



Vacancy

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In the framework of the European Union funded technical assistance project “Technical assistance in Sierra Leone in the areas of Civil Service Reform, Parliament and the electoral cycle, reference EuropeAid/138958/DH/SER/SL” we are looking for a:

WEBSITE CONSULTANT TO OVERHAUL THE CURRENT WEBSITE AND DEVELOP INTRANET PORTAL FOR PARLIAMENT OF SIERRA LEONE.

O.A.U DRIVE, TOWER HILL, FREETOWN, SIERRA LEONE

Expected Start date: 7TH September, 2019 **Number of positions/experts:** 1

Location(s) of assignment: The expert will work from their offices. No field mission is foreseen outside of Freetown, Sierra Leone **Number of work days:** 45 working days

Responsibility:

Parliament is looking for a highly professional interoperable intranet and website design, development and hosting consultant to overhaul and upgrade its current website to an interactive, dynamic database driven website and to transfer the documents and its webmail to a new hosting and to develop intranet platform within the website server that will give Members and staff the opportunity to undertake internal and external communications asynchronously.

The requested services will involve working closely with the Clerk of Parliament and the Deputy Director ICT under the guidance of the Long-Term Key Expert for the Component.

The specific tasks will include:

1. Participate at a Kick-off meeting with the leadership and management of parliament together with the technical assistance team to discuss the scope of the assignment and the expectations of the stakeholders. The expert will also be expected to outline his/her understanding of the assignment and proposed methodology and work plan.
2. Assess Parliament of Sierra Leone website: www.parliament.gov.sl structure and content on issues of accessibility, quality of content, user-friendliness, ease of maintenance/update, information retrieval, etc.
3. Access Parliament of Sierra Leone websites for reference, applying the advantages of layout design, navigation, usability etc. to the redesign & implementation.

4. Design the website structure taking into account the requirements from Parliament's ICT Department and the Inter Parliamentary Union guidelines on Parliamentary website development. These needs include: layout, easy to use, update and maintain, clear catalogues and folders for data & page storage, attractive sites and page layout, flexible navigation & search functions; counting and statistical analysis function for website viewers and downloads made, etc.
5. Gather requirements around functionality and translate those requirements into elegant functional solutions
6. Gather informative contents for the web presence (text, videos, documents, pictures, key speeches, etc.) from Parliament ICT Department.
7. Conduct user acceptance testing to ensure the program can be used easily, quickly and accurately
8. Perform direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements
9. To connect and configure Parliament local servers and security firewalls to the website hosting and the intranet portal to enhance network security infrastructure and to ensure smooth flow of information between the two servers.
10. Produce detailed documentation on technical specifications; user guide; challenges and lessons learned
11. Make the website interactive by incorporating live streaming and audiovisual features.
12. Train ICT Department on website maintenance and content update.
13. Make recommendations for software, hardware, and other back-end applications related to Web development.
14. Design and establish anti-hacker and antivirus plan for the website.
15. Develop and design an intranet portal for Parliament
16. Warranty and maintenance service from 2019-2021.

REQUIREMENTS FOR THE WEBSITE TECHNICAL REQUIREMENTS RESPONSIVE DESIGN

- The website should have the capacity to be responsive to work on every mobile devices size and fit into their screen.
- Responsive design means that the layout of the website should automatically adapt to the screen dimensions of every technological device such as PC's, mobile devices, I, Galaxy tab etc.
- The website should be compact to work across all devices and no platform specific versions need to be developed.

In general the website must work on a broad spectrum of devices and browsers. HTML5 is the best technology as **HTML5 is universally supported.**

SEARCH ENGINE OPTIMIZATION

A system for search and display that can:

- Be used to find and view all parliamentary documentation and information in the website
- Search for major elements, such as words in the text, keywords, phrases, status of legislation, dates of actions, members, committees, political parties, and other components that may be required.
- Sort results by various criteria.
- Meet the needs of members, staff, and the public, and be understandable to both novice and expert users.
- Link the results from searches of documentation to relevant audio and video records.

The website should be developed with an enhanced search engine optimization system so that it will have free search engine visibility to major search engines such as Google, Yahoo, MSN, Microsoft Bing etc. the heading and texts should describe everything about the organization. The SEO must include Google search console integration, Google analytics integration, Google tag manager integration, micro formats such as twitter card data for twitter, Open Graph tagging for Facebook, tagging for Google, content delivery networks, Robots.txt, landing pages, podcasts, Map, and site caching features.

The technical presentation must also be correct with semantic contents which will embed the human readable contents into machine readable metadata that search engines and other machines can process. Navigation and content should be semantically separated. Images should be described in Meta attributes. Initiating of new bills, committee reports etc. should be marked using micro formats

FAST LOADING TIME

The website should be built in a manner that it will have a fast loading time; the speed for loading of the website must not keep users waiting.

It must respond to at least a second once given the command to open

VISITORS ANALYTICS

The website must increase visibility among users by its performance and effectiveness so that the results would be evaluated from a visitor statistics which will be automated daily, weekly, monthly etc. the website should have visitors analytics statistics feature to inform Parliament about the number of visitors, their interest area, number of downloads, viewing etc.

LANGUAGES

The website should be developed in two languages and should have the capacity to change or translate from one language to another; the two languages are English and French

INTERACTIVITY

The website should have the following plugins system to make the site interactive, efficient and effective for Parliamentary business;

1. Live Video streaming plugin on the Home page of the website, Audio plugin
2. Live chat, Blogging, Facebook Handle with a Facebook Markup Language feature, twitter handle, Instagram, LinkedIn, YouTube link, RSS Feed, PoSL Mobile App link, contact us, FAQs,
3. Real-time discussion, e-petitions, emails alerting, online voting on proposed Bills, Agreements, Treaties, and Protocols etc.
4. Citizens Participation platform, constituents comments and feedback section, Parliamentary Forum, discussion forum, e-survey/polls, social bookmarking etc.

TOOLS FOR FINDING, RECEIVING, AND VIEWING INFORMATION

This section deals with the methods of finding and displaying documentation and information about parliaments and its members. Search engines optimizations (SEO) for all the pages that can serve the needs of both members and citizens.

Methods for providing audio and video webcasting and the archives that must be developed along with such capacity.

There should be alerting services and mobile access to the website for both members and citizens. With security and authentication

LIVE VIDEO STREAMING AND WEBCASTING

Capacity to live stream or webcast live meetings of any parliamentary body as well as parliamentary events and programs

An archive of broadcast or webcast meetings, events, and programs that permits ondemand viewing

ALERTING SERVICE

Alerting services, such as email, RSS feed, bulk sms systems, or other appropriate technologies that enable members and the public to be informed about important parliamentary actions such as the introduction of, and changes to, the status and text of legislation; members' activities; committee activities; oversight and scrutiny activities; and plenary activities

Mobile services

Services that enable members and the public to access information and documentation available on the website through mobile devices

Security and authentication

Secure services that enable members of parliaments to receive, view, and exchange information and documentation on a confidential basis.

Authentication services, such as digital signatures, that enable the authenticity of documentation and information to be verified by any user of the website.

TOOLS FOR COMMUNICATION AND DIALOGUE WITH CITIZEN

Feedback is vital to ensure that websites are responsive to the needs of users. In addition, interactive communication with citizens through the Internet is becoming increasingly important and valuable to parliaments and their members.

GENERAL FEEDBACK

A feedback utility that allows users to send comments and ask questions about any section of the website

Information about options and recommended ways to contact members, committees, and officials of the parliament such as by phone, by mail, in person, and through the web

Communication between members and citizens

The capacity to contact members, committees, and officials of parliament by unstructured email messages or email forms

Tools to enable members, committees, and officials to efficiently receive, manage, and respond to email from citizens and civil society.

Interactive tools such as blogs, online fora and discussions, e-petitions, and other methods for interacting with citizens.

Systems for allowing online polling when the subject matter is sufficiently important and the results can be considered helpful.

Testing and implementation of new methods for citizen- parliament interaction as the technologies emerge and as they prove useful to parliaments.

DESIGN: USABILITY, ACCESSIBILITY, AND LANGUAGE

The section provides a number of areas that make the website easier to use and more inclusive. These include usability, to ensure that a website is understandable; accessibility, to ensure that persons with disabilities can use it successfully; languages, such as English and French for both

the citizens and the wider world and general design elements that constitute good practices for all websites.

Usability

Design elements and choices derived from a comprehensive vision and understanding of different tasks, different requirements, and different user profiles.

User testing and other usability methods employed to ensure that the design and use of the website is understandable by its intended audiences at its initial launch and whenever major changes are made.

Accessibility standards

W3C standards or other applicable standards implemented to ensure that the website can be used by persons with disabilities.

Languages

Two key languages must be taken to consideration English and French. All the Webpages on the website must be available in these languages. A complete or partial version of the site should be provided in one of the languages commonly used for international communication.

General design elements

The following design elements available to users:

Frequently Asked Questions What's new on the website?

Site map

About this website (who owns it, manages it, update policy, etc) Help function

Whom to contact for questions about the operation of the website

Guidance on how to search

Support for multiple browsers and assurance of a reasonable level of backward compatibility of new features and content that does not interfere with needed innovation.

Requirements for the Intranet Portal

The intranet will be a private network contained within the internal network operations of Parliament that is used to securely share parliamentary information and computing resources among Members and staff, it will be used to facilitate group committee works, departmental, intradepartmental works and team collaboration in a real time operation. Parliament of Sierra Leone Intranet portal is expected to have the following features:

Document & Content Management

Parliament of Sierra Leone Intranet system should have the capacity to store and manage internal parliamentary documents in the form of files, pdfs, spreadsheets, etc. through Alfresco Enterprise Content Management system platform that will create the link between the local servers and the website hosting server. It acts as a gateway of knowledge allowing Members and staff to store, access and share the content and documents securely and easily with just a few clicks.

Search Capability

The Intranet system should have an enterprise search feature. The search feature helps Members and staff pull the information related to content or people by searching through specific keywords or phrases, categories, filtering the tagged content, etc. A good search feature also enables Members and staff to find items stored on the intranet even when they don't know what exactly they are looking for using 'suggested search results'.

Information Generator

The Intranet system should allow Members and staff to generate and view information as and when required. Timely request processing and form processing are important tasks to be performed every now and then. An Intranet with good information generation capabilities allows Members and staff to access business information such as forms, workflows, employee details, reports, etc. and respond to parliamentary business tasks more rapidly and efficiently.

Security

Parliament of Sierra Leone has some sort of confidential data such as Parliamentary service Commission Meetings Minutes, Reports plans & policies, personnel information and financial data, which is shared only on a need-to-know-basis. The Intranet should have tight password protected security layers that blocks unauthorized access and relieves users from the worries of data misuse and theft.

Integration

The intranet system must integrate parliamentary business critical information and KRAs such as total bills, acts generated, financial expenses incurred, traffic generated, etc. This will help Members and staff to get up-to-date information about parliament in order to make wise decisions. It will also help in responding to many parliamentary business needs at a time and in generating real time reports by refreshing and integrating Parliament information whenever any essential data changes.

Sharing & Collaboration

Where there are great Members and staff, there are great ideas and opinions which should be shared with other members. The Intranet should not miss the great feature of sharing and collaboration since Intranet is the only platform where communication flows in different ways i.e. top to bottom, bottom to top, peer to peer, etc. Moreover, to make sharing a non-stop process, the Intranet should incorporate a blogging feature since it will help Members and staff to share, view and comment on the posts of internal as well as external participants.

Social Networking

The intranet portal should have social networking capability, with the increasing demand of bringing the social networking inside the corporate walls in order to create awareness about the Parliament online as well as to include it in the international parliamentary forum. It should have forum and commenting capabilities, notifications, direct messaging and chatting, ideation and innovation management and document sharing.

Promotion

Publicity and other information is made available to help members, citizens, and students become aware of parliament's website, how it can be accessed, and how it can be used. Close links are promoted between the website and other government and civil society websites. There should be link to major website so that the international world will know about the website such as Google, Yahoo, Face book etc.

Support for Downloads

An increasing number of organizations outside the parliament are making use of parliamentary documentation in their own websites. Many of these websites, maintained by government agencies, civil societies, media, and the private sector, contribute to democracy and an informed citizenry. To ensure that those making such use of parliamentary documentation have access to authoritative versions, the recommendations call for systems that can support high speed downloading of parliamentary files.

Management

Once the site is designed and implemented, Parliament of Sierra Leone webmaster and I.C.T staff should be able to maintain it on their own. However, there is an expectation that the successful bidder will remain in a one year observation and maintenance in case of the following issues:

- To fix bugs and glitches in the HTML, database design or interface mechanism
- To make minor changes in site design and navigation as informed by user feedback

(Keeping in mind that a well-designed site should require minimal maintenance)

The intranet portal should also be managed by Parliament ICT Department and the Login interface should be placed in the website with a user name and password that will only give access to the user base on his/her authorization, security permission to specific areas, department that he should have access to in the system.

Expected Deliverables

Functional website and newly developed Intranet Portal addressing the following things among others:

- Website Dedicated Server Hosting and transfer of the former website to the new dedicated hosting server with the following minimum specifications:
- Dedicated windows server hosting with an enterprise plan:

It includes the following dedicated servers, intranet, unlimited Webmails, live streaming, online chatting, blog software, e-learning, parliamentary forum software, photo gallery, project management

Dedicated server enterprise plan features: CPU: Intel Xeon, CPU cores: 6cores, CPU speed: 2.5 GHZ, Uplinks: 250 mbps, Ram: 6 GB, Raid-1 drives: 2000 GB, Bandwidth: 15tb and IP addresses: 3 IP's

Website overhauling and Upgrade for the Internet and the Intranet

Intranet development

Live Video Streaming development

Social Media Integration

Website Security systems

Website Backup and Recovery Plan

Webmail Email Security

- User and technical documentation for the website and the Intranet Portal
- Project documentations, source codes and user manual
- Training and hands on support provided to Members and Staff
- A draft Mission Report covering the entire assignment – at the end of the mission period – shall contain, but shall not be limited to, the following elements:

Reporting

The consultant will report directly to Parliament of Sierra Leone website task team which comprises of the Clerk of Parliament, The Deputy Director I.C.T, Hulla & Co. Human Dynamics KG. representatives and the Finance Director Parliament. The consultant will continually interact with the team throughout the stages of the developing process to seek approval. The consultant will share progress reports on weekly basis to the task team.

The consultant will be required to provide daily status update, weekly status updates and monthly progress reports to the Parliament of Sierra Leone website task team.

Quality Assurance testing Phase:

The consultant is expected to perform comprehensive testing of the website and the Intranet Portal application as part of the project scope.

A security audit of Complete Application must be done by the consultant as part of Quality Assurance (QA) process.

Duration of Work:

Services delivered by the consultant will take place over two months. The consultant is expected to start no later than 7th September, 2019.

Qualifications and skills

1. An advanced university degree in Software Engineering, Software development, Computer Science, Computer Programming
2. The consultant should be a technology expert with a proven record of innovation in website development, mobile app, intranet development platform and Content Management System development.
3. The consultant should have a proven record of dynamic interactive database website development, intranet application development on the market in cross platform development.
4. A working knowledge of international development issues and agendas is an asset.
5. The consultant should have a proven ability of innovation with a working knowledge of Parliamentary Activities
6. Have records or proof of similar work done
7. Able to provide user training and all documents
8. Solid knowledge on website and intranet portal development, website and intranet security configurations, website hosting servers configurations and deployment and transfer of a website and Webmails
9. The consultant should provide a proposal, including a brief implementation plan and quotation

The expert should have the following skills and competences:

- Excellent communication skills and fluent in spoken and written English;
- Excellent analytical competence and interview skills;

- Active listening skills and strong report writing skills;
- Ability to operate within a multi-sectoral and multi-cultural context;
- Sound knowledge of modern parliamentary function and an understanding of theory and practice of parliamentary Committee functioning in its core business.

Please send your CV, cover letter and copies of diplomas & employers' references to parliamentjobadvert@gmail.com until 7th September, 2019. Please note that only short-listed candidates will receive an answer