TERMS OF REFERENCE

Development of the Assembly Resolution Tracking System

https://www.kwaleassembly.go.ke/resolutions/

PROPOSED RESOLUTION TRACKING SYSTEM.

(KWALE COUNTY ASSEMBLY)

Terms of Reference

Release version 1.0.0

Issuing Government Agency	County Government of Kwale
Document Type	Terms of Reference (ToR)
Assignment	Design, Development of County Assembly Resolution Tracking System
Project Sponsor	County Government of Kwale (KDSP II)
Correspondence Email	info@assembly.kwale.go.ke
Primary Domain	https://www.kwaleassembly.go.ke

1. Introduction and Background

The current manual methods of tracking County Assembly resolutions have proved limited in its functionality in that;

i. It is difficult to archive and or retrieve a particular resolution.
ii. It is difficult to trace an implementation progress of a particular resolution passed by the assembly.
iii. There exists limited public channels to communicate assembly resolutions.

Kwale County Assembly resolution tracking system promises a solution to enhance tracking, accountability and foster oversight. In specific, the system will enhance;

i. Archiving and retrieval of assembly resolutions.
ii. Tracking the implementation of assembly resolutions.
iii. Public access to resolutions passed and actions taken.

NOTE: Full implementation of the assembly's resolution tracking system will further enhance oversight, participation and accountability.

2. Scope of Work

The selected service provider will be responsible for the following:

2.1 UI/UX Design

- Create a clean, professional, and empathetic visual design that mimics the county's e-Service portal theme and structures.
- Develop a logical site architecture and intuitive navigation structure.
- Ensure full responsiveness across desktops, tablets, and smartphones.
- Integrate the tracking system into the assembly's current portal.
- Support content in English language.

2.2 Functional Requirements

The following core features are required for the resolution tracking system;

Feature	Description
User Management	The system should allow an administrator to; ❖ Add a user. ❖ Assign or re-assign roles to a user. ❖ Deactivate a user.
Resolution lodging/ Creation	The resolution tracking shall allow a user to; ❖ Register/lodge an assembly resolution with an option to attach a source document. ❖ Generate and action plan with specific timelines for the resolutions passed and assign a responsible person/Department.
Resolution Tracking	The system should allow a user to; ❖ Change/ Modify a resolution status. ❖ Mark resolution as either resolved, unresolved remarking the actions taken.
Citizen Engagement	The resolution tracking system is supposed to; ❖ Allow citizens to view an assembly resolution and track its status.
Reports	The resolution tracking system will generate the following reports; ❖ Resolution Report detailing their status, duration and action steps taken.

3.0 Specifications for Accessing resolution tracking system (Non-Functional Requirements)

The selected county assembly resolution tracking system will bear the following specifications:

Technical Specifications

Requirement	Specification
CMS Platform	▪ A robust, user-friendly CMS that County Assembly staff can manage and customize reports or input fields without technical expertise. ▪ The consultant must propose and justify their alternative recommended platform though the choice must not lock County Assembly into proprietary systems that restrict future development or impose recurring licensing fees without disclosure.
Hosting & Domain	▪ The service provider/consultant will host the system in the county's provided secure and suitable hosting environment with his/her assisting with setup, and ensuring optimal performance. ▪ Assembly will own and pay for the hosting account directly through KDPSII Programme. Domain management (https://www.kwaleassembly.go.ke) is assembly's responsibility; the developer must coordinate transfer/DNS changes where required.
SEO Optimization	▪ Implementation of on-page SEO best practices including Meta tags, schema markup, XML sitemap, and robots.txt. Local SEO optimization for Kenya-based search terms.
Security	▪ Secure Security Layer (SSL) certificate installation, web application firewall, DDoS protection, automated daily backups (with off-site copy). ▪ Role-based user access controls. ▪ Compliance with Kenya's Data Protection Act 2019 is mandatory.
Performance	▪ Page load speeds under 5 seconds on a standard mobile connection. Image optimization, lazy loading, caching, and CDN integration are required.
Analytics	▪ Integration of Google Analytics 4 (GA4) and Google Search Console. ▪ An analytics dashboard visible to County's administrators within the CMS.
Browser & Device Compatibility	▪ Full compatibility with current versions of Chrome, Firefox, Safari, Edge, and Samsung Internet. ▪ Full responsiveness on iOS and Android devices.
Accessibility	WCAG 2.1 Level AA compliance that includes; ▪ Includes alt text for all images, keyboard navigability, sufficient color contrast, and screen reader compatibility.

Audit Trail	▪ Track user's activities and operations in the system. ▪ Generate user activity log/report.
Data Protection	▪ The developer/ consultant must implement privacy-by-design principles. ▪ A GDPR/DPA-compliant privacy policy and cookie consent mechanism must be included. ▪ No personal and sensitive data may be stored on third-party servers without Assembly's explicit approval.

4.0 Potential Users

Three potential groups of portal users are expected:

- **Super Users (administrator/master)** - These are global users with all rights to perform any functions on the system. They may include but not limited to the designated Assembly ICT Officers and are responsible for;
  - Managing portal users.
  - Managing County Interactive pages.
  - Managing global system settings.
- **System Users (County Assembly Staff)** –They are responsible for;
  - Creating/ lodging resolution.
  - Validating resolution's status.
  - Writing off resolutions.
  - Generate resolutions reports.

5.0 Deliverables

The following deliverables are required at each project milestone:

Ref	Deliverable	Description
D1	Inception Report	Detailed work plan, finalized site map, technology stack justification, and project management approach.
D2	Design Mockups	UI/UX wireframes and high-fidelity prototypes for all key page templates in line with initial paper design issued, submitted for KDPSPII and Assembly's approval before development begins.
D3	Beta Version	Fully functional staging site (on a test URL) for Assembly's review, testing, and feedback.
D4	Final resolution tracking system	Live tracking system deployed and integrated to the assembly's domain approved by County Assembly.

D5	Staff Training	A minimum one (1) training session for designated County staff on CMS management, content updates, and basic troubleshooting.
D6	User Manual	A comprehensive guide (PDF and/or video) for Assembly's staff on managing and updating the system.

DEVELOPED BY
TECHNICAL TEAM

NO.	NAME	DESIGNATION	SIGNATURE	DATE
1				
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PART II: RESOLUTION TRACKING DIAGRAMS

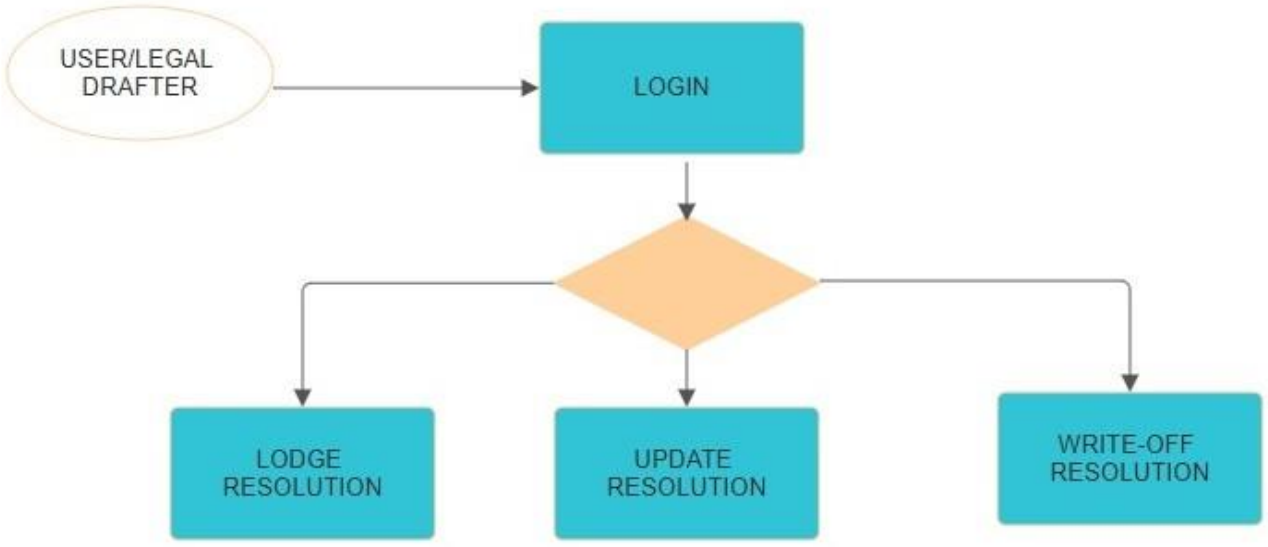


Figure 1:RESOLUTION CREATION PROCESSES

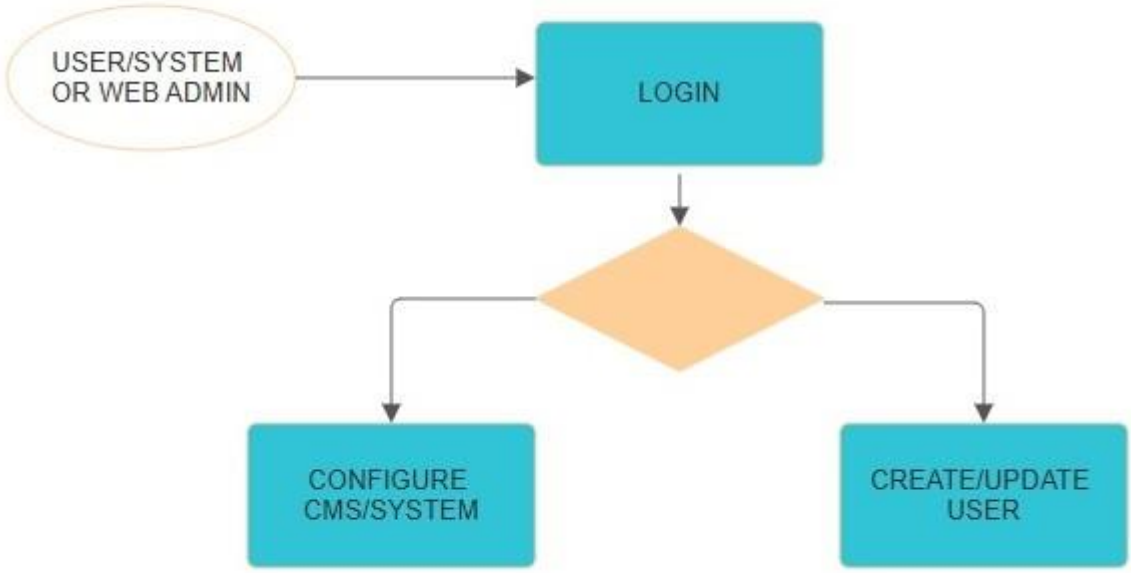


Figure 2: RESOLUTION TRACKING SYSTEM SUPPORT PROCESSES

DEVELOPED BY
TECHNICAL TEAM

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