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**Terms of Reference**

For Proposals to Develop EITI Electronic Reporting System (ERS) and EITI Educational Videos for the Republic of Tajikistan

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6. **Background**

The Extractive Industries Transparency Initiative (EITI) is the global standard for the governance of oil, gas and mineral resources. It seeks to strengthen government and company systems, inform public debate, and enhance trust. To date, the EITI has been implemented in more than 50 countries around the world. The EITI implementation has two core components:

* *Transparency:* oil, gas and mining companies disclose information about their operations, including payments to the government, and the government discloses its receipts and other relevant information on the industry. The figures are reconciled and published annually alongside other information about the extractive industries in accordance with the EITI Standard.
* *Accountability:* a Multi-Stakeholder Group (MSG) with representatives from government, companies and civil society is established to oversee the process and communicate the findings of the EITI reporting, and promote the integration of EITI into broader transparency efforts in that country.

The types of information that EITI seeks to place in public domain are closely linked with the rapid increase around the world in the demand for, and the supply of, open data that citizens, governments and companies are using to drive innovation and change. Additional information is available via: [www.eiti.org](http://www.eiti.org).

The EITI Standard has been implemented in Tajikistan since 2013. During this time, the country has published four national reports on the country's extractive sector as part of the EITI implementation. More information on the EITI Standard implementation in Tajikistan can be found on the Beneficial Ownership web-portal of Tajikistan’s EITI National Committee via: <https://pbo.eiti.tj/>.

The [Financial Services Volunteer Corps (FSVC)](http://www.fsvc.org) is a non-profit organization that helps strengthen the financial sector in developing countries. FSVC began working in Tajikistan in 2019 to improve financial inclusion, strengthen financial stability, and enhance the country's capacity to combat money laundering and the financing of terrorism (AML/CFT). Since 2020, FSVC has also been supporting the Government of the Republic of Tajikistan to implement the EITI Standards. Key results of FSVC’s work on this topic to date have included: 1) the launch of a beneficial ownership web-portal; 2) the publication of the EITI reconciliation report for the 2019, 2020 and 2021 fiscal years; and 3) Tajikistan being reinstated as part of the EITI after being suspended for failing to comply with the minimum requirements.  FSVC also trained private sector actors, civil society representatives and journalists on beneficial ownership and the EITI Standard.

In October 2024, FSVC began a new phase of work aiming to further strengthen fiscal transparency in the extractive industries by creating a unified electronic reporting system for all actors along the extractive sector value chain, in line with the strategic plans of the Government of the Republic of Tajikistan to implement e-government in the country. This program is financed by the US Embassy in Tajikistan.

1. **Objective**

FSVC is seeking a competent and credible information technology (IT) firm, free from conflicts of interest to design and develop both:

1. An Electronic Reporting System (ERS) in line with the EITI Standards; and,
2. Six (6) educational videos on the implementation of the EITI in Tajikistan and the country’s extractive sector.

The contractor’s proposal is expected to cover both deliverables. If selected, the contractor will be required to produce both deliverables.

1. **Scope of Services, Tasks and Expected Deliverables**

**3.1. Electronic Reporting System (ERS)**

The contractor will create an electronic reporting system (ERS) for the [EITI web-portal](https://pbo.eiti.tj/) that will:

* Automate the process of data collection from extractive industry companies and regulatory authorities of the Republic of Tajikistan;
* Reconcile and store the National Report on the Implementation of the EITI Standard in electronic form; and,
* Facilitate the future integration of external systems for data exchange with regulatory authorities.
	1. ***Functional Requirements of the System:***
1. ***Data Collection, Analysis and Processing***

*Companies* should be able to enter the following data into the ERS:

* 1. Company biographical information like e-mail, name of the user filling in reports etc.;
	2. To attach scans of licenses or enter information on licenses (e.g., mining permits);
	3. Tax, customs, social and other payments based on the approved format of EITI reports;
	4. To attach an electronic version of the reconciliation act with competent authorities;

*Competent authorities* (e.g. treasury, tax or customs authorities) should be able to provide data on payments actually received with similar parameters as companies.

The system should automatically reconcile the data provided by companies and controlling authorities.

The reconciliation of the data provided in the system should be based on two parameters (amount and name of the payment).

There should be *identification of discrepancies* in the automatic processing of reports. Specifically:

* 1. If both parameters of the reconciled data match, the system should mark the data as successfully processed.
	2. If a discrepancy is detected (e.g. the amount or name of the data provided by the company differs from the data received from the controlling authorities, or a payment is declared but not received), the system should automatically capture and mark this discrepancy.

Data discrepancies from the ERS should be sent for further analysis to the system administrator, who can verify the correctness of the data entered by the participants and, if necessary, initiate a request for additional data with the possibility of correcting the reporting by companies and regulatory authorities.

In response to *discrepancies*:

1. All identified discrepancies should be recorded in a separate list for further analysis by the administrator.
2. The ERS should automatically notify the responsible parties (companies or authorities) of the discrepancies found for further correction with comments on the reasons for the discrepancies.
3. ***Integration with Automated Government Systems***

The ERS should be able to integrate with tax, customs, and geological and natural resource regulatory systems (API, ETL, ESB, SOAP and REST web services, CSV, PDF, XML, JSON file exchange).

1. ***Roles and Rights in ERS***
2. The *user (companies and regulators)* should be able to:
* Enter information about themselves, the company;
* Complete electronic EITI reporting forms;
* View the history of previously entered data;
* View the status of reports submitted for processing;
* Edit reports sent for processing by the administrator;
* Provide comments on reports that have discrepancies with customs and tax committee reports;
* View the status of reports sent to them.
1. The *administrator* should be able to:
* Review, edit (in exceptional cases), approve or reject reports submitted by users;
* Return unreconciled reports for review;
* Assign, modify, and delete user roles;
* Change user access levels;
* Grant access to individual modules or system functions;
* Decide what information should be public or hidden for specific user groups (e.g., restrict access to data until an audit is complete);
* Track the actions of all users, see the history of changes, and ensure compliance with the security policy;
* Manage integration settings with external systems (e.g. tax, customs, etc.) to ensure that data is sent and received correctly.
1. The *auditor* should be able to:
* View all data in the system, including company reports, payments, discrepancies, comments and information received from tax and customs authorities;
* View and download files without editing the files on the system;
* Use built-in analytical tools to identify discrepancies, generate reports and draw analytical conclusions.

NOTE: The auditor should have limited access to the system, if system policies allow.

1. ***Data Visualization in the System***

The ERS should be able to present/visualize data in the following formats:

* Bar charts, line graphs, pie charts, and histograms to show trends, comparisons, and distributions of data with the ability to select different visualizations;
* Visual tables with the ability to sort and filter data to facilitate the analysis of large amounts of information;
* Ability to customize visualizations by selecting time periods, data categories or other filters to analyses specific aspects;
* Drill down on data (click on graphs or charts to get more detail);
* Ability to compare data over time or across categories to identify trends and outliers.

The visualization should be able to quickly identify discrepancies between data provided by companies and regulators, as well as historical data from previous years.

Data visualizations should be able to be exported into different formats (PDF, Excel, image).

* 1. ***Non-Functional Requirements:***
1. ***Performance***
* The ERS shall support at least 50 concurrently active users with a response time not exceeding 5-10 seconds. As the number of users increases, the system shall maintain stable operation without errors;
* The ERS shall process at least 500 reports per hour under normal load;
* The processing time for reports up to 1 GB should not exceed 5 minutes under average load;
* Sorting data by key fields should take no more than 30 seconds for a dataset of up to 100 thousand records;
* The ERS should support horizontal scaling so that data processing can grow in proportion to the number of users or data volume;
* The ERS shall archive all reports that are submitted and accepted to ensure that they are available for review or use in the future.
1. ***Security***
* All user input to the ERS should be stored in encrypted form;
* Authentication of users should be done using two-factor authentication (2FA). During the implementation of the project, three variants of 2FA should be considered: SMS code, application authenticator and e-mail;
* All user actions in the system should be logged. The log of user actions should be kept for at least 3 years.
1. ***Reliability and Fault Tolerance***
* The ERS should be available at least 99.9% of the time throughout the year, which means a maximum downtime of no more than 8.76 hours per year;
* During periods of maximum activity, the system shall maintain 99.95% availability;
* Ensure data recovery in the event of failures through regular backups.
1. ***User Interface***
* The system shall have an intuitive, simple and user-friendly user interface;
* Support of Tajik, Russian and English languages;
* Cross-browser compatibility (Chrome, Firefox, Edge).
	1. ***Hardware and Software Requirements:***
		1. ***Server Part***
* Operating system: Linux (Ubuntu/CentOS) or Windows Server;
* DBMS: PostgreSQL or MySQL;
* Web server: Apache or Nginx.
	+ 1. ***Client Part***
* Support of modern web browsers (Chrome, Firefox, Safari, Edge);
	+ 1. ***Testing***
* Functional testing of all system modules;
* Load tests to check performance;
* Security testing (vulnerability testing);
* Integration testing with external systems (if required).
	+ 1. ***System Documentation***
* Development of documentation for users including their roles in the system (manual, training videos, presentations);
* Development of ERS technical documentation (architecture, database schema, API description).

	+ 1. ***Applications***
* Report templates;
* Examples of data for testing.
	1. ***Training and Support:***

The vendor will coordinate with FSVC to train different users on the system operation and use (i.e., training of administrators, users from the public and private spheres, auditors). This training is expected to take place following the ERS development.

The vendor will provide warranty service (monitoring, maintenance, bug fixes and upgrades if necessary) for 12 months after project delivery.

Technical support and user consultations on working with ERS will be provided during the warranty period.

**3.2. EITI Educational Videos**

The contractor will develop six (6) videos on the implementation of the EITI in the Republic of Tajikistan and the country’s extractive sector. The aim of the videos is to raise awareness among citizens, government bodies, and the private sector about the EITI Standards to promote transparency and accountability in the mining industry.

Possible video topics could include, but are not limited to: an overview of the EITI requirements; metrics and achievements by the EITI National Council in Tajikistan; the new EITI Standards from 2023. Topics will be decided in close consultation with FSVC and the EITI National Council. These videos will be displayed on the EITI National Council’s website, and shared widely on social media.

*The competition is open to organizations with experience in creating interactive videos with graphic design and animation, without live-action filming. Each stage of work must be approved by the client.*

1. ***Video Format:***
	* 1. *Total Number of Videos:* 6
		2. *Duration:* 3-5 minutes each
		3. *Format:* HD (1920x1080)
		4. *Language:* Tajik with Russian or English subtitles
2. ***Work Stages Outline:***
3. ***Pre-Production:***
	* Gathering information about EITI and its implementation in Tajikistan.
	* Defining and describing key messages and objectives for each video.
	* Developing scripts for each video, including text, key points, and visual concepts.
	* Approval of scripts by the client.
	* Creating a storyboard for each video, including key visual elements, animations, voice-over texts, and subtitles in English and Russian.
	* Developing and producing intro and outro segments based on available references.
	* Determining the style of graphics and animation to be used in the videos.
	* Creating necessary graphic elements such as icons, backgrounds, and other visual components. All graphic materials must be licensed for open use to avoid social media copyright issues.
	* Selecting appropriate background music and sound effects, which must also be licensed for open use to prevent social media platform restrictions after the videos are published online.
4. ***Production:***
	* Creating animations based on approved storyboards and graphic designs.
	* Recording voice-overs in alignment with the emotional tone and style of the subject matter.
	* Assembling all elements (animation, text, sound) into a unified project.
	* Ensuring smooth transitions and coherent storytelling.
	* Client approval of this stage and preparation for post-production.
5. ***Post-Production:***
	* Final video editing with intro and outro segments as per the approved storyboard, including timing adjustments, transitions, and sound synchronization.
	* Color correction and final touch-ups.
	* Adding subtitles in Russian and English.
	* Presenting the final videos to the client for feedback.
	* Implementing possible revisions and approving the final version.
	* Submitting a report on the work performed.
6. ***Expected Outcomes:***

The contractor will complete the production of six videos on the implementation of EITI in Tajikistan within the specified timeframe. The videos will be delivered in appropriate quality and formats for use in both social media and large-screen presentations.

1. ***Time Schedule for Deliverables***

***4.1. ERS***

|  |  |
| --- | --- |
| ***Development Stage*** | ***Expected Duration*** |
| Analysis of Requirements and Design of System | 2 weeks |
| Development of System Prototype | 4 weeks |
| Development of the Main Modules of the System | 8 weeks |
| Testing and Debugging | 4 weeks |
| Implementation and Staff Training  | 2 weeks |
| Ad-Hoc Technical Support | By Agreement (indicative: 12 months) |

***Indicative Completion Dates:***

* ERS Finalized by March 30, 2025
* Training of Users by April 30, 2025

***4.2. EITI Educational Videos***

|  |  |
| --- | --- |
| ***Development Stage*** | ***Expected Duration*** |
| Pre-Production (Research, Scripting, Storyboarding) | 3 weeks |
| Production (Animation, Voice-Over, Integration) | 3 weeks |
| Post-Production (Editing, Color Correction, Subtitles) | 2 weeks |
| Total Project Duration | 8 weeks |

***Indicative Completion Dates:***

* Final Videos Shared with FSVC by January 30, 2025
1. ***Client’s Input and Counterpart Personnel***

The contractor will report to FSVC on a bi-weekly basis at minimum. The contractor will raise obstacles encountered in a timely manner, and propose immediate solutions of problems.

The EITI National Council is an important stakeholder in the implementation of this work. However, the contractor shall always consult with FSVC prior to contacting the EITI National Council, and ensure that FSVC is kept informed of all communication with external partners.