page

- Introduction to NPM/Highlights
- Background and establishment of NPM.
- Mandate and role of NPM.
- Relevant information about NPM's work.
- Latest News
- Featured Reports
- Featured Resources
- Activities/Gallery
- Important Links
- Social Media
- Other approved institutional information.

2.2 News Updates

- Creation and publication of news articles.
- News title and publication date.
- Article content and featured image.
- Additional images where required.
- Categories and tags.
- Related news.
- Search and filtering.
- Ability to edit, update and remove news articles.
- Latest news displayed prominently on the homepage.

2.3 Reports

- Upload reports.
- Add report titles and descriptions.
- Add publication dates.
- Categorize reports.
- Add relevant tags.
- Edit and update report information.
- Remove or archive reports where required.
- Make reports available for public viewing and download.
- Support commonly used document formats such as PDF.

2.4 Resources / Downloads

- International conventions.
- Standards.
- Laws.
- Regulations.
- Guidelines.
- Policies.
- Manuals.
- Reference documents.
- Other relevant publications.

- NPM detention center map

NPM staff shall be able to upload, categorize, update and remove resources. The resources section should include search and filtering functionality.

2.5 Gallery

- Create photo galleries/albums.
- Upload multiple photographs.
- Add titles and descriptions.
- Add dates.
- Categorize photographs.
- Edit or remove photographs.
- Display images in an appropriate responsive gallery layout.

2.6 Links

- NPM portal
- OPCAT-related webpages.
- Association for the Prevention of Torture (APT).
- Relevant United Nations organizations.
- Other relevant national and international organizations.
- Other approved websites and resources.

NPM staff shall be able to add, edit, categorize and remove links through the CMS.

2.7 Contact / Other Information

- As determined during the requirements and design stage

The final sitemap and navigation structure shall be agreed with HRCM before development.

3. Search Functionality

- Be accessible through the website header and/or footer.
- Allow users to search website content.
- Search news articles, reports, resources and relevant pages.
- Provide filtering by available categories and tags.
- Provide useful search results in both supported languages where applicable.

4. Social Media Integration

The website shall support integration with NPM's official social media platforms.

- Facebook
- Instagram
- X
- Threads
- Other official social media platforms

Social media icons should be clearly displayed in an appropriate location, such as the header or footer.

Website visitors should have the ability to share relevant website content through Facebook, X, WhatsApp, Telegram, Viber and other commonly supported sharing platforms.

5. Website Analytics

The website shall include basic visitor statistics, such as:

- Number of website visitors.
- Page views.
- Most frequently visited pages.
- Popular content.
- Basic visitor trends over time.
- Traffic sources where available.
- Basic device/platform information where available.

Analytics access shall be restricted to authorized NPM staff/administrators. The service provider shall configure the selected analytics solution and provide basic instructions to NPM staff.

6. Content Management System

A suitable Content Management System (CMS) shall be provided to allow NPM staff to manage website content without requiring programming knowledge. This includes:

- Create and edit pages.
- Publish and unpublish content.
- Create news articles.
- Upload reports and resources.
- Manage gallery images.
- Manage links.
- Manage categories and tags.
- Update homepage content.
- Manage content in Dhivehi and English.
- Manage media files.
- Preview content before publishing.

7. User Roles and Administration

Administrator

- Full access to website configuration and content management.

Content Manager / NPM Staff

- Create, edit and publish approved website content.
- Manage news, reports, resources, gallery and links.

Final user roles and permissions shall be agreed with HRCM before implementation.

8. Security Requirements

- Secure administrator authentication.

- Password protection.
- Appropriate user access controls.
- Protection against common web vulnerabilities.
- Secure file upload controls.
- HTTPS/SSL.
- Regular security updates for the CMS and associated components.
- Protection against unauthorized access.
- Appropriate logging of administrative activities where supported.
- Secure configuration of the hosting environment.

The service provider shall ensure that no unnecessary administrative or development access remains after project handover.

9. Backup and Recovery

- Website files.
- Database.
- Uploaded documents.
- Images and other media.
- CMS configuration where applicable.

The service provider shall provide a basic restoration procedure and demonstrate how the website can be restored from a backup.

10. Performance and Compatibility

- Load efficiently on normal internet connections.
- Work with current major web browsers.
- Support mobile, tablet and desktop devices.
- Optimize images and media where appropriate.
- Use appropriate caching and performance optimization techniques.
- Avoid unnecessary plugins, scripts or components that may negatively affect performance.

11. Search Engine Optimization (SEO) and Accessibility

- Search-engine-friendly URLs.
- Page titles and descriptions.
- Appropriate heading structure.
- Image alternative text.
- Sitemap.
- Appropriate metadata.
- Mobile-friendly structure.
- Readable content and navigation.
- Appropriate support for Dhivehi and English content.

12. Homepage Requirements

- Introduction/highlight about NPM.
- Latest news.

- Featured reports.
- Featured resources.
- Featured activities/gallery.
- Important links.
- Social media links.
- Search.
- Language switcher.
- Other important announcements or information.

The exact homepage layout shall be finalized in consultation with HRCM during the design stage.

13. Content Management and Handover

- CMS administrator account(s).
- Required administrator credentials.
- CMS user guide/documentation.
- Website technical documentation.
- Basic content management training for NPM staff.
- Training on uploading news, reports, resources and photographs.
- Training on managing links and homepage content.
- Training on basic analytics.
- Backup and restoration documentation.

All administrator credentials and required access information shall be formally handed over to HRCM upon completion.

14. Testing and Quality Assurance

- Functional testing.
- Mobile responsiveness testing.
- Desktop and tablet testing.
- Browser compatibility testing.
- Dhivehi/English language testing.
- RTL layout testing.
- Search functionality testing.
- File download testing.
- Gallery testing.
- Social media sharing testing.
- Analytics testing.
- Security testing.
- Performance testing.

HRCM shall be provided an opportunity to review and test the website before final deployment.

15. Validation

- Validation meeting with HRCM.

16. Deployment

- Final website configuration.
- Database configuration.
- Domain configuration where applicable.
- SSL/HTTPS configuration.
- CMS configuration.
- Analytics configuration.
- Backup configuration.
- Final security configuration.
- Production testing.

17. Staff Training

- CMS login and administration.
- Creating and editing pages.
- Publishing news.
- Uploading reports.
- Uploading resources.
- Managing gallery/photos.
- Managing external links.
- Managing Dhivehi and English content.
- Basic website analytics.
- Basic backup/recovery procedures.
- User manual.

Training materials should be provided electronically.

18. Support and Maintenance

- Correction of software bugs.
- Technical support.
- Security updates where applicable.
- Assistance with website availability issues.
- Assistance with CMS-related issues.
- Resolution of functionality issues identified during the support period.

The service provider shall clearly state the proposed warranty/support period (minimum of one year after the final handover of the website), response times and maintenance arrangements.

19. Website Hosting

- Hosting for five years from the date the website goes live and is accepted by HRCM.

20. Ownership and Intellectual Property

All outputs produced under this consultancy shall remain the property of HRCM and are subject to strict confidentiality. Upon completion and payment in accordance with the contract, all website-specific content, configurations, documentation and custom development produced under this assignment shall be handed over to HRCM.

The service provider shall not retain unauthorized access to NPM's website, hosting environment, database or administrative systems after final handover. Any third-party software, plugins, themes, licenses or components used in the solution shall be clearly identified in the proposal, including any recurring licensing or subscription costs.

The service provider shall ensure that all materials, software, designs, images, fonts and other components used or incorporated into the website are original or are lawfully obtained and used with the necessary permissions, licences or authorisations. The service provider shall not use any third-party intellectual property in a manner that infringes copyright or other intellectual property rights.

C – KEY DELIVERABLES AND PAYMENT TERMS

The payments shall be released upon satisfactory completion and submission of the required key deliverables mentioned below.

#	Key Deliverable	Payment	Required Approvals/Review
1	**Inception and Design**	100% payment upon completion and delivery of all deliverables from 1-6	HRCM review and approval of the design, development plan and timeline (shall indicate the estimated duration for each stage)
2	**Core Development (functionalities & features)**		Review and approval from HRCM. Functionalities and features should be developed to a satisfactory level.
3	**Testing & Security**		Testing of all features conducted by HRCM, and identified issues addressed and approved by HRCM.
4	**Validation**		Validation meeting held with relevant HRCM and website is reviewed against the agreed requirements and final website approved by HRCM.
5	**Staff Training**		Relevant all staff trained.
6	**Deployment & Handover**		Proper deployment and handover of all materials including user manual to HRCM.
7	**Website Hosting**	-	Hosting for 5 years from the date the website goes live and is accepted by HRCM. (shall indicate the cost of this in your proposal)
8	**Warranty & Support**	-	Warranty and support of minimum 1 year provided.

1. Deliverables

- Website design and development.
- CMS implementation.
- UI/UX design.
- Bilingual functionality.
- Domain.
- SSL certificate.
- Third-party software/plugins.
- Licenses.
- Analytics configuration.
- Validation.
- Training.
- Documentation.
- Deployment.
- Warranty/support.
- Website Hosting
- Any recurring subscription costs.

All recurring costs shall be clearly separated from one-time development costs.

2. Acceptance Criteria

- All agreed website features have been implemented.
- The website is available in Dhivehi and English.
- The website is responsive on mobile, tablet and desktop devices.
- NPM staff can independently manage website content.
- News, reports, resources and gallery functions are operational.
- Search functionality is operational.
- Social media links and sharing functions are operational.
- Basic visitor analytics are operational.
- Security and backup mechanisms are configured.
- The website has successfully completed validation, passed agreed testing and User Acceptance Testing (UAT) against the agreed requirements.
- Required documentation, user manual and training have been provided.
- All administrative access and relevant technical information have been handed over to HRCM.

3. Project Duration

- The selected personnel shall complete the project, including all required deliverables, within five (5) months from the signing date of the agreement.
- Interested party must confirm their ability to complete the project within the specified five-month period. Proposals that do not meet this requirement may be considered non-compliant.

4. Proposal Requirements

- Company profile.

- Understanding of the requirements.
- Proposed technical solution.
- Proposed CMS/platform.
- Proposed website architecture.
- Proposed UI/UX approach.
- Proposed implementation methodology.
- Project implementation timeline.
- Team structure and key personnel.
- Relevant previous projects.
- Hosting and infrastructure requirements, if applicable.
- Security approach.
- Backup approach.
- Support and maintenance plan.
- Validation plan.
- Training plan.
- Warranty/support period (should be minimum of one year after the final handover of the website)
- List of third-party software, plugins or licenses.
- Hosting costs for five years
- Any recurring costs.
- Any assumptions or exclusions.

E – REQUIRED SKILLS, EXPERIENCE AND EVALUATION CRITERA

1. Experience

- Relevant experience in website design and development.
- Experience developing responsive websites.
- Experience with CMS-based websites.
- Experience developing bilingual websites.
- Experience supporting Dhivehi/RTL websites would be an advantage.
- Experience implementing secure public-facing websites.
- Experience providing training and technical support.
- Relevant examples of completed website projects, preferably for government, public-sector, NGO or institutional clients.

2. Evaluation Method and Criteria

2.1 The criteria set for evaluating this bid are as follows:

- **2.1.1 Experience:** Relevant work experience in Information Technology, Computer Programming, Web and Application Development, Software Engineering, or Information Systems Management, or related fields **(40 Points)**
- **2.1.2 Price:** Proposed price for completing the work **(60 Points)**

2.2 Experience marks will be awarded based on reference letters for projects completed in Information Technology, Computer Science, Computer Programming, Web and Application Development, Software Engineering, Information Systems Management, or related fields (valued above MVR 50,000/-). The applicant submitting the highest number of valid reference letters will receive 40 points, and the remaining applicants will be awarded points on a pro-rata basis. A maximum of 10 valid reference letters per applicant will be considered. Marks for experience will only be given for works completed within the past 5 years (27/10/2021 – 27/10/2026).

2.3 Price marks will be awarded by allocating 60 points to the applicant proposing the lowest price, and other applicants will receive marks on a pro-rata basis.