



Republic of Sierra Leone



European Union

SUPPORT TO THE GOVERNANCE SECTOR IN SIERRA LEONE

11th European Development Fund – SL/FED/038-586

TERMS OF REFERENCE FOR SHORT-TERM EXPERTS (STE) MISSION NR. 10

TITLE:

**WEBSITE OVERHAUL AND INTRANET PORTAL
DEVELOPMENT FOR THE PARLIAMENT OF SIERRA LEONE**



This project is implemented by a Consortium led by
Hulla and Co. Human Dynamics KG

Consortium partners:



Endorsement of finalised ToR:

For internal use only:

Endorsed by:

Means of endorsement: Signature on ToR cover

Date:

Table of Contents

1.	BACKGROUND	3
2.	DESCRIPTION OF THE ASSIGNMENT.....	4
2.1.	Global objective.....	4
2.2.	Requested Services, including Suggested Methodology	5
2.3.	Required outputs	6
3.	EXPERTS PROFILE.....	7
3.1.	Number of requested days required for the expert	7
3.2.	Profile required (language, education, experience)	8
4.	LOCATION AND DURATION.....	8
4.1.	Starting period	8
4.2.	Foreseen finishing period or duration	8
4.3.	Location(s) of assignment	9
5.	REPORTING	9
5.1.	Content.....	9
5.2.	Language	9
5.3.	Submission/comments timing	9
6.	ADMINISTRATIVE INFORMATION	9

1. BACKGROUND

The Government of the Republic of Sierra Leone and the European Union are implementing the programme supporting the governance sector in Sierra Leone.

Funded by the 11th European Development Fund (EDF) to the tune of Euro 27 million over 5 years, the programme for support to the governance sector in Sierra Leone has an overall objective to strengthen democracy and governance. The purpose of the programme is to support the beneficiary country, Sierra Leone, with technical assistance to deliver on the following specific objectives:

- **Support to the electoral cycle:** Consolidation of electoral and democratic reforms allowing for improved political dialogue, following elections foreseen for 2018.
- **Parliamentary Support:** Enhanced legislative process, institutional relevance and effectiveness of Parliament.
- **Civil Service Reform:** Civil Service institutional capacity is improved, human and financial resources of the civil service and are improved and public service delivery enhanced.

Under the support to parliament, for which these Terms of Reference are meant, the programme seeks to achieve the following major results through the implementation of the activities agreed to during the inception phase:

Enhanced Parliament role and performance in legislative process

Result 1: MPs and staff are capacitated to better ensure Parliament's role in the legislative process.

Result 2: Relevant parliament processes are enhanced, including improved delivery on gender equality.

Selected priorities of the Parliament's Strategic Plan are operationalized

Result 3: Priorities from the Strategic Plan are identified and selected in consultation with the EU Delegation and the Parliament.

Result 4: Selected priorities are implemented in consultation with Parliament, allowing for increased institutional relevance and effectiveness.

Result 5: Parliament's openness is improved through overhaul of its website and new committee policies on consultation.

Result 6: Representation of women at various levels and gender equality are improved.

At parliament, the foreseen technical assistance will focus on the sectoral Committees provided for in the Financing Agreement and other founding documents guiding the cooperation relationship between the EU and the government of Sierra Leone. The level of support will be differentiated between the different Committees. Equally, the support to the Directorates of parliament will focus on the Department for Parliamentary Assistance Coordination (DePAC) in its coordination mandate, legislative department (including staff supporting Committees) and the departments working on legislative research, public relations, communication, information and outreach and library services.

In May 2018 a service contract for the provision of *Technical Assistance to the 11th EDF Support to the governance sector in Sierra Leone* was awarded to a consortium of companies under the leadership of Hulla and Co. Human Dynamics KG. The service contract entails the provision of a Programme Management Unit (PMU) and a long-term key expert (LTKE) and a long term non-key expert (LTNKE) embedded at parliament. In addition to the provision of the two key experts, the inception report also includes the provision of 540 working days (roughly 40 working months) of short-term experts (STE) support to the parliamentary component.

Parliament of Sierra Leone website www.parliament.gov.sl which was developed in 2013 hosted by **www.godaddy.com** and later transferred to **www.webhost4life.com** has been fraught with lot of challenges, since it was developed due to the following reasons:

1. The hosting capacity is not enough to meet the current information of Parliament and it is on a shared server which is not secure. As a result, it usually experiences too many hosting hits from the different websites on that server.
2. The email storage facility is too small, its capacity is only for 300 email messages. The total email storage space for each email account is 2 gigabytes, which is very limited for both Members as well as staff.
3. It does not have intranet portal provision that will give access to Members and staff to view internal office document online on a secure virtual private network that will allow users access to work everywhere, regardless of location.
4. The current hosting service provider: www.webhost4life.com is not a reliable website hosting company. For instance, whenever the company is carrying out its routine maintenance and upgrade of their servers, the website goes offline until the exercise is completed before it comes back online.
5. The website does not have any disaster recovery plan, no automatic backup and restore system and it lacks hypertext transfer protocol secure shell. This makes the website **vulnerable to internal and external** attacks as we experienced the last time when it was attacked by Arab terrorists for more than two weeks, the website was offline.
6. The website does not have Search Engine Optimization (SEO) within the site to search for any document without going through many clicking buttons, and does not have SEO for general search engines such as Google, msn, yahoo, Netscape navigator etc. that will give you a link directly to a specific document on the website.
7. The website lacks dynamic database driven system and does not have interactivity features that will enable citizens' participation in the legislative process.

In view of the above, the Parliament of Sierra Leone seeks to engage a consultant who will work with the Clerk of Parliament (or his appointed delegate), stakeholders and staff to overhaul the website and develop an intranet portal for the Parliament of Sierra Leone.

2. DESCRIPTION OF THE ASSIGNMENT

2.1. Global objective

The global objective of the mission is to contribute to result 5 of the parliamentary component's results: *Parliament's openness is improved through overhaul of its website and new committee policies on consultation* and goal #4 of Parliament Strategic Pan (2016-2019: *Make Parliament Accessible, Open and Representative*).

Specific Objectives include:

1. To overhaul and upgrade Parliament of Sierra Leone website to overcome the issues of information dissemination and to actualize Strategic Objective 4 in the Parliament of Sierra Leone Strategic Plan (2016 - 2019) and to enable the openness of Parliament.
2. To provide opportunity for citizens' engagement and participation in all legislative processes of law making, oversight functions, representation and constituency outreach programs of Members of Parliament.
3. To serve as a tool that would demystify the roles and functions of Members of Parliament and to serve as a sensitization medium on the work of Parliament as opposed to the perception of the citizens.
4. To provide an intranet portal hosted in the website server that will actualizes the following objectives:
 - a. Improves internal communication
 - b. Connects Members of Parliament and staff across locations and time zones
 - c. Helps Members and staff to find information regardless of location and networks
 - d. Boosts recognition and reward
 - e. Provides organizational clarity
 - f. Encourages knowledge sharing
 - g. Reinforces Parliament core values

2.2. Requested Services, including Suggested Methodology

The requested services will involve working closely with the Clerk of Parliament, the Deputy Director, ICT and other critical stakeholders of parliament 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. Assess Parliament of Sierra Leone website for reference, applying the advantages of layout design, navigation, usability etc. to the redesign and implementation.
4. Design the website structure considering the requirements from Parliament's ICT Department and the Inter Parliamentary Union guidelines on Parliament's website development. These requirements include layout, easy to use, update and maintain; clear catalogues and folders for data and page storage; attractive sites and page layout; flexible navigation and 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. Provide warranty and maintenance service for three (3) years (2019-2022).

Arrangements related to the logistics of the stakeholder engagements and other meetings will be the responsibility of the Deputy Director, ICT and DePAC in consultation with the PMU.

2.3. Required outputs

The required outputs for this mission include:

- a) An Inception Report to be submitted within 5 days of the start-up meeting, including a draft work plan, timelines and proposed methodology. The Inception Report will be presented to the Clerk of Parliament, Deputy Director, ICT and the Team Leader for comments and approval.
- b) Functional website and newly developed Intranet Portal addressing the following things among others:
 - i. 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
 - IP addresses: 3 IP's
 - ii. Website overhauling and Upgrade for the Internet and the Intranet
 - iii. Intranet development
 - iv. Live Video Streaming development
 - v. Social Media Integration
 - vi. Website Security systems
 - vii. Website Backup and Recovery Plan
 - viii. Webmail Email Security

- c) User and technical documentation for the website and the Intranet Portal
- d) Project documentations, source codes and user manual
- e) Training and hands on support provided to Members and Staff
- f) 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:
 - Executive Summary;
 - Background;
 - Methodology;
 - Deliverables;
 - Key recommendations;
 - Conclusions; and
- g) A final Mission Report (plus annexes), taking on board comments from the parliament and the TA team.

3. EXPERTS PROFILE

3.1. Number of requested days required for the expert

The following types of expertise are required:

Position	Designation	Type of Expertise	Duration (working days)
1	ICT Expert	Parliamentary Web Designer	45

The mission will comprise of one expert who will work closely with the Deputy Director, ICT, on all tasks relating to the assignment. S/he should be conversant with use of ICT in parliaments in West Africa and internationally, especially on designing interactive parliamentary websites in accordance with IPU standards. S/he will be responsible for overall planning, coordination and management of the mission as well as ensuring delivering of agreed outputs.

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 functions and the use of ICT in conducting parliamentary business.

3.2. Profile required (language, education, experience)

Qualifications and skills:

- An advanced degree in Software Engineering, Software development, Computer Science, Computer Programming.
- The consultant should be a technology expert with a proven record of innovation in website development, mobile, intranet platform and Content Management System development.
- The consultant should have a proven record of dynamic interactive database website development, intranet application development on the market in cross platform development.
- The expert should have a proven record of applications on the market in cross platform.

General professional experience:

- The consultant should have at least 7 years of relevant technology and innovations experience.
- Should have a proven ability of innovation with a working knowledge of Parliamentary activities.
- Have records or proof of similar work done.
- Able to provide user training and all documents.

Specific professional experience:

- Proven knowledge and experience in parliamentary assistance and working with independent legislative bodies in developing countries is essential.
- 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 Webmail.
- Proven experience in the area of e-parliament reform and/or strengthening legislative process through ICT is essential.
- Knowledge of democratic governance policy imperatives in sub-Saharan Africa is considered an asset, especially in relation to parliaments and ICT.
- A working knowledge of international development issues and agendas is an asset.

4. LOCATION AND DURATION

4.1. Starting period

The estimated start date for this mission is mid-August 2019.

4.2. Foreseen finishing period or duration

The main mission period is one working month spread over a period of roughly three calendar months: from mid-August to mid-November 2019. The latest date for completion of the primary deliverable i.e. functional website to come live is November 30, 2019.

4.3. Location(s) of assignment

Some working days for preparatory work, comprehensive desk review, preparation of field missions and report writing are foreseen to be performed by the experts from their home base, i. e. at their usual place of residence, both at the initial stages of the mission and later on during the whole assignment. The field mission will commence in Freetown, Sierra Leone with a kick-off meeting at the Sierra Leone parliament Offices.

5. REPORTING

5.1. Content

The content of the reports required for this assignment are described in section 2.4 above.

5.2. Language

All reports and correspondence must be in English.

5.3. Submission/comments timing

All reports must be submitted simultaneously by the Expert to the Clerk of Parliament, PMU Team Leader, LTKE and Deputy Director, ICT. Electronically in the format provided at the start of the mission. Comments by the parliament, key stakeholders and TA team on the various draft reports, as foreseen in 2.4 above, will be provided to the experts via the PMU as soon as possible.

6. ADMINISTRATIVE INFORMATION

An administrative factsheet including contact details of the governance PMU and the parliament contact person(s), information on timesheets/technical assistance attendance sheets etc. will be provided before the start of the mission.