**Terms of reference**

[Resat Seljmani]

**Terms of Reference (TOR) for IOM Web Application Development**

**Client:** International Organization for Migration

**Project Manager:** Blerim Bryma

**Project Start Date:** November 1, 2023

**Project End Date:** December 15, 2023

**1. Project Description:**

IOM Management is a real-time web application that interfaces with a central database, housing its primary dataset. Its core objective is to streamline and enhance the organization's process management, simplifying the application processes for various grants. This application allows for the comprehensive management of all processes from a unified database, greatly improving end-to-end process efficiency. Additionally, it provides access to historical records and periodic database backups.

**2. Scope of Work:**

The scope of work includes, but is not limited to:

* User registration and authentication
* User roles (Simply User, Admin)
* Manage Beneficiaries
* Manage AVVR process
* Manage Camp details
* Manage EU-CSP IV process
* Manage Irregular Migrants process
* Manage main RRK Data
* Upload and manage different types of documents
* Mail notification process in Real Time events
* Integration with SQL Server for database management
* Integration with external API (if needed)
* Responsive web design for web and mobile devices
* Quality assurance and testing
* Database Backup
* Deployment and post-launch support for 1 year

**3. Timeline and Schedule:**

* Phase 1 (Development): November 1, 2023, to November 30, 2023
* Phase 2 (Testing and Quality Assurance): December 01, 2023, to December 10, 2023
* Phase 3 (Deployment and Launch): December 11, 2023, to December 15, 2023

**4. Budget and Payment Terms:**

The total project budget is 11,200 euro, with payments to be made in three installments as follows:

* 30% upon project initiation (November 1, 2023)
* 40% upon successful completion of development (November 30, 2023)
* 30% upon successful deployment and launch (December 15, 2023)

**5. Reporting and Communication:**

* Weekly progress reports to be submitted by the development team.
* Bi-weekly status meetings with the client.
* Project management and collaboration tools to include JIRA for issue tracking and Teams for team communication.

**6. Quality Standards and Performance Metrics:**

* 99.9% system uptime.
* Sub-3-second page load times.
* Zero critical security vulnerabilities.

**7. Terms and Conditions:**

* Confidentiality and data security: The development team is required to adhere to strict data security protocols and protect user data.
* Intellectual property rights: All code and assets developed during the project will be the property of IOM, Inc.
* Change management: Any change requests should be documented, approved, and may result in project timeline adjustments and additional costs.
* Dispute resolution mechanisms: Any disputes will be resolved through negotiation, and if necessary, through arbitration.
* A post-launch maintenance plan shall be established, outlining the terms, duration, and costs of ongoing support and maintenance services.
* The client will conduct acceptance testing upon project completion. Any identified defects or issues shall be rectified by the development team within a specified timeframe.
* All changes to the project scope or requirements shall be documented, approved, and may result in adjustments to the project timeline and budget.

**8. Roles and Responsibilities:**

* The client (IOM, Inc.) is responsible for providing the necessary project resources and approvals.
* The development team is responsible for the design, development, and deployment of the web application.
* The project manager (Blerim Bryma) will oversee project progress and communication.

**9. Evaluation and Monitoring:**

* Regular project status reviews will be conducted.
* Performance metrics will be measured throughout the project.

**10. Signatories and Contact Information:**

Client (IOM, Inc.):  
[Blerim Bryma]

Development Team:  
[Resat Seljmani +38345100832]