

Terms of Reference

Company/Agency (legal entity) to support the development of Individual Software Modules of Open Data Portal of the Agency for the Identification Documents, Data Exchange, and Authentication of Bosnia and Herzegovina

1. Background

The Regional School of Public Administration (ReSPA) is an inter-governmental organization that enhances regional cooperation, promotes shared learning, and supports the development of public administration in the Western Balkans. ReSPA Members are Albania, Bosnia and Herzegovina, Montenegro, North Macedonia and Serbia, while Kosovo* is a beneficiary. ReSPA aims to help regional governments develop better public administration, public services, and overall governance systems for their citizens and businesses and prepare them for membership in the European Union.

ReSPA establishes close cooperation with ministers, senior public servants, and unit heads in member countries. ReSPA also works in partnership with the European Union, precisely the Directorate General for Neighbourhood and Enlargement Negotiations (DG NEAR), other regional actors such as OECD/SIGMA and Regional Cooperation Council (RCC), as well as agencies and civil society organizations. Since its inception, ReSPA, as an international organization and a key regional endeavour in Public Administration Reform, has contributed to capacity-building and networking activities through on-demand support mechanisms, peering and the production of regional research materials.

The European Commission (EC) provides directly managed funds to support the ReSPA activities (research, training and networking programmes) in line with the EU accession process. Currently, ReSPA is implementing its fifth EC Grant Contract "Support to the Regional School of Public Administration for implementing PAR Agenda and facilitating EU accession process in the WBs" which is active as of 1 January 2023.

ReSPA works primarily through regional networks that operate at three levels: Ministerial, Senior Officials, and networks/working groups of experts and senior practitioners. There is one network – Programme Committee composed of the senior civil servants representing the ministries responsible for the Public Administration, ministries of Finance, and institutions in charge of the European Integration process coordination of the ReSPA Members and four regional thematic groups: (1) Policy planning, better regulation and coordination of Centre of Government, **(2) European integration and accession negotiations**; (3) Human Resources Management and Professional Development; (4) Service Delivery (digitalization and quality management)

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ opinion on the Kosovo Declaration of independence.

2. Problem statement and description of the assignment

IDDEEA (Identification Documents, Data Exchange, and Authentication Agency) is an administrative organization within the Ministry of Civil Affairs of Bosnia and Herzegovina, responsible for identification documents, document storage, personalization, transportation, and maintenance of central registers, as well as data exchange between competent authorities in BiH. IDDEEA collaborates with authorities in Bosnia and Herzegovina and other entities utilizing its services. It operates professionally, without representing or compromising the interests of any political party, registered organization, or group within BiH.

IDDEEA is tasked with the personalization and technical processing of various identification documents, including:

- Identity cards
- Identity cards for foreigners
- Driving licenses
- Travel documents
- Motor vehicle registration documents
- Other identification documents, as approved by competent authorities and the Council of Ministers.

The Agency maintains registers for:

- Personal identification numbers
- Permanent and temporary residence records in Bosnia and Herzegovina
- Identity cards for BiH nationals (eID)
- Civil, official, and diplomatic passports (Biometric passports of the third generation or Supplemental Access Control - SAC passports in BiH are issued since October 1, 2014)
- Driving licenses
- Motor vehicle registrations and registration documents
- Identity cards for foreigners
- Fines and infringements registers
- Other registers as approved by source authorities and the Council of Ministers.

According to the Law, IDDEEA is solely responsible for the technical maintenance and electronic storage of data and information kept in registers deemed as public welfare at the BiH level. While IDDEEA manages these data, the ownership remains with the source authorities. IDDEEA handles digital signing related to identification documents, including electronic certificates and signatures, as regulated by the law on electronic signatures. The Agency also collaborates with international institutions overseeing identification documents.

In the realm of e-Government in BiH, IDDEEA is a key institution for advancing public administration reform, particularly in service delivery to citizens. It works with various authorities at all administrative levels, focusing on data network management, information system development, ICT, civil status register management, and data exchange. This includes

administration of personal documents, residence registration, personal identification numbers, vehicle registration, local border traffic permits, and tachograph cards, as well as data sharing between law enforcement and electronic data verification for identity documents.

Since the introduction of electronic ID cards on March 1, 2013, which feature electronic memory elements for digital/virtual identity, IDDEEA has been ISO/27001 and ISO/9001 certified since 2012. The Agency is committed to enhancing operational efficiency through process optimization, advanced technologies, and efficient workflows. This commitment includes aligning with EU values and promoting sustainability and self-reliance.

The Open Data Portal <https://odp.iddeea.gov.ba/home> is a rich source of information and resources that are open to all citizens and offers a comprehensive resource for citizens of Bosnia and Herzegovina, providing various types of data related to IDDEEA's work, identification documents, and statistics, among other aspects of the operations. It emphasizes transparency and accountability by granting users access to information that helps them understand the processes and how data are used. With the analysis tools available on the portal, users can explore and visualize data that is related to their interests. Additionally, the portal serves as an educational resource, raising awareness about the open data policy, data usage practices, and personal rights. This platform is designed to empower citizens to actively engage in the procedures of IDDEEA, contributing to a responsible and transparent government. IDDEEA encourage citizens to explore, ask questions, and use these tools to gain a deeper understanding of and influence on their community.

The Open Data Directive (Directive (EU) 2019/1024) is crucial in promoting open access to data across the EU. It aims to facilitate easier access and re-use of public sector data held by public authorities. This Directive establishes rules and guidelines for the re-use of such data.

In Bosnia and Herzegovina, the Directive's provisions have been incorporated into the Law on Freedom of Access to Information at the Institutional Level (Official Gazette of BiH, 61/23). This Law grants the right to access information and reuse documents held by government authorities, legal entities established by these authorities, and independent bodies created by specific laws. This right must be exercised following the procedures outlined in the Law.

IDDEEA seeks to improve:

- Operational Efficiency - Streamlining processes to make timely decisions and adapt to changing demands without procedural constraints.
- Efficient Data Management and Information Sharing - Implementing robust data management and information-sharing systems for effective collaboration with EU member states and institutions, particularly in law enforcement and immigration management.
- Innovation and Adaptation - Staying abreast of evolving identification technologies and methodologies to maintain secure and up-to-date identification document processes.

- Visualization of data available on the Agency's Open Data Portal <https://odp.iddeea.gov.ba/home> - The maturity of the DataVis+ project for piloting is primarily evident in two key aspects:
 - Established Project Foundation: The project has already established a solid foundation, with a clear understanding of the objectives, scope, and user requirements. This foundation is built on comprehensive planning and preliminary research, ensuring that the project is not starting from scratch but rather building upon a well-defined concept. The initial groundwork, including stakeholder analysis, user needs assessment, and technical feasibility studies, has been laid out, indicating readiness for the next phase. This established base ensures that the project team has a clear direction, understands the challenges ahead, and has identified potential solutions, making the transition to a pilot phase more seamless and focused.
 - Robust Framework for Data Management and Security: In addition to the established foundation, the project has developed a robust framework for data management and security, which is crucial for any e-Government initiative dealing with public data. This framework ensures that data used in the project is handled securely, with proper measures in place for data privacy, integrity, and availability. The implementation of best practices in data governance and compliance with relevant data protection regulations (such as GDPR in the European Union or similar regulations in other jurisdictions) signifies that the project is not only prepared to manage the technical aspects of data visualization but is also committed to upholding high standards of data security. This readiness in managing sensitive information responsibly further validates the project's maturity for piloting, as it addresses one of the critical concerns in public sector projects: ensuring the trust and safety of citizen data.

By means of these Terms of Reference (ToR), ReSPA is seeking a company in digital transformation that would design, develop and deliver the described software to the beneficiary, the IDDEEA. During the development of the Programme, the company will closely cooperate with nominated public servant (s) from the IDDEEA, whom IDDEEA will select, and whose names and contact details will be shared with the Expert at the very beginning of the assignment.

3. Tasks and responsibilities

Based on the main elements described in the previous section, the company shall, perform the following tasks:

1. Define and agree on the project goals, requirements, scope and timelines, together with the selected representatives of the IDDEEA (0.5 days);
2. Assessment and analysis of the existing open data portal at IDDEEA based on collected relevant documentation and information provided by IDDEEA, (2 days);
3. Present to the beneficiary the proposed solution of the Programme (meeting with the beneficiary and PowerPoint presentation) (0,5 days)
4. Upgrade the IDDEEA open data portal, including following:

5. Visualization of the existing open data portal with production/creation of specific module/application for this purpose and including the visualization on the main map, (9 days)
6. Upgrade metadata with existing DCAT-AP standard into upgraded/new version, for ensuring efficient exchange with other open data portals and upgrade of the existing API so that the communication with CKAN API at other open data portal is ensured, (9 days)
7. Creation of the module for automatization and creation of metadata per specific data sets, (5 days)
8. Testing - Check for bugs and errors and ensure the software meets requirements (1 day)
9. Deployment, maintenance and training - Implement the developed software/system into the operational environment and train by IDDEEA nominated public servants (2 days)
10. Documentation - Create comprehensive documentation for the system, including user manuals, source code stored on the beneficiary premises and technical documentation (1 day)

The company should provide ongoing support, updates, and small interventions for improvements as needed (upon written/mail request of IDDEEA) for three months after the final instalment of the software programme.

The abovementioned tasks and responsibilities represent the milestones of the assignment to be delivered **within the time framework of 30 (thirty) working days**. Still, the company may propose slight changes/adaptations upon agreement with the ReSPA Programme Manager in charge as well as with the IDDEEA.

4. Necessary qualifications of the required company and team of experts

The company needs to have **diverse but compatible experience working for or with the public sector or international organizations, preferably in positions/assignments and tasks** related to this type of assignment. More specifically, the company shall possess the following profile:

4.1. Economic and financial capacity

The average annual turnover of the company of the last two (2) closed financial years must be at least 40.000 EUR;

The company will provide relevant supporting documentation (signed and sealed copy of the balance sheet or other document proving the annual turnover which is used in the economy of the applicant/company).

4.2. Professional capacity

The company has at least two (2) experts in the fields related to this tender, **of which at least one is business analyst and one software expert;**

Besides the CV of each expert, the company applicant must submit a signed Statement of Commitment by each expert indicating that the expert agrees to work on this project for that company. If the expert is prevented from working on the project during the implementation, the company must provide expert with similar or better experience. Any change within the proposed team of experts after award of the contract needs to be approved by ReSPA.

The proposed *business analyst* should have the following minimum qualifications and skills:

- Bachelor's Degree in Computer Science, Information Technology or Engineering;
- At least three (3) years of professional experience working as business analyst on software development projects gathering requirements and writing software requirements specifications;
- Professional experience in at least two (2) projects with similar requirements and successful implementation.

The proposed *software expert* should have the following minimum qualifications and skills

- Bachelor's Degree in Computer Science, Information Technology or Engineering;
- At least three (3) years of professional experience working as software expert in development and implementation of web-based information systems;
- Professional experience in at least two (2) projects with similar implementation.

4.3. Previous relevant experience of the Company

- The company has successfully completed at least two (2) individual contracts in the field of software development within the four (4) year period prior to the closing date of this public call,
- The company has successfully completed at least one (1) individual contract of at least 15.000 EUR in implementing a similar assignment.

The applicant company will provide relevant supporting documentation for all the conditions, including the CVs of the proposed experts to be engaged in this assignment.

5. Timing and Location

The assignment foresees work from the home/office and on-site in the IDDEEA (Banjaluka, Bosnia and Herzegovina). The meetings will be held at the premises of the IDDEEA. In addition, the IDDEEA will also provide the necessary logistics, print handouts, flip charts, and other logistics. The assignment is expected to be performed during **November 2024 - February 2025**.

6. Remunerations

The assignment foresees engagement of up to **30 (thirty) expert days of up to 16.500 EUR.**

The payment will be done in one instalment upon completion of the assignment and accepted report from the IDDEEA. The final outputs will be subject to approval from ReSPA before the payment is executed.

Note: No other costs will be covered besides the expert cost per day. The expert cost per day comprises the expert's fee and (if needed) a lump sum covering related expenses, including travel, accommodation, local transport, meals and other incidentals.

Proposals must include the approach and Methodology to be submitted by the applicant (s). The written Proposal must include:

- Described proposed technical approach;
- Described relevant previous experience of the company in the field (List of similar projects made in the past with possible links);
- Described professional/organizational capacities (including the key project team members and relevant expertise of the experts that will directly work on design, development, or content creation);
- The company must describe how it will address requirements listed in this ToR and provide a detailed description of the activities, reporting, and quality assurance mechanisms that will put in place, while demonstrating that the proposed Methodology will be appropriate to the local conditions and context of the work.

7. Reporting and Final Documentation

The company will be requested to deliver the following documents before the payment is conducted:

Outputs

- Outputs of the meetings with the responsible unit/public servants in IDDEEA (minutes and agreed steps with identified responsible side);
- Documentation for the system, including user manuals, source code stored on the beneficiary premises and technical documentation.

Documents required for payment

- Invoice (signed original);
- Timesheets (signed original);
- Final brief report on the assignment