**SKILLS DEVELOPMENT AND INNOVATION SUPPORT PROJECT (SDISP)**

**TERMS OF REFERENCE**

**for**

**Website Developer for the needs of the State Educational Inspectorate (SEI)**

1. **Background of the Project**

The Government of Republic of North Macedonia (GoM) is implementing the “Skills Development and Innovation Support Project” (SDISP), financed by a World Bank loan. The expected duration of the project is from 2014 to 2019. The Project would support interventions which foster education and skills relevant to the job market, and enhance the innovation capacity and activity of firms in North Macedonia. It will also address key missing elements of the Macedonian innovation system and ailing aspects of the research sector that are likely to be vital for improving the competitiveness of the enterprise sector and North Macedonia’s longer term economic growth prospects. It will also help improve absorption of EU funds earmarked for innovation activities. The Project Development Objective (PDO) is to improve transparency of resource allocation and promote accountability in higher education, enhance the relevance of secondary technical vocational education, and support innovation capacity in North Macedonia. The Project’s direct beneficiaries include around 24,000 students and 1,500 teaching and management staff from technical vocational education and training institutions who would receive a new curriculum and practical training facilities, as well as training on management, planning, and process improvement capacity.

1. **Objective of the assignment**

The objective of this assignment is to hire a consultant that will develop, test, implement and document a website for the needs of the State Educational Inspectorate (SEI).

1. **Scope of work**

The Consultant shall create a comprehensive, well organized, up-to-date and user-friendly website with menus and sub-menus according to the needs of SEI. The Consultant shall develop a website that disseminates timely and accurate information about SEI’s structure, initiatives and activities. The website shall be viewed with common web browsers and will consist of information about SEI activities, announcements, useful links etc.

The website must be comprehensive, easy to use and navigate, esthetically agreeable and encouraging for recurring visits. As the information will be presented in three languages (Macedonian, Albanian and English) the user should see the same page when switched to the other language. The website should be implemented in Unicode. Each topic in the web site should have link to printable version. Source codes should be under SEI ownership.

The Consultant’s responsibilities include:

* Liaise with relevant SEI staff to understand users' needs and identify corresponding user interface requirements, workflows, and functionalities
* Design and implement the website and insure technical support and content related support in the first 6 months of the functioning of the web site
* Train SEI non-technical staff on how to use a Content Management System (CMS) to ensure easy updating
* Carry out other relevant web-related tasks as requested.

The web site should, without limitations, contain information on:

* The SEI (Organizational structure, objectives etc.)
* Regulation (laws and bylaws etc.)
* Reports
* Projects
* Events
* Announcements
* Links to related institutions (MOES, Government of RNM, Universities, Schools, etc.)
* Contact information (telephone, map and address)
* Search engine
* News box
* Calendar of events
* Language selection
* Photo and video gallery

**Detailed specifications for the complete content will be defined together with the Client when the contract is in place.**

The website must be simple and easy to administer, especially by the SEI employees. The contents of the website will not be altered, updated or deleted without the prior permission from the SEI. The website will be under the direct supervision of the SEI.

1. **Deliverables**

The consultant will report to the director of SEI and to the SDISP Project Director through provision of the following deliverables:

**4.1** **Inception Report**

This report will contain the work plan, description of functionalities, services and modules, a template and graphic design for the website.

**4.2 Developed website and software resources**

Full source code including all developed libraries shall be handed over to SEI.

The following types of source-code files shall be delivered for the developed website:

* Web pages and styles;
* Web application configuration files;
* Media files such as images used for the graphical user interfaces;
* Any third-party library or software on which the website depends;
* Any other relevant resources needed for the operation of the website.

## 4.3 Users’ Manual

The Consultant shall deliver in Macedonian instructions and guidelines to SEI users on how to use the functionalities of the developed website.

**4.4** **Operation Manual**

The Consultant shall deliver the sections of the Operation Manual which has provide good understanding and guidelines on how the website is organized and how further adjustments can be made.

**4.5 Test Documentation**

The test documentation will be provided for developed website according the development plan and includes:

* Test Plan - complete planning document, which contains the scope, approach, resources, schedule, etc. of testing activities;
* Test scenario(s) – items or events of the website, which could be verified by one or more test cases;
* Testing Report(s) – a summary report document which summarizes testing activities conducted as well as the test results and well documented identified deficiencies.
1. **Consultant’s Qualifications**
* Bachelor’s degree in Computer Science, Information Technology, Graphic Design or related field;
* Minimum of 5 years extensive experience in web development, graphic design and implementation of information-rich, user-friendly and large websites. Extensive experience with CMS, including experience with both commercial and Open Source systems;
* Experience in web development programming languages (PHP, perl, ASP, Python, JSP etc.);
* Familiarity with W3C web standards for web design, development, content and accessibility;
* Knowledge of DHTML (HTML, CSS, JavaScript, Ajax), XHTML, XML;
* Extensive knowledge of and experience with cross browser web development for IE, Firefox, Opera, Safari and Chrome;
* Excellent knowledge of Macedonian and English language.
1. **Contract Arrangements**

The contract for this assignment will be until April 30, 2021. Expected start of services is Mart 2021.

The Consultant is expected to work in North Macedonia. It is estimated that the Consultant will work 20 staff-days in total for the duration of contract.

The contract will be lump sum. Payments will be based on deliverables. Selection shall be in accordance with the WB Guidelines for Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by the World Bank Borrowers” January 2011.