TERMS OF REFERENCE (TOR)

DEVELOPMENT OF A WEBSITE WITH CONTENT MANAGEMENT SYSTEM (CMS)

ATTORNEY GENERAL'S OFFICE
MALE', MALDIVES

Terms of Reference (TOR) for the Development of a Website with Content Management System (CMS) for the Attorney General's Office

1. Background

The Attorney General's Office (AGO) is the government body responsible for providing legal advice and representation to the government of the Maldives. To enhance transparency, accessibility, and efficient communication with stakeholders, AGO is developing a new website with an integrated Content Management System (CMS). The website will feature user-centric tools and robust functionality to ensure streamlined public access to legal resources and government information, facilitating the dissemination of information and services to the public in both Dhivehi and English languages.

2. Objectives

2.1 Create a user-friendly website for AGO that serves as a central hub for legal resources and public services.

2.2 Implement a robust CMS with a neat and easy-to-use backend to support multiple administrative users with varying access levels.

2.3 Enhance public engagement through tools such as an interactive chatbot, real-time updates, and online forms.

2.4 Provide multilingual support in Dhivehi and English to cater to diverse users.

2.5 Enable seamless access to the daily court schedules, AGO-related case verdicts, and MVLaw website updates.

2.6 Develop a media section to disseminate news, announcements, downloads, and publications.

2.7 Provide information about the role, functions, and services offered by the Attorney General's Office.

2.8 Enable online access to legal resources, publications, and relevant documents.

3. Scope of Work:

3.1 Requirement Analysis

- Analyse stakeholder needs and preferences, including those of AGO staff and public users.
- Identify best practices from comparable government/legal websites, such as the Prosecutor General's Office (PGO).
- Develop a requirement analysis report detailing the findings and suggestions for the website's functionality.

3.2 Website Development

3.2.1 Front-End Development:

- Build a visually appealing, responsive, and user-friendly design compatible with various devices and screen sizes.
- Develop a clear and logical menu structure that allows users to easily locate information and services, reducing the number of clicks required to access key content.
- Apply AGO's branding guidelines consistently throughout the website, including colour schemes, typography, and logo usage, to reinforce the organization's identity.
- Design a media section for galleries, news, announcements, and publications with filtering and categorizing options.

3.2.2 Feature-Specific Development:

- Chatbot: Integrate an AI-powered chatbot for FAQs, user guidance, and service navigation.
- Online Forms: Develop interactive forms for requests such as legal advice, document submissions, or public inquiries.
- Daily Court Schedule: Provide a dynamic section to display the daily court schedule handled by AGO, with real-time updates.
- AGO Case Verdicts: Create a searchable database for AGO-related case verdicts, similar to the PGO website.

- MVLaw Updates: Add a real-time data integration feature to display the latest Qaanoon and Qawaaidhu updates from MVLaw.
- Develop a dynamic, interactive gallery feature to showcase images and videos related to the AGO's events, publications, and activities.
- **Timeline of Achievements:** An interactive, scrollable timeline that showcases key milestones and achievements of the AGO over the past 75 years.
- **Anniversary Events Calendar:** A calendar feature that lists upcoming events and activities in celebration of the AGO's 75th year

3.2.3 Backend Development:

- Implement a secure, intuitive CMS with the following functionalities:
- Support for multiple admin users with role-based access controls (e.g., editor, publisher, admin).
- Ability to upload and manage content in Dhivehi and English.
- Simple tools for updating court schedules and case verdicts.
- Ensure the CMS supports batch uploading, easy organization, and tagging of gallery content by authorized administrators.

3.2.4 Security & Data Protection:

- Apply encryption for data protection with secure communication protocols and ensure compliance with privacy standards.
- Ensure a scalable architecture to handle increased traffic and data growth.
- Implement secure coding practices to protect against common vulnerabilities.

3.2.5 Content Management System (CMS)

- Develop an easy-to-navigate backend for content management.
- Include features for uploading and organizing media, announcements, and legal documents.
- Provide multilingual support for Dhivehi and English content creation.

3.2.6 Analytics Integration

- Embed analytics tools to track website usage patterns, including:
- Visitor demographics and behaviour.

- Popular pages and average time spent on them.
- Insights for content optimization.

3.2.7 Non-Functional Requirements

- Accessibility: Ensure compatibility with assistive technologies (e.g., screen readers).
- Performance: Design for high performance with minimal downtime.
- Scalability: Develop a framework capable of handling future feature expansions.

4. Deliverables

4.1 Requirement analysis report.

4.2 Functional specifications document, including detailed design wireframes.

4.3 A fully functional website with the following features:

- Chatbot integration.
- Online forms for public use.
- Sections for court schedules and case verdicts.
- Real-time MVLaw updates/links to it.

4.4 Media section with categorized news, announcements, and publications.

4.5 Integrated CMS with a neat and simple backend for multiple admin users with role-based access controls.

4.6 Training sessions and comprehensive user guides for AGO staff.

4.7 A clear and commented source code and configuration documentation and guidelines clearly stating how to set up the environment and its configurations.

4.8 Final project report with all assets and documentation.

5. Timeline

5.1 The development of the website with a CMS for the Attorney General's Office is anticipated to be completed within three (3) months from the commencement date, which is the agreement signing date.

A six-month post-launch evaluation period will be allocated to address any additional feedback, minor adjustments, and fine-tuning.

6. Eligibility

6.1. The Bidder shall have a solid understanding and proficiency in web development technologies and related frameworks.

6.2. The Bidder must have proficiency in server-side scripting languages and must be well-versed with back-end frameworks.

6.3. The Bidder must have thorough knowledge on database systems and must have experience in its design principles and schemas.

6.4. The Bidder must have completed at least 5 website development/custom development projects within the past 5 years. Reference letters/work completion letter for these projects must be enclosed with the proposal.

6.5. The Bidder must have a team composition covering the following aspects of the project (CVs of all individuals under each category must be submitted along with the proposal):

- Dedicated project management personnel to ensure project governance and deadlines are met;
- DevOps and development management team to ensure timely delivery of the development tasks under industry best practices;
- UI/UX designers with the understanding in custom user interface design and accustomed to the user experience design principles;
- Front-end and back-end developers with extensive knowledge and experience in the programming languages and frameworks; and
- Support personnel for providing help desk services and for troubleshooting, bug fixes, user support, etc.

6.6. The Bidder must be well accustomed to the coding standards and industry-best practices for web development for delivering efficient and scalable code.

7. Proposal Submission

7.1 To evaluate all proposals fairly and equally, bidders must present their proposals in adherence to the submittal requirements. Proposals should be prepared as simple as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the TOR. Attention should be given to accuracy, completeness, relevance, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labelled and must conform to the following proposal structure:

- Scope of work
- Methodology
- Project plan and timeline
- Team Composition
- Price Proposal

7.2 All interested bidders must submit the following documents along with the proposal for it to be acceptable:

- A proposal for the website development works as per the proposal structure defined under 7.1 of this TOR.
- A portfolio of previous work of website development with an integrated CMS supplemented with work completion/reference letters.
- Proposed website design concept and the site map including high fidelity wireframes, colour schema, typography, etc.
- Company profile sheet from the Ministry of Economic Development
- GST registration certificate
- Company profile
- CVs of the lead developer, backend developer, and graphic designer in charge of this project to be included in the proposal; A financial proposal to address the work.

The lump-sum fee which you proposed under this TOR should indicate the breakdown of all costs. This fee should be inclusive of ALL considerations.

8. Prebid Meeting & Bid Submission

8.1 Prebid Meeting

Date: 09th December 2024, Monday

Time: 11:00AM

Venue: 6th Floor, Velaanaage Block 20096, Ameer Ahmed Magu, Male', Maldives.

8.2 Bid Submission

Date: 15th December 2024, Sunday

Time: 11:00AM

Venue: 6th Floor, Velaanaage Block 20096, Ameer Ahmed Magu, Male', Maldives.

9. Evaluation Criteria

9.1 Portfolio and Experience (30%)

Experience will be evaluated based on the successful completion of similar Government and State-owned Enterprise projects on time, which will be obtained from the information presented on respective reference letters. Failure to do so may result in a score of zero under this criterion. References should only be from the last 5 years. A maximum of 5 references may be submitted. A score of 6% will be awarded per valid reference to the projects of similar nature with a maximum of 30% in total. Reference letters should include both details of the project and date of completion of the project.

9.2 Pricing (40%)

Evaluation of the price will be completed based on the lowest price proposed, i.e., the proposal with the lowest price will score the highest and maximum score of 40% while the remaining will be given scores relative to the lowest price.

9.3 Team composition (10%)

This will be evaluated based on the availability of the following resources within the development team, where availability is determined as per the CVs submitted with the proposal and considering the technical expertise and experience in implementing similar solution. Each category will be awarded a total percentage of 2% based on availability.

- Backend Developer
- Frontend Developer
- Solutions Architect
- Project Manager
- UI/UX Designer

9.4 Delivery (20%)

The delivery period will be evaluated based on the shortest delivery periods proposed, i.e., the shortest period proposed for the delivery of the services to the AGO. As such, the bidders will be ordered based on the proposed delivery period. Bidders falling under the shortest delivery period will be awarded the full percentage and the scoring shall be deducted at a rate of 1% for the remaining bidders in order.

10. Inquiries

10.1 In order to maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues are to be directed to:

- Email: procurement@agoffice.gov.mv

10.2 If any bidder planning to submit a proposal finds discrepancies in or omissions from the TOR or is in doubt as to the true meaning of a particular requirement, a request for clarification or correction must be submitted in writing to the contact listed above before the deadline to submit the questions as clarified in the announcement. Any questions received after this date will not receive a response.

10.3 Bidders are directed specifically NOT to contact any other staff of AGO (other than the contact specified above) for meetings, conferences, or technical discussions related to the TOR. Unauthorized contact of any personnel may be cause for rejection of the bidder's TOR response.

11. Reporting and Coordination

Regular biweekly progress meetings will be held to track milestones and address challenges.

12. Confidentiality

All project data and user information shall be treated as confidential and subject to an NDA.

13. Amendments

Any amendments to this TOR will require written agreement between the AGO and the contracted development team.