Annex 4 – Goods and services specification

Terms of Reference for CEHRD's website review and reconstruction

Background

ADB and the British Council signed a contract in January 2019 under TA 9215: Supporting Policies and Implementation in the School Sector for program management, coordination and technical support to the government of Nepal to implement School Sector Development Plan (SSDP). The three TA outputs relating to this ToR are: (i) capacity development for policy implementation strengthened; (ii) program management and monitoring strengthened; and (iii) knowledge management strengthened.

The SSDP TA's support to the Centre for Education and Human Resource Development's (CEHRD) communication platforms and activities among others included review and improve the performance of CEHRD website https://cehrd.gov.np/ . For example, the CEHRD's home page introduction continues to identify itself as the "Department of Education" and Nepal's education sector has the old structure of basic, primary and secondary education. Likewise, there is no mention of the SSDP or Education Sector Plan. The presence of obsolete introduction in its homepage and other content require changes to meet the realities of the present times as well as in line with the federal structure.

In line with SSDP TA's planned activities, website developers/service providers need to be hired to review CEHRD's website and accordingly based on its assessment and agreed changes with the CEHRD carry out the required architecture and content development.

Scope of Work

1. The technical consultant shall hold the responsibility to design and develop a website in close coordination with CEHRDs Audio Visual Section.
2. The Consultant shall hold overall responsibility in terms of work related to the development of website as per the quality standards/requirements of CEHRD.
3. Optimize the site for low bandwidth users.
4. Browser compatibility. Able to display appropriately on different browsers
5. The website design must be secured and should be adhere to the security best practices.
6. Train/Orientation to CEHRD staff on how to manage the new website and updated content.
7. Develop a clear and accessible user guide and troubleshooting manual for the website and the CMS.
8. Make recommendations for backup/restore plan

Detailed Tasks

The following terms of reference have been identified for the assignment/task to help to get more leads for the CEHRD through its website to make it a point for reliable and relevant information for the education sector.

1. Independently assess the user experience to access information, report CEHRD Technical team with the deficiencies and the points for improvement.
2. Design the elements, layout and architecture of the website, in close coordination with CEHRD Technical team.
3. Propose necessary content development teams as per requirement.
4. Design and group the content headings and prepare without broken links.
5. Review the relevancy of information under different headings and rearrange with necessary changes.
6. Efficiency and time for key search words under its search provisions

7. Interface of the website for mobile device
8. Interface and mirroring of the website in Nepali and English
9. Access to historical data/information through its archives. Archiving of old Ministry of Education Science and Technology (MoEST) structured documents into CEHRD's website.
10. Loading speed through search popular search engines.

Based on the review and recommendation, a tripartite understanding will be reached between the website developer, CEHRD's AV Section and the SSDP TA team to make the CEHRD's website more user friendly, improve the currency and relevancy of content to make it a one stop point for information on Nepal current and past education programs and policies.

Qualification and Selection Criteria

- Proven relevant skills in website development.
- Having at least three years' work experienced in the field of IT as a website designer/developer and must have strong skills in HTML, HTML5, CSS, CSS3, Java Script, jQuery, PHP and etc. (web programming)
- Developers must have a solid understanding of user experience, design and Adaptive/Responsive Design for cross-platform/devices such as tablet and mobile phone.
- Proven ability to build and refine graphic designs for websites. Must have strong skills in Photoshop, illustrator, Fireworks, or equivalent application(s).
- Proven history of previously developed websites.
- Work on both Nepali and English Content for the website.
- Proven ability to manage web development projects effectively and accurately on meeting project deliverables. Engage in outside-the-box thinking to provide higher value for money.

Deliverables

- Develop a detailed review report of the CEHRD website
- CEHRD website presents a new visual look and its functionalities are enhanced to provide a better experience to users.
- New sections are developed and integrated in the website.
- Develop a user manual and deliver a webinar for the support staff and system administrators to perform content upload, system maintenance and administration.
- Support and maintenance: Administrative and technical support, quality control for a period of 3 months. Maintenance for 8 weeks immediately after the website goes online and hosting service for 4 months.
- Source code handover: Full source code including all developed libraries shall be handed over to CEHRD.
- Other changes as required by CEHRD.

Engagement period

Upon successfully awarding of the contract, a hired firm or Consultant will be required to develop a website within the allocated timeline that meets all the requirements of Governmental sector. The review assignment should be complete no later than mid-February 2022 and reconstruction of the website completed by mid-April 2022.