**APPENDIX I**

**Technical Specifications**

**Identified Problem**

Lack of data management platform for victims of trafficking

**Proposed Solution**

The solution proposed is development of a web-based application in order to maintain and manage the data regarding the Victims of Trafficking is proposed.

**Deliverable**

Development of a (software) web-based application to support Ministry of Internal Affairs to digitize manage and maintain data on victims of trafficking as described in this document.

**Payment conditions**

**Exclusion fee for this deliverable is at 45.000 Euros. Tenders proposing fees above this exclusion level will be entirely and automatically excluded from the tender procedure.**

Payment for provision of services will be executed in accordance with Article 10 of this contract, at the end of the deployment and successful completion of the deliverable.

*Deadline and place of delivery*

*Deadline for deliverable* of a complete functional application is **October 2, 2023.** Location: Ministry of Internal Affairs, Pristina (Space allocated on the Data Centre in accordance with the requirements described in this Technical Specification provided by the Agency of Information Society

Source code shall be handed to the Ministry of Internal Affairs.

**Penalties**

In case of delayed delivery, without a reasonable justification, the Provider shall pay to the Council for every week of delay a penalty amounting to 5% of the total value of the purchase. Any fractional part of a week is to be considered as a full week. The total amount of penalty shall not, however, exceed 20% of the total value of the purchase and is to be deducted from the amount due at the time of payment.

Failure to deliver 30 days after the deadline for delivery indicated above, may result in the termination of the contract for breach of contract.

**System Specifications**

Availability, reliability, and maintainability

The system must maintain availability of 99.99%.

The system must maintain a mean time between failures of greater than 90 days.

Logging shall be sufficient to quickly identify and resolve system problems.

**Accessibility**

The system must be robust to work across different operating systems, and different browsers. The system must be perceivable and operable independent of the accommodation tools employed by users.

**Performance and scalability**

The database and web server must not reside on the same machine hence giving ability to the system to cope with increased load or data growth.

The average page load time must be less than 3 seconds.

**Standards**

The system must be compliant with architectural and security requirements in place by the Agency of Information Society (compliant with ISO/IEC 12207) Standard.

**Human Errors**

The system must provide warnings in a confirmation screen that warn the user for the discrepancy.

**System Errors**

System errors must be communicated to the user through an error code that will be documented to expedite support and resolution.

**Information Security**

User credentials and all other information entered in the system must be encrypted in transit the web system must have the SSL/TLS certificate hence no data leak can occur during the credentials or data entry.

All the data in the tables shall be encrypted

**Audit**

All access to the database must be logged including high priority alerts triggered for sensitive operations such as database dump.

**Structure**

The web-system structure must facilitate accessibility and user-friendliness whereby no screens are at a depth of greater than 3.

**Interoperability**

The website must work across different operating systems, devices, and browsers to assure the system will be accessible on any platform.

**Application Security Requirements**

Application should meet the security requirements in accordance with Agency of Information Society compliant with ISO/IEC 27001:2013 Standard.

**Workgroup Security**

Ministry of Internal has defined in details the workgroups designated for the application in the Administrative Instruction Document

**Database Design and Functionalities**

The software technologies shall be chosen for each of three logical layers of the Web System in order to design the Web system. The front-end layer must be developed in latest technologies, like React, Angular, Vue JS etc, for the Middle Layer the choice of the Ministry of Internal Affairs is MSSQL server which should be set up including the licensing by the Agency of Information Society, and the back-end or development language will be Microsoft .NET MVC Core in C# (C Sharp) as determined by the Agency of Information Society and the Ministry of Internal Affairs.

**Platform/Language**

The Ministry of Internal Affairs and Agency of Information Society demand to use the following:

* The front-end layer must be developed in latest technologies, like React, Angular, Vue JS etc
* Microsoft Windows Server (as a platform)
* Database MSSQL (The middle layer)
* Microsoft .Net MVC Core, C#, C Sharp (The programming language or back-end)

**Database Content**

(Please note that this part may experience up to 20% changes during the implementation and in consultation with responsible institutions)

|  |
| --- |
| **Code no.:** |
|  |
| **Initial contact with the victim of trafficking1:**  **When? –** *date*  **Who? – b***y whom*  **Where? –** *place*  **How? –** *how was the contact established* |
| **The victim was referred by:** *institutions, other states, NGOs, members of public helplines, etc. (specify)* |
| **Date of referral:** |
| **Presumed victim Yes; No;** |
| **Identified victim Yes; No;** |
| **Date of identification:** |
| **Data on the victim:** |
| **Age of the victim** |
| **Gender M F Other** *(prefer not to say)* |
| **Citizenship**  *(specify if the person has two citizenships)* |
| **Ethnicity:** |
| **Place of Birth:** City, State. |
| **Residential address:** City, State. |
| **Residence permit:** *(if a citizen/foreigner)* |
| **Temporary residence permit: YES (if yes, duration) NO**  **1. Applicants for international protection;**  **2. Person with refugee status;**  **3. Person with supplementary protection;**  **4. Person with temporary protection;**  **5. Person with stateless person status** |
| **Language spoken or understood:** |
| **Medical needs:**  **YES; NO;** |
| **Persons with disabilities: YES NO** |
| **Marital status:** *(list children if any)* |
| **Economic status:** *poor average good* |
| **Education level:**   1. None 2. Elementary school not completed 3. Elementary school 4. Upper secondary school not completed 5. Upper secondary school completed 6. Higher education |
| **Profession:** specify |
| **Employed YES NO** |
| **RELATIONSHIP OF THE VICTIM TO THE SUSPECT:** *Family, friend, girlfriend/boyfriend, employer, other specify...* |
| **HOW DID IT HAPPEN**   1. **Recruitment** (Promise of marriage, through the Internet, job advertisement, mediation agencies, unknown, other (specify)... 2. **Transportation** (Train, Bus, Car, Taxi, Airplane, Ship, other-specify) 3. **Transfer** (Date of departure, place of departure, border crossings (tick specify), mode of border crossing (tick – legal, illegal – with forged document), accompanied (if yes, number of persons), place of destination (specify). 4. **Reception** (Where? When?) 5. **Shelter** (Where? When?) |
| **CONTROL MEANS:**   1. Threats 2. Use of force 3. Pressure 4. Kidnapping 5. Fraud 6. Deviation 7. Abuse of power 8. Misuse of a sensitive position 9. Giving or receiving payments or benefits 10. Through information and communication technology |
| **Forms of exploitation**  а) prostitution or other forms of sexual exploitation  b) sexual abuse of children for the purpose of using them for pornography  c) forced labor or services  d) slavery  e) servitude  f) forced criminal activities  g) forced marriage  h) forced pregnancy  i) illegal adoption   1. Forced begging 2. Unauthorized transplantation of human organs, 3. Other, specify... |
| **Period of exploitation: from-until** |
| **Places of exploitation:** city (list), LOCATIONS - massage parlors, dance clubs, cafes, on the street, private house/apartment, hotel, farm, construction sites, factories, etc...specify. |
| **Assessing risk:** low medium high |
| **Is protection required:** Yes NO |
| **i/referred to:** State Shelter NGO Shelter Home (specify) |
| **Reflection period**: YES (from-to), NO |
| **Impunity of the victim of trafficking:**  **The victim was forced to commit illegal acts as a victim of trafficking:** YES or NO |
| **Repatriation:**   1. **Date** 2. **From which country (specify)** 3. **In which country (specify)** 4. **Who did/facilitated it** |
| **INVESTIGATION AND CRIMINAL PROSECUTION**   1. **Criminal charges:** YES NO (date of criminal charges, no. of criminal charges, no. of suspected persons, no. of victims, article of criminal offense, who files the criminal charges, where were the criminal charges filed?) 2. **Organized criminal group: YES NO** 3. **Cybercrime investigation YES NO** 4. **Dismissal of the criminal charges YES NO** 5. **Verdict on initiation of investigations YES NO** 6. **Financial investigation YES NO** 7. **Freezing of assets YES NO** 8. **Verdict on suspension of investigations Yes No** 9. **Indictment YES NO** (date of the indictment, number of the indictment, who files the indictment (select the prosecutor’s office), criminal offense/article, number of accused persons, number of victims, in which court (select the court)) 10. **Verdict** |
|  |
| **COURT: Name of the Court, no. of the case, date of acceptance, date of Verdict, no. of convicted persons, type of Verdict** (a) Refusal, b) Acquittal, c) Condemnatory, **Sentence**s: a) life imprisonment, b) imprisonment, c) fine, d) probation, e) complementary punishments  **Compensation decision:** a) compensated by the accused, b) instructed for a civil dispute, c) compensated by the state **(the amount of compensation is written after the tick)**  **confiscation** a) financial means, b) assets, c) other (specify) **(the confiscation amount is written after the tick)**  **Compensation decision**:  a) compensated by the accused, b) instructed for a civil dispute, c) compensated by the state (**the amount of compensation is written after the tick)**  **Confiscation**  a) financial means, b) assets, c) other (specify) (**the confiscation amount is written after the tick**) |
| **Cooperation of the victim with the prosecution bodies: YES NO** |
| 1. Legal representation: (protector of VT, free legal aid, lawyer chosen by VT) 2. Participation in interviews at the Police and Prosecutor's Office (tick) 3. Representation in judicial sessions tick 4. Compensation is compensated is not compensated   Through criminal proceedings - requested - given - paid  Through civil proceedings - requested - given - paid  Through State compensation - claimed - paid - paid |
| **SOCIAL SERVICES FROM CSW**   1. **Appointment of Case Manager** (tick) 2. **Appointment of legal guardian** (YES NO) 3. **Referral for health services** (YES, NO) (physical, psychological) 4. **Referral for** State Housing NGO Family housing 5. **Formal education** (specify) 6. **Non-formal education** (specify) 7. **Working with the family** 8. **Family reunification** 9. **Finding work** 10. **Professional training** 11. **Benefits from the social assistance scheme (yes, no)** |
| **ACCOMMODATION SERVICES**   1. **Referred by: (specify)** 2. **Where? Place (shelter)** 3. **When? Date:** 4. **Services provided:** (health, psychological support, educational training, professional training, formal/informal education) 5. **Long-term reintegration:** (employment, economic support) 6. **End of shelter stay:** date 7. **After the end of the stay, the victim is placed:** in another shelter, independently, in a family, another host family, in the country of origin, third country, escape from the shelter, other (specify) |
|  |

**Equipment Requirements**

The hardware requirements to facilitate this web system must meet the conditions below:

The Web server and the database server must run as separate entities on separate machines in order to ensure the scalability and performance of the system during the increased load or data growth

**Client Configuration**

The client configuration specifications at minimum 4 CPU cores, 8 GB RAM, any operating system, and any internet browser.

**Server Requirements**

The machines on which the web and data will reside must have enough storage to accommodate the volume of data and depending from demand of concurrent user support it can be specified as:

• Large-Supports up to 7500 concurrent users (4TB disk space, 16CPU cores, 64GB RAM)

• Medium-Supports up to 1000 concurrent users (2TB disk space, 12CPU cores, 32GB RAM)

• Small- Supports up to 400 concurrent users (1TB disk space, 8CPU cores, 16GB RAM)

**Connectivity**

The client must be connected on the internal government network, Government (WAN/LAN) in order to gain the connectivity to the system, hence the system will be not limited only to internal connectivity.

The external connectivity will be granted by the Agency of Information Society and in such cases all the responsibility for the system security will fall on the Agency of the Agency of Information Society.

User Logins. All the users must be created by system Administrators, the number of users must not be limited, and the users will get access (login) on the system by set of credentials (username/password). User access management will be handled by administrators accordingly.

**Application Deployment**

Since the entire development project is focused on a "delivery date", the provider shall ensure that the application is installed and configured properly and is running smoothly in the production environment accordingly with the delivery date specified in the tender.

**Testing**

The application will be tested by the provider to ensure that it is running correctly and meets the requirements as per specification requirements.

**Monitoring**

The application will be monitored by the provider per duration as specified within the contract, to ensure that it is running smoothly and to detect any issues or errors.

**Training**

For the application training plan to be provided by the provider, the Ministry of Internal Affairs will select the trainees. The training strategy is also to be submitted by the provider.

**System Documentation**

The system documentation will be provided along with the source code, and it will include these elements:

● Database Structure and Relationships

● Ongoing Maintenance of the System

● Principal Processing Logic

● Primary Development and Coding Techniques Employed

● Strategies for Extensibility

System documentation should provide an adequate road map for future developers to follow when diagnosing problems or designing enhancements.

**Data base Administration**

**Administrators**

According to the Administrative Instruction issued by MoIA the database Administrators will be assigned the roles and responsibilities of the entire system.

**Backup Policies**

Backup policies must be handled by the Agency of Information Society.

**Adding Users**

New users will be added to the system by the system Administrator, who will determine their security levels based on the Administrative Instruction issued by MoI.

**Reports**

The generation of reports from the database (system) will include the fields/information specified in Database Content (included in this document).

The generation of reports can combine the fields above, and it is not limited, however if any other fields are needed to generate the report based on the specific type of information it must be defined since the coding is needed on the back-end side for each report.