



TERMS OF REFERENCE

1. INTRODUCTION:

Children's Ombudspersons' Office (COO) is seeking interested parties to develop the office website and provide technical support throughout the implementation process. The new website needs a cleaner and more intuitive navigation and architecture and relevant and visually appealing design elements for an improved user experience. Any new user should be able to easily find any needed information on the new site and understand the path that got them there. As we want to make the best use of the website with the most updated contents (add future web pages), it is important to use style guides, improved typography, and reduced page elements. COO requires the services of a web design and development firm/individuals experienced in designing and developing robust web experiences for desktop and mobile.

2. SCOPE OF WORK

2.1. RESPONSIBILITIES

- Create website layout/user interface by using standard HTML/CSS practices; using PHP / Laravel framework.
- Write well designed, testable, efficient code by using best software development practices;
- The design should be based on close interaction with COO and be flexible to interpolate changes in activities or future phases of the project, within the initial project goals.
- Gather and refine specifications and requirements based on technical needs;
- Be responsible for maintaining, expanding, and scaling our sites; Preparation and maintenance of product documentation;
- Propose an appropriate hosting service provider (Traffic: Unmetered, Disk Space: Minimum 50GB).

2.2. REQUIREMENTS

- Secure the existing site during the transition to the new platform; preservation of all current website content and functionality
- Should have a dynamic Content Management system (CMS)
- Multi-language website (English and Dhivehi).
- Adopt Role-Based Access Control (RBAC) to authorize system resources allocation to users based on roles.
- Access to different features/pages (edit/update) based on their role / department.
- Maintain consistent aesthetics and UI of the website;
- Ensure compatibility to all modern browsers (Mozilla Firefox, Microsoft Edge, Google Chrome, etc.);
- The website should run optimally (page load time below 5 seconds) on a PC connected to a network with minimum band width of 512 kbps;
- Image and other content customization features should be inbuilt within the system to allow standard content sizes (eg. standard image sizes for easy uploading and processing).
- Fully Responsive Design /All content must be optimized for mobile and for faster performance
- Featured products / Featured Posts / Features Banner.
- Integrated dynamic mapping –integrated google/GIS map functionality
- Navigation pack; design and develop navigations needed for the site including multi- level mega navigation, footer navigation, and bread crumbs
- Social Media integration (FB, Twitter, YouTube etc..)
- Progressive web app (PWAs) functionality
- All pages must be dynamic
- Should have the ability to add information pages in future
- Streamlined search functionality with predictive search ability
- Website maintenance must be free of charge for the first year.
- Provide a solution for hosting the website.

2.3. SECURITY REQUIREMENTS:

The consultant shall adhere to following security requirements:

- The software should provide audit trails and logs mechanism for content changes performed by all system users.
- Maintain time series data so that certain information is not lost with passage of time and repeated updating.
- Handle Session Hijacking, session replay, etc
- Input Validation to prevent attacks such as buffer over-flow, cross-site scripting, SQL Injection, etc
- The contracted web development company will have an automated testing system that checks for broken hyperlinks on the site.

3. OWNERSHIP OF SOURCE CODE:

Children's Ombudspersons' Office shall be the sole owner of the source code, Intellectual Properties and patent rights.

4. REPORTING ARRANGEMENTS (For Selected Bidder):

The firm/ Individuals will report directly to the Corporate Affairs Department. Below are the minimum requirements for the reporting arrangement and methodology for execution of this assignment.

- Work plan and meeting schedules. The firm/ Individuals shall conduct an assessment (detailed requirement) analysis before commencing the work. The firm/ Individuals shall conduct an initial kickoff meeting and submit a work process and a schedule of meetings and discussions. The schedules should be submitted for approval before the commencement of work.
- Wireframe /Layout Design Presentation. The firm/ Individuals shall present a minimum of 2 design concepts/directions. With wireframes and layout design.
- A Gantt chart shall be provided at the start of the project indicating all the different phases. Should meet the focal points of HRCM every week to show and explain the progress.
- Final Submission - Website/Source Code.