CENTRAL BANK OF SOLOMON ISLANDS

Terms of Reference (ToR): CBSI Website Design and Development

1. Background

The Central Bank of Solomon Islands (CBSI) intends to engage a qualified firm or individual to design, brand, and develop a new official website. The current website no longer meets modern usability, security, and accessibility standards, limiting its effectiveness as a key communication and transparency tool. The new website will replace the existing website and serve as a modern, responsive, user-friendly, and secure digital platform with improved navigation, refreshed design and branding, stronger data protection, and better integration for online Bank services such as publications, surveys, and stakeholder feedback. This project supports CBSI's broader digital transformation and communication objectives, positioning the Bank as an innovative, transparent, and service-oriented institution in the digital era.

2. Purpose

The purpose of this TOR is to procure professional services for the design, branding, and development of a new website that meets the Bank's requirements and current best practices in website development.

3. Objectives

The primary objective of this engagement is to ensure:

- Develop a modern, secure, user-friendly, and responsive website.
- Improve user experience and accessibility across all devices for all users.
- Ensure strong security, performance, and reliability
- Ensure that the website aligns with the Bank's branding and communication objectives.
- Provide a scalable and secure platform that supports future enhancement, including integration with CBSI's internal systems where required.

4. Scope of Work

The qualified firm or individual shall be responsible for the following activities:

4.1 Planning and Analysis

- Review CBSI requirements and objectives.
- Conduct stakeholder consultations.
- Develop site architecture and information structure.
- Prepare a detailed project plan and timeline.

4.2 Website Design and Branding

- Design the website's visual identity in alignment with the CBSI's branding guidelines
- Apply branding elements, including logo usage, color schemes, typography, and imagery
- Refine or adapt branding elements for effective digital presentation (where required)
- Design intuitive and user-friendly UI/UX layouts
- Design key page templates (homepage, landing pages, content pages)
- Ensure consistency of branding across all website pages, including sub-sites.
- Obtain formal approval of design and branding before development.
- Ensure compliance with accessibility best practices (WCAG standards).

4.3 Website Development

- Develop the website using modern, secure web technologies.
- Implement a scalable and secure Content Management System (CMS)
- Ensure cross-browser compatibility and mobile responsiveness.
- Integrate required functionalities such as advanced search, form, media, and downloads
- Integrate document management features for publications, reports, and media releases.
- Support integration with internal CBSI systems (where required).

4.4 Content Migration

- Migrate approved content from the existing website to the new website.
- Clean up outdated or redundant content as guided by CBSI.
- Configure menus, navigation, and website page structure.
- Ensure proper content formatting and accuracy after migration.

4.5 Website Hosting

- The current website is hosted on a web host with limited resources allocated.
- The new Website should be hosted on a secure web host platform with more allocated resources.

4.6 Cybersecurity Requirements

- Implement industry-standard web development security best practices, such as access controls, and secure configuration
- Conduct basic vulnerability and performance checks.
- Provide configuration documentation.

4.7 Performance Optimization

- Ensure fast loading times and optimized media resources.
- Implement caching.
- Test website for cross-browser compatibility.

4.8 Testing and Quality Assurance

- Functional and usability testing.
- Mobile and cross-browser compatibility testing.
- Cybersecurity control testing
- Performance testing
- Support User Acceptable Testing (UAT)

4.9 Deployment and Go-live

- Deploy the website.
- Ensure minimal disruption during transition.
- Provide go-live support.

4.10   Training and Support

- Provide training for designed CBSI staff on CMS administration.
- Deliver user guides and technical documentation.
- Provide knowledge transfer on CMS operations, website maintenance, and basic troubleshooting.
- Provide post-go-live support for an agreed period.

5. Deliverables

The firm or individual must deliver the following:

- Inception Report – methodology, timeline, design concepts
- Fully developed and functional Website**.**
- Administrative access to CMS.
- Validated website content.
- User Acceptance Testing (UAT) Report
- Training materials for website administrators and content editors
- Technical and user documentation (configuration, maintenance guide).
- Post-go-live support report

6. Required Qualification

The firm or individual must demonstrate:

- Proven experience in website design, branding, and development.
- Expertise in secure CMS platforms.
- Strong background in cybersecurity and secure web development
- Minimum of three years' experience in website design and development.
- Provide at least two similar project references.

7. Roles & Responsibilities

CBSI

- Provide requirements, branding materials, and content guidance.
- Approve deliverables at each milestone.
- Assign point of contact for coordination.
- Provide timely feedback and approvals.

Firm or individual

- Deliver the project in accordance with this TOR scope of work
- Maintain confidentiality and comply with CBSI security policies.
- Ensure quality, security, and timely completion
- Provide support during and after deployment

8. Timeline

The project shall be completed within **12 weeks** from the contract commencement, subject to mutual agreement.

9. Evaluation Criteria

Proposals will be evaluated on:

- Technical approach and understanding of the TOR
- Design and branding capability.
- Relevant experience.
- Project team qualifications.
- Cybersecurity competence
- Cost-effectiveness.
- Delivery timeline.

10. Confidentiality

All information accessed during the project shall be treated as confidential. The Vendor shall not disclose any information to third parties without prior written consent from CBSI.

11. Ownership

All designs, branding materials, and content developed under this engagement shall become the property of CBSI upon full payment.

12. Acceptance Criteria

The new website is accepted when:

- All features function as specified
- Security testing is passed with no critical vulnerabilities
- CBSI approves the website after UAT
- Documentation and training are completed

13. Consultancy fees and payment

CBSI has approved and allocated SBD $500,000 for this project. Payments will be made on a milestone basis and are subject to the acceptance of deliverables. The payment schedule is as follows:

Deliverables	Payment
Project plan	10%
Design	30%
Go -live and Successful Testing	60%