

Annex 2 - TERMS OF REFERENCE

IT Company to deliver IT Support and Maintenance services for the General Inspectorate for Migration website

1. **Duty Station:** Chisinau, Republic of Moldova
2. **Contract Duration:** 6 months

Nature of the contracting: Support and Maintenance services for the General Inspectorate for Migration website

3. **Project Context and Scope:**

The GIM is the national institution responsible for implementing policies in the field of migration, asylum, statelessness and integration of foreigners and of the relevant legislation. Since March 1st, 2023, GIM has been implementing the mechanism of temporary protection of displaced persons from Ukraine on the territory of the Republic of Moldova. The mechanism assigns to GIM a series of responsibilities related to providing information and ensuring the access for the beneficiaries of temporary protection in Moldova to a range of basic services, such as social, medical, educational, access to the labor market, accommodation etc. GIM is the authority that coordinates the integration process of foreigners on the national territory, which targets holders of provisional and permanent rights, beneficiaries of international protection, persons who have been recognized stateless status in the Republic of Moldova. Furthermore, the national authority is in the process of digitalizing the service provision, aligning to the national objectives related to the digital transformation in all spheres of activities.

One of the GIM priorities is to offer accurate and timely information to all those interested, that are present in the country. In this context, GIM has requested the International Organization for Migration's specialized support through provision of maintenance support to the existing official website so that relevant information is easily accessible and secured. IOM builds on the already established collaboration with GIM and based on the national authority's request, adopts a structured approach for identifying concrete modalities and providing specialized assistance to strengthen the national capacity. Such assistance is provided from the perspective of IOM's mandate and expertise, and in collaboration with relevant national authorities.

Headquarters:

4. **Organizational Department / Unit to which the contracted party is contributing:**

Migration Governance, Immigration and Border Governance

Project - Supporting Protection, Transit, Voluntary and Informed Return and Reintegration of Eastern Partnership Citizens and Third Country Nationals affected by the conflict in Ukraine (DG NEAR).

6. **Tangible and measurable outputs of the work assignment**

The objective of this contract is the provision of needed specialized technical support by a national IT company to provide maintenance services to the official website of the General Inspectorate for Migration in close collaboration with the national authority and the relevant departments of the Ministry of Internal Affairs.

Under the overall guidance of the IOM Chief of Mission and Programme Coordinator - Migration Governance, and the direct supervision of Programme Officer/IBG Unit, the contractor will:

- a) Develop 5 Custom Category Templates.
- b) Breadcrumb Navigation site-wide implementation
- c) Provide technical support in multilingual page Interlinking (RO/EN/RU), adding content translated by the GIM team
- d) Adjust the website to be fully operational and compliant with Web Content Accessibility Guidelines (WCAG) 2.0, AAA level, to meet accessibility standards.
- e) Monitoring and evaluation of WordPress and updates will be performed once a month based on the need and compatibility of plugins. If a single plugin is not compatible with the new version, then we will remain on the previous version of WordPress.
- f) Procure set-up and ensure the functionality of the following Plugins: Website Drag and Drop Builder, Brizy - <https://www.brizy.io>, Multilingual – WPML - <https://wpml.org>; Chat Bot - collect.chat - <https://collect.chat>.
- g) Guaranteed response within 2 business days, often within a few hours for regular inquiries.
- h) Urgent response to critical issues like website downtime or cyber-attacks, with response times within 2 hours during working days for emergencies.
- i) Immediate remediation of issues such as downtime, data loss, or cyber-attacks; complex problems may require additional time to resolve.
- j) Full recovery of website content in cases of accidental deletion or technical errors during one working day.
- k) Series of five 60-minute online guided sessions that will be recorded and used later as a guide (Step-by-step video tutorial guides for web content management, provided upon request).
- l) Series of five 60-minute sessions for up to 10 participants on separate days.
- m) Proactive updates to maintain compatibility with the latest technologies, ensuring smooth website operation.
- n) Handling of hosting, licenses, and terms and conditions of use.
- o) Advice for non-essential but valuable features to enhance the website's performance or user experience.
- p) Active communication with the hosting provider to ensure reliable performance and resolve any service issues promptly.
- q) Server maintenance, including:
 - Verification of SSL configuration and certificate updates

- MySQL table optimization
 - Clarification of WPML site status at the server level
 - Cleanup of WordPress spam, revisions, and transients
 - Updates to Linux packages, PHP, and WordPress plugins
 - Continuous monitoring of server resources (CPU, RAM, Disk)
 - Verification that Nginx, PHP-FPM, and MySQL services are running
 - Rotation and archival of old log files to conserve disk space.
- r) The YouTube and Facebook buttons, currently hidden behind the chatbot on the left side of the page, shall be repositioned to ensure they are fully visible and accessible to users.
- s) Two separate layout grids shall be implemented for the desktop and mobile versions of the website, following a clear and descriptive structure. Additionally, the display of the author name in internal search results shall be removed.

Expected Outputs and Deliverables

Nr.	Deliverables	Timeline
1.	<p>Monthly progress report</p> <p>The contractor shall submit a monthly report outlining the maintenance activities performed, issues resolved, system status, and any relevant recommendations.</p>	<p>The report must be delivered by the 5th working day of the following month.</p>
2.	<p>Final report</p> <p>At the end of the contract, the contractor shall provide a final report summarizing all work completed, system performance, and issues addressed, along with a list of proposed enhancements for future website development.</p>	<p>The report is due within 10 calendar days after contract completion.</p>

Payment Modalities

The payment will be done in 1 instalment after contract signing.

The training session(s) will be delivered in an online format.

The IT Company must adhere to the International Organization for Migration (IOM) Data Protection Principles (IN/138) and maintain confidentiality.

7. Performance indicators for the evaluation of results

Completion of tasks and submission of the deliverables as described in the relevant section, in collaboration with the national authority and IOM staff.

EXPERIENCE

- Strong background with at least 5 years of experience in IT sector;
- Proved working experience in web programming using Wordpress;

- Experience in planning, developing and maintaining websites across multiple products and organizations;
- Extensive knowledge of web applications, programming languages, Wordpress and web services — including API, CSS, CSS3, cross-browser compatibility, HTML, HTML5, security principles and web user interface design;
- Proficiency with content management systems and Windows and Linux environments;
- Excellent analytical skills, as well as reporting skills for clear and concise information, including recommendations on the basis of analyses;
- Excellent ability to collaborate with national institutions;
- Efficiency, flexibility, drive for results;
- Ability to work effectively and harmoniously with counterparts and colleagues from varied cultures and professional backgrounds;
- Previous work experience with the General Inspectorate for Migration (former Bureau for Migration and Asylum) is an asset;
- Strong understanding of the Moldova context is an asset.
- Good Romanian command is required. The knowledge of English is a key asset.