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د اړوندو د لاسخطو

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وَمِنْهُمْ مَّنْ يَّهْدِي اللَّهُ فَمَا لَهُ مَدَدُ لَبٍّ ۚ

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14.6 דאָס זיכערשטע און גרונטדיגסטע (פּראָפּער) און ריזיקאנטעס זיכערשטע און גרונטדיגסטע. דאָס זיכערשטע און גרונטדיגסטע 19.2 יאָר פּראָפּער און גרונטדיגסטע.	
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Terms of Reference (TOR)

Website Development and Maintenance
Ministry of Homeland and Technology

1. Background

1.1 The Ministry of Homeland and Technology (MoHT) requires the design, development, and maintenance of an official website that will serve as the primary digital presence of the Ministry.

1.2 The website should provide accurate, timely, and accessible information to citizens, government agencies, and international stakeholders.

1.3 It must reflect the Ministry's vision and values, promote transparency, and serve as a platform for e-services, news, publications, and stakeholder engagement.

1.4 In addition to meeting functional and technical requirements, the website must also support the Ministry's **public relations (PR) and communications goals** by presenting initiatives, agencies, and impact stories in a clear and engaging way.

2. Objectives

2.1 To design and develop a modern, responsive, and citizen-focused website.

2.2 To establish a secure and scalable platform ensuring reliability, accessibility, and compliance with standards.

2.3 To provide continuous support and updates so that the platform remains sustainable.

2.4 To use the website as a **public relations platform**, strengthening trust and showcasing the Ministry's achievements.

2.5 To require vendors to propose how **Artificial Intelligence (AI)** could be used to improve engagement, align with the Ministry's vision, and increase productivity.

3. Scope of Work

3.1 Website Development

- **Design and Branding**
The vendor shall create a modern, professional design aligned with the Ministry’s identity. The website must be responsive, user-friendly, and visually consistent across devices. Research into the Ministry’s values and audience is required, and mockups should be submitted for review and refinement.
- **Core Functional Features**
The website shall include:
 - a) Homepage with highlights, campaigns, and key links.
 - b) “About the Ministry” section (vision, mission, mandate, leadership, structure).
 - c) Agency showcase with dedicated profiles for all MoHT agencies.
 - d) Repository for policies, regulations, and publications.
 - e) Dynamic news and press release section.
 - f) Events and announcements.
 - g) Contact information with location maps and inquiry forms.
 - h) Media gallery for photos, videos, and documents.
 - i) Search functionality.
 - j) Integration with social media platforms.
 - k) Multilingual support (English and Dhivehi).
- **Interactive Map of Maldives**
The website shall include an interactive map with two layers:
 - a) A **homepage map** highlighting flagship projects in a simplified, PR-friendly view.
 - b) A **detailed map** allowing filtering by sector, agency, or project status, with project details, images, and videos.
- **Technical Requirements**
The site shall be developed on a CMS that allows MoHT staff to manage content independently. It must comply with accessibility standards, be optimized for search engines, and allow for future integration of e-services.

3.2 PR-Oriented Content Research and Strategy

3.2.1 The vendor shall research and propose a PR-aligned content strategy for the homepage and key pages.

3.2.2 The strategy must emphasize storytelling, including banners, statistics, citizen stories, and agency spotlights.

3.2.3 Each agency’s profile shall include short narrative content describing its role and achievements.

3.2.4 The news and media center shall function as a communications hub, publishing stories, campaigns, and leadership messages.

3.2.5 The interactive map shall include PR-friendly content layers that highlight impact in an engaging way.

3.3 Technical Innovation – Artificial Intelligence (AI)

3.3.1 Vendors must include in their proposal how AI could be creatively integrated into the Ministry's website.

3.3.2 The AI concept should demonstrate how it will:

- Strengthen public trust and engagement.
- Align with the Ministry's long-term vision.
- Improve productivity and efficiency of Ministry operations.

3.3.3 The Ministry does not prescribe specific AI applications; vendors are expected to propose innovative, relevant, and feasible solutions.

3.4 Website Security, Maintenance, and Updates

3.4.1 The vendor shall ensure that the website remains secure, up to date, and fully functional throughout the contract period.

3.4.2 The vendor is responsible for performing **regular updates** of the CMS, plugins, modules, and security patches to maintain system integrity and compatibility.

3.4.3 The vendor shall provide **Managed Detection and Response (MDR)** services, ensuring continuous monitoring of the website and related infrastructure for potential threats.

3.4.4 The vendor must be able to **integrate with the Government's existing Security Operations Center (SOC)**, providing necessary logs, alerts, and incident reports for centralized monitoring.

3.4.5 The vendor must be an **authorized incident response provider** and have the capacity to carry out digital forensics, root cause analysis, containment, and recovery in case of cyber incidents, in coordination with the designated SOC.

3.4.6 Proactive security measures shall include regular vulnerability assessments, penetration testing, threat intelligence updates, and risk mitigation strategies.

3.4.7 The vendor shall maintain a **backup and disaster recovery plan**, ensuring business continuity in the event of technical failure or security breach.

3.4.8 Continuous performance monitoring and troubleshooting must be provided to ensure the website remains accessible and efficient.

3.4.9 The vendor shall also support the Ministry in **publishing PR content, updating the interactive map, and implementing campaign materials** as required.

4. Deliverables

4.1 Inception Report including design mockups, PR content strategy outline, AI concept note, and technical plan.

4.2 Approved designs for the homepage and key sections with PR focus.

4.3 Homepage and Key Page Content Strategy Report.

4.4 Narrative content for agency showcases.

4.5 Fully functional Interactive Map of Maldives.

4.6 Functional, tested, and approved website.

4.7 A **Website Security and Maintenance Plan**, which must include:

- Update and patch management procedures.
- MDR approach and SOC monitoring framework.
- Incident response methodology and escalation paths.
- Backup and disaster recovery plan.
- Schedule for vulnerability assessments and penetration tests.

4.8 A **Third-Party Services & Licensing Report**, listing all APIs, AI services, SaaS platforms, or third-party tools required for functionality, along with their licensing terms, subscription fees, and renewal requirements.

4.9 Training sessions for MoHT staff covering CMS, PR content management, AI tools, security protocols, and map updates.

4.10 Comprehensive user and technical documentation.

4.11 Maintenance, updates, and 24/7 security monitoring for a minimum of 24 months.

5. Duration

5.1 Development period: 10 weeks.

5.2 Maintenance and support: 24 months from launch, extendable.

6. Evaluation Criteria

Proposals will be evaluated using a weighted scoring matrix:

Criterion	Description	Weight
Price	Financial competitiveness of the proposal. The lowest-priced compliant bid will receive full marks, with others scored proportionally.	50%
Technical Proposal	Quality of the technical proposal, including: • Overall design and functionality • PR perspective and content strategy • Creativity and feasibility of AI integration • Website security, MDR, and maintenance plan • Implementation methodology and timeline • Compliance with accessibility and security standards	40%
Company References & Team Profile	Relevant experience, portfolio of similar projects, staff expertise, and references from past clients.	10%

Total: 100%

Disqualification Clause: Proposals that do not meet the **mandatory eligibility requirements** (SME status, incident response authorization, MDR capacity) will not be considered for evaluation.

7. Reporting and Supervision

8.1 The provider will report to MoHT's IT Division and PR/Communications Unit.

8.2 Regular reporting and approvals will be required.

8. Submission Requirements

8.1 Mandatory Requirements

- Must be a **legally registered SME**.
- Must be an **authorized incident response provider**.
- Must demonstrate capacity for **MDR and SOC coordination**.

8.2 Documents to be Submitted

1. Company profile.
 2. Technical proposal, including PR content strategy, AI concepts, and third-party licensing details.
 3. Financial proposal (submitted separately and clearly marked).
 4. Portfolio of at least three similar projects.
 5. References from previous clients.
 6. Copies of registration certificates and authorizations (SME and incident response credentials).
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9. Payment Terms

09.1 90% upon completion of deliverables.

09.2 10% after completion of maintenance.

10. Confidentiality

10.1 All Ministry-related information is confidential and may not be disclosed without approval.

11. Intellectual Property Rights

11.1 All source code, designs, layouts, and content developed under this contract specifically for the Ministry will remain the sole property of the Ministry of Homeland and Technology.

11.2 This does not extend to third-party services, libraries, APIs, or Software-as-a-Service (SaaS) platforms (including AI integrations) used in the development or operation of the website.

11.3 Vendors must clearly specify in their proposals any such APIs, AI services, or SaaS platforms required for functionality, including licensing terms, recurring subscription fees, and usage costs.

11.4 The Ministry shall retain perpetual rights to the deliverables developed under this project; however, ongoing access to third-party APIs, AI services, or SaaS will be subject to licensing arrangements and renewal fees, which must be transparently outlined as **mandatory additional costs** in the financial proposal.