



# Terms of Reference

## Development of the Rwanda Internet Governance Forum (RWIGF) Website

### 1. Background

The Rwanda Internet Governance Forum (RWIGF) is a national multi-stakeholder platform that brings together government, private sector, civil society, academia, and the technical community to discuss issues related to Internet development, digital rights, cybersecurity, and digital transformation in Rwanda.

As digital engagement continues to grow, RWIGF requires a modern, user-friendly, and accessible website that reflects its mandate, provides up-to-date information, and strengthens national awareness on Internet Governance.

The current website ([rwigf.rw](http://rwigf.rw)) needs a full redesign to improve structure, branding, usability, and functionality. The existing site lacks modern design elements, has limited interactive features, and requires improved content organization to better serve stakeholders and visitors.

### 2. Objectives of the Assignment

The primary objective of this assignment is to design, develop, and deploy a modern RWIGF website that:

- Strengthens RWIGF's brand identity and online visibility
- Centralizes all IGF activities, documentation, events, and resources
- Enables easy content management by the RWIGF secretariat (non-technical staff)
- Improves accessibility, security, and mobile responsiveness
- Encourages stakeholder engagement, participation, and community building
- Supports multilingual content (English and Kinyarwanda)

### 3. Scope of Work

The selected service provider will be responsible for delivering the following:

#### 3.1 Website Design

- Develop a clean, modern, and professional UI/UX aligned with RWIGF branding guidelines
- Create fully responsive designs for desktop, tablet, and mobile devices
- Provide at least 3 design concepts/mockups for review and selection
- Design an intuitive UX structure with improved navigation and content flow
- Incorporate accessibility best practices compliant with WCAG 2.1 AA standards

#### 3.2 Website Development

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Kubaho Plaza Building  
KG544 Avenue  
Kacyiru Sector, Gasabo District  
Kigali City - RWANDA

Officially mandated to manage:  
The Rwanda (RW) Domain name  
Registry  
The Rwanda Internet Exchange  
(Point) RINEX

Email: [infodesk@ricta.org.rw](mailto:infodesk@ricta.org.rw)  
Office Phone: 8065/+250 781151371  
Website: [www.ricta.org.rw](http://www.ricta.org.rw)  
Twitter: [RICTAinfo](https://twitter.com/RICTAinfo)

The website should include (but not be limited to) the following sections:

### 3.2.1 Core Pages

- Home page with dynamic content highlights and upcoming event announcements
- About RWIGF (Mission, Vision, Structure, Secretariat, Steering Committee)
- Internet Governance in Rwanda (overview, thematic areas, working groups)
- Events (Annual RWIGF, Consultations, Workshops, Past Events Archive)
- News & Updates (blog-style articles and announcements)
- Resources (Reports, Publications, Presentations, Policy Documents)
- Media Gallery (Photos, Videos, Press Materials)
- Partners & Community (stakeholder directory, participating organizations)
- Contact Information with interactive map

### 3.2.2 Key Functionalities

- Events module with online registration capability and calendar integration
- Speaker/Delegate registration portal for annual RWIGF events
- Document library with advanced filtration (by year, category, thematic area)
- Media gallery with lightbox functionality for photos and embedded videos
- Blog/article publishing tools with categories and tags
- Site-wide search engine with filtering options
- Newsletter subscription with email integration (Mailchimp or similar)
- Social media integration (Facebook, Twitter/X, LinkedIn, YouTube)
- Secure forms (contact, feedback, event registration) with spam protection
- Multilingual support with easy language switching (EN, RW)

### 3.2.3 Additional Features

- Interactive timeline showing history of Internet Governance in Rwanda
- Searchable multi-stakeholder directory of participating organizations
- Dedicated thematic area sections (Cybersecurity, Digital Rights, Access & Inclusion, etc.)

## 3.3 Content Management System (CMS)

- CMS should be intuitive and easy for non-technical staff to use
- Preferably WordPress or another widely supported open-source CMS
- Ability to upload, edit, schedule, and archive content
- Media library management with proper organization and tagging

## 3.4 Technical Requirements

- Built on secure, scalable open-source CMS (WordPress preferred)
- Fully responsive design (mobile-first approach)
- SEO-friendly architecture
- Compliance with WCAG 2.1 AA accessibility standards
- Integration with Google Analytics 4 and Google Search Console

- Custom event tracking for key user interactions
- High-quality graphics and optimized imagery (WebP format support)
- Cross-browser compatibility (Chrome, Firefox, Safari, Edge)
- Hosting environment compatibility to be confirmed with RWIGF IT team

### 3.5 Non-Functional Requirements

In addition to the functional requirements, the website must meet the following non-functional requirements:

- **Uptime:** System uptime should be at least 99.5% annually
- **Performance:** Average page load time should be under 3 seconds on standard 3G mobile networks
- **Scalability:** Support concurrent access by at least 500 users during peak events
- **Core Web Vitals:** Compliance with Google Core Web Vitals (LCP, FID, CLS)
- **Accessibility:** Full compliance with WCAG 2.1 AA accessibility standards
- **Browser Compatibility:** Full functionality on Chrome, Firefox, Safari, Edge (latest 2 versions)
- **Audit Trails:** Must include audit trails for all critical administrative actions
- **Image optimization** and lazy loading implementation
- **Automated backup** and restore functionality (weekly backups minimum)

### 3.6 Security

- SSL/TLS certificate integration (HTTPS mandatory)
- Protection from common cyber threats (spam, brute force attacks, SQL injection, XSS)
- Regular security updates and vulnerability patching

### 3.7 Training

- Conduct hands-on training sessions for RICTA/RWIGF staff on website management
- Provide comprehensive CMS user guide/manual
- Training should cover content updates, media uploads, event management, and basic troubleshooting

### 3.8 Handover & Documentation

- Handover all source files, design assets, credentials, and documentation
- Ensure successful deployment on the final hosting environment
- Provide technical documentation covering architecture, plugins, and customizations
- Provide 3–6 months of technical support (optional but recommended)

## 4. Risk Management and Mitigation

The service provider should identify potential risks during the design and implementation phases and propose mitigation strategies. Examples of risks to consider include:

- Content migration issues from existing website
- Security vulnerabilities and data breaches
- Scope creep and timeline delays
- Third-party plugin/service discontinuation

*Bidders should include a risk assessment matrix in their technical proposal.*

## 5. Content Migration Strategy

The following content approach shall be followed:

- RWIGF Secretariat will provide all textual content, images, documents, and media files
- The service provider shall migrate relevant content from the existing website (rwigf.rw)
- The service provider shall format and optimize all provided content for web display
- Stock photography, if required, must be royalty-free and contextually appropriate for Rwanda/Africa
- All existing URLs should be redirected appropriately (301 redirects) to maintain SEO value

## 6. Branding & Design Guidelines

- RWIGF brand guidelines, logos, and color palette will be provided by RICTA
- Design should align with RICTA's visual identity while reflecting RWIGF's unique mandate
- Consideration should be given to alignment with global Internet Governance Forum (IGF) branding
- All imagery must be high-quality, professional, and representative of Rwanda's digital landscape

## 7. Deliverables

The service provider must deliver:

1. **Inception Report** - Detailed needs assessment, proposed architecture, work plan, and design mockups
2. **Website design** - Final UI/UX Designs (homepage + all key internal pages)
3. **Staging Website** - Functional website for review and testing before go-live
4. **Final Website** - Fully functional, deployed, and tested production website
5. **Training Sessions** - Minimum 2 hands-on training sessions for RWIGF/RICTA staff
6. **User Manuals** - CMS user guide for administrators and editors
7. **Technical Documentation** - System architecture, plugins, customizations, and maintenance guide
8. **Credentials & Source Files** - All admin credentials, source files, and design assets
9. **Warranty and maintenance support** (as agreed)

## 8. Project Timeline

The expected project timeline is 6-8 weeks, broken down as follows:

Phase	Activities	Deliverables
<b>Week 1</b>	Inception, stakeholder meeting, requirements validation	Inception Report, Work Plan
<b>Week 2-3</b>	Design concepts development, review, and approval	3 Design Mockups, Approved Design
<b>Week 4-6</b>	Development, content integration, functionality implementation	Staging Website for Review
<b>Week 7</b>	Testing, UAT, review, bug fixes, and deployment	Live Website Deployed
<b>Week 8</b>	Training, documentation, and handover	Training Complete, Documentation

## 9. Reporting and Coordination

The service provider will report to the RWIGF Secretariat Coordinator and work closely with relevant stakeholders. The following coordination mechanisms will apply:

- A project steering committee will be established to oversee development
- The service provider is expected to attend weekly progress review meetings
- Written progress reports shall be submitted at key milestones
- Feedback loops will be used to guide iterative improvements during development
- All communication should be documented via designated RWIGF contacts

## 10. Warranty & Post-Launch Support (Upon agreement)

The service provider shall provide the following support:

1. **Warranty Period:** 3-6 months from final acceptance, covering all bugs and defects at no additional cost
2. **Response Times:** Critical issues within 24 hours; minor issues within 72 hours
3. **Scope of Support:** Bug fixes, security patches, minor content adjustments, technical troubleshooting
4. **Extended Support (Optional):** Bidders may propose extended maintenance packages beyond the warranty period

## 11. Required Qualifications

The service provider must demonstrate:

- Proven experience developing corporate, NGO, government, or multi-stakeholder websites
- Minimum 3-5 years of experience in web design and development
- Portfolio of at least 5 similar projects (especially community platforms or institutional websites)
- Strong UI/UX design expertise with demonstrable case studies
- Experience with CMS platforms (WordPress preferred), responsive design, and SEO
- Experience with performance optimization and security best practices
- Capacity to provide post-launch support and maintenance



## 12. Submission requirements

Interested consultants/firms must submit the following documents:

0. **Technical Proposal** - Understanding of assignment, methodology, technology stack, work plan, and risk assessment
0. **Financial Proposal** - Detailed budget breakdown by deliverable/phase
0. **Company Profile** - Overview, relevant certifications, and team structure
0. **Portfolio** - At least 5 examples of similar websites developed (with live URLs)
0. **Team CVs** - CVs of key team members (Project Manager, Lead Designer, Lead Developer)

## 13. Contact Information & Submission

Proposals should be submitted electronically to:

**RICTA / Rwanda Internet Governance Forum Secretariat**

**Primary Email:** [infodesk@ricta.org.rw](mailto:infodesk@ricta.org.rw)

**Subject Line:** "Technical and Financial Proposal for RWIGF Website Development"

**Deadline:** 15/12/2025 at 17:00 Central African Time (CAT)

*For any clarifications or inquiries regarding this TOR, please contact the RWIGF Secretariat via the email above before 12/12/2025.*

*--- End of Terms of Reference ---*