

## **Terms of Reference**

**Assignment Title: Procure a Consultancy Firm to Develop a Web Development and Management Framework for Government Web Development Projects**

**Assignment Number: ICTA/SG2/GOSL/CON/QCBS/2017/003**

### ***1. Introduction***

The Government of Sri Lanka (GoSL) recognized the critical role that ICT can play in fostering the societal environment. Hence the Government intends to use ICT to improve the reach and responsiveness of public services, reduce transaction costs to business, make government more transparent and accountable, and address the urgent needs of the citizens. In view of the above, Information and Communication Technology Agency (ICTA) of Sri Lanka has been established as the apex ICT institution of the Government which has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT.

Along the way, ICTA continuously supports the government organizations to move online in every feasible form and facilitate citizens with respective government services. Web initiative is one of the key drivers as such, where it has become the most popular source of information over the government services, as an interactive, user-friendly as well as a reliable interface between government and the citizens.

With the consideration of the effectiveness of providing government information through Internet, many governments around the world has come up with a country focused framework in facilitating the end to end cycle of website development and management. It has been identified that the implementation of a comprehensive framework for website development and management is vital for Sri Lanka, in ensuring a smooth flow of government information circulation. The respective website development and management framework is to ensure a more reliable source of information to the citizens in a friendly and interactive manner while improving the internal efficiency of the respective government organization. It is further planned to assure quality, longevity, upgradability and maintainability of websites in line with the guidelines and standards within the framework.

### ***2. Concise statement of the objectives***

ICTA intends to procure and obtain the services of a consultancy firm to conduct a comprehensive analysis over the website development approaches at the local as well as international context and develop a Web Development & Management Framework with applicable standards and guidelines covering the end to end process of the website development and management lifecycle. The consultant firm

is required to research, analyze requirements, conceptualize and develop the framework with applicable guidelines and policies.

### ***3. Scope of Work***

- 3.1. The consultancy firm is required to gain the domain knowledge of the existing web development and management process followed by ICTA along with the broad scope that has been covered at different levels.
- 3.2. The consultancy firm is required to analyze the end to end web development and management process while covering below areas (but not limited to)
  - a) Website development request initiation
  - b) Website content preparation
  - c) Defining website structure and stakeholder matrix
  - d) Stakeholder responsibility matrix
  - e) Website development
  - f) Website monitoring, updating and management
  - g) Security assessments and frequencies
  - h) Upgrades and related assessment procedures
  - i) Sign-off procedures
  - j) End to end web development/management best practices and process flows
- 3.3. The consultancy firm shall study internationally developed government level web development frameworks and incorporate required features at functional as well as policy level to the proposed framework.
- 3.4. The consultancy firm is required to have a clear understanding over the broad objectives which backs the website development/re-development and management of the government organizations.
- 3.5. The consultancy firm is required to develop process flows and incorporate to the prospective framework where, that will provide the end user a clear understanding of the procedure to follow when developing and managing a government website, at each applicable stage.
- 3.6. The consultancy firm is required to segment the prospective web development and management project areas such as (New Development, Re-Vamp, Management, etc.) and define the process flows accordingly

3.7. The framework should include clear demarcations over the roles and responsibilities of the stakeholders for a respective web development and management project.

Stakeholders inclusive of but not limited to;

- ICTA
- Respective government organization
- Vendor of the respective website development
- Any other government organization attached to the project

3.8. The consultancy firm needs to follow and keep in line with government web standards which has been introduced by the ICTA Re-Gov team under e-Government policy and the government procurement process.

Please Refer:

a) Web Standards for Developing Government Website of Sri Lanka  
[https://www.icta.lk/icta-assets/uploads/2016/03/Government\\_web\\_standards.v3.pdf](https://www.icta.lk/icta-assets/uploads/2016/03/Government_web_standards.v3.pdf)

b) eGov Policy and Procedures for ICT Usage in Government:  
<https://www.icta.lk/icta-assets/uploads/2017/07/eGovernment%20Policy%20approved%20by%20the%20cabinet%20of%20ministers%20in%202009-12-15.pdf>

The consultancy firm needs to study the existing government web standards documents and propose revisions accordingly. Further, it is required to propose amendments/additions to e-Government policy under the framework.

3.9. The consultancy firm needs to focus on improving transparency over fund allocation plans, fund disbursement plans, tender procedures related to website development and management.

3.10. The consultancy firm shall propose a proper procurement approach for the website development and management focusing a steady mechanism with respect to individual and bulk developments. The consultant shall further propose an approach to be used in customized requests coming through government organizations.

3.11. Additionally, the web development framework should outline following aspects,

- The consultancy firm needs to cover different consultation procedures practiced by ICTA at different advisory levels.

- Selection of Procurement method
  - Procedure to select a suitable procurement method
  - Selection criteria of a procurement methodology based on the need of the organization and other relevant factors. Required to consider the nature of the projects such as multiple projects carrying out as a bulk, single projects etc. when establishing a suitable method to follow the procurement.
  
- Selection of suitable vendor
 

The framework should include a set of criteria which could be followed when deciding the suitable vendor depending on the requirement. As an example financial stability, technical competency, industry level experience etc.
  
- Web Development procedure
  - GOSL Web Development standards
  - W3C standards
  - Stakeholder Matrix
  - Content Management Team
  - Progress Review Committee
  - Website hosting procedure
    - Approach of obtaining domain name and selection of hosting environments based on the requirement.
  
- Security Auditing plan
 

The framework needs to ensure that the correct and most up-to-date processes and infrastructure will be applied and shall guarantee that information security aspect covers all expectations and requirements within an organization accordingly.
  
- Support and Maintenance procedure
  - The consultant should propose a centralized monitoring mechanism which could use to identify sites with higher frequency of vulnerabilities, key risks and their thresholds etc.
  - The framework should address corrective action planning to manage/mitigate identified risks and issues.
  - Continuous update procedure.
  - Applicable limitations.
  
- Consultancy firm required to propose a team formation for monitoring the nationwide government website development, website re-vamping,

adapting to new technologies and the methodology of functioning the team in continuous basis. The consultancy firm shall propose envisaged resource requirements over the end to end process

- Detailed plan for content management training  
The consultancy firm should propose a plan to train appointed government staff for managing content on continuous by the government organization. The plan needs to cover an island wide training requirement.
- Detailed web development stakeholder responsibility matrix covering different responsibilities at each stage of the website life cycle.

3.12. The consultancy firm needs to propose a strategy for tracing website maturity level.

- Required to identify different maturity levels with key identifiers.
- The proposed strategy should include a categorization of websites, under different scopes handled by ICTA for government organizations.
- Required to propose a strategy for website service level expansions.

3.13. The consultancy shall conduct brainstorm sessions with ICTA officers and government Chief Innovative Officers (CIOs’) in the process of the framework development.

#### ***4. Deliverables and time line;***

Project duration is **04 Months** including requirement gathering, framework development and reporting.

The Consultancy firm is required to submit the following list of deliverables.

| <b>No</b> | <b>Deliverables</b>   | <b>Phase</b> |
|-----------|---|--------------|
| 4.1       | 4.1.1 Work plan with timeline   | Phase 1      |
| 4.2       | 4.2.1 Proposal for the framework development covering full scope of work  | Phase 2      |
| 4.3       | 4.3.1 Final report including web development and management framework covering the point 4.2<br>4.3.2 Framework related templates | Phase 3      |

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|  | <p>4.3.3 Awareness session (Framework management team of ICTA, Other ICTA staff, Government Chief Innovative Officers CIOs')</p> <p>4.3.4 Feedback report with suggestions over the awareness session with of session participation sign-off sheet</p> |  |
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**5. *Service and Facilities Provide by ICTA***

ICTA will facilitate required meetings that the consultant may want to conduct with the relevant stakeholders.

**7. *Review Committees and Review Procedures***

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