policy forum

WAJIBU - INSTITUTE OF PUBLIC ACCOUNTABILITY

Norway

TERMS OF REFERENCE

WEB DEVELOPER FOR THE WAJIBIKA KIDIGITALI PROJECT

Contracting Organisation
Policy Forum

Tender Date
13th November 2026

Submission Deadline
1st December 2026

Background

Policy Forum (PF), in collaboration with WAJIBU – Institute of Public Accountability (WAJIBU), is undertaking the Wajibika Kidigitali Project, funded by the Royal Norwegian Embassy in Dar es Salaam, from July 2026 to November 2027 to strengthen transparency, public financial accountability and citizen participation, with a focus on Morogoro and Mtwara regions.

The project recognises that limited access to understandable public financial information, low citizen participation in accountability processes, weak social accountability mechanisms and digital exclusion constrain effective public oversight and accountability. These challenges are particularly pronounced among rural communities, women, youth and persons with disabilities.

The project intends to use digital tools, including artificial intelligence, chatbot technology, a digital information hub and USSD. PF and WAJIBU seek a web developer to translate agreed project and user requirements into secure, accessible, interoperable and sustainable digital solutions.

In this regard, Policy Forum and WAJIBU seek to engage a qualified web developer or web development firm to design, develop and deploy a dedicated project website. The website will serve as a central digital information and engagement platform, making public financial accountability information more accessible, understandable and actionable for citizens while showcasing project interventions.

Objectives

This consultancy aims to design, develop, and deploy a user-friendly, interactive, secure, accessible, and mobile-responsive website for the Wajibika Kidigitali Project.
The website should function as a central digital hub for public financial accountability information, civic education, citizen engagement and project visibility. It should enable citizens and other stakeholders to access simplified information on public resource management, understand accountability processes, access relevant tools and resources, and engage with the project's digital accountability initiatives.

The specific objectives of the consultancy are to:

1. Design and develop a project website with an attractive, intuitive and accessible user interface that reflects the project's identity, objectives and thematic focus.

2. Establish a centralised digital repository for simplified public financial accountability information, educational materials, reports and other relevant resources.

3. Facilitate citizens' access to information on public budgets, expenditure, procurement, revenue management, audit findings and service delivery accountability.

4. Integrate to the Wajibika Kidigitali AI platform, WhatsApp chatbot and other relevant digital accountability tools.

5. Provide interactive features that facilitate citizen engagement, feedback, enquiries and access to accountability resources.

6 Ensure that the website is inclusive and accessible to women, youth, persons with disabilities and underserved communities, including users with limited internet connectivity.

7 Provide a platform for communicating project activities, achievements, lessons learnt and advocacy messages.

8 Build the capacity of designated PF and WAJIBU personnel to manage, update and maintain the website.

Scope of Development Services

1 Hold consultations with Policy Forum and WAJIBU to understand the project's objectives, target audiences, communication needs and digital accountability initiatives.

2 Assess the proposed website's functional and technical requirements.

3 Develop a proposed website architecture, including the main sections, navigation structure and user journeys.

4 Recommend an appropriate content management system (CMS) that enables PF and WAJIBU staff to manage and update the website content without requiring advanced technical skills.

5 Propose suitable hosting, domain, security and maintenance arrangements.

6 Ensure that the proposed architecture accommodates future expansion and integration with other project digital solutions.

Deliverables & Acceptance

The consultant shall submit the following deliverables:

Number	Deliverables	Description	Days
1	Inception Report	Requirements assessment, proposed website architecture and work plan.	1
2	Website Design Prototypes	Approved website structure, visual designs and interface mock-ups.	2
3	Developed Website	Fully functional website incorporating the agreed sections, features and integrations.	7
4	Testing and Quality Assurance Report	Documentation of functionality, responsiveness, accessibility, security and performance testing, including corrective actions taken.	6
5	Deployed Website	Fully operational website hosted on the agreed domain with SSL and administrative access provided to PF and WAJIBU.	6

6	Training and Handover	Training for designated PF and WAJIBU personnel on content management and basic troubleshooting.	2
7	Technical Documentation	Website administration guide, technical documentation, backup and recovery procedures, and maintenance recommendations.	2
8	Warranty and Support	Post-deployment technical support and correction of defects attributable to the development work.	4
	TOTAL		**30**

PF and WAJIBU will review deliverables against the agreed requirements and acceptance criteria and communicate acceptance or required corrections in writing. Submission alone does not constitute acceptance. Review and correction periods, payment milestones, ownership and licensing terms, and the post-deployment support period must be specified in the contract before the consultancy begins.

Duration, Level of Effort and Working Arrangements

The consultancy will run for 30 calendar days, beginning on 1 January 2027 and ending on 30 January 2027, inclusive. The work plan, development milestones and deployment date will be agreed by PF, WAJIBU and the web developer to ensure completion within this period and will be recorded in the contract. Any post-deployment support obligations extending beyond this period must be specified separately in the contract before the consultancy begins.

The consultancy work may be undertaken remotely and through agreed consultations, demonstrations, testing sessions and training. The web developer will allocate sufficient personnel and time to meet the approved work plan and will notify PF and WAJIBU promptly of delays or dependencies affecting delivery. Additional work or changes to scope, fees or timelines will require prior written agreement.

PF and WAJIBU will provide designated focal persons, relevant project documents, approved content and authorised data, timely feedback and decisions, and access to agreed environments and service providers. Responsibilities and costs for hosting, connectivity, third-party services and USSD arrangements will be confirmed in the approved work plan and contract.

Duration, Level of Effort & Working Arrangements

The consultant will report to the designated representatives of PF and WAJIBU and coordinate technical delivery with the appointed project focal persons. PF and WAJIBU will approve requirements and material changes, coordinate stakeholder participation, oversee delivery and provide written acceptance of completed deliverables. The web developer remains responsible for the quality and completeness of the contracted technical work and for correcting defects in accordance with the contract.

Required Qualifications & Experience

1. A degree or relevant professional qualification in Information Technology, Computer Science, Software Engineering, Web Development or a related field. Equivalent demonstrable professional experience may be considered.
2. At least five years of demonstrated experience in website design and development.
3. A portfolio demonstrating experience in developing interactive, responsive and user-friendly websites.
4. Demonstrated experience working with content management systems such as WordPress, Drupal or other appropriate platforms.
5. Experience in website hosting, domain configuration, cybersecurity, SSL installation and website maintenance.

6 Experience in integrating websites with third-party digital platforms, APIs, chatbots or other interactive tools.

7 Knowledge of web accessibility standards and mobile-responsive design.

8 Ability to develop websites optimised for low-bandwidth environments.

9 Strong problem-solving, communication and technical documentation skills.

Applicants must submit relevant personnel profiles or CVs, examples of comparable completed systems, a description of their contribution to those systems, and contactable client references. They must identify any specialist partners or subcontractors they intend to deploy and explain how the proposed personnel collectively cover the required capabilities. Experience in public accountability, civic technology or civil society projects in Tanzania is desirable.

Application Procedure

Qualified and interested candidates are hereby requested to apply (either as a team or individually). The application should contain the following:

- A technical proposal with a brief description of why the individual considers him/herself the most suitable for the consultancy, and a detailed, clear methodology on how they will approach and complete the assignment.

- The technical proposal should also contain a personal CV, indicating educational background/professional qualifications, all experience, as well as the contact details (email and telephone number) of the candidate(s).

- Financial Proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs.

- All applications and documents should be sent to info@policyforum.or.tz by 1 December 2026.

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