



Terms of Reference

**For maintenance, Enhancement and Continuous Change Management
of National Portal (Bangladesh Portal, Ministry Portals and Field
Portals), Service Portal, Forms Portal.**

Access to Information - II
Prime Minister's Office
Government of Bangladesh

1. Introduction

The UNDP funded Access to Information (a2i) Program at the Prime Minister's Office has been spearheading the government's efforts to take services to the door-steps of the people for the last few years and has achieved significant successes in drawing national attention and gaining much-sought-after leverage in influencing ICT related policies with great impact on national development.

The National Web Portal Framework (NPF) is the single platform of all public information from any government organization to ensure easy accessibility for citizens, easy updating of data by non-technical personnel and sharing of data amongst various organizations. From divisions to Unions – all hierarchical offices have their web pages under this portal framework. Ministries, Divisions, Directorates and other offices like Pay Commissions, Bangladesh Betar etc. are also working now to have their portal under the same framework that is expected to be completed by this year. NPF ensures that all government organizations have online presence, and the existing officers and staffs of the organizations are able to update the sites without depending on technical personnel.

Some other web-based e-Services like Electronic Mobile Court, Citizen Service Information window, Forms, a2i Website are also in deployment stage. Those are also developed in the same/similar framework but will be deployed as independent application on the cloud separated from this portal systems.

In addition, NPF will allow the government to implement the Right to Information Act through proactive information disclosure. The NPF is designed and developed by the Access to Information (A2I) Programme of the Prime Minister's Office in consultation with government stakeholders in different tiers. The templates in NPF can be used as a guideline for website development of other affiliated organizations.

The web portal framework will focus on the free flow of information from union to ministry level. It creates a gateway for citizens to get access to all government services.

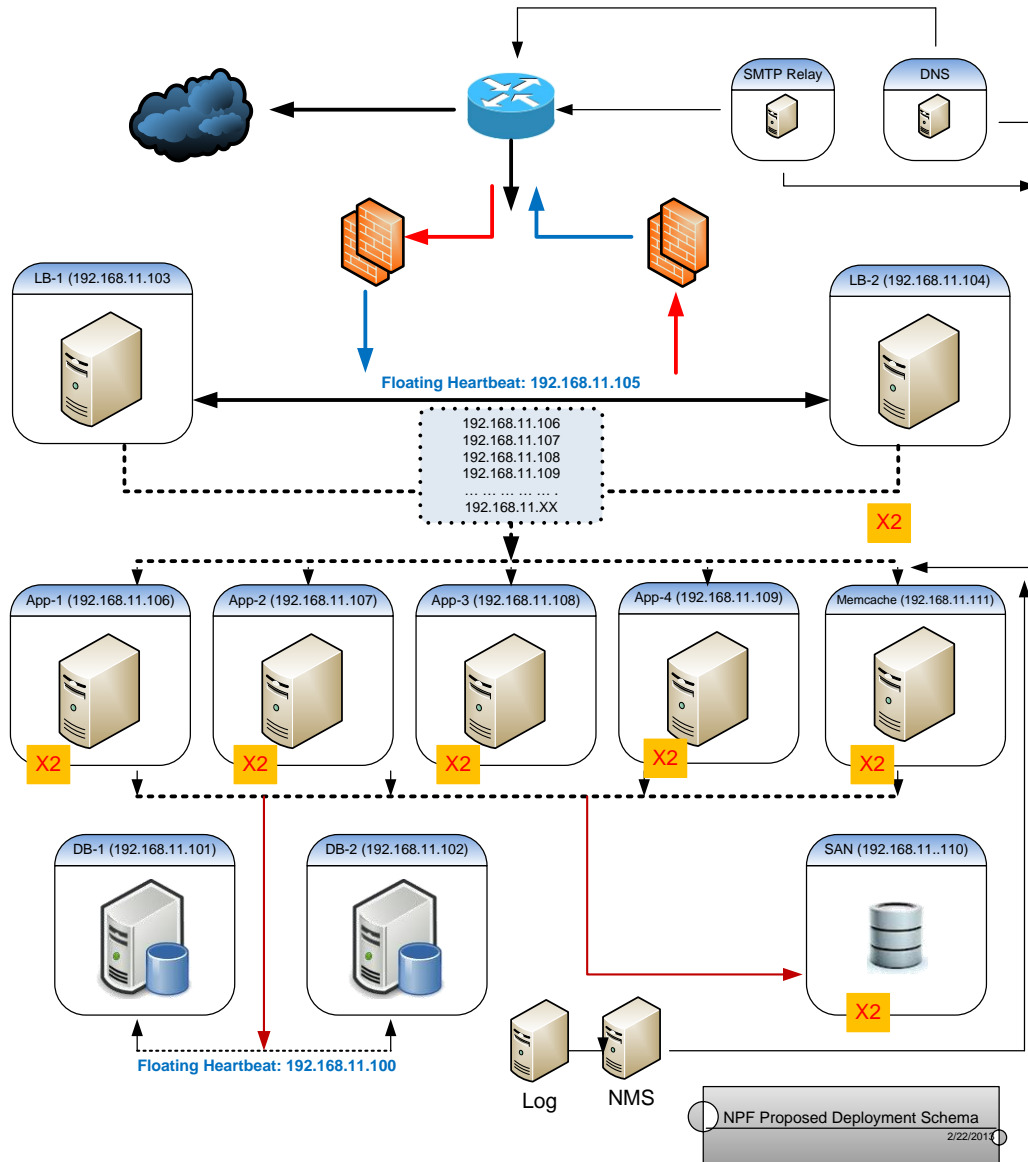
This framework will focus on information that are essential to every citizens' prosperous livelihood—agriculture, health, education, law & human rights, tourism and history, human resources, development & engineering, environment & disaster management etc. It also highlights activities that are in compliance with the RTI Act such as— the name and designation of the information officers, their duties, the laws relating to human rights.

NPF related information:

- a. The NPF consists of the following major application level operational components that will come under the assignment—
 - i. Portals of Unions, Districts and Divisions to be referred to as field portals.
 - ii. Portals of Ministries, Directorates and Divisions be referred to as ministry portals .
 - iii. Service portal containing G2C service information be referred to as Seba Kunja.

- iv. Forms portal containing GoB and other essential related forms for citizen be referred to as Forms portal.
 - v. Central Portal containing Country's information highlights and full navigation to all other portals as mentioned above. This is referred as Bangladesh Portal.
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- b. The application is designed on open source content management system (Drupal 6.0, Drupal 7.0 and Phalcon PHP). PHP is the programming language used.
 - c. Application hosting environment is Linux.
 - d. There can have some web application software under the same architecture with technology integration with the Portal. Such Application Software includes – Service Portal, Judicial MIS Management like electronic Mobile Court, e-Directory engine and integrated web-services/apps as applicable in the future.
 - e. The website will use multiple web server software (apache and/or Nginx with several associated accelerated application software suit need to be installed and configured by the supplier.
 - f. More than 700 domains and more than 26 thousand sub domains are hosted that is extendable upto 20% each year as estimated.
 - g. More than 551 public IP allocation capacity is estimated for the Data Center rendering Hosting Service.
 - h. System is capable of handling minimum 50000 concurrent sessions (users) in an average with 25% projected growth per annum.

The high-level back-end diagram of the systems to understand inside is presented in the following diagram:



2. Scope of work

- 2.1 Address troubleshooting activities and maintenance for the existing National Portal covering all Unions, Upazila, Districts, Divisions, Directorates, Ministries, related offices under this platform, Service Portal, Forms Portal and Bangladesh Portal.
- 2.2 Provide Version Control Solution, User Feedback Recording System, Emergency Incident Management Mechanism, CMS & DB tuning services for the aforesaid systems.
- 2.3 Conduct analysis on world-wide best practices and designs of national portals and citizen information service sites in different countries, identify scope of work to be incorporated in the aforesaid systems, develop solutions and implement in LIVE systems and/or address similar analytical input from a2i to be entertained.
- 2.4 Provide updated technology services, development and implementing those services/solution for enhanced performance of the websites;

- 2.5 Provide technical solution service to create, manage and update sites to address user feedback and change requests; Adding new sites or Modules to address request to add closely related information service integrated to the portals.
- 2.6 Ensure development, design and implementation of new specific plug-ins, feature to integrate the sites to other e-Service Systems;
- 2.7 Conduct workshop with a2i team along with related system development experts and data center experts for sharing knowledge in this regard.
- 2.8 Upgrade/Change CSS, Template and other technology features in compliance with mobile responsiveness and other associated dependent requirements like incorporation of e-Commerce/Publication/Commercial Platform oriented features.
- 2.9 Ensure access control, application level security and on-demand support to Helpdesk for uninterrupted LIVE service.
- 2.10 Design, Develop and populate Open Data Layer for the aforesaid systems, design necessary api and Data Dumping System for supporting mobile apps to be developed by a2i or any other parties.
- 2.11 Study and Analyze rational requirements for both Service Portal and Forms portal to comply new generation service delivery architecture and update these portal's features, also to make these interactive with National Portal's other, incorporating the dynamic diagrams in Service Portal .
- 2.12 Update Service Portal and Forms Portal by incorporating role-based access to manage content and service information.
- 2.13 Support and improve office-wise/Role-wise credential system incorporation, portal usage analytics, SEO continuity, browser independence functionality and mobile responsiveness assurance in National Portal.
- 2.14 Update Forms Portal's feature to make it interactive with related ministry/division/directorate's portal to confirm role-based form content management.
- 2.15 Provide technology Consultancy to a2i Technology Team and data Center as required and as requested time to time in managing, operating, hosting, supporting and expanding National Portal.
- 2.16 Create separate instance of National Portal and its related products to ensure its availability with changed technology [but same content] to comply facebook and other value-added networking which can have pre-requisite for exclusion of some PC based site's technology feature.
- 2.17 Maintain and ensure DB Backup and Content Backup continuity in coordination with Data Center.
- 2.18 Adhere legal issues like compliance with Law, Policy, Guideline and GoB orders imposed time to time that relates to these product.
- 2.19 Restructure Database in compliance with change control and updates/patches/enhancements of products.
- 2.20 Work with a2i Technology Expert group, transfer knowledge to a2i and facilitating workshops/meeting arranged in this regard.
- 2.21 Re-design and update User Training Manual in compliances with changes made to the products.
- 2.22 Re-structuring database/system/content of the aforesaid portals to accommodate classified service information, Multiple Language [Bangla and English] and capturing categorized visiting trend analysis.
- 2.23 Add necessary features in the portals to comply with Accessibility Conventions as recommended by either a2i or a2i nominated competent agencies/consultants.
- 2.24 Develop technical documents or each change/enhancement and provide full access to a2i or its nominated agency to Source Code and Documents.
- 2.25 Handover Technical Documents, Source Code and related associated technology components to a2i or its nominated agency on completion of the service or on termination of the services with the vendor.

- 2.26 Ensure flexible but controlled access to a2i Experts/its Nominated Agencies to source code, DB, Content, Technical documents and IPF Area under mutually agreed management process during the services period.
- 2.27 Render support service as per SLA to be signed separately as an integral part of the agreement to be signed with the awarded vendor.
- 2.28 Provide activity and progress report to a2i each after two months.

4. Duration of the assignment and payment conditions

- 4.1 This is one calendar year assignment to be started after 7 days of signing date of the agreement.
 - 4.2 Selected vendor will submit monthly delivery plan immediate before the commencement of services that will mutually be approved and to be updated on mutual understanding time to time on demand.
 - 4.3 Payment will be in compliance with delivery plan submitted.
 - 4.4 a2i will nominate contract administrator capable to understand both technology and business to be assisted by domain expert(s) capable to understand operational issues of system.
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