



Terms of Reference

Consultancy to upgrade the NHRC online Complaint Management System, website, and develop a Web-based Human Rights Dashboard

1. BACKGROUND

The National Human Rights Commission (the Commission) is an independent national institution with a mandate to promote and protect human rights in The Gambia. Its functions include monitoring respect for human rights in the country, receiving complaints of human rights violations, providing redress to victims and recommending appropriate remedial action to the Government.

In 2020, the NHRC developed an online Complaints Management System (CMS) to enhance its handling of human rights complaints submitted to the office, as well as a website to communicate its work and facilitate access to its services. The CMS, which is linked to the website, facilitates the reporting of violations. Mindful of the need to ensure these online systems are strengthened and robust to support its work, the Commission seeks to undertake an upgrade of its website and CMS to enhance their efficiency and user-friendliness. Additionally, to enhance the effective monitoring of human rights violations in the country and trends, the Commission intends to deploy a dashboard on its website linked to the CMS to portray in real time the number of cases being handled by the Commission.

The upgrading of the Complaints Management System will enhance its user-friendly nature, allow for more features and ensure timely handling and redress of complaints of human rights violations. The website update is expected to facilitate easier and quicker public access to all NHRC documents, programmes and services. Through the dashboard, the public will be able to monitor the complaints of human rights violations received by the Commission to enable them to hold the Commission accountable for the protection of human rights.

To this end, the Commission seeks the services of a qualified IT firm to update its website, Complaints Management System and develop and deploy a human rights dashboard linked to its website.

2. OVERALL OBJECTIVES

1. Upgrade the NHRC online Complaint Management System and Website.
2. Develop and deploy a human rights dashboard linked to the website that will show real-time information on human rights complaints handled by the Commission.

3. MAIN TASKS

- Conduct an assessment of the website and CMS and identify valuable state-of-the-art features and functional upgrades.
- Engage with appropriate stakeholders on the desired requirements, needs and features of the upgraded systems (Website and CMS).
- Upgrade the NHRC CMS and website.
- Liaise with stakeholders and conduct requirement gathering on features and functions of the human rights dashboard.
- Conduct functional tests and deploy a human rights dashboard linked to the website.



- Guide NHRC-identified system users in conducting User Acceptance Test on all features and functions of the deployed human rights dashboard.
- Train users on the upgraded systems and the Dashboard.
 - Develop a User Manual for the CMS and Dashboard.
 - Undertake a 24-month backend maintenance and support for the system (website, CMS and HR Dashboard).
- Host the upgraded CMS, website and dashboard.

Details of the assignment include, but are not limited to, the following:

1. CMS and website upgrade

- Review the contents of the current CMS and website of the Commission.
- Update the website and CMS to enhance their operability and user-friendliness.
- Deploy the updated website and CMS.

2. Web-based human rights dashboard

- Develop and deploy a web-based human rights dashboard linked to the website, with features that should be able to perform the following:
 - Request for and transfer of data, and conduct communication between the server and system application via an SSL connection
 - Have an in-built reminder and tracking system to ensure cases are considered within a given period.
 - Ensure interoperability between the dashboard and other systems.

3. Variables of the Dashboard

- Date complaint is received.
- Date violation occurred/ commenced.
- Type of violation (torture, cruel, inhuman or degrading treatment, equality and non-discrimination, education, health, environment, etc.).
- Status of complaint (admissibility, referral, investigation, mediation, public hearing, completed, etc.)
- Outcome of complaint.
- Implementation of the decision.

4. Post-deployment of the CMS, website and dashboard

- The firm should share a schedule of activities highlighting expected deliverables to include the various phases of the system update, development, training, deployment and support.
- The firm will be responsible for the maintenance, hosting and backend support of the CMS, website and dashboard for 24 months post-deployment.

5. **Other details**

- Users will be located at the offices of the NHRC primarily but must be able to access the systems wherever they may be working from.
- Access to the CMS shall be restricted and based on access rights and privileges.

- Up to 50 staff members may use the CMS and dashboard simultaneously.
- Storage capacity of at least 1TB and scalable.

4. KEY DELIVERABLES

In consultation with the Commission, the following deliverables are expected from the firm:

- Inception report on the consultancy detailing the methodology and work plan.
- Solution design.
- Upgraded and deployed website and CMS.
- Developed and deployed human rights dashboard linked to the CMS and website.
- System test and User Acceptance Test results.
- User Manual on the CMS, dashboard and website.
- Training modules (for the training of users on the systems).
- Comprehensive report on the consultancy.

5. QUALIFICATIONS AND COMPETENCIES

a. Academic Qualification

The team lead should possess a undergraduate Degree in computer science, system development, information technology, or other related fields.

b. Experience and other skills

- ❖ The firm must possess five years or more experience in managing the upkeep of database systems, designing, developing, and implementing Information Systems.
- ❖ The firm must be experienced in web-enabled MIS development of comparable projects.
- ❖ The firm must possess knowledge and experience in web-integration service and data replication technology.
- ❖ The firm should be able to provide a list of at least three similar assignments (list of active MIS) within the last 3 years.
- ❖ The team lead must possess good presentation skills and the ability to design and deliver capacity-building activities.
- ❖ Prior experience developing a web database for a human rights institution will be an added advantage.
- ❖ Good understanding of the use of such a system by human rights institutions will be an added advantage.
- ❖ Experience working with national institutions.

TIMEFRAME/DURATION

The consultancy is for 90 working days from the date the contract is awarded which excludes the 24-months maintenance of the CMS, website and the dashboard. The Firm will hold regular meetings with the Commission to provide update on the progress of the assignment.

7. PAYMENT

	Activity	Timeline	Deliverable	Payment Percentage
1	Upon acceptance of the proposed design and content	Start date + Week 4	Proposed design of the dashboard and upgraded CMS and website	30%
2	Development of the human rights dashboard and upgrading of the CMS and website	Start date + Week 11	Upgraded CMS and website and developed dashboard	30%
3	Deployment of the solutions and conduct User Acceptance Testing (UAT)	Start date + Week 13	Deployed solutions	20%
4	User training	Start date + Week 15	Training manuals	10%
5	Handover, hosting, support and maintenance	End of contract (1 September 2026)	Final report	10%

Payment for the consultancy is all-inclusive. A 8% withholding tax on the gross fee will be applied.

9. SELECTION CRITERIA

A combined Scoring method will be used to select the best offer, where the qualification and methodology will be weighted 60%, and combined with the price offer, which will be weighted 40%. The key criteria for rating the qualification and methodology, and their respective percentage weight, are as shown below.

Criteria	Percentage weight	Notes
Team lead should possess an undergraduate degree in computer science, system development, information technology, or other related fields.	10	
The firm must possess five years or more experience in managing the upkeep of database systems, designing, developing, and implementing Information Systems.	15	
The firm must be experienced in web-enabled MIS development of comparable projects.	15	
The firm must possess knowledge and experience in web-integration service and data replication technology.	10	
The firm should be able to provide a list of at least three similar assignments (list of active MIS) within the last 3 years.	15	
Methodology	15	
Prototype demo presentation	20	
Total (technical score)	100	



Interested firms (s) are required to submit their technical and financial proposals for consideration by the Commission.

a. Technical Proposal: This should contain the following to facilitate a comparative review.

- Cover Letter
- Updated CVs of key personnel
- Two written references
- Proposed Methodology
- Work plan/implementation timelines
- Experience conducting similar assignments.
- Other supporting documents

b. FINANCIAL PROPOSAL

All-inclusive daily consultancy fee.

The term 'all-inclusive' implies that all costs (professional fees, travel-related expenses, communications, insurance, etc.) that could be incurred by the Consultant are factored into the financial proposal. Under this arrangement, the contract price must be in GMD and will be fixed regardless of changes in the cost components. Payments will be made only upon confirmation by the NHRC of satisfactory delivery of the contract obligations.

11. CONFIDENTIALITY AND PROPRIETARY INTERESTS

The firm shall not disclose any proprietary or confidential information related to the assignment during the term or after the termination of the assignment without the prior written consent of the NHRC. Proprietary interests/rights on all materials and documents prepared by the firm under the assignment shall become and remain the property of the NHRC.

Application process

Interested firms should submit their technical and financial proposals to: advert@gm-nhrc.org. The deadline **for the submission of application, with all the relevant documents, is 17 November 2025 by 2:30pm.**

Please note that only shortlisted candidates will be contacted for the prototype demo presentation.

The NHRC is an equal opportunity employer.

To view the full TOR, please visit our website at <https://www.gm-nhrc.org/vacancies-1>.