

ANNEX-F

TERMS OF REFERENCE FOR INSTITUTIONAL CONTRACT

Title of the assignment	Design and Development of Website for Policy Guidance Unit of Cabinet Division
Purpose	The proposed Agency is required to develop/adopt a customizable web-based system for efficient information management to be used for content management, establishment of dynamic dashboard both as a portal for data repository of latest approved policies on children and women, learning modules on policy reform/formulation process in Bangladesh, establishment of real-time monitoring platform to track the ongoing policy reform initiatives of 15 child-sensitive social sector ministries of the Government of Bangladesh, creation of a mechanism of accumulating feedback system on approved or draft policies from diversified audiences within the country and abroad.
Location	Dhaka, Bangladesh.
Estimated Duration	The consultancy will be for 6 months.
Reporting to Technical Supervisor of this assignment	Social Policy Specialist, SPEAR Section and ICT Specialist

1. Background

The approach for ensuring and protecting child rights has recently emerged through a diverse policy discourse both at the national and international platform. Verily, the evolving nature of the child-focused policy framework intensifies the need for better integration and monitoring system. In alignment with the vision 2021 and the principles of SDGs, the Government of Bangladesh has introduced dynamic policy strategies nationwide as instrumental to address the key challenges in the way to usual development trajectory. The commitments made by the Government have been introduced with an all-spanning and well-focused National Social Security Strategy (NSSS) and the Perspective Plan.

In Bangladesh, there exists more than 130 Social Protection Schemes, aiming at enhancing and strengthening protective environment for its deserving citizens, prioritizing maximizing of social benefits with extended coverage all-around through proper policy intervention. Realizing the vulnerabilities of children, the social protection schemes are found to be developed with better design and implementing approach targeting at children or household with children. Some 80 programs have been identified in the NSSS documents that directly or indirectly benefit children. Notwithstanding a rapid development of social protection schemes, the policy context specifically focused on child development and child protection is still largely less concentrated in terms of its better coordination and operationalization. Child-sensitive policies taken by the different ministries/divisions often time compromise, overlap, and conflict with each Other support and therefore fail to achieve expected goals.

Under the backdrop above, UNICEF Bangladesh office has initiated a partnership with the Cabinet Division with an aim to support the government to establish a dedicated Policy Guidance Unit (PGU) to operationalize the child component of the National Social Security Strategy (NSSS) and to coordinate child focused social protection programmes implemented by different ministries. It is expected that appropriate policy support, legal frame in place can steer operationalization of NSSS. The PGU will essentially act as a parental unit to all the concerned ministries/divisions implementing child-related policies and actions. It is also expected that Cabinet Division, as coordinating ministry with all other ministries, might pursue for expeditious formation of policies, strategies relating to implementation of

child rights. To ensure visibility of the policy formation Policy PGU requires a website that will be used as one-stop shop for policies under the pipeline including those under reform, and finalised policy papers.

One of the key priority activities, as agreed in the rolling work-plan 2019-20 signed between UNICEF and Cabinet Division, under the above-mentioned partnership, is to develop a web-based repository of the latest policies/ strategies/ studies relating to policies/strategies relating to child rights. In addition, development of Content Management System consists of project documents, reports, policy briefs, results, video, statistical data etc. Besides, through this initiative, Cabinet division and UNICEF want to ensure visibility and accessibility in terms of sharing policy related content and project success and challenges.

Having a reflection on the background picture, it is important to operationalize the policy context with proper implementation and monitoring mechanism to serve the purpose. In connection with that, UNICEF Bangladesh has partnered with the Cabinet Division to develop a dedicated web portal purposefully to serve as a knowledge hub of child-sensitive policies and practices generated from real-time data and evidence

Purpose of the Assignment

UNICEF is looking for a reputable consulting firm to develop/adopt a customizable web-based system for efficient information management to be used for content management, establishment of dynamic dashboard both as a portal for data repository of latest approved policies on children and women, learning modules on policy reform/formulation process in Bangladesh, establishment of real-time monitoring platform to track the ongoing policy reform initiatives of 15 child-sensitive social sector ministries of the Government of Bangladesh, creation of a mechanism of accumulating feed-back system on approved or draft polices from diversified audiences within the country and abroad.

2. Description of Assignment

Design Considerations

- The Website shall comprise two parts the Document repository and a Website which will be the main portal for Cabinet division. This dynamic page will be used to communicate news updates, published reports, policy papers and other related content. The Document repository will be used for data management, sharing documents and related data. To ensure system security and manageability, PHP framework like Laravel/CI (CodeIgniter)/YII should be used in the development.
- The two parts (Website and Document Management portal) shall be interlinked to ensure access to both parts from the website and vice versa.
- Human- centred and ease of use to allow limited learning curve to utilise the system.
- Develop Beta-Version which will be used as part of User Acceptance Testing (UAT) Cabinet Division Users before full deployment.
- The Consultant shall not use any library or codes that has any other copyright claim associated with it which will prevent or restrict smooth transfer of ownership in any way.
- System hosting issues need to be clearly identified and indicated on the onset with potential of hosting under BCC.
- The Consultant shall deliver all documentation such as codes to Cabinet Division and cannot claim any royalty or authority of any sort in case of replication the source code database or any other deliverables under the TOR for any future use;
- The CMS shall comprise two parts the Document repository and a Website which will be the main portal for Cabinet division. This dynamic page will be used to communicate news updates, published reports, policy papers and other related content. The Document repository will be used for data management, sharing documents and related data. To ensure system security and

manageability, PHP framework like Laravel/CI (CodeIgniter)/YII should be used in the development.

- The Website will also be used as a platform for interactive citizen engagement on policies hence the website design needs to incorporate both conceptually and technologically.

Document Management and Repository

- The two parts (Website and Document Management portal) shall be interlinked to ensure access to both parts from the website and vice versa.
- The site will have an embedded workflow that will show progress on policies from development, review up to completion. Published documents will need to show status on the dashboard or website info graphically
- Human- centred and ease of use to allow limited learning curve to utilise the system.
- Develop Beta-Version which will be used as part of User Acceptance Testing (UAT) Cabinet Division Users before full deployment.
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Website

- This is a dynamic webpage that will be provisioned for easy management of content (documents, news, policy briefs) that have been published and be accessible to both general users and administrators. This is the frontal interface of the that provides landing pages linked to digital content in the repository, infographics and
- The Web Portal shall also have external links to other relevant resources which will be updated from time to time as per framework agreed by Cabinet division and UNICEF.
- The website shall have a connector into Multi Poverty Index Data for Bangladesh and linkage to SDG reports for Bangladesh to allow for analysis and visualisation on the Dashboard
- The Web portal will also have dashboard that provide visualisation of the content map (e.g. reports, videos info graphs, photos). This dashboard shall be dynamic and configurable by the system administrator, contractor need to understand and define the key different data sources as part of the design concept.
- A dynamic Dashboard linked to projects underway, status and level of completion. Other elements and requirements for reporting will be agreed between UNICEF and Cabinet Division during the SRS development.
- The website will be required to include Comment feature that will be used to collect feedback on policies from interested Public and Academia as part of Citizen engagement
- Requirement for the CMS to work as live repository to maintain project documents (reports, policy papers, videos, presentation etc.) with a tab under Cabinet division of GoB
- System should allow for users to collaborate on existing documents and update as necessary.
- Data management and defined taxonomy should allow easy search facilities for uploaded documents.
- If Licencing for the system is required, it should be perpetual- once off payment.

Management and Maintenance

- To keep the website updated the Agency will be required to include into their proposal a 10-month support plan which will include updating the website, adding required content and maintenance.
- Develop knowledge product such a software design document, technical administration guide, user manual, and training manual;

- Provide two-year warranty period and service support and maintenance after successful completion of the Solution in its entirety
- User Acceptance testing shall include review of the software problems including bugs and malicious codes which will need to be resolved within 3 days. Other supports will be included as specified in the technical proposal of the hiring company which will be the part of the contract/PO as there will be no separate Service Level Agreement under the proposed contract.
- Data back-up and data recovery should be included in the proposal.
- Source code and database configurations shall be made available and owned by cabinet division.
- The firm shall provide service support and maintenance of the software at 7×24-hour basis as required and specified in the technical proposal of the hiring company.

Security Features

- Maintain elevated level of security for data these include secure login, authentication and password recovery. This might include two step verifications through SMS or e-mail.
- Both Website and document management system should include Secure Sockets Layer (SSL) or Transport Layer Security (TLS);
- Audit Log with tracking logging, access and changes to data structure.
- The source code, database and website shall undergo a load balance, vulnerability and penetration test before roll-out
- IT consultant will follow NEA guidelines and after submission of the software it will be tested by ICT department of GoB. 40% of the total amount will reserved and completed after system has passed all security tests.
- Website should be able to display in Multi-Language mode for both Bangla and English, while document repository should also recognize documents produced and saved in Bangla.

All rights reserved of the CMS by the Cabinet Division

Deliverables	Indicator	Time Frame
1. Submission of Software Requirements Specifications document according to specifications and website design requirements stipulated by UNICEF & Cabinet Division.	Approved inception report	3 weeks
2. Design and finalizing Beta-version soft launch on the web and providing the required access to key stakeholders the site as part of User Acceptance testing (UAT).	Beta version of the website and CMS	60 days
3. Conduct a Security and Performance test of the document repository and Website	Final version of the website and the CMS	3 months
4. Produce second iteration of the Website incorporating all comments and feedback from the UAT.		
5. Conduct Training of the end users and key stakeholders of the website.	Training report	Quarterly report
6. Maintenance period will be started after the contract period/ launching of the website and CMS and to be ended on 29 January 2021. Thus, 4 payments will be made for quarterly support in this connection.	Support Service Plan for two years after deployment	

2 Reporting requirements

- Inception report within the first week of the contract to understand the assignment.
- Progress and Technical Reports by 1st of every month;
- Training material before 2 weeks of the date of the training
- Final report within 2 weeks before completion of assignment
- Periodic reports as mentioned in the below payment schedule.

3 Payment Schedule

- 05% of total fee upon submission of the final SRS Document
- 30% of total fee upon approval of deliverables due after 3 months of signing the contract.
- 40% of total fee upon approval of deliverables due after passing Security and User Tests.
- 30% of total fee upon approval of final deliverables and signed off final product.

4 Qualification requirement of the company/institution/organization

Team Personnel qualifications and experience

- Expertise and knowledge of modern CMS techniques, including graphic design.
- Expert knowledge in Content Management System and Responsive design.
- Expert knowledge of Photoshop, illustrator, acrobat, Word and other graphics applications.
- Expert knowledge of PHP, Java, MySQL, HTML, CSS, DHML, VB Script or Java Script.
- Strong organizational skills and ability to handle multiple tasks under tight deadlines is essential.
- Must be fluent in English.
- Must have experience in similar previous assignments.

Institutional capacity and experience

- Technical capacity with over 5 years demonstrated experience in web content development
- Proven record of working experience in minimum 03 (three) large scale online multisystem development
- Experience with UN agencies, large NGOs or Government
- The personnel of the firm must have strong spoken and written English language skills

In addition to the above minimum requirement, the firm is free to propose in their technical proposal professionals who will be required for this assignment.