ANNEX II: TERMS OF REFERENCE

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 Brcko 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:

Creating the web platform for online submission of CSOs' projects' applications and projects' narrative and financial reports for projects and programmes funded by public institution in BiH

2.3. Results to be achieved by the contractor

- Result 1: Created target web platform for CSOs' online submission of projects' application and projects' narrative and financial reports, and placed on the servers of the three (3) target institutions and connected to their existing databases
- Result 2: The created target web platform should follow the already existing coding standards of the each target institution and be implemented in the Java 8 (10), JSP, JSF, JSTL, Ajax programming language
- Result 3: Source codes submitted in full to the three (3) target institutions as their intellectual property.
- Result 4: Provided the necessary training for the use / administrating of the application for the staff of the three (3) target institutions

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

Description of the assignment

Developing the web platform for online submitting project application and project narrative and financial reports for funding projects and programmes for following institutions: Ministry of civil affairs of BiH, Government of Una-sana Canton and Ministry of trade of Federation BiH.

Geographical area to be covered

Bosnia and Herzegovina

Target group

Ministry of civil affairs of BiH, Government of Una-sana Canton and Ministry of trade of Federation BiH.

Specific work

Task 1. Development of the web platform

Description of Business Processes

Creating Users

When accessing the Application, it is necessary to offer access options for already existing users (login) using the existing username and password and the option of creating a new user of the application to whom a username and password will be generated and displayed at the end of the user creation process.

When creating a new user, it is necessary for the Application to collect the following Basic user data:

- Name of the Organization;
- Address of the Organization;
- First and last name of the person in charge of representing the Organization;
- Contact phone of the Organization;
- E-mail address of the Organization;
- Web address of the Organization;
- Unique Identification Number;
- Tax identification number;

It is also necessary to add an e-mail address (personal address of the person performing the registration) to verify the registration on the system as well as the desired code for future access to the system (sufficient number of characters in accordance with good practice).

After submitting the required data and confirmation by the person performing the registration, the Application generates an e-mail message for verification of registration which contains a link for verification and sends it to the previously specified e-mail for verification of the registration.

It is necessary that the person performing the registration verifies the registration by clicking on the link in the e-mail message sent to him by the Application within 24 hours from the moment of the registration.

The application automatically deletes all started but not verified registration requests older than 24 hours.

After successful registration, the username and password for access to the Application and a pre-prepared instructions for using the Application (document in PDF format) are sent to the registration e-mail of the organization as well as to the e-mail for verification):

It is necessary for the Application to assign a unique identifier for the user, which will be two-part and will consist of a unique part on the system and a sequencer that will monitor each change in the data of the User of the Application. This identifier will also be a way for the User to identify himself as a partner when filling out the Forms.

After logging in, it is necessary to open for the user the possibility to enter the following Additional user data in the form of upload of the following:

Decision on the Establishment;

Decision on appointment of a person for representation;

Statute (By-Laws);

Annual account of the Applicant for the previous year, which shows that it was submitted and certified by the Agency for Intermediary, Information and Financial Services (APIF), or the Financial Information Agency (FIA) (copy); (this option does not apply to religious organizations)

Written statement under full material and criminal responsibility that all the stated data are correct and true and that they represent the property of the Applicant

Current excerpt from the Court register

After each upload session (the first and each subsequent one), the system needs to generate a notification and e-mail for the Application's Administrator in order to verify the uploaded documents and confirm the User.

By completing the steps listed above, the user is ready to use the Application. Forms that are part of the available Projects become available at this time for the Application User.

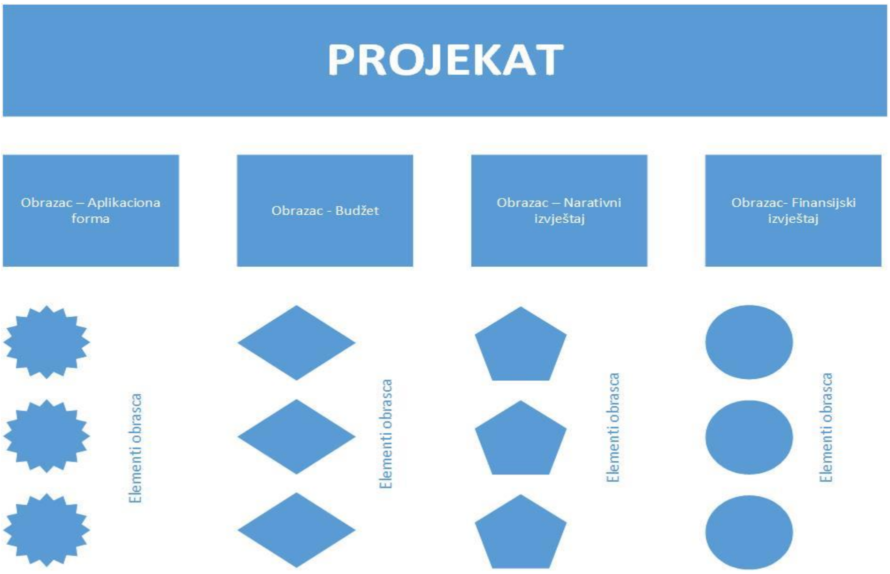
Description of the Concepts and Processes for the Application User

Description of the Structure and Hierarchy of the Basic Entities of the Application

The Application should enable smooth, efficient and secure completion of the entire Project by filling in the Application Forms available at that time and created in accordance with the procedures of the client and the currently valid calls for participation in projects.

The Application Form should follow a logical sequence of predefined steps for completing the application for participation in an individual Project. Each step should be represented by a single Application Form on a single screen that will allow the entry of relevant data. Each Application Form contains predefined elements. The application's administrator configures Application Forms using various elements.

The hierarchy of entities in the application should be as follows: Project - Form - Form element



Each Project must have a Unique Identifier that represents an instance of the Project for the User on which it is active.

Each Project must state the status as a determinant of the current phase in which a particular instance of the Project is located. The phases follow the following statuses:

- Initiated - The User accessed the Project and entered part of the data but did not submit the Forms.
- Sent - The User has completed filling in the data in the Application Forms, the Budget Form and sent it to the Administrator for acceptance;
- Rejected - Status granted after Project rejection;
- Approved:
  - Active - After the approval of the Project, it becomes active, and the Forms Narrative Report and Financial Report become visible.
  - Completed - Status granted after Project completion and verification of required reports by the Administrator.

Each Application Form must have a period of availability for users. After it expires, users can no longer access it, but it is still visible to the Administrator.

Each Application Form must contain at least one of the following elements:

- Text input field
- Number input field
- Field for entering a predefined value (check box)
- Tabular view;
- Picture or graphic.

While filling in the Application Form it is necessary to save the data before moving to the next element.

After completing all the elements of the Application Form, the User needs to submit the Application Form, which will initiate a notification and e-mail for the Application's Administrator.

After reviewing the Application Form and accompanying documents, the Application's Administrator confirms the receipt of the Application Form and assign the Received status to it.

It must also be possible to upload accompanying documents for an individual Application Form by creating a list of required and optional documents.

Project Completion through Forms - Application Form and Budget Form

The Application Form contains the Basic Data on the Project as well as a number of other data required to complete the Project and submit it for approval. It usually contains various descriptions, summaries of activities, lists of previous projects, lists of available resources, etc.

The Application Form should contain the following elements:

I. General information
II. Summary
III. Data on previous activities / projects
IV. Partners
V. Support
VI. Project proposal
   - Project goals
   - Project results
   - Project activities and action plans
   - Project beneficiaries
   - Project sustainability
VII. Internal Project monitoring
VIII. Budget - description and sources of funding
IX. Necessary documentation list

Each of the elements of the Application Form must be completed in order for the form to be valid and to be considered a part of the Project.

The Budget Form is a tabular presentation of activities, costs and sources of funding for a certain period, which represents the financial plan of the Project. The Budget Form serves as the basis for Project approval as well as for subsequent financial reporting.

The Application needs to enable the entry of a new Budget Form, editing the existing and deleting the entered (existing) Form, with a warning message when deleting, that deleting the entry is permanent.

The Budget Form should contain the following elements:

I. Program Costs

By clicking on the entry of a new form, the Application must provide a form for entering the costs required to fill in the following columns / labels, which are variable:

In columns: No., Budget line, Quantity, Unit, Unit price, Total budget, Source of financing as well as requested funds from the Ministry.

It is necessary to be able to add an unlimited number of items to the rows, i.e., various activities, specifically activities related to program staff and activities. Each activity will receive its own unique ordinal number (1.1, 1.2, ...)

II. Administrative Costs

The Application must contain a form for entering the costs required to fill in the following columns / labels that are variable:

In columns: No., Budget line, Quantity, Unit, Unit price, Total budget, Source of financing as well as requested funds from the Ministry. It is necessary to be able to add an unlimited number of items, i.e., different activities, to the rows. Each activity will receive its own unique ordinal number. Activities related to administrative staff, support costs, etc.

III. Budget Overview

The columns Total budget, Value of funding from other sources, Funds requested from the ministry - these fields represent the sum of the columns entered on the previous forms.

Monitoring the Implementation of the Project - Narrative Report Form and Financial Report Form

After the transition of the Project to the status Active, i.e., after the approval of the Project, it becomes active and the Narrative Report Form and the Financial Report Form become visible on it. These forms are used to monitor the implementation of the project through financial flows and flows of activities, goals and results. Narrative Report Form and Financial Report Form can be filled in several times during the Project if they cover different periods. Each version should be saved. The final version of these reports should be marked separately.

The Financial Report Form is a tabular presentation of financial flows during Project implementation. It needs to contain elements of the Budget Form and additional elements. It needs to be visible to the User and to the Administrator**.**

It is necessary for the Application to enable the entry of a new form, editing of the existing and deletion of the entered (existing) entity, with a warning message when deleting, that deleting the entry is permanent.

The Financial Report Form should contain the following elements:

I. Program Costs

The Application must provide a form for entering the costs required to fill in the following columns / labels which are variable:

In columns: No., Budget line, Total budget, Ministry contribution, Co-financing, Co-financing payments, Spent, Balance, in rows Program staff, Activities

II. Administrative Costs

In columns: No., Budget line, Total budget, Ministry contribution, Co-financing, Co-financing payments, Spent, Balance, in the rows of administrative staff and support costs.

III. Budget Overview

In columns: No., Budget line, Total budget, Ministry contribution, Co-financing, Co-financing payments, Spent, Balance, in rows Total Program Costs, Total Administrative Costs.

With each item at the end of the entry allow upload of the scanned document, described in the given activity, make a report of all added documents sorted chronologically by date.

Report on entered invoices to justify activities with the following elements:
In columns: Account number, Date, Amount and Activity.

It is necessary to make available a text box for entering text that will serve to report and describe the circumstances justifying why some of the forms were not submitted.

The Narrative Report Form is a summary and description of the Project implementation by activities, phases or objectives. It also contains information on problems, unforeseen effects and changes in the manner or time of realization of activities envisaged by the Project.

The Application must contain the ability to create a form, edit an existing and delete the entered (existing) entity, with a warning message when deleting, that deleting the entry is permanent.

The Narrative Report Form should contain the following elements:

I. General Information
II. Summary and Project Status
III. Implemented activities
IV. Achieved results
V. Visibility
VI. Problems
VII. Activities for the next period
VIII. Budget

Each of the elements of the Narrative Report Form must be completed in order for the form to be valid and to be considered part of the Project.

It is necessary for the Application to provide the entry of a new form, if necessary, it is possible to create additional forms alongside the Narrative Report, for example:

1. Request for extension of the Project implementation period and approval of the Project implementation period.

2. Entering data related to non-fulfillment of obligations of grant beneficiaries,

3. Request for data from the Ministry of Finance and Treasury, etc. and other forms each of these created forms will have the ability to edit the existing and delete the entered (existing) entity, with a warning message when deleting that deleting the entry is permanent.

Defining a User Creation Form (Administrator)

The Application needs to provide the configuration of the Application User in the following way:

- Adding or removing elements of the user entity (Name of the organization, Address of the organization, First and Last name of the person in charge of representing the organization, contact phone of the organization, etc.) to allow flexibility in case of changing Client procedures and changing the required user data depending on the individual Project.
- Changing the definition of user entity elements (Label name, Character number, Character type, etc.) to ensure that the Administrator can correct existing elements or extend the definition of existing elements.
- Changing the definition of required supporting documents for uploading, which includes adding and downloading necessary documents, definition of upload format, location for upload
- Verification of newly created users, which will, at the moment of confirmation to create a user, add the user identification number and send a creation notification to the User.
- View all Users with recording changes for the User with the ability to create and export a list of Users with the necessary elements of the User.

Defining the Form for Creating the Project

The Application needs to provide the configuration of the Project content through:

1. Project Configuration:
- Defining the necessary Application Forms
- Defining the necessary supporting documents
- Defining the necessary verification steps
2. Form Configuration
- Defining the required number and type of Application elements

- Defining the necessary logical checks within the elements themselves and between the elements
- Defining graphic elements of the Application Form (header, signature, font,)

3. Configuring Form Elements

- Defining the type of element (text, numeric, tables, graphics ...)
- Defining element constraints (number of characters, character type, table size, ...)
- Defining graphic characteristics of the element (insert logo, color, etc.)

2.5. Generating a Project Implementation Report (Admin)

It is necessary for the Application to provide the creation of a report on the realization of the Project, which includes the following reports:

- Financial Report of the individual Project (according to item 2.2.3.)
- Financial Report of all active Projects (By columns of: User ID, User name, Project ID, Approved funds, Spent funds ...)
- Overview of all active Projects for all Users (By columns of: User ID, User name, Project ID, Project status, Project start date ...)
- Overview of all active Projects for a specific User
- Overview of all active Projects for a specific instance of the Project (in cases where there are several available Projects for Users)

Technical Requirements

General Technical Requirements

Open-Source technologies are recommended for the development of the Application, and according to the following design needs:

- OS: Linux OS
- Web server: Apache Web server
- Application Server: Apache Tomcat
- DB server: MySQL (Percona XtraDB)

Programming language: Java 8 (10), JSP, JSF, JSTL, Ajax

Other technologies may be used, with an explanation of why the Contractor is using them instead of those listed above. If the Contractor decides to use technologies and services that are not Open Source, the payment of the necessary licenses for all the time the software is in use is borne by the Contractor and is included in the cost of maintenance.
The exception is the lease and maintenance of the server required for the storage of uploaded documents that are part of the mandatory procedures during the use of the Application. Lease and maintenance are the responsibility of the Ministry.

The Contractor needs to lease a standard SSL certificate and install it. The annual renewal of the SSL certificate is the responsibility of the person who maintains the system.

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

- Sanitization of all data to prevent XSS and SQL injection attacks
- Using up-to-date methods to connect to the database, to prevent SQL injection attacks (prepared statement)
- Authentication for the use of web services (accept internal web services only from allowed IP addresses, authenticate external web services in accordance with best practice)
- CSRF Prevention (Cross Site Request Forgery)
- Validation and prevention of invalid validations and redirects (restriction of redirection only to allowed domains) (Cross Site Request Forgery)

- Prevent XML External Entity (XXE) processing
- Custom 404 Page
- Check the access rights to the information system pages each time you access each page, in case of unauthorized access - redirect the user to the error page.
- It is recommended that passwords in the database be stored according to OWASP security recommendations: https://www.owasp.org/index.php/Password_Storage_Cheat_Sheet

The application must provide external web services that are available to external users, primarily for the needs of integration with the existing software of the Client. Web services will be available on the public IP address that will be provided by the Client. External web services must enable access to Application business process that will be implemented and defined through a special procurement and implementation process.

Client agrees to provide the Contractor with all the necessary accesses to the server for installation, testing, maintenance and monitoring of the Application operation (SFTP, VPN, access to the base).

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

Mandatory Design Elements – User and User Administration

The Application user is an entity that represents a non-governmental organization or another legal entity that participates in project activities. It contains data on the organization relevant for participation in projects. Mandatory elements that the User should contain are the Basic Data on User:

Name of Organization	

***** Text field, 200 characters

Address of Organization	

***** Text field, 200 characters

Name and last name of the person in charge of representing the organization	

***** Text field, 200 characters

Contact phone of the organization	

***** Numerical field, max 14 characters

E-mail address of the organization	

***** Text field, 40 characters

Organization website	

***** Text field, 40 characters

Unique Identification Number	

*Numerical field, max 14 characters

Tax Identification Number	

*Numerical field, max 14 characters

Uniform Application Identifier	

*Numerical field, max 14 characters

Additional Data are also mandatory; they include the following:

Decision on the Establishment		**Upload**

*Text field containing the name of the legal entity, 200 characters, in the third column it is necessary to configure the mechanism for loading the original scanned document in PDF format.

Decision on appointment of a person for representation		**Upload**

*Text field containing the name of the legal entity, 200 characters, in the third column it is necessary to configure the mechanism for loading the original scanned document in PDF format.

Statute (By-laws)		**Upload**

*Text field containing the name of the legal entity, 200 characters, in the third column it is necessary to configure the mechanism for loading the original scanned document in PDF format.

Balance Sheet		**Upload**

*Text field containing the name of the legal entity, 200 characters, in the third column it is necessary to configure the mechanism for loading the original scanned document in PDF format.

Income Statement		**Upload**

*Text field containing the name of the legal entity, 200 characters, in the third column it is necessary to configure the mechanism for loading the original scanned document in PDF format.

Certificate of Settled Tax Obligations (optionally like the other documents)		**Upload**

*Text field containing the name of the legal entity, 200 characters, in the third column it is necessary to configure the mechanism for loading the original scanned document in PDF format.

Current excerpt from the court register		**Upload**

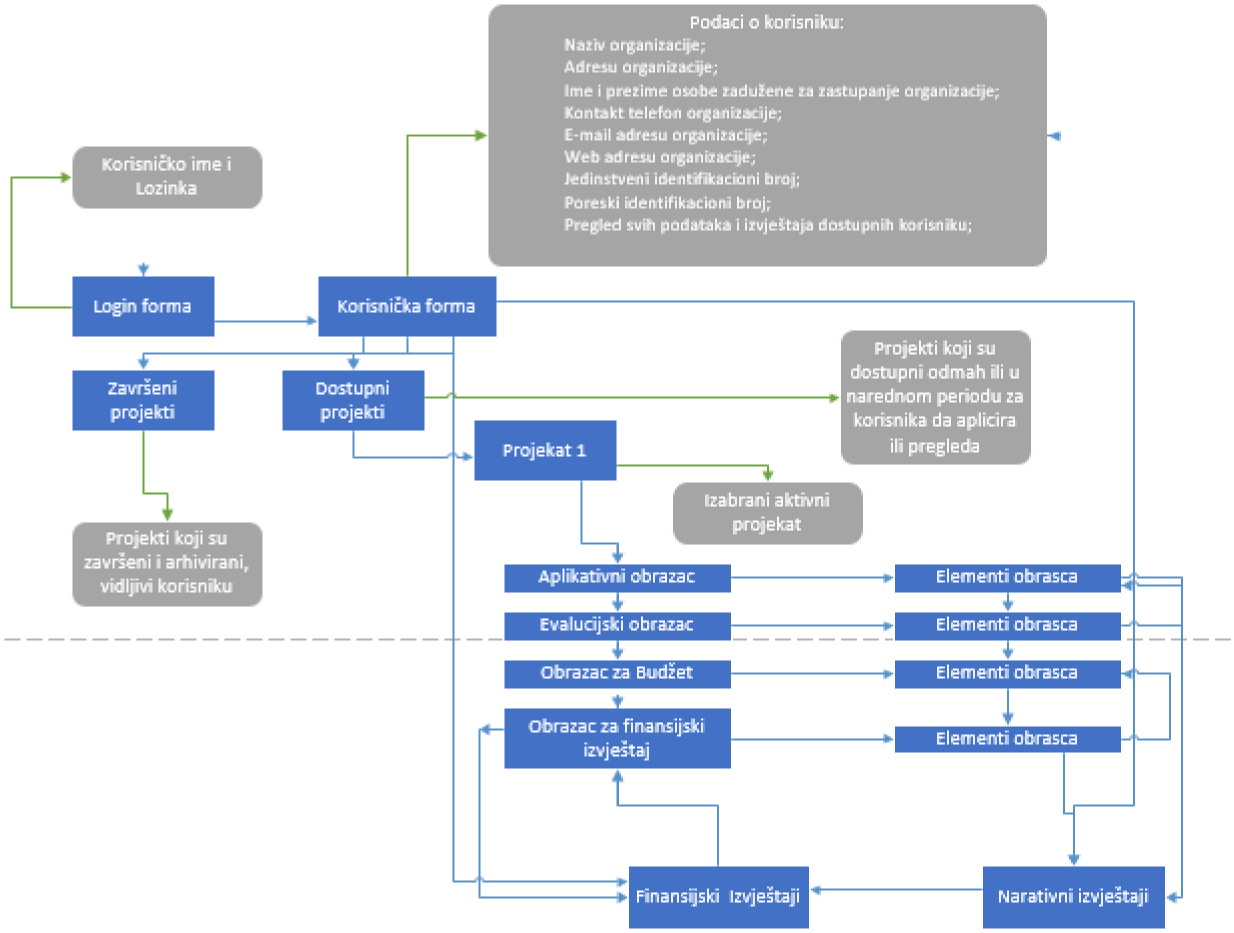
*Text field containing the name of the legal entity, 200 characters, in the third column it is necessary to configure the mechanism for loading the original scanned document in PDF format.

The principles of creating and verifying the Beneficiaries are described in Chapter 2.1. All uploaded documents are stored in locations approved by the client with the application of standard security protocols.

User administration should be enabled on a special administrator panel through which the application administrator will be able to audit and verify new Users as well as redefine the User entity itself if the need arises.

The User Administration Panel contains the following functions:

- Overview of the registration requests on which the Basic and Additional Data on the User will be available, based on which the Administrator can confirm the user.
- Overview of already registered users in which the Basic and Additional Data on the User will be available.
- Overview of requests for change of data of already registered Users
- Overview of the definition of the User on which the elements, mandatory and additional data on a legal entity are listed and defined. In this overview, the change of a User definition should be enabled by changing the definition of any element (name, content, number of characters or loading option), by adding a new element or remove the existing element.
  In the event of a change in the User definition, each new registration request relates to the latest version of the User definition. For the existing Users, the elements removed from the definition will be automatically deleted, while the additional elements will be requested on the first following logging on the Application.
  Every User Definition should be stored with the history of changes and the validity dates.



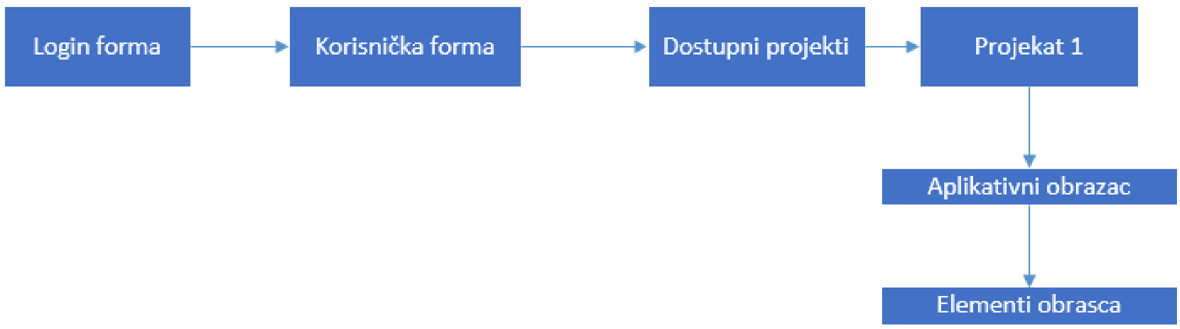
Mandatory Design Elements – Application Form and Implementation Monitoring Form (both narrative and financial)

The application form consists of several elements and reports that serve for application and justification of project financial indicators. Each form in its heading should contain the name of the current project, as well as the date fields from-to, the name of the user who is logged and currently working on the application form.

Forms/masks/elements that the module should contain are the following:

1. APPLICATION FORM
2. BUDGET FROM (Annex 2)
3. FINANCIAL STATEMENT FORM (Annex 6)
4. EVALUATION FORM (Annex 4)
5. NARRATIVE REPORT FORM (Annex 5)

APPLICATION FORM



It is necessary to enable the entry of general data on users as well as of partner organizations, all fields are mandatory and the user is responsible for the delivery of accurate data. Entry in the following table form with the following labels should be enabled:

THE NAME OF THE PUBLIC INSTITUTION	„ PROJECT TITLE „

Applicant (State the full name in accordance with the decision on registration)	

Partner organizations	

Project title	

Project locations	

Total project budget	

Required amount of funds from the Ministry	

Secured amount of funds, specify the donor and the amount of provided funds	

Amount of own funds	

Project duration	***from dd/mm/yyyy to dd/mm/yyyy***

Name of the public call	

Address of the applicant	

Phone number	

Fax number	

Contact person for this project	

E-mail and mobile phone number of the contact person	

Person authorized to sign the contract and changes on behalf of the applicant	

Authorized person's email	

Organization website	

Bank transaction account (16 figures)	
Name of the bank, address and place of the bank	

ID number (Tax administration identification number)	

SUMMARY

The input of the text field 1000+ characters should be enabled, where the user should describe the whole project.

II. DATA ON PREVIOUS ACTIVITIES

Entry of all individual projects should be enabled in the application; each project requires entry of a new form of below table. Then entry in the following form of the table with the following labels should be enabled:

<table>
<tr><td colspan="2">Project title:</td><td colspan="4"></td></tr>
<tr><td>Location</td><td>Total budget</td><td>Main implementer or partner</td><td>Donor</td><td>Amount per donor</td><td>Time frame</td></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Goals and results of the project</td><td colspan="4"></td></tr>
<tr><td colspan="2">Activities</td><td colspan="4"></td></tr>
</table>

Field of the activities

It is necessary to provide a list of labels and check boxes that the user will select with pre-defined activity values

☐ Activity 1

☐ Activity 2

☐ Activity 3

☐ Activity 4

Experience

The list with labels and checkboxes should be provided, which the user will selected with pre-defined activities values.

	Years of experience		Number of projects in the past 7 years		Assessment of total income during the past 7 years in thousand KM
☐	Less than one year	☐	1 to 5	☐	Less than 1
☐	1 to 3 years	☐	6 to 10	☐	From 1 to 5
☐	4 to 7 years	☐	11 to 20	☐	From 5 to 20
☐	Over 7 years	☐	21 to 50	☐	From 20 to 50
		☐	51 to 200	☐	From 50 to 100
		☐	201 to 500	☐	From 100 to 300
		☐	Over 500	☐	From 300 to 1.000
				☐	Over 1.000

Resources

Entry should be enabled in the following table form with the following labels:

Year	Total income	Balance as of the end of the year	Total debts of the organization
Previous year			
Year before the previous one			

Income sources in the past year, entry should be enabled in the following table form with the following labels:

	Source	Amount	Percentage (total percentage must be 100%)
☐	UN		
☐	EU		
☐	Governments of other states		
☐	BiH institutions		
☐	Governments of entities		

☐	Cantonal governments		
☐	Local authorities / municipalities / cities		
☐	International organizations / funds		
☐	Private sector / corporations		
☐	Membership fees		
☐	Sale of goods and services		
	Total		100%

Number of employees in your organization. Entry in the following table form with the following labels should be enabled:

Positions:	***Number of persons working full-time with indefinite time period employment contract***	***Part-time or service contract***
Management		
Administration and Finances		
Program staff		
Consultants		
Volunteers		

INTERNATIONAL PARTNERS *(half a page maximum)*
Input of 500+characters text should be enabled

SUPPORT

It is necessary to enable the entry of Institutions that recommend (support) the project, if support is provided; the form should allow the entry of several institutions that will be added in order and that will be assigned an ordinal number.

1.* ____*(Institution)

***Contact person:* ____**

***Phone* / email: ____**

2.* ____*(Institution)

***Contact person:* ____**

***Phone* / email: ____**

PROJECT PROPOSAL

Project goal *Entry of a text with 250+ characters should be enabled*

Results and activities *(maximum one page)*
A form for entry of the text with 1000+ characters should be enabled

Action plan

The entry in the following table form with the following labels should be enabled:

	Implementation month											
	1	2	3	4	5	6	7	8	9	10	11	12
RESULT 1.1 – state the title												
Activity 1.1.1 -												
Activities 1.1.2 -												
RESULT 1.2 – state the title												
Activity 1.2.1 -												
Activities 1.2.2 -												
RESULT 2.1 – state the title												
Activity 2.1.1 -												
Activities 2.1.2 -												
RESULT 2.2 – state the title												
Activity 2.2.1 -												
Activities 2.2.2 -												

Beneficiaries

Entry in the following table form with the following labels should be enabled:

Beneficiaries	Total	Women	Men	% from underprivileged groups
Direct beneficiaries				
Indirect beneficiaries				
Total				

Sustainability

Entry of the text with 500+ characters should be enabled

INTERNAL PROJECT MONITORING

Entry of the text with 500+ characters should be enabled

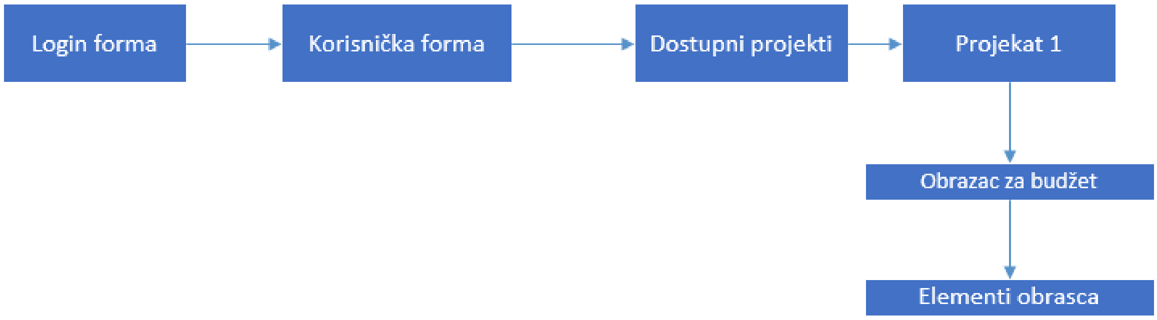
BUDGET

Entry of the text with 500+ characters should be enabled

Entry in the following table form with the following labels should be enabled:

No.	FINANCING SOURCE	AMOUNT
1.	Own funds	
2.	Funds of sponsors, donors	
3.	Funds of international organizations	
4.	Municipality funds	
5.	Funds of the city	
6.	Cantonal funds	
7.	Entity funds	
8	Funds of the Ministry of Civil Affairs	
9.	Funds from other sources	
	TOTAL	

4.1.1.1. 3.3.2. BUDGET FORM



Elements that the BUDGET FORM (Annex 2) and FINANCIAL REPORT FORM (Annex 6) consist of, are the following:

- PROGRAM EXPENSES
- PROGRAM SUPPORT EXPENSES / ADMINISTRATIVE EXPENSES

- BUDGET OVERVIEW
- FINANCIAL REPORTS

For each entity in which the entry of a certain Activities of the project is enabled, it is necessary that on the side (at the end of the line to be filled in) there is a button (attach) / upload / add which will enable upload of the scanned (described) document in .jpeg or .pdf format, whose name will be used later for reporting and whose content will be used to prepare Annex 6 of the financial report; more detailed explanation will be provided during the individual definition of each of the forms. On the form, entry of a new form should be enabled, as well as editing the existing form and deleting the entered (existing) form, with a warning message when deleting, that deleting the entry is permanent.

- PROGRAM EXPENSES

By clicking on the entry of a new one, the application must contain a form for entering the expenses required to fill in the following columns/labels, which are variable:

No.	Budget line	~~Quantity~~	~~Unit~~	~~Unit price~~	Total budget	~~Financing source~~	Funds required from the Ministry

In the columns: No., Budget line, quantity, unit, unit price, total budget, source of financing as well as the funds required from the Ministry.

Entry of unlimited number of items, i.e. different activities, more specifically, of the activities related to program staff and activities should be enabled. Each activity will be assigned its uniform ordinal number (1.1,1.2,..)

1	**Program staff**								
1.1									
1.2									
2	**Activity 1.1.1 – title**								
2.1									
2.2									

- ADMINISTRATIVE EXPENSES

The application should contain a form for entering expenses necessary to fill in the following columns/labels that are variable:

N	Budget line	Quantity	Unit	Unit price	Total	Financing	Funds required

o.					budget	source	from the Ministry

Unlimited number of items i.e. different activities should be possible to add in the lines.

1	**Financial and administrative staff**								
1.1									
2	**Support expenses**								

Every activity will be assigned its uniform ordinal number, the activities related to administrative staff, support expenses, etc.

- BUDGET OVERVIEW

						Total budget	Value of financing from other sources	Funds required from the Ministry

Program expenses			
Expenses of support to the program/administrative expenses			
TOTAL			

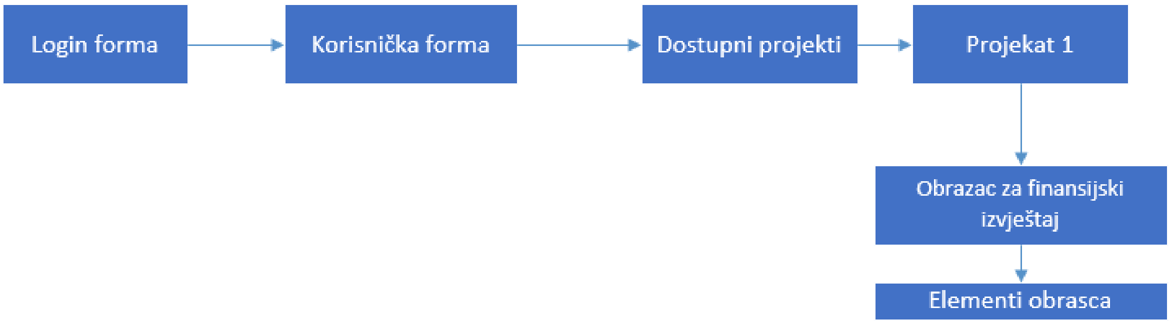
The total sum of all costs broken down by program and administrative costs, the amount of costs in the budget overview cannot be less or higher than the amount of costs per individual entries in the previous fields.

The amount in the total budget column must be equal to the sum of the entries in the form of program and administrative costs - total budget.

The amount in the column value of funding from other sources must be equal to the amounts in the columns of program and administrative expenses total from the column value of funding from other sources.

The amount in the column total Funds requested from the Ministry must be equal to the sum of the amounts from the columns total by program and administrative costs from the columns total.

4.1.1.2. 3.3.3.FINANCIAL REPORT FORM



Entering a new form, editing the existing one and deleting the entered (existing) record, with a warning message when deleting that deleting the entry is permanent should be enabled on the form.

- PROGRAM EXPENSES

The application should contain the form for input of expenses necessary to fill in the following columns / labels that are variable:

No.	Budget line	Total project budget	Contribution of the Ministry	Co-financing	Co-financing payments (contributions)	Spent	~~Balance~~

In lines Program staff, activities

1	**Program staff**						
1.1							
1.2							
2	**Activity 1.1.1 – title**						
2.1							
2.2							

- ADMINISTRATIVE EXPENSES

No.	Budget line	Total project budget	Contribution of the Ministry	Co-financing	Co-financing payments (contributions)	Spent	~~Balance~~

In administrative staff and support expenses lines.

1	**Financial and administrative staff**						
1.1							
2	**Support expenses**						

- BUDGET OVERVIEW

No.	Budget line	Total project budget	Ministry contribution	Co-financing	Co-financing payments	Spent	~~Balance~~

In the lines total program expenses, total administrative expenses.

Program expenses			
Expenses of program support/administrative expenses			
TOTAL			

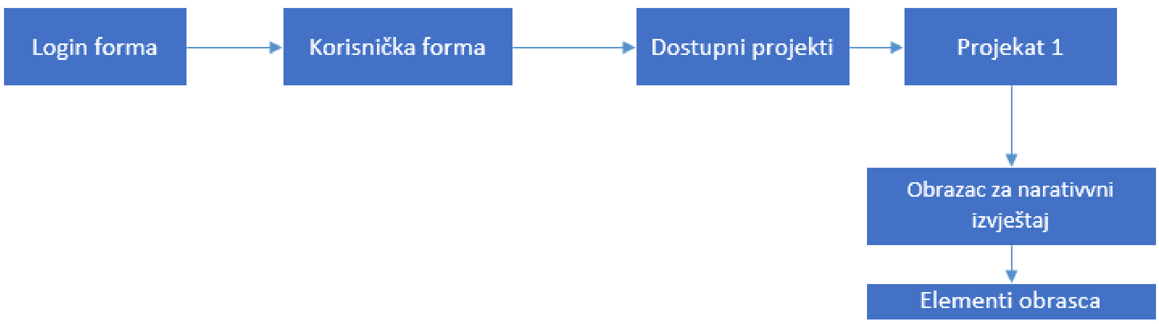
With every item, at the end of the entry, upload of the scanned document, described in the given activity should be allowed, and a report made on all additional documents sorted chronologically by dates.

Report on uploaded bills for justification of the activities with the following elements:

Bill no.	Date	Amount	Activity

A text field should be created free for the entry of the text that will serve for the report and description of the circumstances for justification why some of the forms have not been submitted.

4.1.1.3. *3.3.4. NARRATIVE REPORT FORM (Annex 5)*



Form – Narrative report represents a summary overview and a description of project implementation by activities, phases or goals. It contains the information about the problems, unforeseen effects and changes in the manner and the time of implementation of the activities envisaged by the project.

The application should include a possibility for creating the forms, editing the existing and deletion of the entered (existing) entity, with a warning message during deletion that deletion of the entry is permanent.

Form – Narrative report should include the following elements:

I. General data
II. Project summary and status
III. Implemented activities
IV. Accomplished results
V. Visibility
VI. Problems
VII. Activities for the next period
VIII. Budget

Each of the Form elements – Narrative report must be filled out in a way to make sure the form is valid, and could be considered a part of the Project; if some of the parts have not been completed, when pressing on the button submit, the application must return a message that the requested part has not been filled out and should highlight that part and return the cursor to the part that is not completed.

I. General Data

Name of public competition	
R Reported submitted by	
P Partner organization	
Na Project title	
Contract no.	
Pr Project locations	
Uk Total project budget	
Budget approved by this Ministry	
Uk Total co-financing amount	
Tr Project duration	*from dd/mm/yyyy to dd/mm/yyyy*
Period covered by this report	*from dd/mm/yyyy to dd/mm/yyyy*
Da Date of report submission	*dd/mm/yyyy*
Od Responsible person	

II. Project summary and status

II.1 Please list the achieved results and realized activities from the project and from the Activities Plan (add as many rows as necessary depending on the number of goals and results in the project):

Goal	
RESULT1	
Activity 1.1	
Activity 1.2.	
RESULT 2	
Activity 2.1	
Activity 2.2.	

II.2 Progress made (summarized description of implemented activities)

During the reporting period, the following activities were implemented; text field free for entry of the text with 500+ characters:

Implemented activities

Describe the implementation of the activities: provide details, dates, possible problems, who were the participants, partners and other actors involved. You can break down this activity in the description into sub-activities and number them. Numerical labels next to the activities should correspond to the goal, result, so that the activity related to goal 2, result 3 should be marked with number 2.3.1 for the first Activity, 2.3.1.1 for the first sub-activity within the first activity for this goal. If the sub-activity has beneficiaries who are different from the beneficiaries of other sub-activities then mark that sub-activity as the activity and enter the number of beneficiaries for that activity in the provided fields.

<table>
<tr><td>Activity</td><td colspan="6">1.1.1 <u>/Insert the name of the activity/</u></td></tr>
<tr><td>Achieved in %</td><td></td><td colspan="3">Status (on time or delayed)</td><td colspan="2"></td></tr>
<tr><td>No.of beneficiaries</td><td>No.of men</td><td></td><td>No.of women</td><td></td><td>No. of children</td><td></td></tr>
<tr><td colspan="7">1.First sub-activity

2.Second sub-activity

3.Third sub-activity</td></tr>
</table>

Depending on the number of activities, an additional table for each of the activities is opened.

RESULTS ACCOMPLISHED

*IV.1 The level of accomplishment of the results stated under section 1 (*textual descriptive field, 500 + characters)

IV.2. Additional unforeseen positive effects, (textual descriptive field, 500 + characters)

IV.2. Additional unforeseen positive effects, (textual descriptive field, 500 + characters)

IV.3. Success stories from local community, (textual descriptive field, 500 + characters)

IV.4 Overall beneficiaries of the project results

Beneficiaries	Total	Women	Men	% from underprivileged groups
Direct beneficiaries				
Indirect beneficiaries				
Total				

IV.5 State the number of events in the table below, sorted by categories as well as the related number of participants of such events.

Activity	Total no.of activities	Women participants	Men participants	Children participants
Meeting with governmental institutions				
Meeting with business sector				
Meeting with international/regional organizations				
Meeting with civil society organizations				

Meeting with citizens				
Workshop				
Conference				
Training/seminar				
Presentation				
Media event				
Monitoring of visits				
Study visit				
Program events (not mentioned above)				

VISIBILITY

State promotional activities that you had during the reporting period (published media articles, radio programs, interviews, web articles)

No.	Event	Media	Date	Place	Media type

ISSUES

Issue	Activity in solving the issue

ACTIVITIES FOR THE NEXT PERIOD

VII.1 In this part you should state the most important activities planned for the next period (textual descriptive field, 500 + characters)

VII.2 In this part please state the identified risks that could jeopardize the implementation of the activities planned for the next period.

Risk	Activity in minimizing the risk effect

BUDGET

VIII.1 Please insert the below stated values in Convertible Marks

1	**Total approved budget**	
2	Total amount of paid funds	
3	Total amount of spent funds	
4	Balance – amount of unspent funds	
5	Balance in the percentage (4/2*100)	

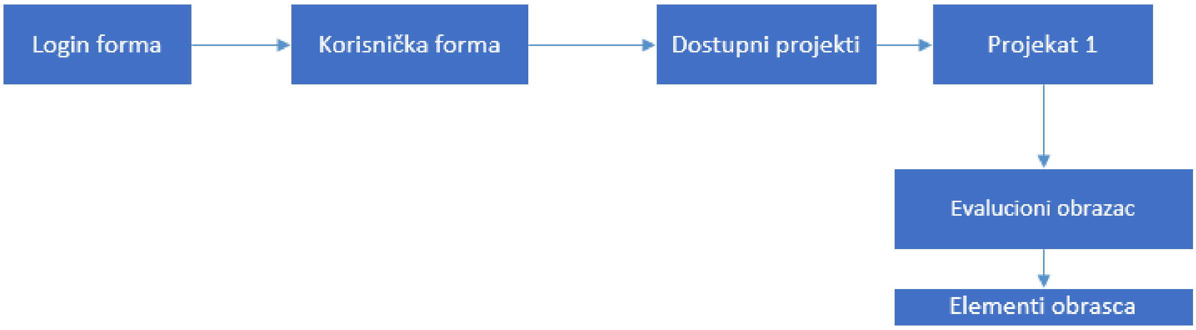
VIII.2 Explanation of the spending for the budget lines the balance of which is over 10 percent higher or less than what has been agreed/envisaged.

VIII.3 Proposed closure of financial construction in Convertible Marks.

No.	SOURCE OF FINANCING	AMOUNT
1.	Own funds	
2.	Funds of sponsors, donors	
3.	Funds of international organizations	
4.	Funds of the municipality	
5.	Funds of the city	

6.	Cantonal funds	
7.	Entity funds	
8	Funds of the Ministry of Civil Affairs	
9.	Funds from other sources	
	TOTAL	

4.1.1.4. 3.3.5. EVALUATION FORM (Annex 4)



The evaluation will be carried out in two steps. Meeting the criterion of the first step is a pre-condition of second-phase evaluation. The first evaluation step relates to the assessment of meeting the administrative and technical criteria for application, and the other to the assessment of the quality criteria.

Section	Maximum number of points **(minimum number of points is 0)**	Points
1. Thematic criteria	**60**	
a) Project goal **b) Preventive activities** **c) Mobile activities**	20	
1.2 Project contributes to the implementation...	10	
1.3	10	
1.4 Project results	10	
1.5 Project contributions	5	

1.6 Project enables	5	
2. Financial and operating capacities	**10**	
2.1 Do the applicant and the relevant partners have enough capacities to manage the proposed project (including the number of full-time employees, equipment and the period of experience from establishment to date)?	5	
2.2 Do the applicant and its potential partners have sufficient professional capacity to implement the project? Cooperation with other partners in order to achieve goals?	5	
3. Relevance	**10**	
3.1 To which degree is the project proposal harmonized with strategic, program and plan documents?	8	
3.2 To which degree does the project promote added values such as human rights, gender equality, work with the young, etc.?	2	
4. Effectiveness and feasibility of activities	**5**	
4.1 To what extent are the proposed activities appropriate, practical, realistically set and in line with the set goals and results?	3	
4.2 To which degree is the Activities Plan clear and feasible?	2	
5. Sustainability of activities and goals	**5**	
5.1 To what extent are the project activities sustainable in the financial and/or institutional sense?	5	
6. Budget and cost-effectiveness of the activities	**10**	
6.1 Do the activities correspond to the project value?	5	
6.2 To which degree is the expected expense and expected result ratio satisfactory?	3	
6.3 To what extent is the project co-financed from other sources?	2	

Mandatory design elements – Creation Tool, Project, Form, Element

The administration panel should also contain a section where it will be possible to design Projects, Forms and Form Elements as described in Chapter 2.4. of this document.

Configuration of the Project should be enabled to the Administrator through the use of the following options:

- Defining the necessary application forms with the appropriate titles, numbering and order of appearance and availability in the Application.
- Defining the necessary supporting documents required for the consideration and monitoring of the project and which are not part of the Additional Documents required for registration and verification of beneficiaries.
- Defining the necessary verification steps, ways to change the status of the project and methods of reporting during the project in cases where additional submission of documents, statements or participation of third parties who are not Users of the Application is required.

- Defining the necessary administrative steps that need to be implemented after designing the Project in the Application and before transferring the new Project to the status Available.

Configuration of the Form should be enabled to the Administrator through the use of the following options:

- Defining the required number and type of application elements with appropriate titles, numbering and order of appearance and availability in the Project.
- Defining the necessary logical checks within the elements and between the elements, which include options for checking numerical values on budget forms and financial statements, checking the filling of mandatory fields, checking the correctness of the logical flow of the Project status in relation to completed and submitted forms, etc.
- Defining graphic elements of the application form (headers, signatures, fonts, etc.)

Configuring Form Elements should be enabled to the Administrator through the use of the following options:

- Defining the type of element (text, numeric, tables, graphics, check box, drop-down list ...) based on which the way of displaying the element on the Form itself will be mapped, depending on the purpose of the element.
- Defining element constraints (number of characters, character type, table size, ...)
- Defining a list of values for elements of this type.
- Defining graphic characteristics of the element (insert logos, colors, items, bullets, etc.)

Mandatory Design Elements – Reports on Project Implementation

The application should enable designing of the report on project implementation which includes the following reports:

1. Financial report of an individual project:

- Overview of program expenses of the project
- Overview of expenses of support to the project program (administrative costs)
- Budget overview
- Overview of submitted bills for justification

2. Comparative budget overview

- Overview of budget program costs
- Overview of budget support costs (administrative costs)
- Overview of planned and realized budget per items

3. Project implementation report

- Overview of the goal and status of the project
- Overview of implemented project activities
- Overview of the activities for the next period
- Overview of departures from the planned budget in aggregate
-

4. Financial report on all active projects (By columns Beneficiary ID, Name of Beneficiary, Project ID, approved funds, spent funds, etc.)

Name of Beneficiary	Beneficiary ID	Project title	Project ID	Approved funds	Spent funds

5. Overview of all active Projects for all the beneficiaries (by columns Beneficiary ID, Name of Beneficiary, Project ID, project status, start date of the project, etc.)

Name of Beneficiary	Beneficiary ID	Project title	Project ID	Project status	Project Start Date

6. Overview of all active Projects for a specific Beneficiary

Name of Beneficiary

Project title	Project ID	Project status	Project Start Date	Approved funds

7. Overview of all active Projects for the specific Project instance (in case where there are several available Projects for the Beneficiaries)

Project title

Name of Beneficiary	Beneficiary ID	Project ID	Project status	Project Start Date	Approved funds

Key roles and mechanisms for managing the development and operation of the Application

After the selection of the contractor, it is necessary to appoint a Project Manager by the contractor who will be in charge of managing the entire project and communicating with the client. It is necessary to form a team for project implementation with clearly defined roles on the basis of 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 also be identified who will participate in the analysis, design and testing of the application (persons from the all three target institutions who work on contracting and monitoring the implementation of projects).

A Steering Committee should also be appointed, that consists of one or more representatives of the clients, contractor (company that will implement the Application), Team Leader of the EU4CS Project and Program Manager of DEUBiH, 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 warranty for a period of not less than 12 months, which will start to expire from the day of delivery of the software application solution, i.e. its putting into production, and which will guarantee the proper functioning. The Bidder guarantees that the delivered software application solution will work properly on the adequate infrastructure of the client and in accordance with the functional specifications and appropriate technical and technological characteristics.

The warranty 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 the event of any errors in the operation of the software application solution, the client will notify the implementer in a manner that will be specified in the contract and allow him to identify the error and eliminate the problem. The Client reserves the right to request, during contract negotiations, special operating procedures and access to the system in accordance with its security policy or other prescribed rules and operating procedures.

The maximum period for eliminating interruptions or errors in the warranty period is:

1 day for critical errors (which block the operation of the Application)

5 days for non-critical errors (which do not block the operation of the Application)

The required support period is a minimum of 12 months from the date of delivery.

Support includes:

Corrective maintenance - Corrective maintenance means all activities related to the detection and solving of possible errors and problems in the daily operation of the application at the technological level.

Cause Analysis - The detected problem is analyzed, and then the activities begin to eliminate the cause of the problem. The obligation of the bidder is to prepare the report on the analysis in an adequate form and to deliver it to the client as soon as possible.

Error correction - Elimination of system-related problems that may make it unusable in the business processes for which they are designed, or that may jeopardize the daily business of the client.

Change of legal regulations - harmonization of existing functions with legal regulations, to the extent that the change does not represent a new development

System monitoring - the bidder will provide periodic monitoring of the availability of systems that are the subject of this contract, on average twice a month, which includes analysis of logs, with suggestions for improvement as needed.

Preventive maintenance - As a consequence of monitoring the system, jointly by the professional staff of the client and the bidder, the activities will be identified in order to prevent problems in the operation of the Application. Preventive maintenance is performed quarterly.

Periodic reporting - In the form of quarterly reporting within which the handover of the summary quarterly report on the scope and type of engagement in the previous period will be performed, along with the report on preventive maintenance in the previous period.

Required manner of support provision

a) Through direct phone communication (07:30-15:30h or longer if necessary)
b) By email, land mail or the like.

Mandatory documentation during and after the development of the Application

In the process of developing the application, the following documents need to be prepared, which should be accompanied by the Minutes of the Receipt of the Document signed by the Team Leader of EU4CS project:

1. **Business analysis -** analysis of business processes of which the application will be a part, the role of the Application in these processes, the impact of the Application on current and future business processes, etc.
   User stories and test scenarios developed from these stories must be a part of the business analysis document.
2. **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 implemented in order 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 pre-conditions, List of tasks, etc.
3. **Project plan -** Clearly defined project plan that will be the basis for project implementation. It should contain a Description of the Job and the Activities, Schedule of Activities, Budget, Resources Engaged in the Project, Communication Plan, and a Risk Management Plan.
4. **Training plan** – training plan elaborated in detail for administrators and end users, which includes planning of training time, training locations, resources needed for training, etc.
5. **User's Guide for Administrators -** a detailed explanation of the application's functions, setup methods, required maintenance actions, required ways to define the Projects, Forms and Form Elements.
6. **User manual for the end user -** in written and video format, which contains an explanation of how to use the application, registration, filling out forms, reporting possible problems, etc.
7. **User Acceptance Tests Plan -** The UAT Plan with a detailed list of tests that include all application functionalities, quantitative and qualitative criteria, and test timing.
8. **FAF form for the needs of the EU4CS project.**

Task 2: Implementation
- Module implementation in accordance with the design and technology that is in accordance with the Project Plan and the adopted Job Description, which contains the documents of the business process and the model of information architecture.
- Identification, analysis and elimination of possible problems that may occur during the implementation
- Continuous reporting on progress during the implementation phase.

Task 3. Testing and training
- Implementation of the Application in the test environment and risk management in the process of project implementation
- Training and transfer of knowledge about the realized project to the users of the Application
- It is necessary to create a detailed plan and program for testing the System Module
- The client undertakes to provide and maintain the installation of a system instance intended for testing in a test environment - a separate environment from the production, and according to the basic parameters of the appropriate production.

Task 4. Training and production
- Implementation of the Application in the production environment and risk management in the process of project implementation.
- Detailed training plan and program for system administrators and end users.
- Initial configurations of the Application, creation of Administrator accounts, creation of the Project,
- Training assistance for end users

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

Three (3) target public institutions will provide facilities for meetings among project actors (Contractor, Contracting Authority and institution), the testing draft web platform, installation of the final version of web platform and training of staff of all three target public institutions for implementation of the web platform.

5. LOGISTICS AND TIMING

5.1. Location

Target institutions are located in Sarajevo, Mostar and Bihać so project results should be delivered at those cities.

5.2. Start date & period of implementation of tasks

The intended start date is January 17th, 2022 and the period of implementation of the contract will be 2 months from this date.

6. REQUIREMENTS.

6.1. Staff

Key experts

Key experts have a crucial role in implementing the contract. These terms of reference contain the required key experts' profiles. The tenderer must submit CV for the following key expert:

Key expert 1: Team leader
Qualifications and skills:
• University degree in IT, management or economy

General professional experience:
• Minimum 10 years of overall professional experience

Specific professional experience:
• Minimum 5 years of specific experience in IT projects
• Minimum three IT projects implemented

Expert must be independent and free from conflicts of interest in the responsibilities they take on.

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.

6.5. Incidental expenditure

N/A

6.6. Lump sums

N/A

6.7. Expenditure verification

N/A

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

Monitoring of project activities will be responsibilities of EU4Civil society project team.

8.1. Definition of indicators

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