PARLIAMENT OF SIERRA LEONE

Draft Terms of Reference

For

Website Overhaul and Intranet Portal Development for the Parliament of Sierra Leone

Submitted to

The European Union [EU] 11th EDF Project

Through Hulla & Co. Human Dynamics KG the Implementing Agency

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PARLIAMENT OF SIERRA LEONE

TERMS OF REFERENCE

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CONTENT

PARLIAMENT OF SIERRA LEONE

BACKGROUND

Parliament of Sierra Leone is the legislative arm of Government responsible to make Laws, ratify treaties, policies, scrutinize budget and carry out oversight scrutiny for the wellbeing, of the people of Sierra Leone.

Members of Parliament (MP's) comprises of directly and indirectly elected representatives who meet to debate, amend and pass laws for the good governance of the country,

The Fifth Parliament of the Second Republic has a composition of 146 Members.

Each of the country's fourteen districts is represented by Paramount chiefs from these 14 administrative districts whilst 132 members are directly elected concurrently with the presidential elections.

The administration of the Parliament of Sierra Leone is headed by the Clerk of Parliament, assisted by two Deputy Clerks and 10 heads of department that are responsible to provide technical and administrative support and advisory services to enable Members of Parliament effectively and efficiently execute their constitutional mandate (Parliamentary Service Act, 2007. Part II, Section 3).

The total staff strength as at June, 2019 is 293.

Parliamentary websites and intranet system are one of the most important windows for citizens to view the work of their legislatures, providing parliamentarians with the means to communicate actively with citizens and to enhance public understanding of the legislature's role and responsibilities. This is clearly stated in the Guidelines for Parliamentary Websites, a publication of the Inter-Parliamentary Union (IPU) released in 2009 in cooperation with the Global Centre for ICT in Parliament.[1]

The intranet on the other hand helps Members of Parliament and staff to communicate and share internal information within and out of the precincts' of parliament giving them the opportunity to work remotely without recourse to physically accessing Parliament.

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[1] Inter-Parliamentary Union, *Guidelines for Parliamentary Websites*, [Geneva]: Inter-Parliamentary Union, 2009 [http://www.ictparliament.org/resources/guidelines_en.pdf].

Parliamentary websites are also important tools for members of parliament, committees, and officials to have access to proposed legislation, order papers, Hansards, bills, drafts minutes, committee reports and other parliamentary information. Parliamentary websites have become essential for enabling the parliamentary leadership and members to carry out their legislative, oversight and representative work.

The Parliament of Sierra Leone is in the process of overhauling and upgrading its current website www.parliament.gov.sl to a dynamic driven Parliamentary website for the purpose of information dissemination to enhance communication between members of parliament and citizens of Sierra Leone and the wider world and also to developed and design an intranet system within the hosting server of the website.

In view of this Parliament of Sierra Leone is looking for a highly professional interoperable intranet and website design, development and hosting company to overhaul and upgrade its current website and to transfer the documents and its webmail to a new hosting and to developed intranet platform within the website server that will give Members and staff the opportunity to undertake internal and external communications asynchronously.

OBJECTIVES:

The objectives are focused on closing the gaps and challenges identified in the current website and to use the Inter Parliamentary Union Guidelines for the development of Parliamentary websites to strategically overhaul and upgrade Parliament of Sierra Leone website to better deal with the issues affecting Openness, Accessibility and Transparency and to increase the outreach work of Parliament in showcasing their representational activities, Law Making, Oversight responsibilities and their Budget scrutiny and allocation functions and to developed and design an intranet portal.

The Terms of Reference is prepared to outline the potential impact of the intranet portal and the website upgrade that will give Parliament the opportunity to showcase their core functional activities to the general public and smoothing information, communication and dissemination.

The specific objectives will 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 increase the outreach work of Parliament.

2. To disseminate timely information to the electorate and the general public and to give the citizenry the opportunity to participate in an ongoing legislation or agreements.
3. To bring Parliament closer to the people and the people closer to Parliament by making use of Parliamentary Forum, Chat to your MP etc.
4. To provide easy and cost effective way of watching live plenary deliberations and other important hearings through live video streaming from the website.
5. To give citizens a window to view the work of their legislatures and to provide parliamentarians the means to communicate with citizens and to enhance public understanding of the legislature's role and responsibilities
6. 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 constituents.
7. 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

KEY AUDIENCES

The key audiences to which the website and the intranet will communicate are:
- The Electorate
- Members of Parliament
- Staff of Parliament
- Ministries, Departments and Agencies
- The Media
- Sierra Leoneans in the Diaspora
- Regional/international Parliaments
- International organizations

- Civil Society Organizations
- The Business Community
- The general public

SCOPE OF SERVICE

1. 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.
2. Access Parliament of Sierra Leone websites for reference, applying the advantages of layout design, navigation, usability etc. to the redesign & implementation.
3. 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.
4. Gather requirements around functionality and translate those requirements into elegant functional solutions
5. Gather informative contents for the web presence (text, videos, documents, pictures, key speeches, etc.) from Parliament ICT Department.
6. Conduct user acceptance testing to ensure the program can be used easily, quickly and accurately
7. Perform direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements
8. 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.
9. Produce detailed documentation on technical specifications; user guide; challenges and lessons learned
10. Make the website interactive by incorporating live streaming and audiovisual features.
11. Train ICT Department on website maintenance and content update.
12. Make recommendations for software, hardware, and other back-end applications related to Web development.
13. Design and establish anti-hacker and antivirus plan for the website.

14.   Developed and design an intranet portal for Parliament
15.   Warranty and maintenance service for 2019-2022.

REQUIREMENTS
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 fits into their screen.

Responsive design means that the layout of the website should automatically adapts to the screen dimensions of every technological device such as PC's, mobile devices, ipads, galaxy tab etc.

The website should be compact to work across all devices and no platform specific versions needs 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**. All that is needed is a web browser, and all smart devices from phones to TVs have one, we recommend for the usage of HTML5.

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 a 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 using waiting.

It must respond to at least a second once give 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 informed 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 on-demand 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 pulls 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 you 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 DOWNLOADING

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 on a three month 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
1. Functional website and newly developed Intranet Portal
2. User and technical documentation for the website and the Intranet Portal
3. Project documentations, source codes and user manual
4. Training and hands on support provided to Members and Staff

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 report on weekly basis to the task team.

The consultant will be required to provide 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 THE WORK:

Services delivered by the consultant will take place over two month. The consultant is expected to start no later than 1st August, 2019.

PARLIAMENT OF SIERRA LEONE

QUALIFICATIONS/SELECTION CRITERIA

1. The consultant should be a technology company with a proven record of innovation in the website, mobile and intranet platform and application field.
2. The company should have a proven record of applications on the market in cross platform development.
3. The company should have a team of experts that include technology experts and coders, website design experts, social media experts, mobile platform innovation experts, intranets experts.
4. A working knowledge of international development issues and agendas is an asset.
5. The team leader should have at least 7 years of relevant technology and innovations experience and hold a master degree in a relevant field.
6. The team leader should have a proven ability of innovation with a working knowledge of Parliamentary Activities
7. Have records or proof of similar work done
8. Able to provide user training and all documents
9. Solid knowledge on website and intranet portal development, security and hosting service
10. The consultant should provide a proposal, including a brief implementation plan and quotation