

TERMS OF REFERENCE FOR WEBSITE DESIGN AND DEVELOPMENT

PARLIAMENT OF BHUTAN (NATIONAL ASSEMBLY & NATIONAL COUNCIL)

Services/Work Description:	Website design and development for National Assembly and National Council of Bhutan
Location:	Virtual
Who can apply:	Bhutanese or international firms (web design)
Application Deadline:	8 September 2014
Type of contract:	Contract for Professional Services
Duration:	9 weeks (between 15 th September – 24 th November)
Direct Supervisors:	Secretary General, National Assembly of Bhutan Secretary General, National Council of Bhutan
Overall Supervisor:	UNDP Bhutan

BACKGROUND

Bhutan's bicameral democratic parliament was established in 2008 following the first time people went to the polls to elect their representatives. There are 72 members. 47 members of the National Assembly are elected from 47 different constituencies in the country. On the other hand, the people elect 20 of 25 National Council members from 20 districts, while His Majesty the King appoints five of them as eminent persons.

In the first parliament (2008-2013), the current opposition – Druk Phuensum Tshogpa- was the ruling party, while former opposition (People's Democratic Party) formed the present government (2013-2018) with the majority seats of 32 in the National Assembly. National Council is apolitical.

To ensure the growth of parliamentary democracy, one of the fundamental requirements is to make parliament accessible to people through various information and communication channels. Given a rugged terrain and scattered settlements, it is not easy to make people aware of the work of the parliament. The utilization of modern Information and Communication Technology (ICT) has been a recent phenomenon in Bhutan. However, it is advancing. Today the Internet penetration rate stands at 23%. Concerted efforts are being made to make Bhutan an IT-enabled society. Therefore, it is an opportune time to take advantage of the growing ICT facilities to connect the parliamentarians and the electorate.

The National Assembly (NA) and National Council (NC) will develop their websites to make them state-of-the-art interactive medium as one of the means to take parliament to the people.

SCOPE AND PURPOSE OF THE ASSIGNMENT

The consulting firm will upgrade and implement improvements to the websites of the National Assembly and National Council. The houses will use the same template, but with different contents. This means, there will be two separate websites using the same template. There should be a single entry page leading to the two websites, with a new domain address.

The specific purposes of the assignment are:

- Design and new websites based on existing websites to ensure enhanced functionality and use for MPs and staff of the secretariats.
- Train ICT officials of the two secretariats on technical details of the new websites (via videoconference or webinar if necessary). Develop a manual for the training and future reference.
- Ensure easy access to currently available information by internal and external users. This should be done by developing and installing extranet.
- To make the website interactive, incorporate live streaming, audiovisual features, SMS, email messages to be used by MPs and the parliament secretariat staff.
- The design, features/structure, and facilities available on the websites should meet the Inter Parliamentary Union (IPU) standards.

<http://www.ipu.org/PDF/publications/web-e.pdf>

- Design the websites to facilitate public and private access for external users, parliamentarians and staff.

The consulting firm will be managed by a Steering Committee composed of representatives from the National Council, National Assembly and UNDP Bhutan.

EXPECTED OUTPUTS

- Propose and implement technical improvements to architectural design of the existing NA and NC websites, including their features and functionality and a detailed list of software with its technical specifications required to run the websites.
- Propose and implement a training program to enhance the professional knowledge of identified staff of the secretariats of the two houses to ensure proper operation and maintenance of the websites.
- Propose and install applications to allow for Live Streaming, email domain and polling.
- Design and implement improvements to existing websites with content provided by NA and NC.
- Recommend and secure an appropriate hosting provider and cloud storage for the completed websites.
- Provide appropriate security architecture for the websites and implement this security mechanism for the interactive functionality of the websites.
- Provide an initial period of maintenance and update websites as required for a period of one year.
- Provide regular written updates on the progress of this assignment to the National Assembly, National Council and UNDP Bhutan.
- The websites should be up and running by December 2014. By September end, the consulting firm should have the dummy ready for the two houses of Parliament to comment and finalize.

The websites should have the space/options for the following contents, but not limited to:

- **Overview** of the composition and functions of the National Assembly/National Council, including a description of the specific role of the parliamentary houses including non-plenary bodies like committees.
- **Parliamentary Agendas.**
- **Video, Audio and text must be searchable by date, author, speaker, sitting, etc.**
- Full text of the **Standing Orders**, Rules of Procedure or similar rule-setting documents.
- Text of Bhutan's **Constitution.**
- List (& link's) of **international and regional parliamentary assemblies** of which Bhutan's Parliament is a member.
- Overview of **parliamentary procedure.**
- Explanation of the routine order of **parliamentary business.**
- **Statistics** on the activities of the current legislature.
- Brief **history** of the Parliament.
- Texts of **official press releases** of the Parliament.
- "Guided tour"(virtual tour) of the **parliamentary building.**
- Diagram of **seating arrangements** in the parliamentary meeting room.
- Diagram/organizational chart of the NA/NC together with the name of relevant information about the staff of the Parliament.
- Practical information on **access to the parliamentary building, library and archives.**
- Pictures and contact information for all **Members of Parliament**
- Searchable database of **committee reports, records, hearings, votes** and other parliamentary documents pertaining to the current legislature.
- Searchable database of legislative acts, bills, documents laid, resolutions, motions, notice papers, questions and answers, minutes of the National Assembly/ National Council, subsidiary legislation, petitions and other parliamentary documents pertaining to at least immediately **preceding legislatures.**
- Special section on **budget and financial legislation.**
- **Summary** or **complete records** of parliamentary debates/sessions.
- Special section devoted to **parliamentary questions and inquiries addressed to the executive branch.**
- **Glossary** of parliamentary procedure.
- Audio and video **Web telecasting of parliamentary sessions.**

- Schematic explanation of the **legislative process**.
- **Legislative agenda** and schedule of the current session.
- Searchable database of **legislative acts enacted by the current legislature**.
- **Status** of current parliamentary business by bill number, topic, title, date, document code, etc.
- Platform for developing the webpage will be **PhP and mySQL** as frontend and back end platform for the websites.
- The webpages should also be **mobile responsive**.
- Compliance with **Web Content Accessibility Guidelines**.

TIMELINES

The work is expected to take place over 9 weeks, between 15th September 2014 and 24th November 2014. The websites should be live by 23rd November 2014.

The website architecture, incorporating the elements described above, should be ready by 30th September for consultations with the National Council and National Assembly representatives and UNDP, following which the contents will be uploaded.

Training of National Assembly and National Council staff on the use and maintenance of the website will be conducted during the first two weeks of November 2014.

QUALIFICATIONS REQUIRED

The prospective Firm is expected to meet the following minimum requirements:

- Records and proof of success with similar works executed, including developing interactive websites for national public and governmental bodies;
- At least five years of experience in web design, development and maintenance, database design and management;
- Experience in e-learning, e-training, content management and virtual collaboration will be an asset;
- Good understanding of government communications and the environment within which government operates and acknowledgements of the protocols therein;
- Dedicated team of Client Services / Team Leader, Designers and IT experts to work on

different components of the website design exercise;

- Strong analytical aptitude, communication, technical and presentation expertise;
- Capability to deploy good communication expertise in English;
- Experience working with UN or other international organizations beneficial;
- Experience developing websites for south-asia or preferably in Bhutan is preferred;
- Good understanding of Bhutan would be beneficial; and
- Demonstrate its capabilities, understanding of the TOR, and methodology of assignment.

The multi-disciplinary team should comprise members with the following educational qualifications; experience and competencies:

A) TEAM LEADER

- Master degree in Business Administration or in any other relevant field of study;
- At least 10 years of experience;
- Proven track record in website design;
- Strong experience in leading website design projects;
- Has demonstrated ability to manage multi-stakeholder complex projects;
- Track record of high worth projects with proven effectiveness;
- Excellent human relations, coordination, planning and team work;
- Strong international exposure through professional and personal experience;
- Good presentation and communication skills and
- Good analytical and report writing skills.

B) PROGRAMMER

- Tertiary education in ICT, digital communications or other relevant field;
- At least five years of experience in website development and maintenance, database design and management;
- Effectiveness Awards & Accolade;
- Excellent programming skills;
- Good presentation and communication skills.

C) DESIGNER

- At least 5 years of experience
- Significant portfolio in Website Design
- Strong experience in leading design/creative component of websites
- Strong international exposure through professional and personal experience
- Good conceptual and critical thinking
- Good presentation and communication skills

DOCUMENTS TO SUBMIT

- A brief background of the applicant firm and a letter of intent;
- Evidence of past experience in undertaking similar works (provide examples and referees);
- Technical proposal: A summary of the methodology and timelines for ensuring completion of works by required time; and
- CVs of the lead consultant and key team members
- Financial proposal (all-inclusive lump sum amount with a cost breakdown)

The proposal should be submitted in electronic format by 8th September 2014 to procurement.bt@undp.org

SELECTION CRITERIA

Combined scoring (70% technical and 30% financial) will be used in awarding of the contract. Applicants should score a minimum of 50% in the technical evaluation in order to qualify for the financial evaluation.

Criteria and weight

Criteria	Weight	Max. Point
Technical <ul style="list-style-type: none"> • Expertise and experience of the proposed team • Quality of technical proposal • Quality of portfolio (past experience of the firm) • Interview and presentation 	70	15 15 20 20
Sub-total A. (Technical)		70
Financial	30	30
Sub-Total B.(Financial)		30
Total (A+B)		100

The top firms for the consultancy will be interviewed and asked to present their proposals via videoconference or Skype to a committee comprising of members from the Parliament and UNDP.

Presentation must at least include the following:

- A prototype design of the website
- A basic functional diagram for the upgraded website.
- A realistic schedule with clearly defined timelines for the submission of the modules and other deliverables.
- A maintenance plan for monitoring site functionality (uptime monitoring only, and separate from further site development beyond the original contracted scope of work).
- Hosting website and security level.
- Concept to incorporate Live Streaming on the website.

PAYMENT TERMS

The consulting firm will be paid on a lump sum basis based on submission of deliverables which meet quality standards, and based on an agreed schedule of work. The payment schedule is as follows:

- Initial payment: 30% upon acceptance of website architecture

- Final payment: 70% upon acceptance of completed website