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1. BACKGROUND INFORMATION

1.1. Partner country

Bosnia and Herzegovina

1.2. Contracting authority

PCM Savjetovanje Voždovačka 4, 78000 Banja Luka, BiH

1.3. Country background

Bosnia and Herzegovina is a country with a surface area of 51,209 km² and with an estimated population of 3.5 million people. The constitutional set-up stems from the Annex IV to the Dayton/Paris Peace Agreement (DPA) and establishes a complex political structure that provides for governments at State, Entity, Brčko District and cantonal levels.

Since 1995 and according to the Dayton Agreement the state of Bosnia and Herzegovina has been divided into two political entities – the Republika Srpska (RS) and the Federation of Bosnia and Herzegovina (FB&H) – and the Brčko District (condominium). The RS covers 49 % of the territory and forms a semi-circle around the north and east, while the FB&H occupies the other 51%. Each Entity has its own political structure and administration. The B&H State government consists of a Parliamentary Assembly, which is divided into a House of Representatives and a House of Peoples, a rotating tripartite presidency (with one member from each of the constituent peoples – Bosniaks, Croats and Serbs), and a Council of Ministers with nine ministries. The political structure of the FB&H is divided into three levels: the Entity level, the Cantonal level and the Municipal level, with each municipality having its own municipal council and administrative structures. By contrast, the Republika Srpska (RS) has no cantons, only municipalities.

While one entity (Republika Srpska) has strongly centralised system, the other entity is comprised of 10 cantons with wide autonomy. Several crucial sectors are given either to the entities or even cantons such as: education, social policy, culture, environment, etc. Therefore, in such a complex environment non-state actors (NSA) have difficulties in advocating for reforms in the above mentioned areas.

According to the latest data obtained from the BiH Ministry of Justice, for more details please consult <http://zbirniregistri.gov.ba/> only accessible in Bosnia and Herzegovina's official languages, there are more than 27,000 organisations that can be considered as civil society non-profit organisations.

At the State and Federation of Bosnia and Herzegovina level, the Ministries of Justices are responsible for registration and for keeping the Registry Books for Associations and Foundations. According to the Republika Srpska' Law on Associations and Foundations, associations and foundations register at the Basic Court in the seat of the District Court in the area in which they have their seat.

1.4. Current situation in the sector

EU support to Civil Society Organisations (CSOs) aims at building stronger democracies, improving accountability systems and ultimately achieving better policy and economic and social development. It seeks to empower civil society to fulfil the following key roles:

- Creating stronger links to citizens by engaging in public policy processes, reaching out to society as a whole including marginalized groups and grass-root communities and encouraging civic activism and public participation in policy-making across all areas;
- Becoming professional and reliable partners in the policy-making and reform process through evidence-based advocacy across all sectors and close monitoring of reforms;
- Contributing to enhancing responsible and inclusive leadership in the political, economic and social spheres and provides early warning in case of societal change,
- Strengthening economic development and create better links with business by promoting entrepreneurship, social innovation and job creation.

Regarding civil society, Bosnia and Herzegovina has seen some progress in establishing institutional mechanisms for cooperation between governments and CSOs, as well as in public financing of CSOs. A Charter on Cooperation between the Council of Ministers of Bosnia and Herzegovina and CSOs was

signed in November 2017. A strategic framework for cooperation with civil society still needs to be developed at all governance levels. A number of institutions at various levels of government designated contact points in charge of dialogue and cooperation with CSOs. Consultations with CSOs were occasionally held in specific sectors, also thanks to the use of institutional mechanisms such as e-consultation web platforms. Public funding calls and, in some cases, results of selections were publicly available, but some funding mechanisms for distribution of funds remained non-legally binding and were not fully implemented. Transparency remained weak due to lack of monitoring and evaluation mechanisms. The “Alliance for EU Integration” – a platform bringing together civil society actors – published their Alternative Responses to Commission’s Opinion Questionnaire in October 2017.

The strengths and weaknesses of the Civil Society (CS) in Bosnia and Herzegovina as well as the challenges faced by the CS in the specific context of the European integration have been recurrently analysed since 2008 when the European Commission (EC) set up the so called Civil Society Facility (CSF) to financially support the development of civil society. This is reflected also in the EC enlargement strategy underlining the “importance of civil society being able to play its role in a participatory democracy”. Gaps and deficiencies in the legal framework both affect the development of the sector and the prospects for success of interventions. The relationship between government and civil society has yet to be defined and operationalised particularly at higher levels. The engagement of civil society is limited and uneven. The domestic infrastructure to support civil society remains underdeveloped. Public awareness and the image of the sector need to be improved and deepened.

The engagement of citizens in the decision-making processes at the state level in Bosnia and Herzegovina is regulated but not implemented in full. Only recently, long-term EU support to Bosnia and Herzegovina authorities and Civil Society led to establish a publicly accessible registry of the Civil Society Organisations.

The main issues to be addressed with EU Civil Society and Media Facility are as follows:

- The dialogue between the governmental and the non-governmental sector is weak and not institutionalized at all levels.
- Citizens’ participation in policy and decision making processes at local level is sporadic and not institutionalized.
- Capacities of CSOs, particularly at grass-root level, remain low.
- CSOs do not contribute sufficiently to fight corruption and support socio-economic development.
- Media freedoms remain threatened and must be ensured and strengthened.

1.5. Related programmes and other donor activities

The EU has already funded projects which have prepared the ground for the implementation of the current one: the CBGI and CIDI projects as well as project "Support to Social partners in social dialogue".

Capacity Building of Governments Institutions to engage in a policy dialogue with civil society (CBGI) project focused on capacity building of governments at the state, entities, and Brčko District level to establish institutional mechanisms for cooperation with civil society and training of designated governments’ officials on engagement in a dialogue with civil society. Despite the efforts made by the EU, the progress has been achieved in limited areas/levels (i.e. revision of the “Rules of the Council of Ministers of BiH for Consultations in Drafting of Legal Regulations”, online Registry Books for Associations and Foundations, IT platform for online consultations at BiH level) while entity level in this regards present a huge challenge.

Civil Dialogue (CiDi) project primarily impacted both entities and Brčko district with establishing institutional mechanisms - in Republika Srpska (within the Ministry of Governance and Self-Governance), in the focal points in Federation of BiH and in Brčko District (as a specialised sub-department within the department for religious, sports and other organisations) while the state level didn’t passed the foreseen office for cooperation with civil society within the prime minister's cabinet. As an alternative, each line ministry at the state level has at least one (in some cases three) coordinators for public consultations with civil society.

Support to Social Partners in Social Dialogue resulted in continuous support to the improvement of social dialogue in BiH with the aim to assist governments at state and entities' level to amend the legal framework for social dialogue, to enhance involvement of social partners in policy and decision making process, to increase social cohesion and improve community relations in BiH and to draft strategic framework for development of more enabling environment for job creation in BiH.

The Center for Civil Society Promotion (CPCD), together with the Open Network, is implementing a five-year project named the "Independent Media Empowerment Program (IMEP)" through which, through various types of grants and educational content, it will increase media capacity to produce better content, increase the financial sustainability of the media, to provide legal protection for journalists but also to increase the capacity of editors and journalists in legal self-representation. The project is funded by the US Development Agency-USAID.

The Regional Programme on Local Democracy in the Western Balkans (ReLOaD) is financed by the European Union (EU) and implemented by the United Nations Development Programme (UNDP). ReLOaD builds on the good practices of the Reinforcement of Local Democracy (LOD) project, another initiative financed by EU, which also represents the replication model in Western Balkans. In all Western Balkans (including BiH) the project will work on strengthening collaboration between local governments and civil society organisations (CSO). Lack of transparency in financing of CSOs is perceived as one of the main obstacles for development and functioning of civil society. Models in use are often insufficient and discriminatory, do not contribute to positioning and stronger influence of civil society and slow down development of participative democracy.

2. OBJECTIVE, PURPOSE & EXPECTED RESULTS

2.1. Overall objective

The overall objective of the project of which this contract will be a part is as follows:

The overall objective of this project is to address the problem of weak cooperation and dialogue between governments and civil society in Bosnia and Herzegovina.

2.2. Purpose

The purpose of this contract is as follows:

‘Development of the Portal for the Economic Social Council (ESC) of Brčko District’ will improve communication among the members of the ESC – social partners within the decision making processes in Brčko District BiH in as well as will improve overall efficiency of ESC of Brčko District BiH.

2.3. Results to be achieved by the contractor

- Result 1: Created online Portal for the Economic Social Council (ESC) of Brčko District’ in line with already existing coding standards and placed on the server according to instructions from Government of Brčko District - Department for Economic Development, Sports and Culture,
- Result 2: Source code submitted in full to the Government of Brčko District - Department for Economic Development, Sports and Culture, as intellectual property of the Government/Department,
- Result 3: Provided the necessary training for the use /administering of the portal for the staff of Department for Economic Development, Sports and Culture of Brčko District Government.

3. ASSUMPTIONS & RISKS

3.1. Assumptions underlying the project

Contractor is implementing Covid 19 epidemiological measures.

3.2. Risks

Sufficient number of IT experts available on realisation of the contract.

4. SCOPE OF THE WORK

4.1. General

Description of the assignment

Economic Social Council (ESC) of Brčko District intends to improve communication and cooperation among the its members (representatives of the employers, trade unions and government – social partners) within the decision making processes thus contributing to the quality of public policies in Brčko District as well as participation of the social partners.

Geographical area to be covered

Bosnia and Herzegovina

Target group

Government of Brčko District - Department for Economic Development, Sports and Culture

Specific work

Task 1. Development of the ‘Portal for the Economic Social Council (ESC) of Brčko District’

1. *Description of the Portal*

The portal was primarily intended to be a platform for communication between key users (ESC BD members) and then as a tool for communication with the public. The portal will be a tool that will provide information, inform, schedule meetings and be at the service of everyone who needs information. The portal will operate *on the principles of transparency*, timeliness and adaptability.

One of the basic assumptions is multilingualism when using the Portal. The portal must be available in the official languages used in BiH and in English.

All materials that will be posted on the portal will be visible and saved in electronic form and available for use. The structure of the Portal or the organization of key parts and elements is an important part for the further functional arrangement of the Portal itself and thus for a good user experience.

The Portal should follow clear internal structures and connections of content as well as of all other elements to be able to create a functional, modern and interactive online portal open to a wide audience.

The initial plan envisaged a clear idea of the elements of the website such as the number, type and structure of the pages, the internal architecture of the website and the concept of the site as a whole. Every visitor of the site expects a clear network of elements and clearly arranged parts for easy and fast navigation through the Portal, sections and contents.

- Clean, simple and clear design in accordance with the reputation of the existing portals of ESC BD members.
- Customizable design for display on desktop, tablet and mobile devices. The use of Bootstrap/CSS framework is required to standardize UX elements and facilitate later maintenance.
- Implementation of basic SEO standards for publicly available pages (titles, meta tags, structure of <H> tags, alt tags, rewrite URLs, image optimized by size).
- Implementation of the solution that will monitor visit statistics.

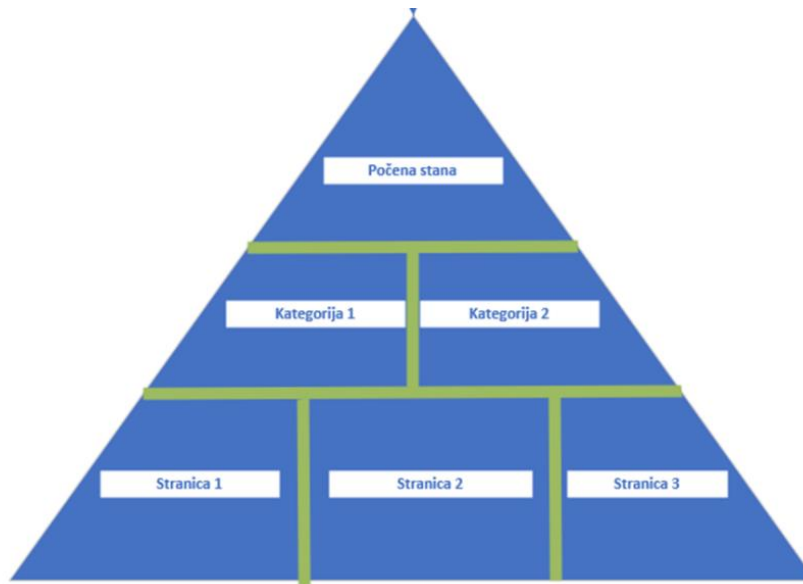
Preferred site architecture should look like a pyramid with elements that have the following levels:

Home page

Categories (or sections)

Subcategories (if required)

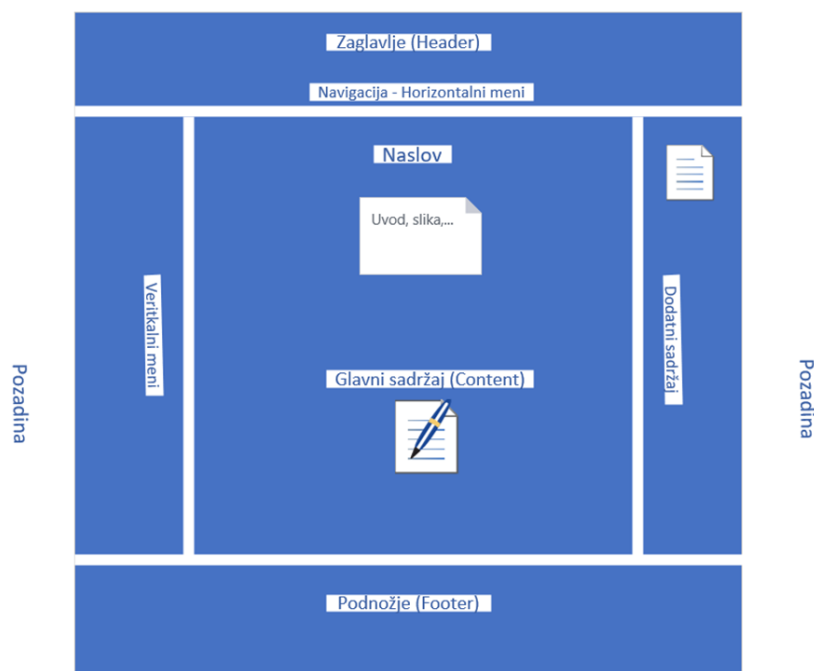
Individual pages and posts



The example from the picture shows that the arrangement and depth of the portal itself is not limited and that each page will be part of the content functionally connected into one whole.

The content itself can be discussed from the aspect of grouping or isolation, grouping or placing content in the same category according to their proximity, isolation or building groups whose content communicates only within its category.

The Portal (single page) should contain the following elements and, if necessary or according to the purpose of each page:



- **The header** is the top of the page. Preferably, the header contains a logo that is always in the same position within the header.

- **Menu** as the most effective form of navigation organization and one of the most important elements on which the good structure of the portal depends. It is very important that the menu is properly positioned and organized so that it allows easy access to visitors to the portal. Navigation can be horizontal, vertical or combined.
- **Content.** This most important element of the portal is its essence; it is supposed to provide standard ways to enter text, images, tables and other content. It is necessary to create templates for data entry and detailed display, with uniform basic form elements: text, drop-down menu, checkbox, date field, date from-to field. It is recommended that text and date fields support the application of input mask restrictions (predefined data entry format) - where reasonable. The goal is to minimize the possibility of incorrect input.
- **Sidebar** usually contains navigation, additional and highlights.
- **Footer** should contain information of technical nature and links to pages: Terms of Use, Copyright, Privacy and Data Protection Policy, Disclaimer and Organization Information. At the end of the footer, it is necessary to state the data on copyright and the name of the company that designed and maintains the portal.

The contractor should lease a standard SSL certificate and install it. The annual renewal of the SSL certificate is the responsibility of the maintainer.

It is recommended that the Portal implement mechanisms to protect against attacks and security vulnerabilities, including:

- All data sanitization to prevent XSS and SQL injection
- Using up-to-date methods to connect to the database, to prevent SQL injection (prepared statement)
- Authentication for the use of web services (accept internal web services only from permitted IP addresses, authenticate external web services in accordance with best practice)
- Disabling CSRF (Cross Site Request Forgery)
- Validation and prevention of invalidated redirects (restriction of redirection only to allowed domains)
- Disable XML External Entity (XXE) processing
- Custom 404 pages
- It is recommended that passwords in the Portal database be stored according to the OWASP security recommendations.

The Client undertakes to provide the Contractor with all necessary access to the server for installation, testing, maintenance and monitoring of the Portal (SFTP, VPN, database access).

The Contractor on the Portal will timely submit the official list of its authorized persons. The contractor on the Portal will keep the submitted accesses as a business secret with a signed statement that will be delivered to the employees of the selected contractor.

1.1. Public part of the Portal

The public part of the Portal was designed as a part of the Portal, where information, news and documents of importance to the public and other interested parties who are not members of the ESC BD will be available. The goal of the public part of the Portal is to make the work of ESS BD transparent. It is recommended that the Portal contains mandatory elements: Home page (activities and news of the organization), About us (Description of the organization), Contact page, Press releases, Terms of use, By-laws and regulations of the organization, Copyright, Privacy policy and data protection, Disclaimer.

All documents on the establishment and operation of the organization will be available on the visible part of the site on a separate page and hosted on the portal as material that can be read or downloaded by the user for use (preferably in .pdf format).

Any information on the operation and all relevant data will be displayed on the public pages of the portal, the page where the information will be displayed will be determined by the user during the development of the Portal.

1.2. Internal part of the Portal

The internal part of the Portal is intended for use by members of the ESS BD and persons authorized by the members, in the capacity determined by the By-Laws of the ESS BD and other relevant documents.

The internal part of the Portal design should meet the requirements of visibility, ease of use and adequate structure. Internal modules/tabs/ sections of the Portal should contain header, footer and options for setting menus and content analogously and design-wise as well as for the public part of the Portal.

The aim of the internal part of the portal is to make possible user registration, user management, document management, scheduling and monitoring of meetings, collecting comments on documents and video conferences. Accordingly, the portal needs to contain the following modules/tabs/sections (Users, Documentation, Meetings, Comments) organized in tabs or in a similar way.

- **Users** – The portal should enable registration and classification of users. The user structure should contain the following elements:
 - o Name and last name of the user
 - o User's contact phone;
 - o User's email address;
 - o User's category;
 - o Name of the organization to which the user belongs;
 - o Legal status of the organization;
 - o Address of the organization;
 - o Web address of the organization;
 - o Unique identification number;
 - o Tax identification number;

The portal should provide a registration form that will be realized by entering the e-mail address (personal address of the person performing registration) that will be used to verify registration on the system and the desired username (in the form name.surname) as well as password for future access to the system (sufficient number of characters in accordance with good practice).

After entering the required data and confirmation by the person performing the registration, the Portal generates an e-mail message for registration verification containing a link for verification and sends it to the previously specified e-mail for registration verification (e-mail of the Portal administrator).

After successful registration, the username and password for access to the Portal and a pre-prepared instructions for using the Portal (document in pdf format) are sent to the verification e-mail.

The Portal needs to assign a unique identifier to the user to be used in the user management processes and possible report creation.

The following user categories should be configured:

- Administrator (has access to all parts of the portal)
- Member - Association of Employers of Brčko District (has access to the modules Documentation, Meetings, Comments)
- Member - Brčko District Trade Union (has access to the modules Documentation, Meetings, Comments)
- Member - Government of Brčko District (has access to the modules Documentation, Meetings, Comments).

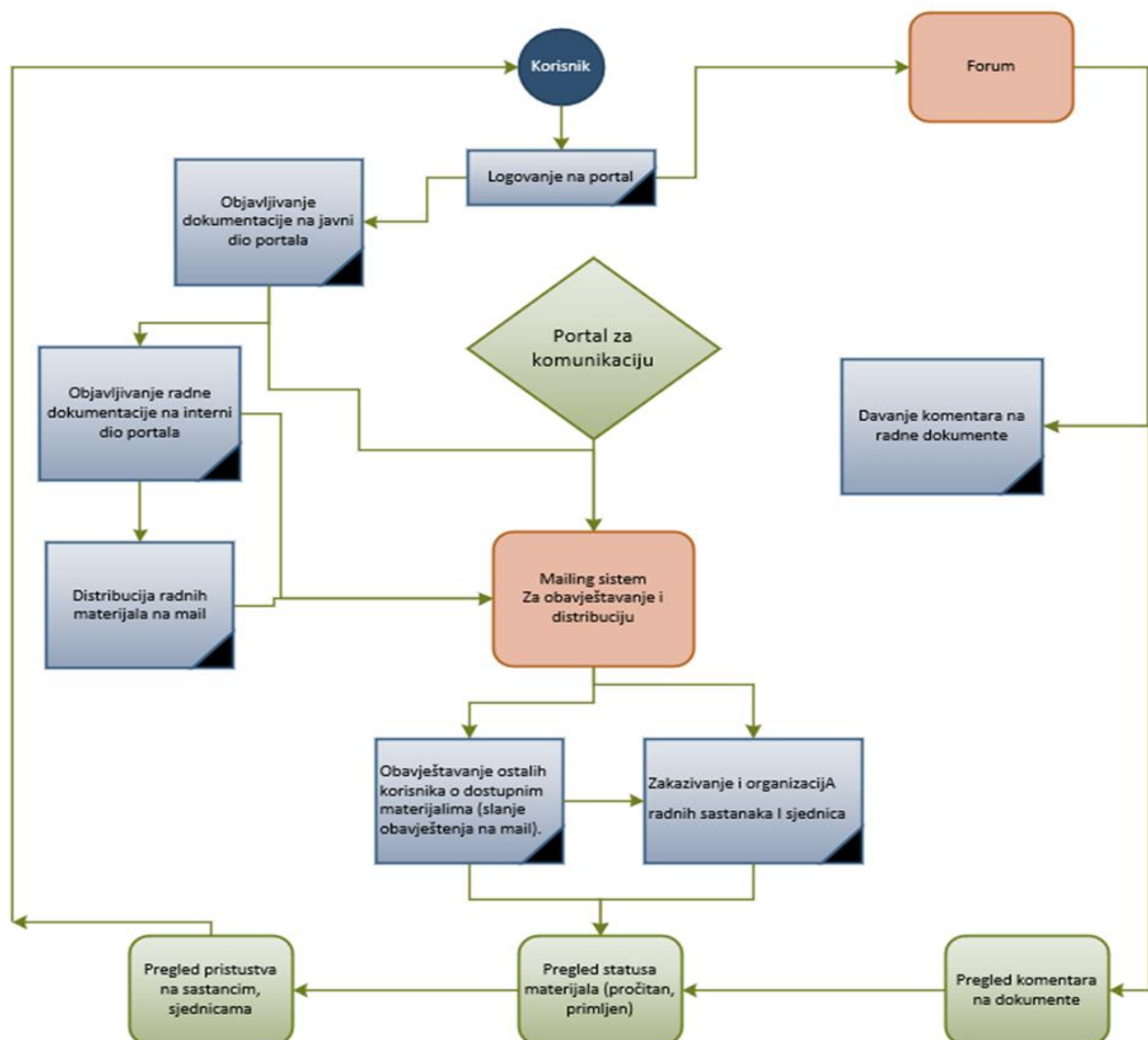
- **Documentation** – The Portal should enable the storage, distribution and management of documents of importance for the smooth implementation of ESS BD activities. Documents need to be stored in an adequate manner in accordance with good practices (preferably using the Cloud service). The steps of document management will be described in separate parts of this document concerning the description of individual processes on the Portal.

- **Meetings** – The Portal should enable scheduling of meetings, distribution of materials, monitoring the turnout to meetings through the structures of the portal itself or integration with existing e-mail services of users.). The steps of meeting management will be described in separate sections of this document concerning the description of individual processes on the Portal.
- **Comments** – The Portal should enable the functionality of collecting user comments on documents important for the functioning of the ESC of District of Brčko. Functionality needs to be enabled through the Forum form or in another way that provides options for opening topics, posting content, commenting, and archiving topics. The functionality of collecting comments will be described in a separate part of this document concerning the description of individual processes on the Portal.

2. Processes on the Portal:

The Portal functionalities should provide for carrying out of the following processes:

- Publication of documentation on the public part of the portal,
- Publishing working documentation on the internal part of the portal for the needs of meetings,
- Commenting on working documents,
- Informing other users about available materials (sending notifications to e-mail).
- Distribution of working materials to email,
- Scheduling and organizing working meetings and council sessions



2.1. Publication of documents

It is necessary to create a special section/module/panel Documentation where the user can publish material on the Portal. The publication itself will be performed by the user(s) with the rights that allow access to the internal part of the Portal where it is possible to publish the content.

When opening the upload page, the user will select the page (Internal or Public part) on which he wants to post the material, fill in the default fields, and, by selecting the document, finish posting the document on the Portal. Publication of documents and other materials may be internal or public.

When uploading material to the Portal, in options, the user will be able to determine whether comments on a particular document will be approved or not and when working on material that will be on the portal, the user can select the page where the material or document will be displayed.

After the publication of the content is completed, the user will receive a link that leads to the linked content that was posted and which is the location where the electronic version of the posted document is located on the Portal.

After receiving the link, the user can use it to send e-mails as notifications to other members of the portal if he wants to inform that the material has been posted or published.

By clicking on the button on the page, the user can call either the default browser or use the website to send notifications or e-mails with an already attached link in the text of the e-mail intended for sending.

2.2. Distribution of documents

The Internal part of the Portal should contain a special page for the distribution of materials for the user who has access rights to the said page.

To enable the distribution of materials, if we want to distribute the materials already entered on the internal part of the portal, we should access the material that we previously uploaded to the portal. After that, by clicking ----- we can create a notification to be sent by email to all users whose email addresses were entered by us; of course if there is more material, it is possible to add more materials or links to certain materials that we want to distribute.

By clicking on the button on the page, the user can call either the default browser or use the website to send notifications or e-mails with an already attached link in the text of the e-mail intended for sending.

The configuration of the e-mail can contain elements received, read, etc. After clicking on a certain button the recipient sends a reply to the sender, i.e. information about the status of the sent material.

2.3. Organizing meetings

The internal part of the Portal should contain a special page for organizing meetings for the user who has access rights to the said page.

On the page for the organization of meetings, it is possible to send an e-mail to all participants in the provided field, it is possible to enter the text of the invitation to the meeting. As well as determine which users will receive the invitation.

In the case of a video conference, the link to the meeting invitation will be downloaded from the online conference scheduling application.

The invitation itself will contain elements: I confirm, reject and will come instead of me, in which case the user must answer the e-mail who will come to the mentioned meeting instead if he is personally prevented.

By clicking on one of the offered buttons, the sender will receive information about the received invitations and the number of participants who will attend the meeting.

2.4. Collecting comments on working documents

The Portal should enable the collection of comments on working documents as part of the process of preparation and implementation of ESC activities and holding regular meetings. The comment collection module should have the structure and functionality of online forum software (e.g. Simple Machines Forum or other open source).

The Portal should provide the following functionalities through the Comments module:

- Creating Forums and Subforums
- Opening and management of the Topic
- Leaving comments under a username that is the same as the username for logging in to the Portal.
- Manage forums, topics and comments for the application administrator.
- Posting content when opening topics and commenting (documents, pictures, tables).

2.5. Video conference

The Portal should enable video conferencing functionality (including meetings, video calls, chat, virtual events). The portal needs to provide these functionalities by using plug-in integration with existing third party software such as Zoom or Google Hangouts.

The Portal should provide the following functionalities through the Video Conferencing module:

- Video calls for 20 users simultaneously for up to 3 hours.
- Private or group chat for participants
- Organizing one-to-one meetings with no time limit
- Share Screen option
- Option to turn picture and sound on and off for an individual meeting participant.
- Option to record and archive content on the local machine.

3. *Administrator's functions*

The Portal should provide special functionalities available to users with the classification Administrator in order to enable the smooth running of the ESS BD process. The required functionalities need to be grouped into a separate panel/module that will not be visible to other users of the Portal. The basic administrator functionalities required on the Portal are the following:

- User creation and management including changing user data, deleting or creating user, changing access data, etc.
- It is especially necessary to pay attention to the classification of Portal users according to the previously described categories in terms of changing the classification or creating a new classification category.
- It should be possible to manage the forum part of the Portal in the Comments module (this part of the administration can be separated in terms of using the existing options of Simple Machines Forum or other open source software)
- Storing and managing documents, uploading, reuploading, archiving documents, changing storage and archiving destinations.
- Making reports related to the functioning of the Portal, number of visits, number of documents stored on the Portal, number of meetings organized through the Portal, number of participants in meetings.

4. *Implementation methodology*

Taking into account the nature, goals and purpose of the project, the preferred way of project implementation is the implementation by using Agile principles in project management and software development. The Contractor is expected to apply an affirmed agile principle technique such as Scrum, Extreme programming, Lean or Kanban. Accordingly, it is necessary to provide qualified and

certified personnel, apply agile techniques, create supporting documents and deliver quality, fully functional products.

The iterative approach to the development of the Portal needs to be realized through a series of planned, performed and revised Sprint sessions in accordance with the best agile practices. The contractor is expected to organize at least two Sprints and to form and prioritize Product Backlog in cooperation with the client's representatives.

After the selection of the contractor, it is necessary to appoint a Project manager/Scrum Master by the contractor who will be in charge of managing the entire project and communicating with the client. A project implementation team (including a Product Owner) needs to be formed with clearly defined roles based on which an appropriate level of access will be provided (access to premises, VPN, etc.).

On the client's side, it is necessary to appoint a contact person who will be in charge of communication with the contractor, internal directing of the client's resources, organizing the necessary activities on the client's side during the project, etc. On the client's side, key users should be identified who will participate in the analysis, design and testing of the Portal.

It is also necessary to appoint a Steering Committee which should consist of one or more representatives of the client, contractor and end user, whose task will be to verify key points in the project, approve transactions and manage risks during the project

The selected bidder is obliged to provide a guarantee for a period of not less than 12 months, which starts from the day of delivery of the Portal, i.e. its commissioning, which guarantees its proper functioning. The bidder guarantees that the delivered software application solution will work correctly on the adequate infrastructure of the client and in accordance with the functional specifications and appropriate technical and technological characteristics. The guarantee implies the obligation of the bidder to eliminate any interruption or error in the operation of the delivered software application solution, under normal operating conditions. In case of any errors in the work of the Portal, the client will inform the implementer in a way that will be specified in the contract and allow him to identify the error and eliminate the problem. The Client reserves the right to require special operating procedures and access to the system when contracting in accordance with its security policy or other prescribed rules and procedures.

In the process of creating the Portal, the following documents need to be prepared, which should be accompanied by the Minutes of receipt of the document signed by the responsible person appointed by the client:

1. **Job description – Scope of work** – a document that will consolidate the requirements collected during the analysis of business processes and define the activities that must be carried out to achieve the project objectives. The document should contain the minimum elements: Background and explanation of the project, Expected goals and objectives, List of limitations and assumptions, List of tasks....
2. **Project plan** – Clearly defined project plan that will be the basis for project implementation. It should contain a Job and Activity Description, Timetable of Activities, Budget, Resources Engaged in the Project, Communication Plan and Risk Management Plan.
3. **Training plan** – a detailed training plan for administrators and end users, which includes planning the training time, venue for training, resources needed for training, etc.
4. **User's Guide for Administrators** – a detailed explanation of the Portal's functions, setup methods, and required maintenance actions.
5. **User manual for the end user** – in written format, which contains an explanation of how to use the Portal, registration, document management, meeting and comment management, etc.
6. **User Acceptance Tests Plan** – The UAT Plan is now a detailed list of tests that cover all the functionalities of the Portal, quantitative and qualitative criteria and the timing of testing.

Task 2. Testing phase

The testing phase by the user must be in accordance with the client's requirements.

Task 3. Realisation of training

The Portal provider must provide training for the staff who will administer the Portal on behalf of the Brčko District Department for Economic Development, Sports and Culture as well as training materials for future Portal users. Materials are made in electronic form in the form of manuals and video materials.

Task 4. Software implementing

The contractor is obliged to install (as required by the Brčko District Department for Economic Development, Sports and Culture) the software and put it into operation at a location selected by the Brčko District - Department for Economic Development, Sports and Culture.

4.2. Project management

4.2.1. Responsible body

The body responsible for the implementation of the contract will be the Team Leader.

4.2.2 Management structure

The contractor will be responsible to the Contracting Authority (PCM Savjetovanje) for the implementation of the tasks and in particular to the Team Leader. The information received from the Team Leader will be considered as information received from the Contracting Authority.

4.2.3. Facilities to be provided by the contracting authority and/or other parties

Brčko District Department for Economic Development, Sports and Culture will provide facilities for meetings among project actors (Contractor, Contracting Authority and institution), the testing draft of the final version of Portal and training of Department's staff for implementation of the Portal.

5. LOGISTICS AND TIMING

5.1. Location

Target institution (Government of Brčko District - Department for Economic Development, Sports and Culture) is located in Brčko Distrikt BiH so project results should be delivered at this city.

5.2. Start date & period of implementation of tasks

The intended start date is July 12th, 2022 and the period of implementation of the contract will be 1 month from this date.

6. REQUIREMENTS.

6.1. Staff

Key experts

CV of Key experts are not required.

Other experts, support staff & backstopping

The contractor shall select and hire other experts as required according to the needs.

The costs for backstopping and support staff, as needed, are considered to be included in the tenderer's financial offer in final price.

6.2. Office accommodation

Office accommodation for each expert working on the contract is to be provided by the contractor.

Facilities to be provided by the contractor

The contractor shall ensure that experts are adequately supported and equipped. In particular it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion.

6.4. Equipment

No equipment is to be purchased on behalf of the contracting authority / partner country as part of this service contract or transferred to the contracting authority / partner country at the end of this contract. Any equipment related to this contract which is to be acquired by the partner country must be purchased by means of a separate supply tender procedure.

7. REPORTS

7.1. Reporting requirements

The contractor will submit the following reports in BiH languages in one original and 1 email copy:

- **Final report** with the same specifications as the draft final report, incorporating any comments received from the parties on the draft report. The deadline for sending the final report is 5 days after receipt of comments on the draft final report. The final report must be provided along with the corresponding invoice.

7.2. Submission and approval of reports

The report referred to above must be submitted to the project team leader identified in the contract. The project team leader is responsible for approving the reports.

The approval of the report and the issuing of the invoice will be a condition for payments.

8. MONITORING AND EVALUATION

8.1. Definition of indicators

The timely, accurate and quality delivery of the results in line with the agreed timetable will be considered the indicator of accomplishment.

8.2. Special requirements

All the activities to be put in place by the contractor must comply with its minimum obligation towards visibility. These activities must comply with the rules lay down in the Communication and Visibility Manual for EU External Actions published by the European Commission.