

TERMS OF REFERENCE (TOR)

Post Title	MEDIA FIRM – Revision of the CNDH Website
Agency/ Project Name	Strengthening Access to Justice and the Promotion and Protection of Human Rights in Mozambique 2018-2021
Country of Assignment	Maputo, Mozambique
Period of assignment/services	60 Days

1. INTRODUCTION

The Republic of Mozambique is a democratic State, based, inter alia, on respect for and guarantee of human rights. One of the fundamental objectives of the Mozambican State under the Constitution of the Republic of Mozambique is to protect and promote human rights and to ensure equal protection of its citizens before the law.

The national "Universal declaration of Human Rights", which is part of Mozambique's Human Rights system introduced for the first time in 1990 in the Constitution of the Republic of Mozambique, includes questions of "human rights and freedoms" (Article 3), "the defense and promotion of human rights and equality of citizens (Article 11), as well as gender equality (Article 36). Other legal reforms included the organization of the judicial system, prosecution services and investigative police, and revisions of the penal code, family law, environmental law and a package of laws on land and natural resources. The updating of the legal framework for expanding access to rights and legal services also requires a revision of the Criminal Procedure Code, compensation mechanisms for land occupation and newborns, adoption of the Law on Alternatives to Prison, ratification of the instruments of UN Human Rights, and internal institutional regulations to ensure accountability and disciplinary measures for corruption, service delivery defective, discrimination against women, etc.

It is in this context and observing the international obligations, that the Mozambican State promulgated a law establishing a National Human Rights Commission, abbreviated as CNDH (NHRC). This Commission has been created in 2009 by Law No. 33/2009 of 22 December whose main objectives are summarized in the promotion of the Culture of Peace, in strengthening the National System of Promotion, Protection, Defense and improvement of the situation of citizens with regard to Human Rights throughout the country.

The NHRC, in addition to its activities to promote human rights, also carries out activities to defend these rights, one of which is through the reception, assessment and decision on cases of human rights violations presented by the citizen.

Already in 2014, by Decree No. 13/2014, the Council of Ministers approves the operating procedures of the NHRC. These procedures, which guide the way of submitting cases to this committee and define the criteria used by the NHRC in its processing and decision.

The CNDH under the terms of article no. 5 Law no. 33/2009 of 22 December has the following functions:

- To promote, protect and defend human rights in the country through education programs on human rights and implementation of protection measures the same rights established under CRM.
- Develop and conduct information programs to promote public understanding under the above law and CRM.
- Prepare and propose programs on human rights, as well as propose to the competent state body.
- Collaborate with the competent authorities in taking measures in the area of legal and judicial assistance to financially disadvantaged citizens in cases related to violations of human rights.
- Cooperate with national, regional and international organizations in their respective areas.
- Collaborate in the training and capacity building of state agents in the area of human rights.

2. GENERAL BACKGROUND

The CNDH has been developing actions that fall within its mandate, which aim to strengthen society in general to be sensitive and aware about aspects related to human rights, to become increasingly capable of claiming their rights together, and to sensitize, advocate and orient the operate of decision makers and law/judicial services providers.

UNDP is a key partner of the Mozambique CNDH in Mozambique. Through the project “Strengthening Access to Justice and Human Rights in Mozambique 2018-2021”, UNDP has been supporting the CNDH in expediting its monitoring functions and to enlarge its range of accessibility and knowledge by the Mozambique population through, inter alia, the deployment of members of the CNDH and its technical team in the provinces of Mozambique. These interventions are critical to foster the protection of human rights in Mozambique, in the light of the current human rights situation in the country and the fact that the Commission currently only has a presence in Maputo.

The wishes for an effective CNDH, which can more insistently lead the human rights agenda in the country, passes necessarily for the development of its internal institutional and technical capacities. Under these auspices, UNDP has also supported the CNDH in the elaboration of its Strategic Plan and Communication Strategy, normative framework which set the auspices of this institution and a set of priority actions.

One of the priorities set forth by the CNDH is to enlarge its outreach capacity to citizens and public institutions. This process aims at raising awareness of citizens, in particular those living in remote areas and therefore distant from the Commission, on the role of this institution, its responsibilities and accessibility channels. The limitations set forth by the onset of COVID-19 have also raised the burden for the CNDH. Under these auspices, UNDP has been supporting the CNDH under the framework of the “Strategic Plan in Response to COVID-19” which has contributed to strengthen the infrastructure of the CNDH with a view on ensuring continuation of services and adopt strategic solutions to increase its capacity to attend citizens’ demand.

Under these auspices, with the support of UNDP Mozambique and within the framework the project “Strengthening Access to Justice and Human Rights in Mozambique 2018-2021”, the CNDH intends to seek for a specialized support to revise its Website with a view on providing alternative, innovative mechanisms which foster, accessibility to the services, outreach capacity and disclosure of the work of the CNDH.

3. OBJECTIVE OF THE ASSIGNMENT/SCOPE OF SERVICE

The final goal of this consultancy is to recruit a national firm to revise the website of the CNDH.

Specifically, the consultancy scope is to provide the actual website of the CNDH with the following assets and features:

- Change the host service provider
- Renovate the current website through the design of a new innovative, interactive design
- Provide technical support and maintenance for a period of 1 year after the operationalization of the page.

Specifications:

- Introduction of the helpdesk system (petitions submissions – Q&A)
- Linkage to social media and podcasts
- Introduction of the SMS response system (SMS gateway)
- The webpage must be adaptable to all sizes, devices and following the latest standards
- Installation of an easy-to-use content management panel
- Search engine optimization
- The page must be set up in a way that respects the latest programming standards and adapts to any size of screens or reading device.
- Adapt the page to multi-language use (Portuguese and English)

4. METHODOLOGY

The consultancy shall work in strict contact with the technical staff of the CNDH since the inception. The consultancy shall follow the guidance of the CNDH to ensure that the scope and the result of work is able to meet the expectations of the institution in alignment with its core mandate and services.

A preliminary meeting shall define the expected outcomes and the consultancy shall elaborate a work plan. Once approved the layout of the website, this shall be installed and tested.

5. DUTIES AND RESPONSIBILITIES OF THE CONSULTANCY

The consultancy company is responsible for:

- Closely to the CNDH Technical Team, revise the design of the website of CNDH

- Provide / suggest qualitative assets that suit the mandate and the operational work of the Commission
- Train the website manager of the CNDH
- Create conditions for which the website manager can easily modify or expand the structure of the page at any stage, in an easy manner, without costs and in real time.

6. EXPECTED RESULTS - DELIVERABLES AND PAYMENT SCHEDULE

- CNDH equipped with a newly innovative website to facilitate its direct engagement with the population
- Created alternative channels of engagement with the CNDH
- CNDH is trained on the use of the new website

Deliverable	Submission	Payment Schedule
Inception Report: work plan establishing clear timeline for the execution of work	Within 7 days	20%
Progress report: webpage design approved	Within 40 days	40%
Final report: Web page installed and tested, and CNDH is trained	Within 60 day	40%

7. DURATION OF ASSIGNMENT

The consultancy shall be carried out within a maximum period of 60 days from the beginning of the contract

8. DUTY STATION

Maputo, Mozambique

9. REQUIREMENTS OF THE CONSULTANCY

The consultancy firm shall have the following demonstrated requirements:

1. A firm with at least 5 years of experience in media or IT services, web-designing, graphic design with a focus on computing designing or similar.
2. Prior experience in related area working for government institution, private sector or CSOS.
3. Previous experience designing computing, media solutions on issues of human rights would be an asset.
4. Have a broad knowledge of current web development technologies and design tools in the field, and new software and other web programming languages and programs including use of HTML, XHTML, CSS, XML, XSLT, Macromedia Flash, Java;
5. Fluent in Portuguese and English, speaking and writing.

Criteria	Weight	Max. Point
<u>1. Technical</u>	70%	100 points in total
		50 points in total)

A firm with at least 5 years of experience in media or IT services, web-designing, graphic design with a focus on computing designing or similar.		15
Prior experience in related area working for government institution, private sector or CSOS.		10 points
Previous experience designing computing, media solutions on issues of human rights would be an asset.		10 points
Have a broad knowledge of current web development technologies and design tools in the field, and new software and other web programming languages and programs including use of HTML, XHTML, CSS, XML, XSLT, Macromedia Flash, Java;		10 points
Fluent in Portuguese and English, speaking and writing.		5 points
<u>1.2. Technical evaluation criteria</u>		(50 points in total)
Technical Proposal		50 points
<u>Financial</u>	30%	

10. HOW TO APPLY AND PROCEDURES TO FOLLOW UP

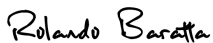
Technical and Financial Proposals should be submitted through the following email address bidsubmission.mz@undp.org no later than **20 July 2021**. Proposals received after the deadline will not be considered. Any request for clarification must be sent by standard electronic communication to the same e-mail address. The UNDP CO Procurement Unit will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultant firms. The financial proposal should be comprehensive and include a breakdown.

Documents to be presented for the applications:

- Presentation letter and company profile
- Technical Proposal with a brief prior sample of relevant work
- Financial Proposal

11. APPROVAL

This TOR is prepared by

Signature _____ Rolando Baratta 
Name and Designation _____ Program Officer – Rule of Law and Justice
Date of Signing _____ 13-Jul-2021

Approved by

Signature _____ Habiba Rodolfo 
Name and Designation _____ Head of Governance and Social Cohesion Unit
Date of Signing _____ 13-Jul-2021