

Specifications
on the creation of the official website of
the Superior Council of Prosecutors

CPV Code 72500000-0

(Annex 1 – Business requirements)

GENERAL

The Superior Council of Prosecutors of the Republic of Moldova (hereinafter – SCP) is an independent body, having the status of a legal person, established in order to participate in the process of setting up, running and ensuring the self-administration of the Prosecution Service.

SCP is a guarantor of prosecutors' independence and impartiality and pays particular attention to ensuring transparency in carrying out its activity in order to strengthen confidence that all undertaken measures are based on efficiency and relevance as well as strengthening society's perception of the institution as an autonomous entity.

In this view, we plan that the official website of SCP becomes an efficient means of information and communication among/for the employees of the Prosecution Service and the general public.

SCP requirements with regard to the new official website are described in these specifications.

I. SCP REQUIREMENTS ON THE WEBSITE

1. The documents underlying the development of the website

The official website of SCP (hereinafter – the website) must be developed considering the following reference documents:

- 1.1.** The standard requirements for the official websites of public administration authorities on the Internet network, approved by the Order of the Ministry of Information Development no. 46/33 of 17.04.2007 // Official Journal no. 82-85/375 of 15.06.2007;
- 1.2.** Government Decision no. 188 of 03.04.2012 “On official websites of public administration authorities in the Internet network” //Official Journal no. 70-71/227 din 06.04.2012;
- 1.3.** These Specifications.

2. Requirements related to the website

- 2.1.** The purpose of the website (developed according to the requirements listed in item 1) is to provide an adequate presentation in the global Internet network of SCP activity;
- 2.2.** In order to provide an adequate level of accessibility to information, the website must work non-stop, 24/24, 7 days a week, with minimum intervention from the human factor;
- 2.3.** Enhancing the security of information exposed against attacks from outside and the accidental or deliberate insertion of erroneous information within the SCP;
- 2.4.** Taking into consideration the complex informative content of the website, it is necessary to prepare a navigation mechanism based on intuitive logic allowing users to navigate in the website in facile and comfortable manner, by performing a minimum number of actions to get the information they want;

- 2.5. The website design must have a simple and easy-to-understand structure, ensuring that the most operative information and convenient navigation are reflected and allowing fast uploading of content to the user's computer;
- 2.6. It is necessary to provide the possibility to introduce changes to the structure of the website and its design items. Also, a document management strategy should be developed, to allow editing or rapid addition, when required, of information, as requested by SCP representatives;
- 2.7. The website must be in line with the requirements detailed in Part III (detailed functional and technical requirements).

3. Requirements related to the infrastructure

In order to ensure professional support in configuration, monitoring and administration of the website, SCP addressed a request to the public institution “Information Technology and Cyber Security Service” (ITCSS) for cooperation in development of SCP website. In accordance with Government Decision no. 188 of 03.04.2012 “On official websites of public administration authorities in the Internet network”, ITCSS provides the platform for hosting the official web pages, developed on the basis of the unique template provided by the Electronic Governance Agency.

In order to facilitate the development of SCP website the development company will have access to the site administration panel (Drupal CMS) and to the web hosting control panel (cPanel).

For security reasons, all template-based websites are hosted in the ITCSS Data Center (during development and post-development).

Following the agreement between SCP and ITCSS, all the requirements related to:

- Scheduled backups;
- Information support;
- Technological means;
- Hardware components;
- Information security

will be the responsibility of ITCSS, therefore this is not subject of current business specifications document.

4. Analysis of the target public of the website

SCP shall regularly inform the public on its activity and that of its subordinate colleges, events, vacant positions, decisions, Register of candidates to fill vacancies, assessments etc.

The potential users of SCP website may be:

- Prosecutors;
- National Institute of Justice attendees;
- National Institute of Justice graduates;
- National and international law bodies;
- CPA and LPA;
- General public etc.

The potential users of the website may be multi-language speakers. For the information presented on the website to be accessible to the general public it is necessary to support the website of SCP in 3 languages:

- the state language of the Republic of Moldova;
- English.

II. PROJECT DEVELOPMENT PHASES

The development of the SCP website should be planned in three phases where each will be signed off by the CSP: design, development and training.

1. Design phase

In the design phase, one or more designs are developed and presented to SCP to determine the most effective and efficient way to build the solution. The main reference for the design are the requirements detailed in Part 3, Drupal website template provided by the Electronic Governance Agency included in the platform provided by the ITCSS; yet the best practices and recommendations in the domain of web design are to be considered. The output of the design phase may include:

- User interface mockups;
- HTML screen designs;
- Flow charts;
- UML schemas.

The SCP will use the options presented by the Company to choose the definitive design that will be produced in the project. Once the design representing the logical solution of the website is selected by the SCP, the development phase can start so that the logical solution can be turned into a physical solution.

At the end of the design phase the company will present progress report no. 1 in English and Romanian languages. This report will be approved by SCP. The report will present the progress achieved in the implementation of the design phase and the final design of the SCP official website approved by SCP.

2. Development phase

The development phase can start immediately after the design phase results are validated and all potential blocking issues are resolved. During the development phase the SCP will be informed by the development team management about the development progress every two weeks in a written form. The progress reports shall be written in Romanian and English languages. The solution under development should also be available in demo version which can be presented to SCP on their request.

It is important to mention that the development of the website is to be done using the Drupal platform.

The development company is responsible for the quality of the delivered product, however to ensure better communication and quicker feedback it is recommended that the development company configures a test environment and provides access to the responsible persons from the SCP that will have the possibility to do user acceptance testing.

When the development phase starts, the development company is expected to communicate with the representatives from the web hosting service provider which builds and maintain the host server and domain for SCP website.

By the end of the development phase, the development company is expected to prepare and provide to the SCP the documents specified in Part 3 chapter 4.27 in Romanian and English languages.

At the end of the development phase the company will present progress report No. 2 in English and Romanian languages that will be approved by SCP. The report will present the progress achieved in the implementation of the development phase.

3. Testing phase

At the end of the development phase the development company should provide a number of training sessions to a group of employees from SCP, to those who will be responsible for managing the content of the SCP website. The purpose of the training sessions is to guide users, explain functionalities of managing website content and users, clarify any questions that may appear, so that at the end the persons who attend the trainings should be able to deal efficiently with such tasks as:

- Creating new content management users in the system;
- Creating new content pages;
- Updating existing pages with simple and rich content (including images, formatted text, hyperlinks or tables);
- Controlling the pages visibility on the website;
- Controlling the navigation menu links hierarchy.

The format and number of the training sessions will be determined by SCP based on the personnel availability. In parallel and following training sessions, the testing activities should happen.

The entire testing phase should be planned efficiently within a month, therefore SCP will have to create the training schedule in advance and provide it to the engaged development company before the development phase ends.

At the end of the testing phase the company will present final progress report No. 3 in English and Romanian languages to be approved by SCP. The report will present the progress achieved in the development and implementation of the SCP website.

The development company takes the responsibility to fix any of the system defects encountered during the testing phase, before the developed website is opened to public access.

III. Detailed functional and technical requirements

1. Objectives of requested work

- 1.1. The main objective of the requested work is to develop the design of the official website of SCP in the Internet network - www.csp.md (hereinafter **site**), including the provision of a content management system.
- 1.2. The site must ensure the provision to the public of objective and authentic information on the main activities of SCP.
- 1.3. The website should be built using Drupal platform.

2. Requirements for site structure and navigation

2.1. General requirements for site structure:

- 2.1.1. The site represents a multi-level information resource that will contain three **language versions: state and English.**
- 2.1.2. The structure of the site is divided into a public area and an area (only in the state language version) with restricted access (access only for the internal network of SCP);
- 2.1.3. The site must allow frequent updates made by the staff of the SCP Apparatus who are not specially trained and belong to different subdivisions of the SCP Apparatus. For this reason, all the administration functions of the site must be simplified to the maximum and performed through the automated content management system.

2.2. Site structure

2.2.1. Public area structure. The definitive structure of the site's public area will be determined in agreement with SCP in the work execution process. The preliminary structure contains the following components:

1. General presentation of SCP

1.1. Structure

- 1.1.1. President
- 1.1.2. Members
- 1.1.3. Organizational chart
- 1.1.4. SCP Apparatus
- 1.1.5. Subordinated colleges

1.2. General information

- 1.2.1. Premises of training (e.g. presidents)
- 1.2.2. Competence
- 1.2.3. Legislative acts

2. SCP meetings

- 2.1. Meetings / Agenda
- 2.2. Decisions
- 2.3. Minutes of the meetings

3. SCP subordinated colleges

3.1. Discipline and ethics college

- 3.1.1. Chairperson
- 3.1.2. Members
- 3.1.3. Minutes of the meetings

- 3.1.4. Activity reports
- 3.2. College for the assessment of prosecutors' performances
 - 3.2.1. Chairperson
 - 3.2.2. Members
 - 3.2.3. Minutes of the meetings
 - 3.2.4. Assessments
 - 3.2.5. Activity reports
 - 3.2.6. Decisions
- 3.3. College for the selection and career of prosecutors
 - 3.3.1 Chairperson
 - 3.3.2 Members
 - 3.3.3 Minutes of the meetings
 - 3.3.4 Assessments
 - 3.3.5 Activity reports
 - 3.3.6 Decisions
- 4. Activity
 - 4.1 Activity reports
 - 4.2 SCP budget
 - 4.3 Cooperation relations
 - 4.4 Public procurement
- 5. News
 - 5.1 Press releases
 - 5.2 Announcements
 - 5.3 News
 - 5.4 Archive
 - 5.5 Vacant positions
- 6. Contacts
- 7. Online meetings
- 8. Registers
- 9. General Assembly
- 10. Online petitions

2.2.2. Area with restricted access. The website restricted access area represents the administration control panel, where from users with access rights can control with the components, functionalities and content of the website what is presented into the public area.

The structure of area with restricted access (administration control panel) will be developed by recommendations of the development company following the best approaches of making it simple and intuitive to users.

2.3. The site navigation system should include:

- **The menu bar** will be placed at the top center of the website and will contain the buttons:
 - selection of language version
 - FLAG OF THE REPUBLIC OF MOLDOVA - selection of the language version in the state language.
 - BRITISH FLAG - selection of the English language version.
 - Home page - go to home page.

- Map - go to the official website map, which represents the hierarchical structure of the site.
 - Contacts - go to the useful contacts page.
- **Bar of pointing items** which informs the user of its location in the hierarchy of the site and provides references to the higher levels in the hierarchy covered by the user. This bar represents strings of items separated by the symbols,/" or „>", for example [Main](#) '>' News. All items of the string except the last one must contain references to the respective pages of the site. The bar of pointing items must be placed in the top center of the page, directly after the menu bar.
- **The navigation menu** will be organized as a dynamic menu containing all the visible levels in the site hierarchy. The navigation menu must be placed on the left side of the page, below the menu bar.

2.3.1. Other navigation requirements:

- Going to the home page will be ensured by clicking on the official symbol of SCP or the box symbol
- The URLs must be simple, informative and logically structured, for example <http://www.scp.md/md/docs/hotarari/>. It is obvious that the given address will lead to the page of the manual about decisions, which is dedicated to working with references.
- All the navigation items must be accessible on each page of the site.

2.4. Website header

The header is a consistent and independent part of a website positioned on the top of webpage and is common component to the most of website pages.

The header of website should contain:

- a) State symbol (upper left corner).
- b) The SCP name (viewed in the language of the page).
- c) The official symbol of SCP as a design item.
- d) Menu bar (in the center of the page).

2.5. Website footer

The website footer is the area on the bottom of a webpage and is common to the most of website pages.

Website footer should contain:

- a) Copyright - to the left of the page.
- b) Disclaimer (Limitation of liability).

3. Requirements on the content of pages

Site pages will be broken down by their predestination into 4 categories:

- Home page - represents the entry point for the user when accessing the site;
- Online meetings page - represents a webpage with a media player to present the online meetings to the public. In administration control panel the administration user should be able to provide a link to external resource wherefrom the online meetings will be

sourced. Assume it will be one single page what will be updated with online meeting link every time a new meeting is available to public.

- Online petitions page - represents a page what will offer to website users a form to be filled in, documents to be attached and afterwards to be submitted to SCP. Fields in the form to be considered:
 - Name and Surname
 - Email address
 - Phone number
 - Attachments
 - Comment (optional)

All the submissions should be stored in database and visible from administration panel to administrator user. The forms should be also sent by email to SCP email address set in administration panel. To take in account that multiple pages of type online petitions can be created in the system, therefor for each page in database will be stored the page id so it can be distinguished what form from what page was submitted.

- Simple content page - represents all pages of the site besides those listed above.

3.1. Requirements on the homepage of the site

The indicative structure of the home page will include:

- Website header
- Navigation menu
- The center of the page will contain:
 - The bar of pointing items (to the right of the navigation menu and under the menu bar).
 - Site Search (to the right of the navigation bar).
 - Block with the official SCP events (meetings, reunions, press conferences etc.).
 - Block with the latest changes on the site.
- The right of the page will contain:
 - Useful links.
 - Access to the authorized area.
 - Help.
- Website footer

3.2. Requirements on the online meetings page of the site

The indicative structure of the typical page will include:

- Website header
- Navigation menu
- The center of the page will contain:
 - The bar of pointing items (to the right of the navigation menu and under the menu bar).
 - Block with the content.
 - Media player

- Links to all online meetings which are available from external
- Website footer

3.3. Requirements on the online petitions pages of the site

The indicative structure of the typical page will include:

- Website header
- Navigation menu
- The center of the page will contain:
 - The bar of pointing items (to the right of the navigation menu and under the menu bar).
 - Block with the content to describe the type of the page
 - The link to download the template file of petition which has to be filled in by the user on his own and attached to the form for being submitted to SCP.
 - The form with fields:
 - Name and Surname
 - Email address
 - Phone number
 - Attachments
 - Comment (optional)
- Website footer

Pages of type online petitions, will be created and managed by administrator user. To create a new page of type online petitions, the administrator user should be able to provide next information:

- Page identifier
- Page type, where it can be application or petition or complaint
- Description of page purpose.
- Template file
- SCP email address (in what inbox the messages from the page will be sent)

For security reasons, on the page to submit the form user should pass CAPTCHA verification.

3.4. Requirements on the simple content pages of the site

The indicative structure of the typical page will include:

- Website header
- Navigation menu
- The center of the page will contain:
 - The bar of pointing items (to the right of the navigation menu and under the menu bar).
 - Block with the content.
- Website footer

4. Site requirements

4.1. Requirements regarding the style of the site

The style of the site must match style and status of SCP, be unitary and easily recognizable by users.

Requirements regarding the style:

- Recognition by users of the site style regardless of the page visited (home page or internal page);
- The site must also be designed in the light version;
- The site design must be developed so that the website adapts to the resolution of user's display. Therefore the website design must ensure that there are proper responsive views for at least two breakpoints:
 - Mobile view breakpoint to 768px
 - Desktop view breakpoint from 768px
- Requirements regarding the template of pages:
 - a) writing style:
 - the writing style (font, size, colors, format type) must be similar for all pages;
 - the text must be **readable** and **to the point**;
 - blink text and scrolling marquees must not be used;
 - there must be a sufficiently large contrast between the text color and the background color.
 - b) layout mode:
 - the page must be characterized by unity. The style must be maintained to the end of the page;
 - page navigation must be easy and intuitive;

4.2. Requirements regarding the graphic design of the site

The graphic design must be developed to visually support the site's informational message, highlighting the information presented.

In order to ensure a user-oriented design, the possibilities of navigation on the site, direct and fast access to information, simplicity and design stability must be considered. It is forbidden to use design procedures that prevent proper identification of the user's navigation actions.

Site design must meet the following requirements:

- loading a page should not take longer than 5 seconds (while the recommended time is 0.6-0.8 seconds);
- graphics are minimized.

4.3. Requirements regarding hyperlinks

Site pages must interact correctly with each other. Reaching this goal largely depends on how links are organized and on their stability within the site.

- **General requirements regarding the links:**
 - a) Have a well-formulated informative content (the text of the links must be short and to the point - to be composed of keywords).
 - b) Be comfortable for reading.

- c) Internal links must be functional and not redirect the visitor to separate pages (new windows) but belonging to the site itself (except for files predisposed to viewing through other tools, e.g. DOC, XLS, TXT, PDF).
 - f) Avoid using special characters (hyphens) in links because they can be interpreted as SPAM.
 - g) Indicate clearly on linked pages: if the link is a text, it should be highlighted and distinguished by color from the usual text (for ordinary text it is recommended not to use underlining).
 - h) The visited links must be distinguished by color from the links not visited (using the same color, but for links not visited the color should be more intense and for those visited the color should be paler).
 - i) As far as possible, avoid using Java Script in links;
 - j) Images used as links - must be accompanied by alternate text, so when the cursor is placed over the link (representing a picture), a more detailed description of the information to which the link refers to appears;
 - k) Links will be distinguished from the usual text (preferably by underlining the text).
- **Internal links** direct to the same page or to other pages inside the site. The textual visualization of the internal links of the site must contain the targeting metadata.
 - **External links** direct to other Internet sites (it is necessary to know the URL address of those sites). External links must be sent the user to separate pages (new windows).

4.4. Requirements regarding icons

Requirements regarding icons:

- use a simple and eloquent design;
- have a reduced file size;
- position in each page must remain unchanged;
- be easily recognized;
- be doubled by an alternate menu system, for example text links; hyperlinks
- use icons that gained universal recognition.

4.5. Requirements regarding images

Graphic objects of GIF, JPG (JPEG) or PNG format will be used within the site.

Requirements regarding graphic images:

- graphic objects must be accompanied by alternate texts. Alternate texts must be clear and not exceed 100 characters;
- graphic items and background colors of the pages (including the color of the fields) must be generated using the standard color palette (256). An exception will be made for JPEG images;
- images with sizes larger than 15 Kb must be made with a preliminary view.

4.6. Requirements regarding animations

No animations will be used within the site

4.7. Requirements regarding tables

The size of the tables must be relative - not depend on the size of the text in the table and the size of the user's window. Tables must have the following features:

- cell width - 1pt;
- table header formatting must be different from table content formatting.

4.8. Requirements regarding color schemes as a design item

Requirements regarding colors:

- the colors used and the design of the pages must be the same throughout the site;
- colors selected for text and background must provide sufficient contrast to avoid eyestrain;
- it is necessary that the active items (links, navigation buttons) differ from the usual text of the page;
- colors are defined using hexadecimal code for the combination Red, Green, Blue.

4.9. Requirements regarding other interface items

Requirements regarding interface items (buttons, lists, dialog boxes etc.):

- site style matching;
- ensuring the correct display of the text within these items.

4.10. Requirements regarding fonts

The page must be organized in such a way that the visitor is able to perceive the information placed on this page.

In order to highlight a certain information on the website, the following character formatting tags (specified in the stylesheets) will be used:

- capital letters and italic text will be used in a limited way;
- bold - in headings, table header, in the usual text to highlight keywords;
- underline - only for links.

4.10.1. Requirements regarding font color:

- ensuring an optimal contrast between text color and font color;
- titles and the base text should be in the same color. Titles will be distinguished from the base text by the font liner used and the font thickness (bold);
- In all pages of the site, keep the color line for each type of text (title, common text and links).

4.10.2. Requirements regarding font family:

The following fonts will be used within websites: Arial, Verdana, Times New Roman (for example: a font for menu and navigation and another font for content).

4.10.3. Requirements regarding text size:

- the font size should be relative (and not fixed);
- the size of the text should implicitly be large enough (at least 10 points).

4.11. Requirements applied to formats

The format of number and data must work properly irrespective of settings of user's computer and its location.

4.11.1. Number format. Numbers must be formatted using the following separators:

- separator for hundreds of thousands - comma;
- separator for decimal places - point. The maximum number of decimal places should be 4.

4.11.2. Data forma must be "dd.mm.yyyy", where dd - day, mm - month, yyyy - year; point is used as separator.

4.11.3. For the **information stored on the site** the following formats will be used:

- when placing textual objects, the following formats will be used: HTML, PDF or RTF;
- when placing tabular objects, the format used will be: XML, CSV, XLS;
- when placing graphic objects, the following formats will be used: GIF, JPG (JPEG) or PNG;
- when placing archives, the format used will be: ZIP.

4.12. Requirements regarding browsers

The site pages must be properly viewed in the following browsers:

- MS Internet Explorer (8.0 and higher);
- Mozilla Firefox (17.0 and higher);
- Google Chrome (23.0 and higher);
- Safari (5.0 and higher);
- Opera (10.0 and higher).

4.13. Correspondence between standards in the field

4.13.1. In order to ensure the possibility of correct view through different browsers and compatibility with various computer platforms, the site must observe the recommendations of World Wide Web Consortium (**W3C**) (see www.w3c.org).

4.13.2. To ensure the possibility of interacting with the SCP site for people with disabilities, the site must comply with the recommendations of WAI (Web Accessibility Initiative) (see www.w3.org/WAI/).

4.13.3. The site must be fully tested to comply with W3C recommendations (<http://validator.w3.org/>).

4.14. Requirements regarding the management of website structure

The structure management module must ensure the following functionality:

- menu bar management;

- navigation bar management;
- creation of an unlimited number of pages;
- the possibility to activate/deactivate the pages;

4.15. Requirements on content management

The content management module must have a similar interface as the standard text editor interfaces and provide the following possibilities:

- introducing/editing/deleting textual and graphic content by authorized persons;
- managing the title and meta content (keywords and description) of the pages, allowing search engines to index pages. Allowing the use not only of keywords, but also of word combinations;
- choosing the default construction model;
- visual editing of information items. The following operations are possible:
 - cut fragment in the buffer;
 - copy fragment in the buffer;
 - paste fragment from buffer;
 - insert links;
 - remove links;
 - various operations related to alignment;
 - insert and remove tables;
 - insert and remove images;
 - font, style and color modification operations;
- editing the source code for information items;
- placing and managing files for download;

Note: Content management can be performed by persons who don't have knowledge in the field of WEB technologies.

4.16. Requirements regarding the transfer of old content to a new page - link to the website of the General Prosecutor's Office to SCP sections.

4.17. Requirements regarding the management of information items

The system supports the following information items and modules for their management:

- **Simple content page** contains various textual or graphical information that can be presented statically or dynamically. The management module for this item must provide the following operations:
 - a) create and remove items;
 - b) visual editing of the item;
 - c) source code editing;
 - d) upload the page on the site;
- **Files prepared** for upload contain the information formatted and prepared by the author for publication. The management module for this item must provide the following operations:
 - a) upload the file on the site;
 - b) insert links from a simple page.

- **Specific pages** - currently contain the homepage, online meetings page and online petitions page. The management module for this item must provide the following operations:
 - a) create and remove items;
 - b) visual editing of the item;
 - c) source code editing;
 - d) upload the page on the site

4.18. Requirements regarding the management of language versions

The module for the management of the language versions of the site must provide:

- possibility of supporting not less than three language versions;
- adding/changing the language version.

4.19. Requirements regarding the management of access rights

The ability to define different groups of site users who have different rights (arbitrarily set) to create/modify/delete/publish the content of the site, its structure and functional items. Access for users responsible for managing site content is based on an authorization mechanism based on the login/password pair (without the involvement of additional technical resources).

Minimum user groups:

- **Administrator (IT COMPANY and IT specialist of SCP)**. Has the following rights in the system:
 - a) Change the site structure.
 - b) Change the templates and styles.
 - c) Change content information.
 - d) Create, remove and manage user rights and user groups.
 - e) Manage the information included in logs.
 - f) Restore backup copies.

- **The editor**. Has the right to introduce, correct/change, erase and publish content information, in all sections.

4.20. Other requirements

The content management system must allow:

- The content of the website to be managed simultaneously by several users;
- The possibility to create/keep backup copies of information items;
- The possibility to restore data from backup copies. Backup

4.21. Requirements regarding information support

The information support is based on two modes:

- the file system of the WEB server in the form of separate files;
- a relational database.

To keep information structured in files, it is recommended to use the XML format. Using the HTML format is also admitted.

4.22. Requirements regarding the information components

The final structure of the site will be developed in agreement with the Contractor (the winning Bidder). The Contractor will submit to SCP the source texts of site pages and of versions in other languages thereof, in line with the structure developed electronically.

The Contractor will submit to SCP all the materials necessary for design:

- page style items, electronically;
- photos, catalogues and advertising booklets, on paper;
- texts and pages coordinated;
- entries on the navigation buttons.

4.23. Requirements regarding the technological means

The following technological means will be used to design the site:

- Platform: Drupal 7.
- WEB Server: Apache 2.2.2 (virtualhosts) + Tomcat 5.0.27 (JDK 1.4.2.) or other freeware solutions (e.g. SUN Application Server etc.).
- SGBD: MySQL.

To consider that in details technical requirements will be discussed and outlined in collaboration of the development company and public institution ITCSS as per platform provided for hosting the official web pages.

4.24. Requirements regarding hardware components

For security reasons, and in accordance with Government Decision no. 188 of 03.04.2012 “On official websites of public administration authorities in the Internet network”, all template-based websites are hosted in the ITCSS Data Center (during development and post-development). ITCSS is responsible for allocating all necessary hardware and software resources for the website to operate 24/7.

No requirements to development company in regards to hardware components.

4.25. Ensuring information security

The site's information security criterion serves accessibility for different user groups to the functionality set by the site administrator:

- Access for users responsible for managing site content is based on an authorization mechanism based on the login/password pair (without the involvement of additional technical resources).
- The possibility to track and enter in logs all actions taken by each user of the content management system, following which changes occur in: site content, design items, change of HTML formatting, name, approval, links to other information items, template.
- The possibility to access the content management system from a list of IP addresses.

4.26. Requirements regarding method of testing and acceptance

The system's testing will be fulfilled in two phases (methods):

- The testing in the process of website development, with the application of the rigors specific to the software development's methodology in the development company.
- The testing by the SCP employees (content managers and site administrator) aiming at accepting the system.

The SCP must have the possibility to present their opinion about the correctness of the website development by the early opinion (known as “early feedback”), this allowing to

diminish the effort to correct errors or configure some components of the website at an early stage of development, also some modules of the website may be tested by the SCP employees while other functionalities are in process of development. This would lead to the diminishment of the total time of website development.

The system's acceptance will be fulfilled as a result of UAT exercise (User Acceptance Testing). As a result of this exercise, the development company, in common agreement with the persons in charge for the development of the SCP website, defines a series of critical scripts which will be run later when delivering the system and in case of their successful running, the system is considered accepted from the functional point of view. The non-functional defects will be categorized separately and the acceptance will undergo the general acceptance procedure.

The general acceptance procedure is developed by the development company, coordinated and approved later by the SCP.

The acceptance procedure must contain quantitative parameters for the system's quality. As a rule, these parameters must be categorized and later agreed at the level of defects (defects of 1, 2, 3 category etc). The number of accepted defects according to the categories must be mentioned in the acceptance criteria.

4.27. Requirements regarding the scheduled assistance documentation

The site developed must be provided with the following set of documents:

- **User guide (Help)**, available in the site's toolbar, must provide users with information about working with the site (site functionality). For this purpose, it is necessary to design an optimal structure for Help. The compartments in the structure should be well formulated and not duplicated. Also, when developing (presenting) the content of the help, the following aspects should be considered:
 - a) be accessible by users depending on linguistic preferences (default - state language);
 - b) to highlight the basic rules and milestones needed while working with the site;
 - c) keywords that can be found in the help multiple times need to link to the page where the corresponding description is present;
 - d) the content must be well formulated, be brief and to the point. It must include the description of functionality, accessibility and terminology used to present the content of the site's help;
 - e) to be comfortable in use.
- **User's guide** - for the website management module it must describe the possibilities and specifics of the informational content management system of the official website and contain the description of the following compartments:
 - a) destination of the module;
 - b) rules of operation;
 - c) setting the parameters of the official website;
 - d) functioning of the "Content Management System";
 - e) exceptional situations.

Also, the "User's Guide" must contain the description of the works and the sequence of steps to be performed by each type of system user (administrator, editor).

• **Guide for the installation of scheduled assistance** - must contain the description of the following compartments:

a) general information:

- ✓ system requirements (platform);
- ✓ specification of the scheduled assistance required for software operation;
- ✓ particularities of standard software configuration for software operation;

b) installation mode - In that compartment, it is necessary to describe successively the steps that should be taken to install the scheduled assistance.

c) software preparation for operation - In that compartment, it is necessary to describe the place of insertion and the content of files necessary for adjustment and configuration and how to edit them.

• **Developer's Guide.** The scheduled assistance of the site developed must be qualitative and sufficiently documented, so that it is possible to maintain and develop the source code based on it. Requirements regarding the composition of the documentation:

a) system requirements presenting the requirements for the composition and characteristics of the technical means, including the requirements for the composition and characteristics of the technical means, operating system, including the need to install additional software (support for network protocols etc.);

b) specifications for scheduled assistance presenting the composition of the scheduled assistance required for operating the software, the main development tool, the tool for creating the help systems, the means of installation and the particularities of setting them up;

c) software description must consist of:

- ✓ structure of the project and the catalogs used to develop the software;
- ✓ description of software, procedures-functions, procedures stored in the section: destination, input and output data, algorithm, values of process status indices and modified parameters in the process of processing and recording in tables/files.

d) description of system architecture must consist of:

- ✓ system components - presenting the specification of scheduled and information assistance at the level of objects, functions, place in the system;
- ✓ the application program project - describes the technology of the implementation of the applicative software, the means of realization and the description of the algorithm for each component;
- ✓ interfaces and interaction procedures - describes the functionality and structure of interfaces and the interaction of components.

e) description of the Database must consist of:

- ✓ database object specification - describes the database object type, database object name, destination of the database object;
- ✓ description of the table structure - is shown separately for each table in the composition by the item number, item identifier, item name, item type.

All the documentation and source code in its final version, should be provided in electronic format to the beneficiary.