

# **Terms of Reference (ToR) for Online Database/ Content Management System (CMS) Development - PUJA Project**

## **1. Introduction:**

The Right to Life Human Rights Centre (R2L), collaborating with NPC, CHRD, and PCA, is implementing the PUJA Project aimed at building public support for justice and accountability processes across ethnic divides in Sri Lanka. A key component of this project is the creation of a dedicated website featuring curated stories of victims, survivors, and families affected by violence and human rights violations across Sri Lanka. This ToR seeks a qualified service provider to develop and implement a robust online database and content management system (CMS) for this vital platform.

## **2. Objectives:**

Develop a user-friendly and aesthetically pleasing website capable of housing a curated database of stories related to human rights violations in Sri Lanka.

Facilitate the submission and moderation of user-generated content (UGC), including audio, video, and text narratives, in Sinhala, Tamil, and English languages.

Provide a platform for presenting curated content in a well-organized and engaging manner, fostering empathy and understanding among diverse audiences.

Create a valuable resource for researchers, human rights defenders, and policymakers seeking information on Sri Lanka's history of violence and human rights abuses.

Ensure the website's long-term sustainability for at least 10 years with future scalability potential.

## **3. Functionality Requirements:**

**Multilingual Support:** The website and CMS must support content creation and display in Sinhala, Tamil, and English languages.

**Content Types:** The platform should handle multimedia content (audio, video, text) alongside text-based narratives.

**User-Generated Content:** The system should allow for secure and moderated submission of UGC by registered users.

**Content Curation:** Provide tools for R2L administrators to curate, categorize, and tag content effectively.

**Search and Filtering:** Users should be able to easily search and filter content based on various criteria, including language, location, keywords, and content type.

**Accessibility:** The website and CMS must comply with WCAG 2.1<sup>1</sup> accessibility standards for optimal usability by diverse users.

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<sup>1</sup> WCAG 2.1, or Web Content Accessibility Guidelines 2.1, is a set of internationally recognized recommendations put forth by the World Wide Web Consortium (W3C) to make web content more accessible to people with disabilities. These guidelines encompass a wide range of impairments, including visual, auditory, physical, speech, cognitive, and neurological.

Security and Data Protection: Implement robust security measures to protect user data and content from unauthorized access or manipulation.

Analytics and Reporting: Provide R2L administrators with comprehensive data and analytics on website traffic, content engagement, and user behavior.

Sustainability and Scalability: The website and CMS architecture should be designed for long-term maintenance, updates, and future feature expansion.

#### **4. Deliverables:**

Fully functional website with integrated CMS

User guides and training materials for R2L administrators and content moderators

Comprehensive documentation of the implemented system and functionalities

Ongoing technical support and maintenance for the website and CMS

#### **5. Proposal Requirements:**

Interested service providers are invited to submit proposals outlining their expertise, experience in developing similar platforms, proposed technical solutions, timeline for development and implementation, and cost estimations. Proposals should clearly demonstrate an understanding of the project's objectives and provide detailed strategies for meeting the aforementioned functionality requirements.

#### **6. Selection Process:**

R2L, in collaboration with partner organizations, will evaluate proposals based on the following criteria:

Demonstrated expertise and experience in web development and CMS implementation

Relevance and technical soundness of proposed solutions

Ability to meet or exceed functionality requirements

Proposed timeline and cost-effectiveness

Understanding of human rights principles and commitment to the project's objectives

#### **7. Contact Information:**

Please submit proposals and inquiries to [right2lifelk@gmail.com](mailto:right2lifelk@gmail.com) by 22 March 2024.

#### **8. Note:**

This ToR serves as a guide and may be subject to change based on further discussions and project needs.

We look forward to receiving your proposals and contributing to this impactful initiative for truth-telling and memorialization in Sri Lanka.