



TERMS OF REFERENCE
DEVELOPMENT, AND INTEGRATION OF THE WAJIBU WEBSITE & IT SUPPORT
SERVICES

1. INTRODUCTION

WAJIBU – Institute of Public Accountability (WAJIBU) is an NGO registered under the NGOs’ Act, 2002 (as amended). WAJIBU was founded to foster transparency and accountability in Tanzania's collection and use of public resources. In particular, the Institute believes that mobilizing public engagement with duty-bearers on public accountability and good governance is key in consolidating the accountability levels achieved so far in the country for future economic growth.

To realize its purpose, WAJIBU’s initiatives focus on increasing citizens’ engagement and access to information on public financial management issues through simplification of oversight institution reports, building the capacity of those involved with public financial management reforms, and conducting research to support evidence-based advocacy in Tanzania.

2. WAJIBU’s Vision:

“To become the best think-tank on Public Financial Accountability for poverty reduction”.

3. WAJIBU’s Mission:

“Our mission is to apply Public Social Accountability Monitoring (PSAM) analytical tool to ensure that there is proper public resources management and good governance in the country. This will be accomplished by enhancing effective public financial accountability through policy advocacy and research, capacity building, and citizen engagement while building WAJIBU as a strong public financial accountability think tank institution”

4. BACKGROUND

WAJIBU's dedication to enhancing transparency and accountability, underscores the imperative need for a robust online platform including WAJIBU's website. This website is envisioned as a central hub catering to stakeholders, offering them easy access to comprehensive information about the organization. Furthermore, it will serve as a streamlined portal for conference-related activities such as registration and paper submissions during ITAC Conferences, aiming to be a one-stop center for all organizational details.

The website among others, it will ensure the best experience for its different users, improved resource mobilization, and a timely communications platform to WAJIBU's stakeholders. Based on this fact, a consultant highly qualified in website designing and development is required to fulfill this task. For WAJIBU, the website serves as a window into its work, how WAJIBU wants to present itself, and how WAJIBU communicates itself to its stakeholders and partners. A modern, up-to-date design should show that WAJIBU cares about its digital presence and it has to ensure that a large number of WAJIBU partners admit to making judgments on the organization's credibility based on the organization's web design.

5. SCOPE OF WORK

5.1 DEVELOPMENT AND INTEGRATION OF THE WAJIBU'S WEBSITE

WAJIBU seeks to recruit a **Web Designer and Developer** to design and develop an attractive and user-friendly website. The main tasks of the Web Designer and Developer are as listed below:

- Review the current website and communicate with WAJIBU to agree on the new design and content of the website, i.e., what information shall be placed where and how,
- Upgrade website based on best practices on functionality and usability aspects and incorporating all important web features,
- Design a user-friendly and responsive layout as per the User Interface that will be agreed,
- Use a common Content Management System platform to develop an easy-to-use back end of the website – Provide a fully-fledged content management system for the administrative user to upload content, manage content, and support different file types i.e. documents, images, and videos. The content management system should be well-integrated with the front-end design of the website,
- Develop the overall design of the website to a more modern design with clear navigation whilst adhering to the WAJIBU brand guidelines,
- The new web should be able to present WAJIBU's products and programs separately

- Incorporating the ITAC Conference segment on the website that will include a description of all the past ITAC conferences done and also it will allow the online registration of Event Attendees with integrated Local and International Payment Options (i.e. Mobile Networks and Bank-Visa & Mastercard),
- Allow paper submission option on the ITAC Segment for all the people who may wish to present their papers during the conference,
- Ensure the website is hosted and has enough bandwidth for smooth access and functionality, and
- Ensure the website is linked to all social media (Facebook, Twitter, YouTube), etc.

5.2 IT SUPPORT SERVICES

On an annual basis, the consultant will be required to provide the required IT support services as follows:

- Set up and support collaboration tools, such as email systems (Google G-suite Workspace specifically), document-sharing platforms, and video conferencing solutions,
- Perform Migration and Domain set-up,
- Maintenance of email services,
- Providing cloud backup services by establishing backup procedures to safeguard critical data,
- Conduct backup procedures for each of WAJIBU's computers on a monthly basis,
- Monitor website performance and address any issues promptly,
- Install, update, and manage software applications used by the organization

5.3 USER EXPERIENCE AND ACCESSIBILITY

On an annual basis, the consultant will be required to guarantee high level user experience and accessibility by ensuring that, WAJIBU's online platforms are:

- responsive design on mobile devices: accessible on various devices including desktops/laptops (Windows and Mac), mobile phones, and tablets (Android and iOS),
- Compliant with international accessibility standards (accessible via screen readers, colourblind-friendly colour schemes, etc.),
- Compatible with all modern browsers, and
- Optimal performance in low-bandwidth locations

6. PROJECT DURATION/TIMELINE

All design and development activities should be completed within 60 days from the day of the signing of the contract, while the ITAC page must be completed within 30 days of contract signing. Furthermore, the supplier should provide maintenance and support for 9 months from the day of completion of the deployment of the new website.

7. EXPECTED DELIVERABLES

The consultant shall deliver the following deliverables:

- Draft web designs for review, integration of feedback, and final approval
- Design, development, and delivery of a fully tested and functional updated web platform including the functionalities specified above, deployed online in coordination with the WAJIBU team.
- Working email with organization domains configured on g-suite
- Cloud backup services performed timely
- Updated software applications

8. REPORTING

The successful candidate will work closely with the Resources Mobilization and Communication Department.

9. REQUIRED EXPERTISE /QUALIFICATION

- The consultant must have at least five (5) years of experience in the website and Software Development field.
- A consultant with good capability and experience in developing websites,
- Proven experience in developing similar websites, preferably for NGOs or conference-related platforms,
- Proficiency in relevant programming languages and content management systems,
- Ability to integrate secure payment gateways,
- Strong understanding of website security best practices, and
- Excellent communication skills for effective collaboration with the WAJIBU – Institute of Public Accountability.

10. Bidding Procedures

You are required to submit the tender bidding documents (Technical Proposal together with Financial and Administrative Documents) to WAJIBU – Institute of Public Accountability on 26th January 2024 (**11:00 am**). The tender bidding documents should include but not limited to:

PART A: A SEPARATE TECHNICAL PROPOSAL (80%):

- Interpretation of the Terms of Reference with examples of past websites and informational systems delivered, with other organizations,
- Methodology,
- Review and quality assurance plan,
- Description of the work plan and deliverables, and
- Relevant experience of the Team on the assignment.

PART B: A SEPARATE FINANCIAL AND ADMINISTRATIVE ASPECTS (20%):

- Budget,
- Scanned copy of your TIN number and other relevant registration certificates,
- Scanned copy of your Business Registration and license,
- Evidence of issue of the EFD and/or fiscalised Invoice, and
- Scanned copy of your Tax Clearance certificate for the past two years.

The above-mentioned documents shall be prepared in English and sent by e-mail to procurement@wajibu.or.tz no later than 26 January 2024 (**11:00 am**).. Submission should be addressed to the:

Executive Director

WAJIBU-Institute of Public Accountability

P.O. Box 13486

Dar es Salaam

Tanzania

Physical Address:

House No 10 - Rose Garden Road, Tancom Street Mikocheni Dar es Salaam