

## ANNEX II: TERMS OF REFERENCE

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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 km<sup>2</sup> 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://zbirneregistri.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 pass 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:

Create an online communication module through which the Institute for Standardization of BiH will improve its cooperation with civil society organizations by providing opportunities for online reading of existing standards and giving comments and participation in the public debate on draft standards

### **2.3. Results to be achieved by the contractor**

- Result 1: Created online application placed on the current server where the frontend page of the Institute is located and connected to the existing database of the Institute for Standardization of BiH
- Result 2: The created online application should follow the already existing coding standards and be implemented in the PHP programming language
- Result 3: Source code submitted in full to the Institute for Standardization of BiH as the intellectual property of the Institute.

- Result 4: Provided the necessary training for the use / administrating of the application for the staff of the Institute for Standardization of BiH

### **3. ASSUMPTIONS & RISKS**

#### **3.1. Assumptions underlying the project**

Contractor is implementing Covid 19 epidemiological masseurs.

#### **3.2. Risks**

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

### **4. SCOPE OF THE WORK**

#### **4.1. General**

##### **4.1.1. Description of the assignment**

Institute for Standardization of BiH (hereinafter: Institute) should have a possibility of granting access for online reading of standards and draft standards at a public hearing, with a possibility of making comments. Through this module, the Institute will be able to grant free access to a certain group of standards to certain interested parties (e.g. students' associations). The system administrator will be able to perform registration of new users, and grant rights for online reading of standards to the existing users.

The current system used in the Institute is divided into two parts. Both parts have been developed in PHP programming language, one part is the administrator part in which the process of Bosnia and Herzegovina standardisation is managed, entitled „Standard Management Information System“ (hereinafter: SMIS). This system has been developed in PHP language using the Yii 2 framework and is available internally within the Institute.

Another part of the system is a frontend website that has also been developed in PHP language. Both system use the same Microsoft SQL Server base for access to and manipulation of data; this system is publicly available to everyone on the website: <http://bas.gov.ba>

The development of this module will include the changes on both systems with a new separate part for reading the standards.

Along with the development of this module, it is also necessary to design the system for processing documents of PDF standard in a format suitable for online reading.

The completed module should be easily integrated with the existing main page of the Institute and should operate with the current existing internal system for managing the standardisation process.

##### **4.1.2. Geographical area to be covered**

Bosnia and Herzegovina

##### **4.1.3. Target group**

Institute for standardization of BiH

#### 4.1.4. Specific work

##### Task 1.

##### Changes on the existing frontend

These user sites relate to the change of the existing code on the current frontend of the Institute's website.

- [Change of the main user site](#)
- The main user site of the standardisation institute will have an additional link for entrance to the standards reader.
  - By clicking on this link, the user will be taken to the „Login page“ of the standards reader.
- If the user has purchased a standard for online reading, he/she will have a link in his/her orders that will take him/her to the "Overview of a Standard" page that will display the standard on the link of which the user clicked.
- [Changes on administration – Assignment of standards](#)

Modifying the administrative part of the page will consist of adding two new sections to the existing system within the SMIS application.

- The administration will have an additional system that will enable the user to be assigned standards for online reading
- Users who are members of technical committees will automatically have access to all standards projects from their technical committee.
- Only SMIS system administrators will have the ability to assign users online reading standards.
- When an administrator visits a single user edit page, he/she will see an additional "Standard Assignment" tab on that page.
  - When the administrator opens this card, he/she will see a table with currently assigned configurations.
    - The columns of the table will be the following:
      - Type of assignment. This will be a type of configuration assignment, and will be: Standard, ICS, Technical Committee
    - If One Standard is displayed, it indicates that a user has been assigned one standard.
    - If ICS is displayed, it means that all BAS standards that have that ICS designation will be visible to that user.
    - . If Technical Committee is displayed, all the standards corresponding to this Technical Committee will be visible to that user.
      - Standard/ICS/BAS/TC
    - This value will depend on the type of assignment. If this involves a standard, that value will be a designation of the standard.
    - If this is „ICS“ the value will be the ICS code of the standard
    - If it is „Technical Committee“, the value will be such value of the technical committee in question.
    - Date of expiry. This column represents the date until which this configuration lasts. Upon expiry of this configuration, the user will not be able to see the standards allowed by this configuration.
    - Edit. This column will contain an edit button.
  - By clicking on the button „Edit“, a new window will be opened for the administrator in which he/she will be able to change all the parameters of this configuration.

- The table will be paginated to 20 items per page with a list of available pages below.
- The button „Assign Standards“ will be above the table.
  - By clicking on this button, a window will be opened for the administrator which will contain a form for assigning standards.
    - Saved configurations. This field will be a list of previously saved configurations. Once that a user chooses a configuration, the list below will be filled with pre-defined values from that configuration.
    - Type of assignment. This will be the field with the list of items which will contain the values: Standard, ICS, Technical Committee.
    - Below the Type of Assignment, there will be a possibility of adding one or more values for that type of assignment. Their value will depend on the Type of Assignment.
- If the type of assignment is Standard, next to the value there will be a button for choosing the standard that will be added. By clicking on that button, a window will be opened with the table of available standards and projects in which the administrator can search and select that standard.
- If the type is ICS, there will be an ICS selection button next to the value. Clicking on this button, an ICS selection window will be opened for the administrator, where the administrator can view and search for ICSs by code or name and select ICS.
- If the type is the Technical Committee, the value will be the list of technical committees with the names, of which the user may choose one technical committee.
  - Below the values for all types of assignment, apart from „Standard“, there will be a selection of type of standard. Available values will include: „Standards“, „Projects“, „All“.
  - Below there will be a field for selecting a date where the expiration date of this configuration will be selected.
  - Below the date there will be a place for checking, where the user will be able to save this configuration. When this field is checked, the user will have to enter the name of this configuration, which will be saved during storing.
- If the configuration above has been selected. This field will have already been checked and the name from that configuration will be set.
- The configuration name must be unique.
  - Below the place for checking, there will be a button for confirmation and creation of this configuration.
- When the administrator clicks on this button, the same number of configurations will be created as the number of added values, whereby each configuration will have the same selected expiration date and the same type of assignment.

- **Changes on administration – Monitoring of standards that are being read.**

The administrator will be able to monitor the standards that have been opened by the user.

- When the user opens a standard in the reader, his/her access will be logged on the server. The following data will be stored:
  - The standard that was opened.
  - User's IP address
  - User name of the user who opened the standard

- Date and time of opening the standard.
- The administrator will have a new page in the SMIS system entitled „Standards Reading Log“.
  - When entering the page, the administrator will see the table with paginated results with 20 results per page and the list of pages below the table, sorted by the date of opening, from newest to the oldest.
  - The table will have the following columns:
    - Designation of an opened standard.
    - User name of the user who opened the standard
    - Date and time of standard opening
    - The IP address that opened the standard.
  - The table will be searchable by these columns.

### **Login page**

The first page that the user will have access to when entering the reader's page is the login page. If the user is already logged in to the online reader or frontend, he/she will be transferred to the "List of Standards" page.

- The login form will be displayed on the login page.
  - The form will contain user name and password.
    - Both fields are required.
- If the user enters this data and clicks on the login button, he/she will be logged in using the current data from the existing database
  - If the data is not correct, the user will remain on the current page
  - If a user makes more than 5 incorrect logins on each subsequent attempt that user will have to sort out the captcha challenge in order to log in.
- A link to reset the current password will be displayed on the form
  - Clicking on this form will take you to the frontend page to restore the current logic.
- Next to the code reset link, there will be a link for user registration
  - Clicking on this link will take the user to a frontend page that will contain the logic for registration.

### **List of Standards**

This page will present a list of standards to which the current logged in user has access. This list will contain a list of standards sorted by pages and will be searchable using various filters

#### *Display of List of Standards*

Standards will be displayed in tabular form.

- The columns in the table will be the following:
  - Designation of the standard
    - Hovering the mouse over the standard designation will display a tooltip with the standard name in the currently selected language
  - Status (Valid, Project, Withdrawn)
  - Number of pages
  - Language
  - Date on which the standard was assigned to the user
  - Date of last view
  - Expiry date
    - If the standard has no expiry date, this column will be displayed as „-“,
  - Number of comments on the standard
    - If the user is the administrator, then he/she will see the number of all comments on the standard



- If it is just a common user, then he/she will see only the number of his/her comments on the standard.
- Button for standard reading
  - When the user clicks this button the overview of the standard will open in a new window. The page is described in the section "A Single Standard Display"
- The table will show up to 20 standards per page. On the bottom of the page the user will have a pagination where the click on the next page will load the next 20 standards, while the click on the previous page will load 20 previous standards and the like.
- There will be a „Search“ button above the table.
  - Clicking on the search button will take the user to the "Search for Standards" page
- At the top of this page, the user will be able to choose in which language he wants the reader to be displayed. Available languages will be: Bosnian, English, Serbian, Croatian.

### *Searching the standards*

On this page, the user will be able to search all the standards assigned to that user through purchase or through ICS or Technical Committees.

- Initially on the page there will be a place to enter the search text and a paginated list of standards below.
- When the user enters text and clicks on the "Find" button, a search will start and the results of standards whose titles or designations in all four languages partially or completely correspond to the entered text will be displayed.
- Below the text entry form, there will be an "Advanced Search" option. Clicking this option will bring up the following filters
  - Standard designation
  - Title of the standard
    - When this filter is entered, titles of the standards will be sought in all four languages.
  - Technical Committee
    - Clicking on this field will open the selection of technical committees where it will be possible to choose one or more committees.
  - Language
    - This field will be a list in which the user will be able to choose the language of the standard.
  - ICS code
    - On this filter it will be possible to choose one or more ICS codes.
- After the filters are selected, by clicking on standard search, the user will perform the filtering of the current table.
  - If there are no results based on the selected filters, that information will be displayed to the user.
  - If there are results, they will be displayed as a list that will contain the following: Standard designation, four titles of the standard in each of the languages and the technical committee associated with that standard.
    - By clicking on one result from the list, the page „Display of one standard“ will be opened in a new window.

### **Display of one standard**

Users will be able to read the pages of an open standard directly from their Internet browser. The pages will be displayed as watermarked images for that user reading that standard.

### *Display of the standard*

When a user opens a page to display a standard, pages of that standard will be displayed in a browser-friendly format.

- For each standard, the first pages of that standard will be a cover of that standard in the language currently selected by the user.
- The last pages will also be the covers of the standard chosen by the user.
- If the standard has the checked option „Cover“ in SMIS system, then the covers of that standard will not be displayed.
- There will be watermark on top of each page being displayed.
  - If the standard is a project and is accessed by a user who is a technical committee member, the watermark will contain the following information:
    - Working material, <Technical Committee>, <Name and last name>
  - If the standard is valid and was purchased by the user, watermark will contain the following information:
    - <Company/Natural person>, <Account number>, <Date of the account>
  - If the standard has been assigned to an organisation/natural person through an administrator system, the watermark will contain the following information:
    - <Date of assignment>, <Name and last name or organisation>
  - If the watermark has been withdrawn, watermark will be over each page, diagonally, written in red letters „WITHDRAWN“
- In the upper right-hand part of the reader for the standard there will be the tools that can be used in the reader. These tools will be:
  - Info. By clicking on this button, a window inside the reader will be opened that will display the general information about the standard being read. The fields that will be displayed will include:
    - Standard designation
    - Standard names in all four languages
    - Standard status
    - ICS codes
    - Method of adoption
    - Number of issue
    - Gazette
    - Technical Committee
    - Number of pages
  - Commenting. Clicking this button will open a window below the toolbox where the user will have the option to comment as described in the next section.
  - The presentation of the standards should be done in a way that enables the protection of the Institute's copyrights.

### *Commenting*

Users will be able to comment on the standard read by them in different design phases.

- The comments made by the user are visible only to that user and the administrator.
- With the added comment, the user can mark the part of the page to which the comment refers and that part will be saved with the comment.
- All added comments will be in the list in the window next to the page. If there are more than 20 comments, a maximum of 20 comments will be displayed whereby the next comments will be loaded when the user scrolls to the last comment with the mouse.
- Every comment from the list will comprise the following information:
  - Date and time of commenting

- Content of the comment
  - Name of the user who commented
  - Number of the page where the comment was posted.
- If the user clicks on that comment, he/she will be automatically taken to that page in the reader.
  - If a part of the page is selected and added to that comment, that part will be displayed
- Each added comment is valid for the current phase in which the standard is located. If a standard is commented on in the "Public Hearing" phase, that comment will only be valid while the standard is in the "Public Hearing" phase.
  - On the top of the list of comments the user will be able to display the comments from other phases of the standard, if he/she posted comments for other phases of the standard.
    - Next to each designation of the design phase, there will be a number of comments in that design phase.
  - The user will be able to post comments only on the current standard phase, while he/she will only be able to review the previous phases.
- If the system administrator opens the comments on this standards, he/she will see the comments of all the users on that standard.
- The user will be able to delete his/her comments, while the administrator will be able to delete all comments on the standard.

## **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 software provider must provide training for the staff who will administer the software on behalf of the Institute as well as training materials for future software 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 the software and put it into operation at a location selected by the Institute

## **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**

Institute for Standardisation of BiH will provide facilities for meetings among project actors (Contractor, Contracting Authority and institution), the testing draft IT module, installation of the final version of IT module and training of Institutes' staff for implementation of the IT module.

## **5. LOGISTICS AND TIMING**

### **5.1. Location**

Target institution (Institute for Standardisation of BiH) is located in East Sarajevo so project results should be delivered at this city.

### **5.2. Start date & period of implementation of tasks**

The intended start date is December 09, 2020 and the period of implementation of the contract will be 1 month from this date.

## **6. REQUIREMENTS.**

### **6.1. Staff**

#### **6.1.1. Key experts**

CV of Key experts are not required.

#### **6.1.2. 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.

### **6.3. 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.