TERMS OF REFERENCE

FOR DEVELOPMENT AND IMPLEMENTATION

of “Dijaspora BiH” WEB PORTAL

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1 General Information

The International Organisation for Migration (IOM) Mission in Bosnia and Herzegovina (BiH), in cooperation with the Ministry for Human Rights and Refugees of BiH (MHRR) is looking for a local Consultancy to design, prepare, develop, maintain and host an interactive web platform “Dijaspora BiH” to be developed within the framework of the Mainstreaming the Concept on Migration and Development into Relevant Policies, Plans and Actions in BIH: Diaspora for Development (D4D) project (2016-2020), supported by the Government of Switzerland and implemented by the International Organisation for Migration (IOM) in Bosnia and Herzegovina, United Nations Development Programme (UNDP) in Bosnia and Herzegovina, in partnership with the Ministry for Human Rights and Refugees of Bosnia and Herzegovina (MHRR), as per the enclosed Terms of Reference (ToR).

The main objective of this activity is to create a platform for a two-way communication between BiH diaspora organizations and individuals, as well as with homeland institutions.

The platform will unite members of the BiH diaspora in a virtual community that will provide the opportunity for diaspora members to initiate and maintain contact among each other, using one single platform. With this web platform BiH diaspora shall have the possibility to share their experiences from abroad, their ideas and expertise in their respective professional fields, exchange and virtually transfer knowledge and skills, and promote initiatives of diaspora for the development of their country of origin. The Diaspora portal and in particular, the crowdsourcing forum shall enable diaspora members to see the impact in real time by updating the postings, images and video files on computers and mobiles. This Platform shall increase the trans-border cooperation between Diaspora members and their partners from other countries, in particular from their country of origin. The members of Diaspora shall use the platform to find one another, using it as a forum to identify the problems, common needs and solutions.

On the other hand the platform will also be utilized by BiH institutions of all levels and entities as a communication platform to share information, consult with the diaspora via public consultations and provide updated information about rights and access to services in BiH, including online services. Information shall be divided in categories and themes in conformity with the necessities and areas of Diaspora interests.
The Portal shall be launched no later than in 5 months (100 working days) from the date of signing the Contract on services provided. The offer shall contain the technical concept of the platform, cost of services, company and its members’ CVs, recommendation letters from three beneficiaries of the IT Company.

2 References and Legal Aspects

The Portal shall be operating within the juridical and normative framework of Bosnia and Herzegovina and shall be in conformity with the laws and regulations of the information systems development domain and the life cycle of software products. It also has to respect the local regulations and laws related to data privacy.

2.1. Juridical and Normative Framework of Bosnia and Herzegovina

- Law on Protection of Personal Data ("Official Gazette" no. 49/06, 76/11 and 89/11)
- Instructions of the Council of Ministers on the development and maintenance of official websites of institutions of Bosnia and Herzegovina ("Official Gazette" No. 21/09)
- The decision to adopt documents on the use of electronic communications networks in the institutions of Bosnia and Herzegovina ("Official Gazette" No. 27/14)

Decisions and area of available solutions are modelled by related normative acts of Bosnia and Herzegovina, as well as by international standards and practices in the field such as:


2.2. Internet Standards:

- Standards published by Internet Engineering Task Force (IETF), http://www.ietf.org/
Mobile access standard pursuant to http://www.w3.org/Mobile/
OWASP security recommendations for developing web applications https://www.owasp.org
W3C accessibility standards https://www.w3.org/standards/webdesign/accessibility

3 Features and Functions of the Web Platform

The „Dijaspora BiH“ Portal shall have seven sections, their functionality and content are described below:

1. **Section Informative Part** will enable the presentation of news and articles as well as all other types of multimedia content, grouped into appropriate categories, presented in the form of classic web portal with news. It is necessary to provide basic search, filtering and sorting.

2. Part „Transfer of Knowhow“ will allow registered users to advertise supply and demand, which are mainly related to intellectual services. The goal is for users who can provide some sort of service (bidders) to be paired with complementary demand advertised by users-claimants.

3. Part „Projects“ should present a list of existing projects implemented by the Ministry or is otherwise engaged in them through some other means, as well as their details (description, documentation, etc.). and business initiatives which have been implemented with the funding or investment from diaspora (projects).

4. Part „Diaspora“ should allow the registration of associations and individuals from the Diaspora. Registration is done by filling in the respective form. Based on the data from the addresses, dynamic geographical map of registered associations should be available. In addition, it should also include a subsection "Business Opportunities, Funding Opportunities and Initiatives" that will be in the form of releases containing information about current ways of financing, business opportunities and business initiatives.

5. Part „Crowdsourcing Forum“ will, in the form of on-line communities, enable people to get together around a common idea, project or other professional topics, and provide features for discussing and commenting within a given context with a view of elaborating the topic or solving the problem. Users will, within the framework of topics and subtopics, be organized into groups and sub-groups with access rights to enable control.
6. Part „MHRR“ will cover general information about the Ministry, directory of institutions in BiH as well as the address book of the diplomatic and consular missions (with graphical presentation on the map), list of partners, information on public calls, useful links and alike.

7. Administrative part for managing and editing content portal modelled on the existing CMS systems.

All these functional parts should be available through the primary navigation, but the site map may be different if in the course of building it better organizational solution presents itself. In fact, a „no wrong door policy“ shall be applied for the webplatform so that all sections can be cross linked with each other as this will allow for the linking and grouping of related information contained under the different sections.

4 Requirements for Portal Development

4.1 General technical requirements:

(1) Universal access to system resources through graphic interface, based on WEB technologies

(2) single interface (centralized dashboard) for portal administration–administrative interface (back-end)

(3) simple, intuitive interface to add text and rich media content for all Portal compartments (Front-end)

(4) There shall be a possibility to integrate video and audio materials in standard format (FLV, SWF, MP4, AVI, MP3, H.264, and WMA) and other well-known media formats. Possibility to integrate photo, video or audio materials from external pages,
hyperlinks, etc. All photos should be stored in the original but in a reduced (thumb) dimension to optimize loading speed.

(5) There shall be used image albums, including image galleries

(6) Application of client/server type, based on software language and systems of database management, largely used in ICT

(7) Registering and storage of entries (log file), which will register written information about who has accessed the portal, and when key operation was performed

(8) Framework (set of tools to create webplatforms) which allows customized web platforms such as Laravel PHP framework. Some parts of system can be developed by using common industry recognized open source solutions (CMS, Forum, Chat) if can be integrated with modular web platform (like Laravel)

(9) Multi-tenancy support

(10) Compatibility of system operation in „cloud computing” environment

(11) Product based on open, non-ownership standards of IT industry, specific for WEB applications (for example XML, RSS, WSDL, SOAP, REST etc.) to offer a high level of integration, flexibility and portability

4.2 General Functional Requirements:

(1) Information archiving (and deletion)/ data basis

(2) Reporting (possibility to withdraw some information, including statistic according to MHRR needs)

(3) Categorization of information on portal, Defining the basic content by sections, subsections

(4) Portal shall have the site map, dynamically generated including the portal navigation tree and the portal content pages

(5) Possibility to send notes to everybody/ a group of users

(6) FAQ compartment, where the most frequently asked questions and the most useful answers of administrators will be stored.

(7) Enable users to make private questions to the Ministry for Human Rights and Refugees - Diaspora Sector and other ministries or to give suggestions for the portal in the 'off-line' 'mode.

4.3 Functional Requirements
4.3.1 Section “Informative part – D4D News”

Information section will enable the presentation of news and articles as well as all other types of multimedia content, grouped into appropriate categories, a complex in the form of classic web portal with news. It is necessary to provide basic search, filtering and sorting. Current news and information will be presented on the front page based on categories of content. Setting and editing the content needs to be done through an administrative part of the portal by administrator or registered users with appropriate rights (higher level of rights will be necessary when placing and editing content). The solution should enable the archiving of all content, access to these archives, and search and filter them. Access to this area is open also for non-registered users.

4.3.2 Section “Transfer of knowhow”

will allow registered users to advertising supply and demand for services with the aim to pair users who can provide some sort of service (bidders) with users expressing the need for a particular kind of service (claimants). Solution must allow for Registration of applicants via online template, which will contain a specific set of biographical data, which will automatically populate a data base of applicants. The online registration shall allow for photos or specific document in pdf format (CVs) to be uploaded. Users will be asked for their permission to use these data.

Solution must allow for Registration of receiving institutions via online template which will automatically populate data base of vacancies.

List of applicants (depersonalized) and list of vacancies (without contact details) must be available for browsing, searching/filtering by categories (countries, professions, sectors etc.). Also the Ministry should be able to generate the appropriate type of report on the number and type of ads and services offered at any time to be able to facilitate the matching process between users. Also, solution should provide for the possibility to mark vacancies which have been filled or applications which have been accepted so that the lists can always be updated.

Both users offering their services and user searching for specific skills and expertise can contact the MHRR if they are interested in a specific vacancy or application by a diaspora expert and the Ministry can enable the contact between the interested parties.

4.3.3 Section “Projects”
Part "Projects" should present a list of existing projects by the Ministry or is otherwise linked to them in some way, as well as their details (description, documentation, etc.), and needs to present the existing and implemented projects in Bosnia and Herzegovina that, in any way include activities related to the Diaspora (including business initiatives which have been implemented with the funding or investment from diaspora) as a list that can be searched and sorted by name, category or date. Clicking on a project in the list should open its details. Details of the project consist of a set of data (alphanumeric and multimedia), including the description and the accompanying documents in certain formats that users can download. The system shall provide the appropriate interface for input and the definition of projects to the above mentioned needs. This information should be possible to sort and search by the user. All information will be entered by the system administrator.

4.3.4 Section „Diaspora“ with subsection „Business opportunities, funding opportunities and initiatives“.

Diaspora associations map

Invites diaspora associations and individuals to register themselves online (set of alphanumerical data fields to be defined) these data will automatically populate a data base and be saved. Based on this data, emails can be sent to users on a variety of information and news. Based on the data the programme will generate a dynamic geographic map where the diaspora associations can be visibly pinned (map with pins in it). When one clicks on the pin the contact details, address and website link or social media links of the diaspora association will be displayed.

Business opportunities, funding opportunities and initiatives

In addition, there should be a subsection "Business Opportunities, Funding Opportunities and Initiatives" that will, in the form of releases contain information about current ways of financing, business opportunities and business initiatives. Posts, in addition to text, can also contain multimedia content. These posts should be possible to be sorted and searched by the user. All the information posted is entered by the system administrator in a designated interface.

4.3.5 Section “Crowdsourcing forum”
This section shall be the basic one in terms of Portal development and operation. The technical functionalities required for this compartment are the following:

**Authentication**

Portal shall allow direct registration of users on the Portal. Registration shall include a set of fields to be filled in by users. The fields, depending on necessities, shall have mandatory hallmark. In case of mistakes, the error messages shall be displayed explicitly.

Portal shall have technical functionality allowing registering the users through and via Facebook, Twitter, LinkedIn accounts. Information from Facebook, Twitter, LinkedIn accounts shall be automatically taken over, upon the agreement of visitors. Only basic information shall be taken over: name, surname, user name, email address, residence address, which are permitted by the user, while the rest of the information the user can independently update within his/her profile

**General Flow of Activities**

Crowdsourcing forum will, in the form of on-line communities, enable people get together around a common idea, project or other professional topics, and provide features discussions and commenting in a given context with a view to elaborating topic or problem solving. Users will be within the framework of topics and subtopics, organized into groups and sub-groups with access rights to enable control. Only registered users will be able to participate in the CF. By the act of registering to CF, visitors become CF members.

While accessing this section all activities of the members of community on the moment of access shall be displayed in chronological and descending order. This section contains a paging regime or the possibility “visualize more”; while opening it the following set of activities, which took place, shall be opened, also in chronological and descending order.

Members of Portal can send/post activities, information (status), can comment on the activities, mention another friend in comments. The activity (status) sent/posted by a member can contain text, web address, images, video image (YouTube, vimeo etc.). These activities shall be visible in the general flow of activities, shall be marked by a predefined style depending on the authority (role) of the member of Portal.

Management of CF and its users is done primarily by the administrator, however he/she can assign certain rights to users, so that they can perform certain functions in the management and monitoring of their workspace. Management must have the possibility of receiving reports on inappropriate content by other users, so that the administrator can be informed at all times and enabled to take adequate action.
CF will be organized by themes and sub-themes. Topics or sub-topics can be public or limited to a specific group of users. Topics can be opened by an administrator or a user with the appropriate permissions.

**Flow of Activities within one Group**

It shall operate under the same principles mentioned in the General Flow of Activities but shall be restricted to displaying the information to accessed Group.

**Profile of CF Member**

Members of CF shall have own public account, which shall include general information. Information compartments shall be set by the administrator, shall have an obligatory or non-obligatory character. Every member shall be able to edit his/her own profile, including the profile picture.

**Internal messaging system and the mailbox**

CF members will be able to write internal messages/invitations to events to other members who are in their lists of friends or groups of interests. The mailbox will have the functionality to delete messages, separately view messages from Sent Items folder, Inbox folder, from different users, as well as from the portal administrators. Listing of messages must contain the link to the user's profile that sent a respective message.

**Groups**

Members can organize groups of interest (topic). The groups are open for the administrator or members. Groups can be divided into subgroups (e.g. "Cultural Activities" group – including several sub-groups, such as 'France' sub-group, 'Italy' and so on, as required. Groups can be either public or closed (invite only).

**Calendar of Events**

Event calendars should be available. Event calendars can be related to Groups. Thus, accessing a certain group, one can view the group's events as well. When accessing a general view, the page will display the entire list of CF events.

**Chat / Messenger**

CF members have the opportunity to chat with other members who are online.

*Note: Bidders, in the technical proposals, are encouraged to add other functions to the abovementioned list. The suggested functions will increase the level of usability and interactivity of the Portal.*

**4.3.6 Section „About MHRR“**

(1) „About Us - general information about the Ministry,
(2) announcements of public consultations (possibility to download documents),

(3) FAQ by MHRR
   ask and we answer in an online form or link to MHRR Diaspora Sector contact email address. Including the list of FAQ (Frequently Asked Questions)

(4) partners of MHRR,

(5) useful links,

(6) directory of institutions in BiH as well as address the diplomatic and consular missions (with graphical presentation on the map):
   - list of all BiH embassies and consulates
   - list of all contacts of diaspora coordinators in central governments institutions
   - list of all BiH Municipalities participating in ongoing diaspora related projects, contact details of diaspora officers in local municipalities as well as other JLS and cantonal and entity institutions in BiH, including a dynamic geographic map

Local municipalities who want to interact with diaspora can register themselves with the contact details of their diaspora officers (set of alphanumerical data fields to be defined) these data will automatically populate a data base and be saved. Based on the data the programme will generate a map where the local municipalities can be visibly pinned (map with pins in it)

When one clicks on the pin the contact details, address and website link or social media links of the local municipality will be displayed plus details or short description about ongoing projects, activities

### 4.3.7 Chapter regarding Content and Content Management System

The site SGC must provide the administrator for the following:

1. Web page content administration and editing in an accessible, efficient and flexible manner;

2. Portal must have a special administrative interface for the administrator, through which administrators can add, change and delete data entered, their own but also from the user.

3. Provide a solution and correction suggestions for the deletion of inappropriate content. It is expected that the portal will have a large number of users, which will add a great amount of information, so administrators will not be able to verify all information before posting them online. For this reason it will be necessary to implement a solution, wherever there is such a possibility to post information, that other users can select command "Report
inappropriate content”. The administrator will have access to all of these reports to check them and if necessary, to remove inappropriate content, but the administrator will not have to review and administer every information as it is being uploaded.

4. Solution should allow for pre defining “inappropriate content” key words that would significantly ease the filtration of eventual inappropriate content.

5. Ensure the possibility of visual editing of any web page of the site (ensure the editing options for MS Word type texts, otherwise providing an editing platform similar to MS Word): WYSIWYG - What You See Is What You Get);

6. Ensure 2 (two) regimes of presentation/input: visual regime and standard HTML;

7. TRASH option, temporary stock place for deleted files;

8. Ensure the possibility to create content categories and sub-categories;

9. Ensure access to statistic data concerning site visits;

10. Ensure possibility for the main page configuration: display/hide menu options; display/hide availability of language versions; define/hide/erase dynamic information blocks; etc.;

11. Ensure the possibility of system configuration administration (General Settings - time zone, encoding text, the address of the portal and the like);

12. Ensure user administration mechanisms: add/edit, removal of users’ accounts with the right of site content administration; users’ access restriction to the functions of Content Management System or other site compartments (establishing the roles and rights separately for each user).

13. Allow for cross linking of information between all sections (“no wrong door policy”)

14. The site content will be saved in UTF-8 format (allows wider set of characters, also from other languages).

4.3.8 Portal members/users’ statuses

Portal management interface will be able to create different types of statuses for its users, depending on the Portal configuration, starting from a simple member/beginner up to the status of Super Administrator. The ensured quantity of status shall consist of at least 5 (five) status levels. Statuses will be distributed from simple member to editor/administrator of site sections and compartments/chapters.

4.3.9 Accessing the Portal using mobile devices

Access to all public resources, as well as user’s interconnection with Portal resources will be available using mobile devices, ensuring a simplified version of graphic interface, but keeping
same accessibility and functional parameters, or similar to them, as using a working station (desktop computers). The proposed solution should be tested for at least four resolutions:

- Extra small devices (<576px)
- Small Devices (>= 576px)
- Tablets (>= 768px)
- Desktops (>= 992px)

### 4.3.10 Conditions for workspace users

The system should provide full support for the content to be presented in one of three languages in use (Bosnian / Croatian / Serbian). The information that users will enter to the portal will be the language and script chosen by the user. Every user will have the possibility to edit the terms and information and select the convenient language by the user.

Option to search for certain information, with multiple searching filters (by categories, subcategories, themes (grouped according to participants’ subject of interest))

Users’ possibility to create and control their own accounts/working space (dashboard). Allow elements’ attributes settings into electronic forms in several variants: not mandatory, recommended to complete and mandatory fields. Mandatory fields must be especially emphasized, with an asterix or otherwise

Allow preventive validation/approval of forms’ information prior to its transfer to Portal servers.

### 4.4 Non-functional Requirements

#### 4.4.1 Security/Reliability

- Control and protection of visible information in accordance with user’s status and level of authorization within the Portal;
- Accreditation for information modification only those users, who hierarchically have the respective authority;
- Technical solution must allow grouping of users, in accordance with their statuses impose access restrictions and provide access rights to groups of users based on the status levels;
- Solution must allow the data sharing option thus the users can have access to the objects that do not belong to them in order to fulfil group tasks;
- Solution must ensure prevention of user’s access to objects/files of other users/administrators or to which he/she has no access;
- Solution must ensure security at object level;
• Solution must offer different levels of access to the objects;
• Portal must ensure permanent qualitative usability in non-stop regime (24/7). Functionality freezing period, for technical maintenance, shall not exceed 6 hours per month;
• Portal will be equipped with the option to create back-up copies of files of the data-bases, there must be a possibility for information restoration as well as disaster recovery strategy in case of technical troubles, to avoid information loss;
• Portal must be well-protected against attacks, intending to break down system operation and prevent unauthorized access to confidential information and follow OWASP (https://www.owasp.org/) safety standards during development and deployment

4.4.2 Flexibility and Upscaling

• Solution must be developed in a Framework (set of tools to create webplatforms) which allows customized web platforms such as Laravel PHP framework, which allows for future extension and integration; Some parts of system can be developed by using common industry recognized open source solutions (CMS, Forum, Chat) if can be integrated with modular web platform (like Laravel)
• Solution must correspond to basic architecture principles of SOA type (re-use, abstracting option, autonomy, granularity, composition, interoperability);
• Solution must allow a relatively swift development of new models to extend functional options of the system or to potentially integrate/merge with existing systems.
• Compatibility with e-mailing services, events calendars, etc.

5 Graphic design

It is sought to develop and present a graphic design of the Portal. The design will allow easy communication of diaspora members, by means of simple interactions while navigating through Portal departments.

The range of colors, logo, etc. will be agreed and documented in collaboration with IOM and MHRR selected consultancy after signature of the contract.

At least 3 (three) design layouts will be proposed by the company selected for developing the Portal. Corrections of graphic design may occur during design development and ongoing
development of the project only in minimal corrective shape and upon documented request by IOM during first year of operation, thereafter by MHRR
The information blocks visible to visitors while accessing the first page and/or other internal pages will be defined and documented in collaboration with IOM/MHRR officials, at least three times, in order to ensure maximum visibility for the Portal compartments and essential information. Definition and documentation of the graphic design take place at the initial phase of Portal development.

6 Portal Development and Maintenance Terms and Phases

6.1 Phase I: Development of user interface design (interface) for portal - 20 working days

At this stage there will be a meeting between stakeholders and designers (IOM, MHRR, UNDP and the selected contractor), which will be used to discuss and explain the ToRs for the design of the entire portal. Based on these discussions, three visual suggestions for a functional mockup system and design will be drawn up. Once one of the three visual conceptual proposals has been selected, the proposal will be further upgraded in line with the comments and it will make precise proposals for all subpages. Upon completion of this phase, all key screens of the future portal will be drawn in precise form and approved by the customer, and functional items from the proposed mockups will be presented.

At the end of the first phase, the consultancy is expected to present to MoHRR, IOM and UNDP the following products:

- Site structure
- At least three (3) options for visual design (graphic design)
- Mockup system presenting functions
- Present outlook of basic settings and functions of the portal:
  - Home / Front page (Landing page) for MHRR and Diaspora portal
  - D4D news section
  - Section on Know How Transfer
  - Crowdsourcing forum
- An example of static pages, such as Contact, FAQ or About Us
- An example of one of the form for filling in by the user
- Login / Register screens
- Business Directory
- search option and search result
- Content Management System (CMS)
- Administrative Interface / interface
- Portal main directories

6.2 Phase II: Development of the Beta version of the Portal - 45 working days

At this stage it is expected that the establishment of databases will be completed, and to develop basic administrative and frontend interface. This phase will begin after the adoption of design solutions. At the end of this phase, the following should be established:

- structure of the page
- basic elements of all parts of the portal
- basic administration
- on the frontend side of the device - information part
- on the frontend of the device - basic functionalities of the transfer of knowhow
- on the frontend of the device - core functionality of CF

6.3. Phase III: Starting Beta versions - 15 working days

At this stage the Beta version of the portal will have developed the infrastructure (hosting) and will enable all interested parties to try, test (end-to-end testing) and send test results and comments to correct identified deficiencies and further optimization. And the information collected will be used as input to the next phase of the project. The selected contractor should give the customer access to the bug tracking system to report any problems identified during testing. Also, at this stage the training of the portal administrator should begin.

6.4. Phase IV: The official final commissioning - 20 working days after the release of the Beta version of the portal

It is expected that the final product at this stage is complete, all agreed changes during the previous phase will have been included and that at the end of this phase, the portal can be used by the public and the diaspora community.
6.5. Phase V: Assistance Maintenance of Portal - for a period of twelve (12) months after the official commissioning

Maintenance will include:

a) Removing the major and minor technical deficiencies that may arise during the period of maintenance and minor/medium functional and design-related adjustments and improvements in functionality and design, at the request of IOM/MHRR

b) Technical assistance regarding the use of the portal

c) The Contractor shall furnish the necessary conditions for MoHRR server after the beta phase

6.6. Server management and web hosting

The Contractor shall provide server management and web hosting services on the territory of Bosnia and Herzegovina for a period of 12 months, after the signature of the Portal development contract. During this phase, regular daily backups at the level of the file, including accompanying database shall be made. The total results of the test speed must be at least 80% on some of the sites to measure the performance PageSpeed Insights, GTMetrix or Pingdom tests.

7 Training, Supporting Documentation and Guidelines

The Portal developing company shall provide IOM and MHRR with a set of support materials, such as:

- Portal Administrator's Guide on all the features available in the portal administration panel.
- Portal Users Guide (for users).

Instructional materials for administrators will be placed on the administrator interface.

User guidelines will be posted and available directly on site.

Additionally, at the end of the process, the IT Company will conduct training for Portal administrators, will present all the tools available on the Portal and will also test their functionality.

The requirements of these ToRs can vary up to 30%, which is a risk which the selected consultancy will have to take into consideration in their offer.