

**Development of the web-site of the High Anti-Corruption Court of Ukraine**

**Terms of Reference**

22 March 2021

# Background and context

* 1. **General overview**

Ukraine has embarked on the path towards combatting corruption following the Revolution of Dignity in 2014. This process included the introduction of the comprehensive anti-corruption reform measures and establishing new anti-corruption institutions.

Since 2017, Denmark and the EU in the framework of the programme “EU Anti-Corruption Initiative in Ukraine (EUACI)” in its Phase I (2017-2020) implemented by the Danish International Development Agency using the indirect implementation modality, worked extensively on assisting the Ukrainian Government in putting into life its anti-corruption agenda and with building the capacities of the new anti-corruption institutions to fight corruption in the country.

One of the main focuses of the EUACI during the Phase I was supporting the process of the establishment and putting into operation of the High Anti-Corruption Court of Ukraine (HACC), a specialized court of 38 judges mandated with adjudicating high-level corruption cases investigated by the National Anti-Corruption Bureau of Ukraine and prosecuted by the Specialized Anti-Corruption Prosecution Office. HACC completes the chain of specialized bodies in the criminal justice chain established for effective investigation, prosecution, and adjudication of high-level corruption cases in Ukraine.

Based on the significant positive results attained during the Phase I, including the operational launch of HACC and functioning of its both chambers, Denmark and the EU made a decision to engage in a second phase of the programme aimed at sustaining existing results and further expanding the support to newly established anti-corruption institutions. As in Phase I, Denmark is implementing the programme on behalf of the EU and is using an indirect implementation modality based on Danish guidelines.

* 1. **Contracting authority**

The contracting authority is the European Union Anti-Corruption Initiative in Ukraine, hereinafter referred to as the “Customer”.

* 1. **Beneficiary**

The beneficiary is the High Anti-Corruption Court of Ukraine (hereinafter referred to as “HACC”).

# Objective

The project objective is to design, develop and launch a new website which will allow HACC to build online visibility. The website will serve as an communication platform by providing information on HACC activities on the Internet.

**2.1. Purpose**

The purpose of creating the website is to increase transparency of HACC activities by providing via the Internet:

* information on the HACC activities (including not related to the administration of justice);
* publishing press releases on matters of high public interest;
* opportunities for subjects to receive information in accordance with the law;
* feedback.

**2.3. Target audience**

* Professional community (judges, lawyers, lawyers, human rights activists, legal scholars);
* Mass media;
* Public organizations and experts;
* Participants in court proceedings;
* International experts and organizations;
* State bodies (NABU, SAPO, etc.);
* Other stakeholders.

**2.4. Official name and symbolic representation**

The full name of the website of the High Anti-Corruption Court of Ukraine is “The official website of the High Anti-Corruption Court of Ukraine of Ukraine” (hereinafter referred to as the “HACC website” or “website”).

# Scope of Work

**3.1. Website design and structure**

We expect the successful bidder to display a high degree of creativity and technical knowledge in offering suitable website design options. The design must be aesthetic, user-friendly, have navigation logic and offer ease of use. The description of the website sections will be provided by the Beneficiary and to be clarified before prototyping.

The composition of the website should reflect the unique structure of the HACC as a higher specialized court, which combines two instances: the court of the first instance and the Chamber of Appeals.

The indicative structure of the website is given in [Appendix 1](#_Appendix_1_Website) of this TOR. For the development of the website, it is recommended to use this basic structure, which can be changed by agreement with the Beneficiary and going to be approved by the Beneficiary.

The final version of the website design is developed jointly by the Contractor and the Beneficiary. The final version of the website design is going to be approved by the Beneficiary by a separate document “Design of the website of the High Anti-Corruption Court”.

**3.2. Content Management System**

The contractor shall use a content management system (hereinafter referred to as the CMS) taking into account the following considerations:

* An open-source CMS that is instinctive, easy to use, cost-effective, supports the features and functionality outlined below and can be updated easily by the internal communication expert.
* Functionality for creating, approving and publishing content for all website's sections (news, announcements, reports etc.).
* Changing the website's appearance - functionality to create, hide and delete pages, menus, and update the website's structure without involving developing company.
* Functionality to update information at any website's page - update text, upload images and files..
* Built-in visual editor, functionality for visual content editing with the use of the most popular web-browsers.
* The website should ensure the functionality of dividing the access to the website into different roles according to the functional purpose:
* security administrator - account type - administrator;
* server hardware administrator - account type - administrator;
* website administrator - account type - administrator;
* website operator – account type - editor;
* anonymous user - no separate account.

Roles can be combined.

* User management functionality - creating or deleting the users, changing passwords and assigning roles. Approval Rights - allow a system administrator to establish specific rights and capabilities for internal staff to update content based upon the role they have in updating the website.
* The functions of installing, configuring and monitoring the website software, monitoring the operation of the website, analysis of event logs of the webserver software should be implemented through the web interface.

**3.3. Analytics**

The CMS should provide advanced tools for diagnosing and collecting statistics, namely:

* Keeping records of statistics online;
* Info on web traffic analysis, Path analysis, Visitor trends, Page views, Entry pages, Top pages, Exit pages, Page – length of stay, browsers and platforms
* Access statistics and site usage for a communication expert

These settings can be provided using either a built-in tool or a third-party tool, such as Google Analytics. The possibility of obtaining such information should be provided exclusively to HACC dedicated staff. The system of collecting statistics must be agreed upon by the Beneficiary.

**3.4. Media Integration**

* Easy embedding of audio, video, media and social-networking applications
* The website shall support integration with Facebook and Twitter - provide the ability to cross-post content from the CMS

**3.5. Other key requirements and considerations**

* Able to provide multi-language support – Ukrainian and English languages, the expansion of language components should be provided
* Adapt for people with disabilities, mechanisms for information sharing should be provided based on modern technologies that are currently in use
* Adapt for viewing (use) on mobile devices
* The website shall support desktop versions of Google Chrome, Safari, Microsoft Internet Explorer and Edge, Mozilla Firefox as well as mobile versions of the browsers
* Page Load Time – the website should ensure that pages load on an average of 1.5 seconds or less
* Must maintain the operability and ensure the recovery of its functions in the event of abnormal situations (system outage of hardware power supply, hardware errors and failures, errors related to system software)
* The website maintenance and administration should be carried out by the staff who has been trained in the website administration by a contractor
* The website should ensure modern cybersecurity protection mechanisms
* The website should withstand up to 50,000 simultaneous views
* Support for UTF-8 and WIN1251 encoding should be provided
* The resolution at which the website will appear at its best: 1920 x 1080; the resolution at which the website will look properly: 1366 х 768, 1280 х 800 and 1024 х 768;
* The website should have a context-based search information system located in the website database. Search system results are displayed as a list of web page names (with hypertext conversion to each of them) that match the query criteria
* The website should provide a web pages printout. The printable version should contain only the content information of the page provided for printing
* The website should display the date of publication of the page
* The Contractor ensures that the website documentation has instructions for deploying the website from backups and distributions
* The website software and hardware should provide for centralized data placement at the Beneficiary's location.
* The service should operate preferably on the Ubuntu platform of version not lower than 20.xx with the MySQL database server and the website software
* The website as a software product shall be provided in the form of program modules for the website:

a) Website content management system: applies exclusively by HACC operation staff to fill the website information structure and content.

b) Customer service: designed to service user requests with the aim to fulfil user queries in terms of generating website pages.

c) Search service: designed to process search queries for an information component of the website (processes queries "search on the site")

**3.6. Hosting and domain**

* The URL <https://vaks.gov.ua> will be used (https://www.vaks.gov.ua).
* The contractor shall provide a test hosting environment during the development phase, as well as recommendations on the website hosting for a production environment.

**3.7. Staff training**

* The contractor shall provide the website and CMS training to the HACC dedicated staff.
* Provide instructions for deploying and configuring the website on the server (or, if required, deploying and configuring it)

**3.8. License requirements and ownership**

The website should only operate on free and open-source software. All exclusive intellectual property rights to software developed for the website and the results of works and/or services performed and/or rendered to the Customer that are the intellectual property, belong to the Customer and will later be transferred to the Beneficiary.

The website should be implemented as an open system that enables its development and modification by expanding its functionality, connecting new information resources and expanding the range of users.

**3.9. Website information protection requirements**

The website information protection requirements are given in [Appendix 2](#_Appendix_2._) of this TOR.

# Deliverables

The following deliverables shall be provided by a Contractor:

1. Development of Terms of Reference (TOR) of the website, work specifications, sitemap, site structure, home page design.
2. Design of all other pages of the website.
3. Development (programming) of the website.
4. Deployment of the website software on the beneficiary's technical site and initial setup.
5. Transfer to website hosting, configuration and testing.

The Contractor agrees and, according to the work results, provides documents on the following list:

* ToR;
* General System Description;
* Specification;
* Website Testing Program and Techniques;
* Testing Protocols of Website Vulnerabilities;
* Administrator(s) Guide(s);
* User(s) Guide(s);

The list of documents can be specified at the stage of development, combining several documents into separate sections is allowed.

All technical documentation must be prepared in paper and electronic forms in Microsoft Word or Adobe PDF format.

# Project Timeline

The intended commencement date of the website launching is 31 September 2021. The estimated time for the development is 6 months starting from signing the contract. As described in this TOR, the implementation period will be followed by a technical support period during which the contractor will provide any follow-up services required to ensure the full functionality of the website.

Tentatively, the process is expected to proceed through the following stages:

1. **Consultation and inception**. In this first stage, the Beneficiary is expected to liaise with the Contractor, clarify the remaining questions and develop ToR of the web site. The duration of the stage is 1 month.
2. **Website design and development**. Based on the previous stage, the website will be created. The Contractor is expected to present the website design to the Beneficiary and incorporate the feedback during this development stage. The duration of the stage is 3 months.
3. **Testing**. The website is going to be tested for a certain period of time, the errors are going to be reported in the “Test Report” document. The duration of the stage is 1 month.
4. **Finalization and launching of the website**. This is going to include fixing any bugs, errors or unexpected behaviour reported in the “Test Report” document, deployment to the production environment. Conducting training for the Beneficiary’s end-users and O&M staff. The duration of the stage is 1 month.
5. **Technical support.** The technical assistance and bug fixes shall be provided by the Contractor not less than 6 months after completion of the website development. The duration of the stage is 6 months.

# Bidding details

The bidder must submit the following information to be considered:

1. A brief profile (maximum two pages) of the company.
2. The CVs (no more than three pages for each person) of the key team members who will be involved in the project. List the names, project titles, key duties on this assignment and amount of time dedicated to this project.
3. A list of assignments, similar to this project, executed in the last five years (must include website addresses).
4. Provide a detailed description of the methodology, scope of work and timeline of the project as well as key assumptions.
5. Provide a budget for the services in EUR, inclusive of all taxes or other such charges.

# How to apply

The deadline for submitting the proposals is 6 April 2021, 18:00 Kyiv time.

The proposals shall be submitted within the above deadline to v.kylymar@ukraine-aci.com, cc: [serkon@ukraine-aci.com](mailto:serkon@ukraine-aci.com), indicating the subject line “**HACC website**”,

Bidding language: English.

Any clarification questions for the bid request should be addressed to v.kylymar@ukraine-aci.com, cc: serkon@ukraine-aci.com no later than 29 March 2021, 18:00 Kyiv time.

# Evaluation criteria

Bids will be evaluated under the criteria provided below:

|  |  |  |
| --- | --- | --- |
| **#** | **Criteria** | **Weight** |
| 1 | Portfolio of completed projects on websites’ design and development, quality and relevance of past work | 40% |
| 2 | Key delivery team members - relevant experience, skills and competencies | 15% |
| 3 | Proposed methodology and detailed timelines | 15% |
| 4 | Proposed budget | 30% |

# Appendix 1 Website structure

The following basic structure is used in the development of the website, which can be changed in agreement with the Beneficiary.

**Webpages structure (First Instance)**

1. About HACC

1.1. Structure

1.1.1. Leadership

1.1.2. Judges' Corps

1.1.3. Apparatus

1.1.3.1 Apparatus management

1.1.3.2 About the apparatus

1.1.3.3 The structure of the apparatus

1.1.4. Appeals Chamber (go to the AP subsite)

1.2. Creation history

1.3. Powers

1.4. Legislation

1.5. Symbolics

1.6. International cooperation

1.7. Work schedule

1.8. Contacts

2. HACC activity

2.1. Status of cases

2.2. Automated case distribution

2.2.1. Principles of using the HACC automated document management system

2.2.2. List of auto-assigned cases

2.3. Electronic court

2.4. The list of cases to be considered

2.5. Judicial practice and statistics

2.5.1. Systematized index of decisions of the Criminal Court of Cassation

2.5.2. Review of the case-law of the European Court of Human Rights

2.5.3. Review of ERP solutions

2.5.4. Tracking reports

2.6. Solution

2.7. Judicial self-government

2.8. Details for depositing funds

2.9. Announcements

3. Ensuring activities

3.1. Access to public information

3.1.1. Regulations on ensuring access to public information

3.1.2. Contacts for requesting information

3.1.3. Form for submitting an electronic request for information

3.1.4 Reports on the results of consideration of requests for information

3.2. Sample applications and documents

3.3. Appeals of citizens

3.3.1. Personal reception

3.3.2 Reports on the results of consideration of appeals

3.4. Organizational and administrative documents

3.5. Budget and public procurement

3.5.1.Budget requests

3.5.2. HACC budget information

3.5.3. Passports of budget programs

3.5.4. Measures for efficient and rational use of budget funds in HACC

3.5.5. Public procurement

3.5.6. Financial and budgetary reporting

3.5.7. WACS staff list

3.6. Staffing

3.6.1. Competition for vacant civil service positions in the HACC staff

3.6.2. Structure and staffs, number of HACC

4. Press centre

4.1. News and events

4.2. Announcements

4.3. Online broadcasts

4.4. Photo gallery

4.5. Video gallery of materials

4.6. Sample documents for the media

4.7. We are in social networks

5. Contacts

5.1. Supreme Anti-Corruption Court (first instance)

5.2. HACC Appeals Chamber

5.3. Phonebook

6. Appeals Chamber - transition to the sub-site of HACC AC

Additional pages, forms and fields

• search results page

• newsletter subscription form

• a form for leaving comments to moderators

• counter (number of received cases, number of considered cases)

• useful links (insert on the main page)

• our partners

• page 404 (unique page appearance)

• site map

• the site is under development (stub for the period of site development)

**HACC Appeals Chamber webpages structure**

1. News

2. Contacts and work schedule

3. Structure of the Appeals Chamber

3.1. Management

3.2. Judicial corps

3.3. Apparatus

4. About Appeals Chamber

5. For citizens

5.1. Public information

5.2. Citizens appeals

5.3. Sample applications

5.4. Information on the rules of conduct of court visitors and court participants during their stay in the Appeals Chamber

5.5. Features of consideration of cases in the conditions of introduction of quarantine measures

5.6. Information on admission to Appeals Chamber

5.7. Other useful information and useful links

6. Regulatory principles of activity

6.1. Normative-legal acts, which are guided in their activity by Appeals Chamber

6.2. Organizational and administrative documents

6.3. Decision of the meeting of judges of Appeals Chamber

7. Staffing and career

7.1. Competitions and selections for vacant civil service positions

7.2. Practice and internship in the staff

7.3. Life of the staff

8. Results of work

8.1. Statistical information as of the first half of the year

8.2. Information on a generalization of judicial practice and conducted analyzes of administration of justice by Appeals Chamber

8.3. Information on document circulation in the Appeals Chamber

8.4. Infographics.

9. Announcements

10. Financial and budgetary reporting

10.1. Budget requests

10.2. Passports of budget programs for the current budget period

10.3. Reports on the implementation of budget passports, information on the status of investment projects

10.4. The results of the evaluation of the effectiveness of budget programs.

11. Develop a functionality integrated with the record-keeping system for the HACC Appeals Chamber (if for technical reasons this is not possible - make a link to the web portal "Judiciary of Ukraine"):

11.1. List of cases to be considered

11.2. Status of proceedings

11.3. List of auto-assigned cases received for the first time

11.4. Details for payment of court fees.

12. Links to the official web resources of HACC Chamber of Appeals (icons with links to: "Judiciary", "YouTube", "Telegram", "Facebook")

13. Provide for the possibility of using a chatbot (active window) to ask questions about the work of the Appeals Chamber.

14. Report corruption: online form for reporting corruption.

The online form for notifications of corruption should comply with the Requirements for the protection of anonymous communication channels, through which notifications of possible facts of corruption or corruption-related offences, other violations of the Law of Ukraine are made.

# Appendix 2. Website Information Protection Requirments

**General Requirements for Website Information Protection**

The protection of open information posted on the website is carried out under the applicable law.

The information protection subsystem should provide:

* user's access rights differentiation to protected resources of the website at the level of tasks and data stores;
* user identification and authentication;
* verification of user authority and granting the right to perform certain actions with protected resources (reading, modifying, destroying, information input, etc.);
* recording events related to access to the website resources, the results of user identification and authentication, the changes of the user authority, the results of information protection integrity verification;

Passwords should be used in the website security information subsystem (in the case of a password set, its characters are not displayed on the screen or replaced by one character type; the number of characters does not match the password length).

The information security subsystem should automatically block user sessions and applications upon completion of the specified time of user inactivity.

The management of information protection and means of control are carried out by an authorized person – a security administrator.

To provide enhanced security, users' access to the website should be done using modern cryptographic protocols (for example, HTTPS).

**Requirements for Information Access Security**

During website development it is necessary to consider the requirements for state information Internet resources specified in the Order of The State Service of Special Communications and Information Protection of Ukraine as of 02.04.2003, No. 33 “On the Enactment of the Regulatory Document “ND TZI 2.5-010-03 Requirements for Information Protection of the WEB-page from Unauthorized Access.”

The protection of information contained on the website from unauthorized access should be ensured by managing user access rights and software modules to the website data.

The website should ensure a positive user experience and provide modern cybersecurity protection mechanisms.

**Requirements for ensuring the recording of events**

Website software should ensure the recording of the following security events:

* actions of all users in the administrative part;
* user failed authentication attempts;
* account operations;
* attempts for unauthorized access to the website;
* attempts for information copying, downloading/unloading.

The list of other security events recorded on the website software is agreed upon at the technical project stage.