# Business Requirements

Website requirements have been grouped into the following two tables. The first table shows the general requirements for the collaboration and knowledge website for users (hereinafter WEBSITE), while the second table shows the specific or special system requirements.

The Bidder shall commit to every function/requirement in the given tables of this document and enclose the completed tables in their Bid.

The required functions/requirements marked with the letter “R” must be met. The requirements/functions that are optional, but desirable, are marked with the letter “O”. In the column “Bidder response”, the Bidder must state how the function/requirement will be met, by using the following marking system:

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| **Bidder response** | **Description of how the requirements shall be met** |
| A | Exists as a function and is already implemented with at least one client – may be presented on the client’s premises  |
| B | Exists as a function, but not implemented with any client – may be presented on the Bidder’s premises  |
| C | Function requires little modification /programming and may be realized in a set time limit  |
| D | Function cannot be met |

All the functions marked by the Bidder with A, B and C are the subjects of delivery and the Bidder must deliver these within the bid-price.

The Bidder must enclose a functional specification in their Bid, i.e. a description of the bid software solution, and other relevant accompanying documentation that describes the bid solution.

The total number of General and Functional requirements is 36, majority of which are required.

## Detailed requirements

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| **Reference number** | **Functional requirements** | **Required / optional** | **Bidder response (A-D)** |
| BR01 | Total Redesign of the Entire Website. The website will be completely redesigned to enhance aesthetics, functionality, and user experience. The new design will be mobile-responsive and modernized to reflect the organization's goals. Design prototypes will be tested across multiple devices and Browsers for usability and responsiveness. The design must comply with accessibility standards. | R |   |
| BR02 | CMS Platform with User-Friendly Interface to Update Information. A CMS platform will be implemented to allow easy content updates by non-technical users. Administrators/content managers will manage articles, images, and multimedia without developer support. The system must track content updates and enforce role-based permissions for content modification. | R |   |
| BR03 | Support for Apache, PHP, MySQL. The system must support Apache, PHP, and MySQL to ensure compatibility and scalability. It will be tested to verify smooth operation with these technologies, ensuring no compatibility issues. | R |   |
| BR04 | Reprocessing of Materials According to Specified Requirements. Existing content will be reprocessed to meet new formatting and content guidelines. This ensures consistency and readability across all content. Content will be reviewed for accuracy and formatting before publication. | R |   |
| BR05 | Reconfiguration of Menus, Submenus, Articles, Categories, Modules, Plugins. Menus, submenus, and categories will be reorganized to improve navigation and align with new business requirements. The new structure will be tested to ensure easy access to all content and logical grouping. All links should redirect correctly. | R |   |
| BR06 | Indexing Pages for Their Best Possible Performance. Pages will be indexed for fast load times and optimized for search engines. SEO tools will be used to ensure pages meet best practices for SEO, including proper use of keywords and meta descriptions. | R |   |
| BR07 | The System Should Allow for the Retrieval, Storage, and Use of Data Even When Several Users Are Working Simultaneously, According to NAIS Cloud-Hosting. The system must handle simultaneous user access without data loss or corruption, ensuring real-time data integrity. Concurrent user performance tests will be conducted, and data consistency will be verified during simultaneous operations. | R |   |
| BR08 | The System Should Serve for Internal Use, Where Access Will Be Allowed Only to Those Who Generate the Data. Access will be restricted to authorized internal personnel based on defined roles. User authentication and role-based access control will be tested to ensure only authorized users can access sensitive data. | R |   |
| BR09 | Optimizing Pages to Be as Understandable as Possible for Search Engines. SEO optimization will be applied to ensure pages are optimized for search engine visibility. All content and media must adhere to SEO best practices, and SEO performance will be tested using tools to ensure proper optimization. | R |   |
| BR10 | Increased Application Security and Protection from Various Attacks. The system must have robust security measures against attacks like SQL injections and XSS. Regular security testing and vulnerability assessments will be conducted, and security logs will be maintained. Access to sensitive data will be strictly controlled. | R |   |
| BR11 | Restructuring of User Privileges Regarding Publications on the Website. User privileges for content publication will be restructured to ensure proper access control, segregating duties for content creation, approval, and publishing. Only authorized users will be allowed to publish content, and changes will require approval. Role-based access control (RBAC) will be tested to ensure proper permissions. | R |   |
| BR12 | Weekly/Monthly Backups of the Website and Data Stored in a Secure Environment. Automated weekly/monthly backups of website files and databases will be securely stored offsite or in the cloud. Backup processes will be tested by conducting restore tests to ensure data integrity and availability. All backup data must be encrypted and retained according to the organization's policy. | R |  |
| BR 13 | Custom Module Programming. Custom modules will be developed to support specific functionality as required by stakeholders. These modules will be tested for functionality, security, and integration with existing systems, following established coding standards and security guidelines. | R |   |
| BR14 | Responsive, Openable on PCs, Tablets, and Smartphones. The website must be fully responsive, automatically adjusting its layout and content for different devices. It will be tested on various devices to ensure accessibility and correct rendering. The layout should adapt dynamically to screen sizes. | R |   |
| BR15 | Grouping of Sections in the Form of a Menu with Sub-sections. The website will feature a structured menu with sections and sub-sections to improve navigation. Links will be tested for functionality, and menu items must be regularly reviewed and updated as new content is added. | R |   |
| BR16 | Taking Information from the Existing Page to the New Page. Content from the existing website will be migrated to the new system without data loss or corruption. The migration will be tested for consistency and integrity to ensure all content meets the new format and layout requirements. | R |   |
| BR17 | Site Map (Presentation of the Site Structure with Links to Each Page). A comprehensive site map will be created to showcase the website structure, with links to all key pages. It will be tested to ensure it accurately reflects the site’s layout and is kept up to date when new pages are added. | R |  |
| BR18 | Contact Form (List of Contacts and a Map of the Office Location). The website will feature a contact page with essential contact information and an interactive map showing the office location. The contact form and map will be tested for accuracy and functionality, with up-to-date information. | R |   |
| BR19 | Work Schedule. A work schedule section will be added to display office hours, closures, and special announcements. The schedule will be updated in real-time and tested for accuracy and clarity. | R |  |
| BR20 | Must Have Universal Data Access. The system must support universal data access, compatible with major databases like AS/400, Oracle, SQL Server, MySQL, and PostgreSQL. It will be tested for compatibility and seamless data retrieval, with secure storage and access based on user permissions. Social Media Connections The website will integrate with major social media platforms to increase engagement. Social media sharing and updates will be tested for seamless functionality, adhering to platform guidelines and privacy policies. | R |   |
| BR21 | Mobile-Friendly Website. The website will be responsive, automatically adjusting to mobile devices for better accessibility and engagement. The mobile version will be tested for functionality on various devices, maintaining visual integrity. | R |  |
| BR22 |  SSL Security Certificate. An SSL certificate will be implemented to secure data transmission, enhancing user trust. SSL encryption will be tested to ensure secure data transfer, and certificates will be regularly maintained. | R |   |
| BR23 | The Page Opens on Any Platform and in Any Browser. The website will be compatible with all major Browser and platforms to maximize accessibility. Cross- Browser testing will ensure compatibility, with no features being Browser -dependent. | R |   |
| BR24 | Search Engine Optimization (SEO). The website will be optimized for search engines to improve visibility. SEO tools will monitor performance, with periodic updates to keep up with evolving practices. | R |   |
| BR25 | Information Search Button. A search button will be added for easier navigation. The search function will be tested for accuracy, speed, and ease of use, returning results from indexed content. | R |   |
| BR26 | Security Mechanism for User Authentication and Authorization. Secure authentication and role-based access control will be implemented to protect sensitive content. The system will be tested for robustness, ensuring only authorized users can access specific areas. | R |   |
| BR27 | Ability to Create User Hierarchy. The system will allow creating a user hierarchy with different access levels. User roles and permissions will be tested to ensure proper access rights based on responsibilities. | R |   |
| BR28 | Multi-Language Support (ALB and ENG). The website will support Albanian and English, with a language toggle. Testing will ensure smooth language switching, with consistent and up-to-date content in both languages. | R |   |
| BR29 | Ability to Upload Various Files. Users will be able to upload documents and images via a secure interface. File uploads will be tested for compatibility with different formats and size limits, and all files must be scanned for security. | R |   |
| BR30 | Separate System for Information Management (Maintenance Actions). A dedicated system will handle website information management, including backups, restore, and performance control. It will be tested for functionality, ensuring regular maintenance and data integrity. | O |   |
| BR31 | Code Package Security and Licensing. All plugins and code packages must be verified for security, functionality, and licensing. They will undergo testing before use to ensure compliance and reduce security risks. | R |   |
| BR32 | Testing Phase: Tests Will Be Performed According to a Predetermined Plan for the System. A comprehensive testing plan will be developed, covering functional, security, and performance tests. The system will be tested in stages, and all bugs will be fixed before deployment. | R |   |
| BR33 | Final Delivery of the System Along with 2-Day Trainings. After testing, the final version will be delivered, accompanied by two days of user training in Albanian. The system and training materials will be updated with future changes. | R |   |
| BR34 | The website must comply with intellectual property laws by ensuring all digital assets, including text, images, videos, and scripts, are properly licensed or attributed, minimizing legal risks, enhancing credibility, and safeguarding content creators' rights through a review process that prevents unauthorized use and enforces compliance with national regulations. | R |  |

##  OTHER REQUIREMENTS

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| **Reference number** | **Functional requirements** | **Required/****optional** | **Bidder response (A-D)** |
| OR01 | Creating Statistical Reports. The system will generate reports on site visits, user behavior, and performance metrics. Reports will be tested for accuracy and ease of interpretation, ensuring compliance with privacy standards. | O |   |
| OR02 | The Website Must Offer the Possibility of Creating Pop-Ups. The system will allow administrators to create customizable pop-up windows for announcements or notifications. Pop-up functionality will be tested for ease of use and compliance with accessibility standards. | O |   |