****

**Terms of Reference**

|  |  |
| --- | --- |
| **Project Tittle:** | **Institutional Support Project to Strengthen Economic Governance in South Sudan** |
| **Consultancy Title:** | **Website Development** |
| **Type of Contract:** | **Contract for Processional Services**  |
| **Contract Duration:****Expected Start Date:****Duty Station:** | **100 Days****15th, Nov 2025****Juba** |

1. **Background Information and Rationale, Project Description**

South Sudan still grapples with several political, institutional, social, and economic challenges stemming from protracted conflict, recurrent natural disasters, and geoeconomic shocks, which have severely undermined the economy and exacerbated household poverty. The signing of the Revitalized Agreement on the Resolution of the Conflict in the Republic of South Sudan (R-ARCSS), in 2018, alongside the formation of the Revitalized Transitional Government of National Unity (RTGoNU) in 2020, reinvigorated efforts toward stabilizing the fragile situation in the country. The Revised National Development Strategy (R-NDS) and State Development Plans (SDPs)—all emanating from the implementation of the R-ARCSS, alongside the Sustainable Development Goals (SDGs)—offer comprehensive pathways toward enduring and sustainable development. These frameworks delineate a strategic vision for long-term growth and prosperity and emphasis the need to strengthen public institutions to deliver critical services to alleviate poverty.

The legislative assembly plays critical roles in strengthening governance processes and public financial management reforms for enhanced service provision. In May 2021, the TNLA was reconstituted with 550 members, while state assemblies were also revived with 100 members, as per the Revitalized Peace Agreement. As required, two critical committees have been formed: (i) Finance and Planning, and (ii) Public Accounts Committee. These legislative reform initiatives at the national and state levels provide opportunities to strengthen Parliament to fulfill its role in economic governance and PFM processes. However, the newly formed committees and their members require robust support in the requisite capacity to perform effective oversight functions and conduct well-informed legislation. The weakness of the committees is manifested in the current challenges with budget credibility, characterized by delays in approving the fiscal year budget and spending entities not receiving approved allocations as outlined in the budget. Additionally, Parliament is not receiving quarterly budget performance reports as required by the PFM&A Act. Several economic laws have not also been reviewed. This has undermined the credibility of the PFM systems and is a disincentive to international development assistance and financing for national economic growth and development.

As part of its role in promoting good governance and strengthening oversight of government processes and public financial management, the TNLA has passed amendments and regulations to some critical economic-related laws to hasten the reform agenda. These include the PFM/A Act 2011, PPDA 2018 Act, Anti-Corruption Commission Act 2009, Banking Act 2012, Pension Act 2012, National Revenue Authority Act 2016. However, real-time access to these laws, including those fending reviews, the audit reports and financial statements, remains limited for both members of Parliament and citizens due to the absence of a dedicated website. This undermines knowledge management and sustainability.

In partnership with the African Development Bank, UNDP implements the Institutional Support Project to Strengthen Economic Governance in South Sudan; anchored on three pillars: (I) data and statistical systems, (II) parliamentary capacity for oversight, and (III) public investment programs. These are the key areas of support in the overall management of the economy, and in particular, for ensuring effective management of public finances that do not currently feature as priorities in the PFM reform agenda. The project intends to close the gap in the required capacity for PFM. Therefore, in addition to the deployment of economic governance analysts across states and administrative regions to facilitate institutional enrichment, the provision of ICT systems to the National Bureau of Statistics, and the implementation of nationwide investment mapping initiatives, UNDP is also conducting a series of nationwide capacity-building workshops accompanied by long-term support initiatives and the provision of knowledge materials to enhance the efficacy of the two committees in fulfilling their oversight responsibilities. Nevertheless, ensuring seamless access to these knowledge resources by current and future MPs will be impeded by the absence of reliable virtual platforms and systems.

Considering this context, UNDP intends to contract a consulting firm to design and develop a website where all laws and knowledge resources, including the MP training resources, pertaining to the work of the two committees can be hosted to ease access and ensure the sustainability of UNDP’s support.

1. **Specific Objectives**

UNDP is contracting a consulting firm to build and maintain a dedicated platform to host all the economic laws and regulations, government economic resolutions, audit reports, financial statements, and training materials provided by partners to ensure easy accessibility for both current and future MPs, thereby strengthening institutional memory and knowledge retention. The goal is to create an engaging digital platform that not only provides information but also facilitates interaction with TNLA’s initiatives and resources on economic governance and public financial management. The website is intended to be user-friendly and interactive, allowing visitors to easily navigate and explore TNLA’s economic laws, reports, training materials, core programs, and projects. It should feature a clean and modern design that aligns with TNLA’s organization’s branding and values. The website should also be mobile-responsive, ensuring a smooth experience across various devices.

1. **Scope of work:**

The consulting firm will be tasked with the following:

***Website design and development***

* Conduct a needs assessment across stakeholders to identify specific user requirements and expectations for the website.
* Design a website architecture that supports easy navigation and accessibility.
* Develop a visually appealing and responsive website that is aligned with TNLA branding, easy to maintain and update, compatible with PCs, MAC, mobiles (smartphones), tablets; optimized for available search engines and hosted on Windows-based services.
* Integrate interactive features that enhance user engagement, such as forums, feedback forms, and multimedia content.
* Ensure that the website adheres to web content accessibility guidelines and incorporates systems that facilitate access for individuals with visual and auditory impairments.
* Create distinct sections to systematically manage and disseminate searchable research materials, laws, event reports, a photographic gallery, a video repository, and recent updates.
* Develop a video player for the website and ensure the uploading and streaming of the videos by TNLA.
* Create comprehensive event-based data entry and registration modules to facilitate a web-based interface for upcoming initiatives, incorporating a login feature for registered members.
* Configure the website on the server that is approved and hired by TNLA and UNDP.

***Website maintenance/aftercare***

* Deliver comprehensive onsite training/webinars for the support personnel and system administrators of TNLA to facilitate content uploading, system maintenance, and administrative functions.
* Provide comprehensive documentation stating the configuration and customization of the Content Management System, accompanied by a training manual (with snapshots) for updating each section or page of the website.
* Implement security measures/audits, including Security Sockets Layer (SSL) certification, data encryption, and adherence to Data Protection Act requirements, to protect user data and ensure compliance with relevant laws. In the case of open source, the consultant will ensure that the site infrastructure is patched with the latest security patches and updates.
* Provide administrative and technical support, quality control, and ensure constant checks for broken hyperlinks on the site while verifying that the site is up and running. The consultant will provide biweekly reports of the website’s performance in relation to Search Engines Optimization and website traffic.
* Maintain a file backup with a database of the web site through the duration of the contract. The backup needs to be done on a weekly basis. The website backup, code, and source files will be delivered in full to UNDP and TNLA at the end of the contract. Any web design, animation, etc. carried out will be shared in high resolution.
* Ensuring PhotoShop documentation/formatting and editable files with TNLA staff.

1. **Expected Outputs and Deliverables**

The schedule of outputs is expected to be as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Deliverables** | **Output**  | **Target dates** | **Review and approvals required**  |
| 1. Inception report
 | Proposed inception plan with clear methodology and timelines; including context analysis. | 5 working days | Project Manager and SPACE team leader |
| 1. needs assessment
 | A comprehensive needs assessment report detailing user requirements and design recommendations. | 10 working days | Project Manager and SPACE team leader |
| 1. Website prototype
 | initial prototype of the website for review and feedback, including at least two rounds of revisions based on stakeholders' input. | 15 working days | Project Manager and SPACE team leader |
| 1. final website
 | final website, fully developed and functional, along with documentation on its features and management. | 20 working days | Project Manager and SPACE team leader |
| 1. User manual and training
 | Produce a user manual and deliver a training/webinar session for TNLA and UNDP staff on how to operate and maintain the website. | 5 working days  | Project Manager and SPACE team leader |
| 1. Website maintenance
 | Support website maintenance spanning 35 days subsequent to the launch of the website, encompassing support for: uploading content to the website; reworking website sections as required to ensure optimal functionality and enhanced user experience; addressing any challenges, inquiries, or updates deemed necessary throughout the support period; timely troubleshooting and resolution of any technical issues to ensure the website operates smoothly and efficiently; and specifying response times for critical issues (within 24 hours) and non-critical issues (within 72 hours). | 35 working days  | Project Manager and SPACE team leader |
| 1. Avail source code
 | full source code, including all developed libraries, handed over to UNDP and TNLA. | 0 | Project Manager and SPACE team leader |
| 1. Final Report
 | Comprehensive final report  | 10 working days  | Project Manager and SPACE team leader |

1. **Institutional Arrangements/Reporting Lines:**

The consultant will work with the Chairperson of the Finance and Planning Committee of the TNLA and in collaboration with the UNDP National Economist based in the SPACE Unit. UNDP and the TNLA will provide the necessary compendium of laws and regulations, associated reports, and training materials for the website. The web developer will also collaborate with UNDP’s ICT team and IT Security team to meticulously evaluate the standards for the website and web applications, as well as to assess infrastructure requirements and conduct security benchmarking. The consulting firm will be responsible for providing experts with laptops.

1. **Duration of the Work**

The activity is scheduled to commence on 15 August 2025 and is expected to run for 100 calendar days, concluding on 23 November 2025. However, potential delays in the procurement process may push the actual start date forward. Despite any delay in the start, the activity duration remains fixed at 100 days.

To accommodate internal quality assurance and reporting, an additional one-month buffer is included post-completion. Therefore, the latest potential end date, assuming a delayed start and full quality assurance period, could extend to 23 December 2025.

1. **Duty Station**

The confirm will be based in Juba or virtually with constant consultation and report biweekly to the Chairperson for Finance and Economic Parliament in National Transitional Assembly and UNDP Economic Advisor and prepare a monthly report on the progress.

1. **Professional Qualifications of the Successful Contractor and its key personnel**

The consulting firm’s team should be made up of at least three professionals. One of these members will be the lead developer. All team members’ billable days must not exceed the total number of days allocated to each activity. The consulting firm should demonstrate and provide examples of previous experience in the performance of similar services

as follows:

* Be a reputable firm with at least 7 years of prior experience designing visually appealing and navigation-friendly websites.
* Familiarity and relevant experience in using different Content Management Systems (CMS), such as WordPress, website analytics tools, and SEO best practices, ensure the website's integration with CMS in open-source Windows environments.
* Proven experience in designing web-based applications using PHP, ASP, ASP.NET.
* Have a broad knowledge of current web development technologies and design tools in the field, and new software and other web programming languages and programs, including the use of HTML, XHTML, CSS, XML, XSLT, Macromedia Flash, Java.
* Have excellent knowledge of recent trends in graphic design and websites, including online video publishing and social media networking.
* Demonstrate the ability to create innovative and visually appealing designs.
* Ability to handle simultaneous projects and tasks in a process-oriented manner.
* In addition to the requirements defined, an advantage is having previous experience building similar sites with the UN.

Key professional staff qualifications and competence needed for the assignment:

***A lead developer***: Charged with the comprehensive oversight of the entire development process, ensuring that all code contributions conform to established coding standards.

***A graphic designer and integrator* w**ith prior experience in designing websites, particularly ensuring the integration of graphic design and CSS elements.

***A junior migration expert*** to assist in the execution of both manual and automated content migration, thereby ensuring the accurate redirection of web pages post-migration.

|  |  |  |
| --- | --- | --- |
| Key Personnel | Educational Qualification | Experience |
| ***A lead developer*** | Have a master’s degree in computer science | At least five years of experience in website design and development.Have extensive experience in programming and content management system (CMS) development, including using WordPress systems. Demonstrates expertise in scripting and coding languages and standards, including PHP, AJAX, JavaScript, HTML, CSS, as well as the use and configuration of the following applications: WordPress CMS, MySQL database, and Apache web server.Have expertise in the use and configuration of products and techniques such as search engine optimization, Google Webmaster Tools, Google Developer Tools, and mobile device adaptation.Experience in South Sudan or in the region in similar assignments.Demonstrates excellent writing skills in English, with strong report-drafting abilities. |
| ***A graphic designer and integrator*** | Bachelor’s degree in computer science | With prior experience in designing websites, particularly ensuring the integration of graphic design and CSS elements.At least four years of experience in the CMS integration of responsive CSS and graphic design, including the use of the WordPress CMS.Have expertise in scripting and coding languages and standards: HTML, CSS, PHP, and JavaScript (including jQuery).Experience in South Sudan or in the region in similar assignments.Demonstrates excellent writing skills in English, with strong report-drafting abilities. |
| ***A junior migration expert*** | Bachelor’s degree in computer science | At least two years of work experience in CMS publishing and configuration, including the use of WordPress. Experienced with the following applications, scripting and coding languages, and standards, including PHP, JavaScript (including jQuery), HTML, CSS, MySQL Database.Experience in South Sudan or in the region in similar assignments.Demonstrates excellent writing skills in English, with strong report-drafting abilities. |

1. **Scope of Bid Price and Schedule of Payments**
2. The contract will be fixed out-put based price regardless of extension of the herein specified duration of the assignment
3. Specify the cost components that the Proposer must include in the computation of contract price (e.g., purely professional fee, or inclusive of travel, living allowances, taxes, equipment, airtime, etc).
4. The financial proposal should be presented as a lump-sum – representative of payment closely linked to deliverables
5. Payment will be made upon acceptance and approval the project management team.

Payments will be scheduled as follows with corresponding percentage per milestone/output, including the conditions/documentations required prior to the release of any tranches of payment:

|  |  |  |
| --- | --- | --- |
| **S/N** | **Deliverables / Outputs**  | **% Payment** |
|  | Inception report | 10% |
|  | Needs assessment report | 10% |
|  | Website prototype  | 10% |
|  | Website  | 30% |
|  | User manual, training | 20% |
|  | Support strategy  | 5% |
|  | Source codes | 0 |
|  | Final Report | 15% |
|  | **Total** | **100%** |

1. **Recommended Presentation of Offer**
* Duly accomplished Technical Proposal(methodology on how they will approach and complete the assignment). (**Use Annex I Template)**
* Duly accomplished Financial Proposal. (**Use Annex II Template**)
* Individual CV of experts that the institution will nominate, indicating all experience from similar projects. (**Use Annex III Template**)
* Legal registration Documents and Tax Clearance Certificate for the Firm
1. **Criteria for Selection of the Best Offer**

The proposals will be evaluated using the combined scoring method, when using this method, the award of the contract should be made to the Firm whose offer has been evaluated and determined as:

 a) responsive/compliant/acceptable, and

b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

 \* Technical Criteria weight; [70%]

 \* Financial Criteria weight; [30%]

Technical Compliance Score is set at 70% therefore, Only candidates obtaining a minimum of 700 points out of 1000 points in the Technical Evaluation would be considered for the Financial Evaluation.

|  |  |  |
| --- | --- | --- |
| **Technical Criteria** | **Points** | **Total** |
| * + 1. **Expertise of Firm**
 |  | **200** |
| Be a legally registered and reputable firm with at least 7 years of prior experience designing visually appealing and navigation-friendly websites. | 50 |  |
| Have excellent knowledge of recent trends in graphic design and websites, including online video publishing and social media networking. | 25 |  |
| General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted | 25 |  |
| Demonstrate familiarity and relevant experience in using different Content Management Systems (CMS), such as WordPress, website analytics tools, and SEO best practices, ensure the website's integration with CMS in open-source Windows environments. | 25 |  |
| Have a broad knowledge of current web development technologies and design tools in the field, and new software and other web programming languages and programs, including the use of HTML, XHTML, CSS, XML, XSLT, Macromedia Flash, Java. | 25 |  |
| Proven experience in designing web-based applications using PHP, ASP, ASP.NET. | 20 |  |
| Have excellent knowledge of recent trends in graphic design and websites, including online video publishing and social media networking.  | 20 |  |
| Proven track record in developing websites for government/UN/public institutions (attach portfolio and references) | 10 |  |
| * + 1. **Proposed Methodology, Approach and Implementation Plan**
 |  | **400** |
| Understanding of the assignment and contextual challenges, including user needs and objectives. | 75 |  |
| Soundness, clarity, and innovativeness of the proposed methodology and technical approach, including design architecture and technology stack (e.g., CMS choice, hosting, security, and backup strategy). | 75 |  |
| Details on how the different service elements shall be organized, controlled and delivered  | 50 |  |
| Quality assurance mechanisms and risk mitigation strategies (testing, validation, cybersecurity, and data protection). | 50 |  |
| Realism and coherence of the proposed implementation plan, including sequencing of tasks, milestones, and deliverables within the timeframe. | 75 |  |
| Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract  | 75 |  |
| * + 1. **Management Structure and Key Personnel**
 |  | **400** |
| Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services? |  |  |
| **Team Leader** |  | 200 |  |
| - General Experienceat least five years of experience in website design and development. | 45 |  |  |
| - Specific Experience relevant to the assignment * Have extensive experience in programming and content management system (CMS) development, including using WordPress systems.

Demonstrates expertise in scripting and coding languages and standards, including PHP, AJAX, JavaScript, HTML, CSS, as well as the use and configuration of the following applications: WordPress CMS, MySQL database, and Apache web server. | 55 |  |  |
| - Regional/International experience  | 50 |  |  |
| - Language Qualifications-Demonstrates excellent writing skills in English, with strong report-drafting abilities. | 50 |  |  |
| **Graphic designer and integrator** |  | 150 |  |
| - General Experience | **30** |  |  |
| - Specific Experience relevant to the assignment | 55 |  |  |
| - Regional/International experience | **25** |  |  |
| - Language Qualifications | **20** |  |  |
| **Junior Migration Expert** |  | 50 |  |
| - General Experience | 10 |  |  |
| - Specific Experience relevant to the assignment | 25 |  |  |
| - Regional/International experience | 5 |  |  |
| - Language Qualifications | 10 |  |  |
| **Technical Criteria** |  |  | **1000** |

1. **Annexes to the TOR**
* Request For Proposals
* Annex I – Technical Proposal Template
* Annex II – Financial Proposal Template
* Annex III – CV of experts Template

***This specific tender is managed via the UNDP supplier portal system. If you are interested in submitting a bid for this tender, you must subscribe by following the instructions in the***[***user guide***](https://procurement-notices.undp.org/docs/UNDP_Quantum_User_Guide_For_suppliers_October_Edition.pdf)***. If you have not registered a profile with this system, you can do so by following the link for***[***Supplier Registration***](https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuId=300000279039881)***.***

1. **Submissions**

 Interested offerors may submit their applications to:

**REF: *Indicate Consultancy Reference***