

Brief of Scope

Development of websites for government organizations - Assignment II

1. Introduction;

The need of the citizens to interact with Government organizations for various information and other key services has been identified as a highly important segment, which the Government is maximizing its efforts to cater to the same. Moving in line, ICTA in collaboration with the Government organizations has taken the initiative to develop websites considering the necessity of contributing to a national level requirement.

Presently, Information and communication technology based strategies are becoming more popular over traditional communication methods in providing up to date information and means of interaction to the public. As a result, public sector organizations in many countries use various strategies to be more citizen friendly, in providing its information and services. Providing information through websites is one such strategy used.

2. Background;

With the rapid growth of the internet usage for obtaining government services in order to fulfill day to day needs web development has become a major requirement. An organization must have a comprehensive web site that reaches its individual target end users. Organizational websites has become the key information provider to the society.

By putting the understanding in to practice, ICTA commenced developing/revamping websites to deliver government services to citizens in the most effective and proficient manner.

Since it is one of the most convenient mechanisms to access more information regarding the services provide by government organizations, ICTA intends to initiate a project aiming the implementation of multiple website developments and revamping.

3. Concise statement of the objectives;

ICTA intends to procure and obtain the services of a consultancy firm to implement selected set of websites for Government Organizations. The consultancy firm is required to gather requirement, design and develop websites and ensure that up to date and accurate information are available in all three languages while conforming highest standards align with government web standard.

4. Scope of Work;

- 4.1. ICTA intends to develop websites for selected government organizations and in order to provide support to the respective organizations for maintenance and updating the sites through content management tools.
- 4.2. The Consultancy firm shall study the main functions and services provided by the mentioned Organizations to understand its scope of work and identify the key stakeholders of the Organization.
- 4.3. The Consultancy firm shall educate and create awareness among the officials of the organization on useful features that could be used for information dissemination through the Internet.
- 4.4. With the understanding of the scope consultancy firm is required to identify and design the Content collection matrix in all three languages.
- 4.5. The Consultancy firm is required to work collaboratively with the Content Management Team (CMT) of the government organization in obtaining and finalizing the content.
- 4.6. The Consultancy firm shall design the websites based on the requirements of the assigned government organization and as per the government web standards.
- 4.7. The proposed design shall facilitate the content management requirements of organization to add information and services incrementally as and when those become available.
- 4.8. The Consultancy firm shall design the website structure and finalize the information architecture of the website for providing information and services in all three languages (Sinhala, Tamil and English) and obtain the acceptance from CMT.
- 4.9. The Consultancy firm required to write website content and translations as if necessary. (In three languages: Sinhala, Tamil and English). Such shall be identified at the requirement gathering stage.
- 4.10. The Consultancy firm shall design the website in such a way that websites follow a common style to provide maximum user friendliness.
- 4.11. The Consultancy firm is required to get the advice of ICTA in designing the website of prospective government organization. Developers are free to propose a design aligned with the requirements gathered and with the government web standards.

- 4.12. The Consultancy firm is required to use an Open Source Content Management System Tool (CMS) for the proposed web site in order to provide the CMS support for ALL pages. (i.e. Joomla, Drupal or Word Press)
- 4.13. The overall style of the proposed website and look and feel need to be aligned with the context of the Organization, preserving its esteemed image.
- 4.14. The total number of pages for a certain website will be determined by the relevant government organization in consultation with ICTA.
- 4.15. The Consultancy firm should adhere to the World Wide Web (W3C) standards and latest version of Government web standards.
- 4.16. If any small scaled eservice components to be developed, the database handling software shall be My-SQL /SQL Server according to the platform Used (To develop the backend databases to support content management). Such shall be identified and decided at the requirement gathering phase
- 4.17. Website will be hosted in Lanka Government Cloud (LGC) or Docker container base hosting environment. The consultant shall deploy the website in any of the environment as provided by ICTA.
- 4.18. The Consultancy firm is required to provide training to the staff of the respective government organizations over the developed website. The training shall include but not limited to following;
- Content management tool
 - Content management in all three languages
 - Management of the small scaled eservice wherever applicable
- 4.19. Respective government organization is supposed to provide the content in all 3 languages (English, Sinhala and Tamil) and is required to provide the content in at least in one language. Although in case of inability to provide the content in all 3 languages the consultancy firm is required to provide the translation facility (this need to be identified at the requirement gathering session)
- 4.20. Each selected website development will be considered as a sub-project.
- 4.21. The Consultant firm may require to undertake at least 2 website developments at the same time (sub-projects). Therefore should ensure adequate development team strength.
- 4.22. Key consultants are required to be available on-site as and when needed by the respective sub-project.

- 4.23. At the inception phase of each website development, the consultant firm is required to submit the number of Person days along with SRS and other documents. The value of a given website development is calculated based on the Person day rate.
- 4.24. All consultants are required to sign a Non-Disclosure Agreement (NDA) where applicable.
- 4.25. The Consultancy firm required to provide soft copies of all source codes, databases, Content Management tool, graphics, design documentations and other related documents used in the website to the respective public sector organization and ICTA.
- 4.26. The Intellectual property rights relating to the graphics, photos (captured by the photographers), text, artwork, design, sound recordings, software, database, and any other components developed for this project by the consultant shall be the property of the Organization and shall have the right to transfer such rights to the community it prefers.
- 4.27. If any proprietary software components belonging to the consultant shall be licensed to the Organization for perpetual use. The consultant shall require making appropriate arrangements to make available the source code of the said proprietary software to the client in the event of either bankruptcy or winding of merger of the consultant company.
- 4.28. Content Management Tool's passwords (including super user password) and File Transferring Protocol (FTP) password should be handed over to the Organization after signing off the website. The passwords can be obtained from the Organization during the maintenance period.
- 4.29. The Consultancy firm should impose the copyright and disclaimer notice as specified by the Purchaser.
- 4.30. All confidential information exchanged during the assignment should not be disclosed by the consultant to a third party.
- 4.31. The consultancy firm shall guarantee the Quality Assurance of the whole website in all aspects.
- 4.32. The consultancy firm shall describe the Quality Assurance approach in detailed Methodology.
- 4.33. The consultancy firm shall implement all necessary security measures and adhere to the security measures proposed by Sri Lanka Computer Emergency Response Team (SLCERT) for ensuring the security of the websites where the Website should be immune to exploitations such as, SQL Injection; Cross-site scripting (XSS); Session/(J hack guard) URL poisoning etc.

4.34. The consultancy firm shall purchase the SSL certificate as prescribed by ICTA for 3 years on behalf of the organization.

4.35. The consultancy firm required to manage and maintain the website for a minimum of one (1) year period time from the date of the website development sign off.

4.35..1.Maintenance;

4.35..1.1.Following services should be provided by the consultant for a period of one (1) year without any additional cost. Manage and maintain the website for a one (1) year period from the date of acceptance letter (sign off) issued by Content Manager of CMT. ICTA will sign a tripartite Agreement with the consultancy firm and the government organisations for ensuring the maintenance work and payments.

4.35..1.2.Government Organization is able to extend their maintenance period by signing a contract agreement between them and the web development company by ensuring the providence of the payment for maintenance cost for the required period of time.

4.35..1.3.Updates requested by the Organization should be uploaded within 24 hours of receiving the information.

4.35..1.4.The web developer should submit a report at the end of each month during the maintenance period covering the following areas.

- a. No of visitors – location based
- b. No of hits to all pages
- c. Visitors' previous link
- d. No of downloads for different articles
- e. No of payments
- f. Isolated, static, missing and incomplete pages

4.35..1.5.Consultancy firm shall provide Helpdesk support to user in updates and contents management for one (1) year period from the date of signoff.

4.35..1.6.Consultancy firm shall upgrade Open Source Content Management System version and resolve all such issues that may arise due to upgrading such as content alignment, security etc. during the maintenance period.

4.35..1.7.Attend to all types of Corrective maintenances (Bug fixing and installing of security patches). If user discovers any error/failure in the website, web consultant should respond and rectify immediately. Meantime to

Response (MTR) should not exceed one hour and Mean Time to Resolution should not exceed 24 hours from the time of being informed. Notification of errors/failures should be possible through email, telephone, and fax or in letter format.

4.35..1.8.The Consultancy firm required to fulfil the following requirements.

- a. Ensure the website is up and running.
- b. Documentation and technical support
- c. Add new paragraphs, text to the existing webpage (ex: address changes, telephone number changes etc.).
- d. Insert new photos, images, to the body of the pages.
- e. Adding, Removing and Updating hyperlinks.
- f. Insert new colour schemes to the web pages.
- g. Insert new menu items to the existing menus.
- h. Include hit counters, last modified dates etc.
- i. Uploading new pages to the server.
- j. Minor modifications to the webpage banners.
- k. Train and guide the Organization for generating statistics on the website.
- l. Provide technical support to the Organization to change the server location where the website is already hosted.
- m. Adding new pages should be done according the predefined cost breakdown which is unit cost based

5. Final outputs, Reporting Requirements, Time Schedule for Deliverables;

Project duration shall cover a maximum ceiling of 350 Person Days including requirement gathering, designing, developing and hosting of websites.

It is expected that the consultancy firm will implement as many websites (sub-projects) as possible, provided that the accumulated total number of person days is within the total estimated number of person days for this assignment (350 Person Days). However it is required to develop more than 10 websites.

Consultancy firm is required to submit the following list of deliverables for each sub-project.

No	Deliverables	Phase
5.1	5.1.1 Website development Proposal 5.1.2 Requirement specification of the website 5.1.3 Number of person days of the assignment 5.1.4 Website development schedule 5.1.5 QA Plan and Test Cases	Inception
5.2	5.2.1 Website design proposal sign off	Elaboration
5.3	5.3.1 Complete full functional English Site	Construction

	5.3.2 Complete full functional English, Sinhala, Tamil versions of website	
5.4	5.4.1 QA Report 5.4.2 IS Audit Approval by SLCERT (or any other party recommended by SLCERT)	Construction
5.5	5.5.1 Website deployment guide 5.5.2 User manual covering full scope of work 5.5.3 Government organization level training over the provided web solution 5.5.4 Successful UAT acceptance 5.5.5 Website hosting confirmation	Transition
5.6	5.6.1 Monthly website management report	Web solution support & maintenance

6. Services and Facilities Provided by ICTA;

The Organization will provide the following facilities to the development team.

- a. Arrange meetings with relevant end users and senior managers of the assigned organizations, if the need arises;
- b. Issue an introductory letter, co-ordinate and arrange all appointments / meetings with the stakeholders.
- c. ICTA will provide web hosting solution which includes web servers and database servers for hosting the web sites.

Other than above listed facilities, no facilities whatsoever will be provided to the successful bidder by the Client.

7. Review Committees and Review Procedures

All versions of deliverables will be reviewed by the team appointed by ICTA.

References:

[1] e Government Policy Approved By Cabinet of Sri Lanka - <https://www.icta.lk/icta-assets/uploads/2016/03/eGov-Policy-structured-v4-0.pdf>

[2] Government web Standards - https://www.icta.lk/icta-assets/uploads/2016/03/Government_web_standards.v3.pdf

