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
As was outlined in the Bosnia and Herzegovina 2021 Report, "Limited progress was made in addressing the Opinion key priority 11 on *ensuring an enabling environment for civil society,* notably by adopting a new law on freedom of assembly in the Brčko District, broadly in line with EU standards. *Meaningful and systematic consultations with civil society* remain to be ensured as part of an inclusive policy dialogue. The adoption of a *framework for the transparent funding of civil society* organisations remains outstanding."

The country made no progress on addressing the Opinion key priority 12 on guaranteeing *freedom of expression* and of the media and the protection of journalists by ensuring the appropriate judicial follow-up to cases of threats and violence against journalists and media workers, and ensuring the financial sustainability of the public broadcasting system Also, f*reedom of assembly and of expression* remain restricted in the Republika Srpska entity, where activists of the 'Justice for David'movement have been subject to intimidation and judicial prosecution, and where a new crime of offence to the reputation of the Republika Srpska entity and its peoples was introduced in August 2021.
Also, BiH is at an early stage/has some level of preparation in the fight against *corruption*. No progress was made in addressing the Opinion key priority 7, the 2020 recommendations and the findings of the Expert Report on Rule of Law issues, which remain outstanding.

In summary, the main issues to be addressed are as follows: 1. The dialogue between the governmental and the non-governmental sector is weak and not institutionalised at all levels. 2. Citizens' participation in policy and decision making processes at local level is sporadic and not institutionalised. 3. Capacities of CSOs, particularly at grass-root level, remain low. 4. CSOs do not contribute sufficiently to fight corruption and support socio-economic development. 5. Media freedoms remain threatened and must be ensured and strengthened. Central strategies for Civil Society does not exist. Recently appointed, Advisory Body, members being nominated upon public call for CSOs organisation and academia, under the Council of Ministers of Bosnia and Herzegovina included in their plan development of National Strategy for Civil Society. A Charter on Cooperation between the Council of Ministers of Bosnia and Herzegovina and CSOs was signed in November 2017, unfortunately no visible and/or identified progress linked to Charter implementation.

1.5. Related programmes and other donor activities
Not applicable.

2. OBJECTIVES & EXPECTED OUTPUTS

2.1. Overall objective
The *overall objective* to which this action contributes is to address the problem of weak cooperation and dialogue between governments and civil society in Bosnia and Herzegovina.

The *specific objective* of this contract is to develop the RS Government's online tool for carrying out consultations aong RS Government (including the RS administrative bodies, ministries, republican administrative organizations, etc.) and civil society organizations, the public and other interested actors when drafting regulations and other general acts, strategic and implementing documents in accordance with the 'Guidelines for consultations in the drafting of regulations and other general acts' published in SLGL 86/2022 of the Government of the RS.

2.2. Expected outputs to be achieved by the contractor
The expected outputs of this contract are:

- Output 1: Created 'E-consultation Portal' , placed on the server defined by Government of RS, in line with content of Specific work (4.2 of this ToR) and approved by EU4CS and Government of RS (or institutions selected by the Government od RS),
- Output 2: Mandatory documentation during and after creating the Portal, in line with content of Specific work (4.2 of this ToR),
- Output 3: Source code(s) for target 'E-consultation Portal' submitted in full to the RS Government (or public institution selected by the RS Government) as their intellectual property,
- Output 4: Provided the needed trainings for usage of the 'E-consultation Portal' for the system administrators and end users.

3. ASSUMPTIONS & RISKS

3.1. Assumptions underlying the project

• Political support and will of the government levels of Bosnia and Herzegovina to continue with the democratisation and EU integration process in Bosnia and Herzegovina with the involvement of a strong civil society.

• Representatives of RS Government are responsive and effective in providing their feedback and cooperation within the development of 'E-consultation Portal'.

• No further restrictions related with Covid-19 or similar health issues arise.

3.2. Risks

- Some governments may have concerns about CSOs dealing with politically sensitive matters.
- Sufficient number of IT experts available on realisation of the contract.
- The overall political situation and establishment of the governments on all levels upon the 2022 elections could influence implementation of the proposed activities.

4. SCOPE OF THE WORK

4.1. General

4.1.1. Description of the assignment

Realization of the assignment will address the problem of weak cooperation and dialogue between governments and civil society in Bosnia and Herzegovina. It is expected that the 'E-consultation Portal' will serve as a platform for communication between RS administration bodies that prepare regulations and other general acts with interested actors (institutions, civil society organizations, citizens, the business sector, etc.) and then as a tool for communication with the public.

Assignment should take place 6 months and comprise a number of differing but complementary components. These include 4 phases including (a) analysis and design, (b) realization, (c) testing and conducting training and (d) training and production. The required period of support is a minimum 12 months, from the date of delivery.

In terms of design, the Portal must meet the following requirements:
- Clean, simple and reviewed design in accordance with and according to the reputation of the existing web presentations of the Government of the RS, ministries and other institutions.
- Customizable design for display on desktop, tablet and mobile devices. The use of the Bootstrap/CSS framework is required with the aim of standardizing UX elements and facilitating later maintenance.
- Implementation of basic SEO standards for publicly available pages (titles, meta tags, <H> tag structure, alt tags, URL rewrites, size-optimized images, widget).
- Implementation of solutions that will monitor the statistics of visits, published regulations, conducted consultations as well as all other statistical indicators of importance for process monitoring.

Also, it is necessary that the Portal (individual page) contains the following elements and according to the need or purpose of the individual pages:
- Header (header) top of the web page.
- Menu (as the most effective form of navigation organization and one of the most important elements on which the functional structure of the portal depends).
- Content.
- Sidebar (Sidebar).
- Footer with technical information and links to pages: Terms of Use, Copyright, Privacy Policy and data protection, Disclaimer and organization information. At the end of the footer, it is necessary to state information about copyright protection and the name of the company that created and maintains the Portal.

It is necessary for the portal to ensure the protection of user data according to GDPR standards as well as according to the applicable laws and other regulations in the Republic of Srpska and Bosnia and Herzegovina, and to be hosted on the infrastructure of the Data Centre of the Government of the RS (in accordance with the rules of the General Secretariat of the Government of the RS for hosting the Portal, which is necessary to respect), with the recommendation of the application of mechanisms to protect against attacks and security breaches, including:
- Sanitization of all data to prevent XSS and SQL injection
- Using up-to-date methods for connecting to the database, to prevent SQL injection (prepared statement)
- Authentication for using web services (accept internal web services only from permitted IP addresses, authenticate external web services in accordance with best practice)
- Disabling CSRF (Cross Site Request Forgery)
- Validation and prevention of un-validated redirects and redirects (restriction of redirects only to allowed domains)

- Disabling XML External Entity (XXE) processing
- Custom 404 page
- It is recommended that passwords in the Portal database be kept according to OWASP security recommendations.

The contractor of the Portal undertakes to hand over to the user the complete code, database scheme, documentation and access rights created during the development of the Portal, as well as to expressly recognize all industrial and intellectual property rights on all items that are the subject of procurement, and to undertake not to use intellectual property except for the purpose of executing the contract.
More detailed description of the of the tasks are defined with the 4.2.   Specific work of this ToR, which needs to be addressed fully.

A particular challenge is maintaining needed dynamic in regards to development the Portal due to availability of needed IT experts (from the contractor side) and competent representatives of RS Government which may affect the project implementation plan. This fact should be taken into account when defining project's time frame and dynamic of realization.

The value of the offer must not exceed the gross amount of 60,000.00 BAM (30,677.5,00 EUR). Service providers should offer a total price for the services listed in the technical offer. The price offered includes the implementation of the services described as well as any associated costs, e.g. transportation, logistics, material costs, etc. when necessary.

4.1.2. Geographical area to be covered
Republic of Srpska, Bosnia and Herzegovina

4.1.3. Target groups
- The Secretariat for Legislation of the Republika Srpska,
- The Government of the Republika Srpska,
- All ministries of the RS,
- Administrative organizations and
- Other entity's public institutions of the Republika Srpska.

4.2. Specific work
Description of the 'E-consultation Portal
The portal is primarily intended as a platform for communication between the Republic administrative bodies that prepare regulations and other general acts with stakeholders (institutions, civil society organizations, citizens, business sector, etc.) and then as a tool for communication with the public. The portal will function on the principles of transparency, timeliness and adaptability.

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

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

The Portal should follow clear internal structures and connections of content as well as all other elements in order to create a functional, modern and interactive online portal open to a wide audience.
The initial idea requires a clear idea about the elements of the site, such as the number, type and structure of pages, the internal architecture of the site and the concept of the site as a whole. Every visitor to the site expects a clear network of elements and clearly organized parts for easy and quick navigation through the Portal, sections and contents.
The Portal must meet the following design requirements:
-        Clean, simple and structured design in accordance with and modeled after the existing web presentations of the RS Government, ministries and other institutions

- Adaptive design for display on desktop, tablet and mobile devices. The use of the Bootstrap/CSS framework is required aiming at UX elements standardization and subsequent easier maintenance.
- Implementation of basic SEO standards for publicly available pages (titles, meta tags, structure of <H> tags, alt tags, rewrite URLs, images optimized for size, widget).
- Implementation of solutions that will follow the statistics of visits, published regulations, conducted consultations as well as all other statistical indicators of importance for process monitoring.

The preferred site architecture should follow the following levels:
- Homepage
- Categories (or sections)
- Subcategories (if needed)
- Individual pages and posts

The content itself can be approached from the aspect of grouping or isolation, grouping or placing content in the same category according to their closeness, isolation or building groups whose contents communicate only within their category.

The Portal (i.e. the individual page) should contain the following elements, according to the need or purpose of the individual pages:
- Header - top of the web page. The header should preferably contain the logo of the RS Government, which is always in the same position within the header.
- Menu as the most effective form of navigation organization and one of the most important elements on which the functional structure of the portal depends. It is very important that the menu is properly positioned and organized so that visitors and users of the portal can find their way around easily. Navigation can be horizontal, vertical or combined.
- Content. This most important element of the portal represents its essence, and it is necessary to provide standard ways to enter text, images, tables and other content. A template for input and detailed display of data should be created, with uniform basic form elements: text, drop-down menu, checkbox, date field, date from-to field. It is recommended that text and date fields support the application of "input mask" constraints (a predefined format for data entry) - where reasonable. The goal is to minimize the possibility of incorrect input.
- Sidebar usually contains navigation, additional and highlighted information.
- Footer should contain technical information and links to the pages: Terms of Use, Copyright, Privacy Policy and Data Protection, Disclaimer and data on organization. At the end of the footer, it is necessary to state information about copyright protection and the name of the company that created and maintains the Portal.

A standard SSL certificate should be purchased by the contractor who should also install it. The annual renewal of the SSL certificate is the supplier's responsibility in the first five years of use (the total price of the certificate renewal should be included in the bid). After the expiration of the five-year period, the maintenance of the certificate passes to the responsibility of the User.

It is recommended that the Portal implement mechanisms to protect against attacks and security breaches, including:
- Sanitization of all data to prevent XSS and SQL injection
- Using up-to-date methods for connecting to the database, to prevent SQL injection (prepared statement)
- Authentication for using web services (internal web services should be accepted only from permitted IP addresses, and external web services authenticated in accordance with best practice)
- Disabling CSRF (Cross Site Request Forgery)
- Validation and prevention of invalidated redirects and forwarding (restricting redirects to allowed domains only)
- Disabling XML External Entity (XXE) processing
- Custom 404 page

- It is recommended that passwords in the Portal database be stored according to the OWASP security recommendations.

The contractor should organize penetration testing of the General Secretariat of the RS Government rules and other standards (NIST SP800-115 and OWASP principles) and according to the scenarios approved by the user, documenting the results in the form of reports and proposals for improving the security of the Portal and related systems

The Portal should ensure the protection of user data according to GDPR standards as well as according to the applicable laws and other regulations in the Republic of Srpska and Bosnia and Herzegovina.

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

The contractor will submit the official list of his authorized persons on the Portal in a timely manner. The contractor on the Portal will treat the submitted accesses as a business secret with a signed statement that will be delivered to the employees of the selected contractor.
The Portal should be hosted on the infrastructure of the RS Government Data Center. The user is obliged to provide funds for the domain lease. The rules of the RS Government General Secretariat for hosting the Portal should be observed.

The contractor for works on the Portal undertakes to hand over to the user the complete code, database schema, documentation and access rights created during the development of the Portal. The contractor further undertakes to expressly recognize all industrial and intellectual property rights on all items that are the subject of procurement and undertakes not to use intellectual property except for the purpose of contract implementation. The code storing mode, the method of transferring the code and the data required for its use will be subject to direct agreement between the contractor and the user.

Public part of the portal
The public part of the Portal has been designed as a part of the Portal where the basic functionalities related to the consultation process, available information, news and documents of importance to the public will be available. The purpose of the public part of the Portal is to make the consultation process transparent. The Portal should preferably contain mandatory pages (organized in functional units):
- Home page – Contains an introduction, navigation to other pages, links to thematically related portals or applications of the RS Government or other institutions.
- Plans of legislative activities - Tabular representation of the plan of legislative activities of the Government and the republic's administrative bodies, activity plans of other institutions whose documents will be submitted to the public consultation process through the eKonsultacija portal. The functionality of downloading the plans by using the link posted on the page itself without redirection should be enabled.

The functionality of the division of plans by institutions, areas and levels of government should be enabled.

It is necessary to enable the functionality of searching the plans according to the institution that creates them, the time of publication and keywords.
- Consultation plans - Presentation of the organization of activities for an individual regulation or a general act, which should contain: Name of the regulation/act, the institution proposing the act, the person in charge of monitoring consultations on behalf of the institution, the deadlines in which the process will take place, and the document itself to which the consultations relate.
- Consultations – A page where an overview of active and completed consultation processes will be enabled. It is necessary to create a mask in which it will be possible to display the consultation process in a table that contains: Name of the process-document that is the subject of the consultation, start date of the process, the person in charge of the process on behalf of the institution, the stage of the process and a special link (button) that leads to the mask for leaving comments on the document.

The mask for leaving comments should be pop-up based and contain in the header the name of the process/document to which the comment refers, the date on which the comment was created, and the name of the person making the comment (user name). Saving, exporting and printing of the comment should be enabled.

It is necessary to enable the functionality of exporting and printing all comments made on the same regulation or act. It is necessary to enable the functionality of time filtering of given comments so that a periodic overview can be made in processing them.

- Other – A page that will contain the links to instructions for using the portal, clarifications of the public consultation process, laws and other acts regulating the field of public consultation, etc.

- Login – The page where users will be able to log in to the portal using the email address based on which the user account was created as well as the related password. Alternatively, it is necessary to enable the authentication mechanism through a qualified e-signature in accordance with the law governing electronic signatures. For users who do not have a user account on this page, registration functionality should be enabled. The portal should provide a registration form that will be implemented through the entry of an e-mail address to be used for verification of registration on the system, as well as a username and password for future access to the system (sufficient number of characters in accordance with good practice). After entering the required data and confirmation by the person performing the registration, the Portal generates an e-mail message for registration verification that contains a link for verification and sends it to the previously indicated e-mail for registration verification (e-mail of the Portal administrator). After successful registration, the username and password for access to the Portal as well as pre-prepared instructions for using the Portal (document in pdf format) are sent to the e-mail for verification).

The Portal should assign a unique identifier to the user, which will be used in user management processes and possible creation of reports.

- Header and Footer - They need to contain graphic and functional elements according to good practice, the coat of arms of the RS Government, contact information or a special contact form, a designation that the portal is a EU-funded project, etc.

Internal part of the portal

The internal part of the portal is designed as a functionally separate part of the portal that will be used by portal administrators and portal users from the institutions that propose documents. The internal part of the Portal should meet the design requirements in terms of clear content, ease of use and adequate structure. The internal modules/tabs/sections of the Portal should contain a header, footer and options for setting menus and content analogously and design-wise as for the public part of the Portal.

The internal part of the portal will enable user registration, user management, documentation management, inviting interested parties to participate in the public consultation process, collecting comments on documents and exporting them, sending responses to interested parties. The portal should therefore contain the following pages (Users, Plans of consultations - Administration, Consultations - Administration, Plans of legislative activities - Administration, Other - Administration) organized in tabs or in a similar clear way.

- Users – The portal should enable user registration and classification. When creating a user, it is necessary to offer an option where the user will be able to give permission for data collection, processing and use.

Users must be classified in the following categories:

a) Natural person - The data required for the registration of a natural person are: Name, Surname, Date of birth, Contact phone number, Email address, password. The functionality which enables to select the institution and/or area for which the person wants to follow the consultation process should be created. Only the public part of the portal is available.

b) Legal entity – Name, Address, Contact phone number, Email address, password. It is necessary to enable the functionality to select the institution and/or area for which the person wants to follow the consultation process. Only the public part of the portal is available.

c) Official of the Government or institution of the Republika Srpska - Name, Surname, Date of birth, Contact phone number, Email address, password. Name of the institution, Position in the institution, Contact of the institution. It is necessary to enable the functionality to select the institution and/or area for which the person wants to follow the consultation process. For this category of users,

access should be provided to the internal part of the portal if the institution where they work appoints them as persons in charge of monitoring the consultation process. The public part of the portal is available to them. The administrator can assign a responsible person role to this type of user. After that, these categories of users are given access to the internal part of the Portal, as well as the option to be assigned as responsible persons for the individual public consultation process.

d) Administrator – The type of user that will be created during the initial setup of the portal, with access to the code, database and all functionalities.

- Consultation Plans - Administration - The functionality of publication, editing and modification of Plans of legislative activities should be enabled. Functionalities should include:
a) upload a table containing consultation plans or a form that allows,
b) changing the table/form in which the plan is presented,
c) setting the location where the document will be located, etc.
The detailed requirements needed to create this part of the portal must be collected through the Business Analysis process and entered into the Scope of Work document.
- Consultations - Administration – The following functionalities should be enabled:
a) starting the public consultation process with the addition of a responsible person,
b) establishing regulations and general acts to which the public consultation process relates,
c) collection of comments received by an individual process,
d) processing and exporting comments collected in the process,
e) sending a reply to an individual user or a predefined group of users (grouped according to the institution or area they follow).
The detailed requirements needed to create this part of the portal must be collected through the Business Analysis process and entered into the Scope of Work document.
- Plans of legislative activities - Administration – The following functionalities should be enabled:
a) upload of a table containing plans of legislative activities or a form that enables it,
b) changing the table/form in which the plan is presented,
c) setting the location where the document will be located, etc.
The detailed requirements needed to create this part of the portal must be collected through the Business Analysis process and entered into the Scope of Work document.

- Other - Administration - The following functionalities should be enabled:
a) posting the instructions for using the portal,
b) posting the documents that contain the clarification of public consultation processes,
c) posting the laws and other acts regulating the public consultations field

Processes on the portal
The functionalities of the Portal should enable the development of the following key processes:
1. Publication of Legislative Activity Plans
2. Publication of Consultation Plans
3. Conducting public consultations
4. Collection and processing of comments after the public consultation procedure
5. Sending a reply to an individual user or a predefined group of users.
6. Creation and classification of portal users.
7. Other processes required for the implementation of the public consultation process through the eKonsultacije portal will be identified and described in detail in the Business
Analysis process and entered in the Scope of Work document.

1. Publication of Legislative Activity Plans
Posting of the Plan of legislative activities in the form of a table or in another form acceptable to the user should be enabled on the appropriate internal page of the portal. Uploading of the document in the original electronic form should be made possible. On the public part of the portal, it is necessary to enable the review of plans and their download. It is also necessary to enable the archiving of plans as well as the comparative display of plans active in the same time interval.
2. Publication of consultation plans

It should be possible to enable posting of the Consultation Plan in the form of a table or in another form acceptable to the user on the appropriate internal page of the portal. Uploading of the document in the original electronic form should be made possible. On the public part of the portal, it is necessary to enable the review of plans and their download. Also, archiving of plans as well as the comparative display of plans active in the same time interval should be enabled.

3. Conducting public consultations

Posting of a specific regulation or a general act and the accompanying information necessary for monitoring and realization of the public consultation process should be possible to do on the appropriate internal page of the portal. After that, it is necessary to send an invitation to participate in the public consultation process for users of the portal who, during registration, are classified as interested parties for certain areas or institutions that are preparing the regulation. The calling process is expected to be reasonably automated. The regulation that is the subject of public consultations should be available on the public part of the portal, subsequently it is necessary to enable the collection of comments on the posted regulation through a separate form that contains the elements described in the section Public part of the portal – Consultations.

4. Collection and processing of comments after the public consultation procedure

Collection of the received comments on an individual regulation or general act should be possible only on the internal page of the Portal. Received comments should be stored in appropriate tables or other structures that allow processing, categorization and export of comments. During processing and export, the comments should retain all the attributes and accompanying information that were created when the comments were created. After the end of the individual process of public consultation, processing of received comments, creation of the Statement on the implemented process and conclusion of the process, the portal should enable the functionality of archiving the process, comments and responses. A process that is archived should not be subject to change

5. Sending a reply to an individual user or a predefined group of users.

The Portal should have the functionality of sending a response to an individual user or a group of users after the completion of the comment processing process as per an individual public consultation process. It should be possible to send a response to an individual user via the email used for registration or to a group of users formed according to the Institution and the legislative area they follow. The answer can be sent using a form or a mailing list. Options for sending answers are only available to the responsible person in charge of the individual public consultation process.

6. Creation and classification of portal users

The Portal should enable the creation and classification of users according to the description and division in the manner described in the section of this document Internal part of the portal - Users. The functionality of changing the user's data, changing the user's category, as well as changing the email address that the user uses in communication should be enabled. The creation of new categories of users of the Portal should also be enabled according to the needs of the Secretariat for Legislation of the RS Government.

Application development methodology
Basic methodological principles of application creation

Taking into account the nature, goals and purpose of the project, the preferred method of project implementation is implementation using Agile principles in project management and software development. The contractor is expected to apply a proven technique of agile principles such as Scrum, Extreme programming, Lean or Kanban. Accordingly, it is necessary to provide qualified and certified personnel, apply agile techniques, create accompanying documents and deliver a high-quality, fully functional product.

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

In the event that the contractor and the client choose a different or hybrid method of implementation, the following phases must be clearly planned and executed in the process of creating the Portal:

Phase 1: Analysis and Design
- Specification of business processes through the functional specification of requirements by the client and direct interaction with the executor
- Identification, elaboration, specification and presentation of business processes, entities, rules, actors and events
- Integration of the functionality of the required data exchange on the Portal or with the client's external modules in accordance with the capabilities of the client's existing software solutions.
- Creation or modification of the business process model in accordance with the previous analysis.
- Creation of a document describing the business process in accordance with the previous analysis and its adoption by the client.
- Identification, elaboration, specification and presentation of components, applications, systems, services, data sources.
- Creation of the information architecture model in accordance with the previous analysis and its adoption by the client.

Phase 2: Realization
- Realization of the module 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 translation process and the information architecture model.
- Identification, analysis and elimination of possible problems that may occur during the realization itself
- Continuous reporting on progress during the implementation phase.

Phase 3: Testing and training
- Implementation of the Portal on the test environment and risk management in the project realization process
- Training and transfer of knowledge about the implemented project to users of the Portal.
- It is necessary to create a detailed plan and program for testing the Portal.
- The client undertakes to ensure and maintain the installation of the Portal instance intended for testing in a test environment - a separate environment from the production one, and according to the basic parameters corresponding to the production one.

Phase 4: Training and production
- Implementation of the Portal on the production environment and risk management in the project realization process. It is necessary to determine the test period after which the warranty period begins.
- Detailed training plan and program for system administrators and end users.
- Initial configurations of the Portal, creation of Administrator Orders, creation of the Public Consultation Plan, Initiation of the ongoing public consultation process.
- Assistance during training for end users

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

After selecting the contractor, a Project manager on the contractor's side should be appointed who will be in charge of managing the entire project and communicating with the client. A project implementation team should be formed with clearly defined roles on the basis of which the appropriate level of access will be provided (access to the premises, VPN, etc.).

On the client's side, a contact person should be appointed who will be in charge of communication with the contractor, internal direction of the client's resources, organization of necessary activities on the client's side during the project term, etc. On the client's side, it is necessary to identify the key

users who will participate in the analysis, design and testing of the application (representatives of the RS Government Secretariat for Legislation and other relevant institutions).

It is also necessary to appoint a Steering Committee which should consist of one or more representatives of the client (Republican Secretariat for Legislation in the capacity of the client, the Ministry of Scientific and Technological Development, Higher Education and Information Society and the RS Government General Secretariat, in the capacity of support to the client), a contractor (companies that will implement the Portal) and EU4CS Team Leader whose task will be to verify key points on the project, approve transactions and manage risks during the project

The selected bidder is obliged to provide a guarantee for a period of no less than 12 months, which starts from the day of delivery of the Portal, i.e. its commissioning, which guarantees correct functioning. The bidder guarantees that the delivered Portal will work correctly on the client's adequate infrastructure and in accordance with the functional specifications and appropriate technical and technological characteristics. The guarantee implies the bidder's obligation to eliminate any interruption or error in the operation of the delivered Portal, under normal conditions of exploitation. If any errors in the operation of the Portal occur, the ordering party will inform the implementer about this in a way that will be specified in the contract and enable him to identify the error and eliminate the problem. The client reserves the right to require special work procedures and access to the system in accordance with its security policy or other prescribed work rules and procedures.

The maximum deadline for eliminating interruptions or errors within the warranty period is:
  1 day for critical errors (which block the operation of the Portal)
  5 days for non-critical errors (which do not block the operation of the Portal)

The required period of support is a minimum of 12 months, from the date of delivery.
Support implies the following:
Corrective maintenance - Corrective maintenance means all activities related to detecting and solving possible errors and problems in the daily operation of the Portal at the technological level.
Root cause analysis – The discovered problem is analyzed, and then the activities to eliminate the cause of the problem begin. It is the obligation of the bidder to prepare an analysis report in an adequate form and to deliver it to the ordering party in the shortest possible time.
Correcting errors – Eliminating problems related to the system that can make it unusable in the business processes for which they were designed, that is, that can threaten the client's day-to-day operations.
Change in 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 the systems that are the subject of this contract, on average twice a month, which includes log analysis, with the suggestions for improvement as needed.
Preventive maintenance - As a result of monitoring the system, activities will be identified jointly by the professional staff of the ordering party and the bidder in order to prevent problems in the operation of the Portal. Preventive maintenance is performed quarterly.
Periodic reporting – In the form of quarterly reporting, within which the summary quarterly report on the scope and type of engagement in the previous period will be handed over with the report on preventive maintenance in the previous period.

Required way of providing support
a) through direct telephone communication (08:00-16:00) h or longer if necessary
b) via electronic communication, mail or similar.

Mandatory documentation during and after creating the Portal

In the process of creating the application, the following documents need to be created, which should be accompanied by the Document Receipt Record signed by the EU4CS Team Leader of the project:
-        *Business analysis* – analysis of business processes of which the application will be a part, the role of the Portal in those processes, the impact of the Portal on current and future business processes,

etc. User stories and test scenarios developed from those stories must be part of the business analysis document.

\- *Job description* - Scope of work - a document that will consolidate the requirements collected during the analysis of business processes and define the activities that must be carried out in order to achieve the project's goals. The document should contain minimum elements: Background and explanation of the project, Expected goals and targets, List of limitations and assumptions, List of tasks....

\- *Project plan* – A clearly defined project plan that will represent the basis for the realization of the project. It should contain a Description of Work and Activities, Schedule of Activities, Budget, Resources Engaged in the Project, Communication Plan and Risk Management Plan.

\- *Training plan* – a detailed plan for training administrators and end users that includes planning of training time, training location, resources needed for training, etc.

\- *User manual for administrators* - detailed explanation of Portal functions, setup methods, necessary actions for maintenance, necessary methods for defining plans, activities and other processes and entities

\- *User manual for the end user*s - in written and video format, which contains an explanation of how to use the Portal, register, fill out forms, report potential problems, etc.

\- *User Acceptance Tests* – Plan of UAT now with a detailed list of tests that include all functionalities of the Portal, quantitative and qualitative criteria and testing schedule.

\- *FAC form* for the needs of the EU4CS project

\- Other technical documentation relevant to the operation, maintenance and development of the system.

4.3. Project management
4.3.1. Responsible body
The body responsible for the implementation of the contract will be the EU4CS Team Leader.

4.3.2. 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.

Also an Steering Committee will be appointed, consisting of representatives of the client (e.g. the RS Secretariat for Legislation, RS Ministry of Scientific and Technological Development, Higher Education and Information Society, the General Secretariat of the Government of the RS, etc.), contractor (company that will implement the Portal) and Team Leader EU4CS whose task will be to verify key progress points on the project and manage risks during the project.

4.3.3. Facilities to be provided by the contracting authority and/or other parties
RS Secretariat for Legislation will provide facilities for meetings among project actors (Contractor, Contracting Authority and institution), installation of the final version of the Portal and training of staff of public institutions for implementation of the Portal.

5. LOGISTICS AND TIMING

5.1. Location
Target institutions are located in Banja Luka so project results should be delivered at this city.

5.2. Start date & period of implementation of tasks
The intended start date is November 28, 2023 and the period of implementation of the contract will be 6 months from this date. Please see Articles 19.1 and 19.2 of the special conditions for the actual start date and period of implementation.

6. REQUIREMENTS

6.1. Staff

Note that civil servants and other staff of the public administration of the partner country, or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. The justification should be submitted with the tender and shall include information on the added value the expert will bring as well as proof that the expert is seconded or on personal leave.

6.1.1. 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 3 years and preferably 6 years of specific experience in IT projects
• Experience in working on providing technical assistance to public institutions in Bosnia and Herzegovina is to be considered as an advantage.

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

6.1.2. Other experts, support staff & backstopping

CVs for experts other than the key experts should not be submitted in the tender but the tenderer will have to demonstrate in their offer that they have access to experts with the required profiles. The contractor shall select and hire other experts as required according to the needs. The selection procedures (if appropriate) used by the contractor to select these other experts shall be transparent, and shall be based on pre-defined criteria, including professional qualifications, language skills and work experience.

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

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 English in one original:

- **Draft final report** of maximum 15 pages (main text, excluding annexes). This report shall be submitted no later than one month before the end of the period of implementation of tasks.

- **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 10 days after receipt of comments on the draft final report.

7.2. Submission and approval of reports

The report referred to above must be submitted to the Contracting Authority/Team leader identified in the contract. The Contracting Authority/Team leader is responsible for approving the reports.

8. MONITORING AND EVALUATION

8.1. Definition of indicators

The project will be monitored and supervised by Contracting Authority/Team leader, which will monitor the implementation of the project on the basis of project visits, meetings with the beneficiary institutions and regular communication with the Contractor implementing the project.

The timely, accurate and quality delivery of the results in line with the agreed timetable will be considered as the indicators of accomplishment.
The project shall be required to assist the Monitors with the provision of information.

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