



Justice Initiatives Facilitation Fund (JIFF)

Terms of Reference for Website Development and Maintenance

January – December 2018

1. Summary and Programme Background

The Justice Initiatives Facilitation Fund of the EU Legal and Judicial Empowerment Programme in Viet Nam (EU JULE JIFF, or hereafter JIFF) will be implemented by Oxfam for an estimated 37-month period beginning in November 2017. The overall objective of JIFF is to contribute to strengthen the rule of law in Vietnam through a more reliable, trusted and better accessed justice system. The specific objective is to increase access to justice for vulnerable groups, in particular women, children, ethnic minorities and poor people. The action has four key results: 1) Increased public awareness and understanding of legal rights and how to invoke these rights; 2) Increased access to legal advice, assistance and representation in administrative, civil, and criminal matters; 3) An improved enabling environment and regulatory framework for legal empowerment and access to justice; and 4) Enhanced integrity, transparency and accountability in the justice sector.

The four JIFF results will be achieved through a combination of grant-making to civil society organisations (CSOs), targeted pre- and post-grant capacity development, research, networking and policy advocacy. CSO grants will be made in 06 focus provinces around the country. Four grant calls over the programme period will each concentrate on multiple thematic areas related to the Results. As host of the JIFF Secretariat, Oxfam will administer grants, design and carry out capacity development, and facilitate networking of grantees and related stakeholders leading towards establishment of a national CSO-led justice platform.

To ensure the success of the programme, one of the fundamental requirements is to make the programme accessible to people, especially to CSOs grantees and stakeholders through various information and communication channels. The website will be developed at the beginning of the inception phase. All the program related information and outreach activities will be uploaded in time to the website. For sustainability purposes, the website will have its own domain but also link with the [Oxfam in Vietnam website](#) to make sure the website continues to run after the program close.

During a three-month inception phase, Oxfam will complete the design of the webpage. Following the inception phase, Oxfam will design and roll out a webpage for external use by JIFF grantees and stakeholders, linked to the Oxfam in Vietnam website. Oxfam seeks an experienced web service provider to construct and maintain the JIFF website. This contract will initially cover the first year of the programme and may be extended afterwards on mutual agreement.



2. Timelines

The work is designing and developing the website expected to take place over 45 – 60 working days. The website should be live by 30 March 2018. The website developers should be ready by 5 February 2018 for consultations with JIFF team leader and Communications Specialist and representatives of Oxfam in Vietnam, following which the contents will be uploaded and revise the structure of the website. Training of Oxfam in Vietnam and JIFF staff on the use and maintenance of the website will be conducted after launching the website.

3. Scope of service

- ✓ Assess the current Oxfam in Vietnam website structure and contents for ease of accessibility, quality of contents, user-friendliness, ease of maintenance/update, information retrieval, etc...
- ✓ Make proposal for design of the website in English and Vietnamese languages based on corporate guidelines and/or Oxfam website guidelines for Oxfam review and approval.
- ✓ Design the website structure, taking into account the requirements from JIFF programme: clear catalogues & folders for data & page storage, attractive site & page layout, easy to use, update and maintain, flexible navigation & search function; counting function for web pages visited, etc.
- ✓ Design a private section of the JIFF website (in Vietnamese language only) that is accessible to partners and grantees on a secure log-in basis; including interactive features through which partners/grantees can share information and pictures and communicate among themselves (alternately, this could be done through a private page on facebook or another existing social media platform?)
- ✓ Gather informative contents for the Web presence (text, documents, pictures, program's information, etc.) from JIFF programme and Oxfam in Vietnam.
- ✓ Create HTML documents and graphics for implementation in the Web.
- ✓ Make recommendations for backup/restore plan.
- ✓ Training to JIFF and Oxfam in Vietnam staff on website maintenance and content update.
- ✓ Design and establish anti-hacker and antivirus plan for the website.
- ✓ Warranty and maintenance service
- ✓ Make recommendations for software, hardware, and other back-end applications related to Web development.

4. The websites should have the space/options for the following contents, but not limited to:

The website should:

- ✓ Comply with web standards



- ✓ Be creative and visually captivating;
- ✓ Look good on small and big monitors;
- ✓ Be accessible across most popular browsers and be testable with validation tools;
- ✓ Contain at least the following section/features (information to be provided by Oxfam):
 - Overview of the programme
 - What the programme does
 - Latest Update (press release, News article, etc)
 - Publications (updated policy papers, reports, publications, etc)
 - Gallery (images, videos)
 - Contact (get involved)
 - Links to social media and other networks.

5. Qualifications/selecting criteria

- ✓ Contractor must be a legal entity registered in Vietnam
- ✓ Contractor must be a reputable company/ consultants with prior rich experience in the field
- ✓ Proven and solid knowledge and experience in providing similar service to international organizations
- ✓ Able to provide user training and all documents in English and Vietnamese
- ✓ Solid knowledge on website security and website hosting service
- ✓ The Vendor should provide a proposal include a brief implementation plan
- ✓ The vendor should provide the quotation include below information:
 - Website design and setup.
 - Website hosting and maintenance through end 2018
- ✓ Related software license

6. Payment and Intellectual Property

Payment will be made in instalments based on milestones of work completed. The exact terms will be negotiated with the Vendor before the signature of the contract. Upon payment Oxfam in Vietnam and the Vendor agree that JIFF programme and Oxfam in Vietnam shall acquire ownership of all assignment deliverables in their tangible and intangible forms (both hard and soft copies) and the right to use them as deemed fit. The deliverables may thus not be published or used without the express permission of Oxfam in Vietnam.



7. Submission of proposals

Interested companies are required to submit proposals COB by **12 January 2018** via e-mail to HR.Vietnam@oxfam.org. Kindly indicate the title of this TOR in the subject line when applying by email. Shortlisted companies will be contacted for interviews during the week of 22-26 January.

Application in English or Vietnamese should include the following:

1. CV(s)/ or profiles of the company/ consultants to carry out the tasks.
2. Technical proposal on detail plan to build the site (one page);
3. Number of estimated days to build the concept, and the site.
4. Fee per days to design and build the site;
5. Fee per days for maintenance of the site.