TERMS OF REFERENCE (TOR)

**Activity Title: “Design and Development for MILA IT Tools”**

*The project is implemented by Public Journalists Club (PJC) and funded through a Department of State Public Diplomacy Section grant.*

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1. INTRODUCTION

The purpose of this TOR is to define Scope of Work (SOW) specified in the **Attachment A – Design and Development of the Factchecker’s list platform** and **Attachment B – Localization of InVID Verification Plugin** funded by the Department of State Public Diplomacy Section and implemented by The Public Journalism Club (PJC).

1. QUALIFICATIONS AND EXPERIENCE REQUIRED

Bidder must provide the following information and references in order to be qualified for the procurement process: Please note the procurement is open for Individual Developers, Group of Developers or Software Development Companies.

For Individuals or Group of Developers:

1. CV(s) outlining relevant 3 years’ experience with past similar experience in providing the services described in the **Attachment A** and **Attachment B**.
2. Understanding of Armenian Media Workers needs to match with adequate technical solutions.
3. Demonstrated ability to multitask under pressure and to meet strict deadlines.
4. Excellent organizational skills and ability to work effectively in teams, delivery through and with others.

For Companies:

1. Company’s information, including official registered title, type of business, address, and contact person information.
2. A short description of the company and of past similar experience in providing the services described in the **Attachment A** and **Attachment B**.
3. Minimum of 3 years’ experience in ICT with a focus on the website and web-portal and mobile app development
4. Experience in web software design, installation, and technical support in web system management
5. Proven experience and capacity in understanding the Armenian context and tailoring the UI/UX to the needs of users
6. Experience in ensuring systems compatibility to find highly productive and reliable solutions
7. Workforce with related qualifications, including at least one expert with a minimum of 3 years’ experience in the design of web-portals

1. SUBMISSION OF PROPOSALS

All proposals with detailed quotations are due on August 1, 2022, by no later than 18:00 local time in RoA. Proposals must be submitted via e-mail at the address info@pjc.am with the subject “MILA IT Tools” in the following formats: Adobe Acrobat and Microsoft Word and/or Excel. All proposals must be submitted in English or Armenian and must fully respond to the Technical Specifications (SOW) enclosed as **Attachment A** and **Attachment B**.

Proposals received after the above-stated due date and time will not be considered for this procurement.

1. QUESTIONS AND CLARIFICATIONS

All questions or clarifications regarding preparation of the Proposal for this TOR must be in writing and submitted to Alexander Martirosyan, Project Manager (PJC), at amartirosyan@publicjournalism.am.

1. PROPOSAL PREPARATION INSTRUCTIONS

All Bidders must follow the instructions set forth herein in order to be qualified for the procurement process.

1. **Organization’s/Individuals Information**

**For Companies**

1. Organization’s information, including official registered title, type of business, list of offices if applicable, address, telephone and website.
2. Authorized point of Contact with phone number(s) and email address
3. Experience of the firm of at least 3 years of similar experience in the IT sector

**For Individuals**

1. CV(s) outlining relevant 3 years of similar experience in Media or IT sector.
2. Authorized point of Contact with phone number(s) and email address
3. Portfolio of past services and experience.
4. **Company Technical Capability**
5. Description of organization, including of activities/qualifications carried out similar to the scope of work requested.
6. CV(s) outlining previous qualifications.
7. Portfolio of past services and experience.
8. **Past Performance**

Bidders should provide a summary of relevant assignments including the Title, Client, Date and a brief description. The qualifications section is limited to 3 of the most relevant assignments performed in the last 3 years, presented in the following table format. If the client is confidential, simply list “confidential”.

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| **Title of Assignment/Project Name** | **Short description of the assignment and services provided** | **Client Name** | **Client Contact Person** | **Dates of Execution** |
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1. **Detailed Budget**

Bidder shall provide detailed financial proposal unit pricing in AMD separately for **Attachment A** and **Attachment B**. Proposed prices should be exclusive of VAT.

1. EVALUATION CRITERIA

Award will be made to the bidder representing the best value in consideration of correspondence with the TOR and the project objectives. The history of the bidder’s previous projects, qualifications, positive feedback on cooperation from other clients, as well as the price policy will be taken into account. The price offer should be based on the current prices for such services in the Armenian market.

1. TERMS OF PAYMENT

Payment details is a subject of negotiations.

ATTACHMENT A – DESIGN AND DEVELOPMENT OF THE FACKCHECKER’S LIST PLATFORM

**TECHNICAL SPECIFICATION**

**SCOPE OF WORK:** **Design and Development of the Factchecker’s list platform**

**ESTIMATED PERIOD OF PERFORMANCE: 6 months after the contract signing**

**PLACE OF PERFORMANCE: Yerevan, Armenia**

1. **BACKGROUND**

Media and Information Literacy Accelerator (MILA) is a project that has ambitious plans to accelerate Armenian media workers’ and the general public’s capacities in debunking disinformation and fact checking through capacity building and Accelerator development as well as other activities, such as Media and Information Literacy Hackathon, fact checking product development through IT solutions, etc.

1. **OBJECTIVES**

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The goal of the project is to develop tools/products using technology that will support media workers in fact-checking, help the public to better protect from misinformation, enhance the quality of investigative journalism, help journalists to develop media literacy, fact checking and misinformation skills, foster the development of digital security for the public, as well as personal data protection and verification skills.

1. **OUTCOMES**

Within the framework of the design and development activities for MILA IT Tool, the media consumers and the journalistic community in Armenia will be equipped with innovative and user-friendly tech solutions which will make them more resilient towards disinformation and malign narratives.

1. **PERIOD OF PERFORMANCE**
   1. 6 Month
2. **SPECIFIC OBJECTIVES**

The specific objective of this assignment is to develop a unified digital toolkit that unifies all available information about existing open databases from public sources required for Armenian media workers during factchecking and data verification.

1. **SPECIFIC OUTCOMES**

The specific outcome of this assignment is to introduce a new web Portal with user-friendly tech solutions, that will enable Armenian media workers to save time and be more efficient in their fact-checking and debunking tasks.

1. **SCOPE OF WORK**Within the framework of the design and development activities the new web Portal should have following capabilities:
   1. **What Portal should do:**

* Ensure that the Armenian media workers can easily navigate through the web pages of the Portal and search for the respective sources. All available sources should 1) navigate the user to the original destination (webpage) 2) navigate to the general page of the source which should display more details about selected source like (Title, Description, URL, Category, Guide, Tags, etc.)
* Ensure that all relevant public users of the system can submit a request to the administrators of the Portal to add an information about new public source with respect to all required information.
* Ensure that all the sources listed in the Portal should have at least one mandatory relationship with predefined Categories or other grouping and an optional relation with pre-defined tags.
* The Portal should ensure smooth registration, login and password recovery process for the users. The registration should be short enough not to intimidate users. After login, the Users should have a not public profile page with the ability to update their account information. Email and/or Mobile Phone verification should be in place, before user activation. The user should be allowed to register/login into the system via their Facebook, Twitter and/or Google accounts.
* Ensure that registered users should be allowed to create and manage their list of items (sources) via drag and drop or other user-friendly tools, using already available and published sources on the portal, as well as create their own items (sources) with the respect to already defined structure (Title, Description, URL, Category, Guide, Tags, etc.)), which should be available only to the creator of the list.
* Have self-intuitive navigation with access to the relevant public sources, listed by categories and/or sectors.
* Have administrator-level access to add/edit/delete/update the website content (Including Titles, Descriptions, URLs, Categories, Guides, Tags) receive and validate new source requests, and any other page/window/pane the PJC team finds necessary to be displayed on the Portal web page.
* Have a possibility to integrate any analytics code (Google Analytics, Facebook Pixel) in the pipeline for statistical and/or other purposes.
* Have a possibility to integrate portal data with known messengers (Facebook Messenger, Telegram, WhatsApp) via API interfaces
* Strictly adhere to Accessibility requirements for ICT products and services, including, but not limited to Web Content Accessibility Guidelines (WCAG).
* Have advanced keyword search.
  1. **User Journey:**

The user enters the Portal and navigates through the list of available sources. The user selects a source he/she wants to navigate to. In case the user clicks directly on the source it navigates the user to the original web page, also user should have the possibility to navigate to the general page of the source which should display more details like (Title, Description, URL, Category, Guide, Tags, etc). Users should have the possibility to search sources by Name, Tags, Categories date updates. The users should be allowed to register in the website and create/manage their own list of sources. On his personal page the user sees his Sources, as well as information about his Account. The public and registered user should be allowed to suggest new Sources via request through the web form in the portal. After the System administrator validation source should become available in the Portal. The System administrator should receive an email notification for each enquires received through the portal.

IMPORTANT: the described journeys are subject to modifications and adaptations to any extent defined by the PJC, based on the project progress and user needs.

* 1. **Portal Structure**

**Structure:**

* The Portal should be in Armenian (with a possibility to add English later) and have 3-level access for public users, registered users and with administration login (should be hosted separately with restricted access via whitelisted IPs).
* Aimed to enhance scalability and ensure easier maintenance, it is recommended to develop the application based on an architecture, which will enable modularity, making it easy to maintain, add features, fix bugs in a short timeframe.
* All Requests sent from the interface should receive a response from the backend in a timely manner, not making the user wait prolonged periods. (Page generation < 0.2 sec)
* Website speed: Structured Page Load = 1-5 sec@512 kbit/sec, GTMetrix speed above 80%
* Compatible with general SEO friendly optimization standards, including SEO friendly URL
* Server-side validation and security compatibility against major threats (SQL injection, DDos, Brute-force attacks, XSS)
* Cross Browser compatibility
* The portal must ensure good platform performance with optimized loading speeds.

**Design of the user interface:**

* The design of the interface should be intuitive, responsive, and mobile-friendly. The Bidder should present at least 2 different versions of the user interface of the main page of the system. The design of the user interface should be confirmed by the PJC before the implantation of the system.
* Visualization capabilities should enable adding new representations without source code modifications.
* Navigation options should be visible and clear. Simplicity and easy to navigate information architecture should be used i.e., it should be clear which section the of portal the user is currently on, and he/she should be able to move back to previous pages with ease.
* Typography should be legible and have a visual hierarchy.
* A user-friendly 404 error page should be designed.

**Integration with Chatbots:**

* The Portal data should be automatically transferred to the selected Chatbot API in a dynamic way. The potential users of the Chatbot should easily find the sources they are looking for, through the chatbot interface where the knowledge base should be based on the portal data and framework. Chatbot API and/or other 3rd party platforms should be selected by the bidder and confirmed by PJC.

* 1. **Environment**

The Portal shall be platform independent, meaning they should be possible to run on any platform, and be self-contained, deploying all external dependencies by itself without requiring extensive manual intervention.

The Bidder should be responsible for hosting, maintenance, and minor development support for at least 1 years after the handover, including warranty for uninterrupted functioning.

* 1. **Source Code Standards**

In general, the code should follow the following standards:

• Safe: It can be used without causing harm to the portal.

• Secure: It can’t be hacked easily.

• Reliable: It functions as it should, every time.

• Testable: It can be tested at the code level.

• Maintainable: It can be maintained when the codebase grows.

• Portable: It works the same in every environment.

• Transferrable: It can be transferred to another coder smoothly

In particular:

1. Code should be well documented. Every block of the code should be properly commented for understanding easily.
2. Code should contain consistent naming conventions throughout the system for local variables, global variables, constants, functions and CSS classes and IDs.
3. The code should carry consistent and understandable error returning values and exception handling conventions. Error returns should be displayed in a manner not to alarm the users, yet providing sufficient information for debugging.
   1. **The Bidder will be responsible for the following:**

* Web and mobile responsive design, implementation of the responsive interface for Portal to be user-friendly on mobile devices as well
* Frontend and backend development
* Database development. (Relationships between the subjects should be well defined).
* Ensuring implementation of secure coding practices
* Implementation of multi-language functionality (Armenian and English)
* Creation of a Content Management System (admin panel) customized to the needs of the Lab (e.g. user management, customized reports based on available data)
* Supporting the process of content development and updates if/when necessary
* Supporting and coordinated multi-language data entry process before system final handover.
* Ensuring quality assurance with completion for deployment
* End to end deployment a in a secure environment
* Connecting the domain of the website with the hosting, if necessary
* Ensuring the security of the Portal
* Work with PJC Team for coordinating action
* Train PJC Team for further administration of the Portal
* Ensuring the smooth, timely and complete transfer of the source codes and all rights related to the Portal to the PJC and/or other institutions/individuals identified by the PJC;

1. **DELIVERABLES SCHEDULE**
   1. For the completion of the activities define in the TOR, close collaboration and guidance of the PJC’s Project team is anticipated from the Bidder.

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| **#** | **Deliverables** | **Cost** | **Due Date** |
| 1 | Development of Portal layout, design | 30% |  |
| 2 | Development of backend, frontend, including detailed technical specification of the system | 20% |  |
| 3 | Development of administration panel | 10% |  |
| 4 | Comprehensive security assessment, quality assurance and testing | 20% |  |
| 5 | Deployment of the Postal | 20% |  |

ATTACHMENT B – LOCALIZATION OF INVID VERIFICATION PLUGIN

**TECHNICAL SPECIFICATION**

**SCOPE OF WORK: Localization of InVID verification plugin**

**ESTIMATED PERIOD OF PERFORMANCE: 3 months after the contract signing**

**PLACE OF PERFORMANCE: Yerevan, Armenia**

1. **BACKGROUND**

Media and Information Literacy Accelerator (MILA) is a project that has ambitious plans to accelerate Armenian media workers’ and the general public’s capacities in debunking disinformation and fact checking through capacity building and Accelerator development as well as other activities, such as Media and Information Literacy Hackathon, fact checking product development through IT solutions, etc.

1. **OBJECTIVES**

The MILA initiative aims at developing scalable tools/products that utilize the current technological and media potential to help society in Armenia to become more media literate; to enhance the capacities of Armenian media community, journalists, with a focus on regional media in media literacy, fact checking, digital and online safety, personal data protection and verification tools.

1. **OUTCOMES**

Within the framework of the design and development activities for MILA IT Tool, the media consumers and the journalistic community in Armenia will be equipped with innovative and user-friendly tech solutions which will make them more resilient towards disinformation and malign narratives.

1. **PERIOD OF PERFORMANCE**
   1. 3 Month
2. **SPECIFIC OBJECTIVES**   
   The specific objective of the assignment is to provide technical support to PJC in their efforts to localize InVID Verification Plugin into Armenian language.
3. **SPECIFIC OUTCOMES**  
   The specific outcome of this assignment is to scale and localize and open-source digital tools, that could be potentially used by Armenia media works to detect emerging stories and assess the reliability of newsworthy video files and content spread via social media.
4. **SCOPE OF WORK**
   1. **About InVID Verification Plugin:**

InVID is an open-source tool (verification plugin) that enables its users to detect, authenticate and check the reliability and accuracy of newsworthy media content spread via social media.

This plugin has been designed as a verification “Swiss army knife” helping journalists, fact-checkers, and human rights defenders to save time and be more efficient in their fact-checking and debunking tasks on social networks especially when verifying videos and images. This browser extension has been further developed and enhanced with new tools, developed within the Horizon 2020 EU innovation action WeVerify (2018-2021).

In 2021, the plugin won a US Paris Tech challenge first prize award granted by the US Department Global Engagement Center (GEC). For the Poynter Institute, home of the International Fact-Checking Network (IFCN). The plugin was initially launched in July 2017 during the InVID European project, a Horizon 2020 innovation action funded by the European Union under grant agreement 687786.

InVID toolkit is provided in open source via GitHub (https://github.com/AFP-Medialab/invid-verification-plugin/), under an MIT license.

This toolkit will enable Armenian Media Works, news agencies, web pure-players, newspapers and publishers to integrate social media content into their news output without struggling to know if they can trust the material or how they can reach the user to ask permission for re-use. It will ensure that verified and rights-cleared video content is readily available for integration into breaking and developing news reports.

* 1. **InVID Verification Plugin usage:**

Over the period InVID Plugin has more then 170 000 users all over the world. The plugin is commonly used in several counties 1. France (25821 users), 2. United States (16315 users), 3. India (8734 users), 21. Russia (1921 users), 22. Ukraine (1710 users) and 71. Armenia (392 users).

* 1. **The Bidder will be responsible for the following:**
* Coordination of the lifecycle for the localization activities performed in cooperation with AFP Medialab R&D.
* Set up corresponding localization pipeline in compliance with AFP Medialab R&D standards.
* Translation of existing message (approx. 600) into Armenian language.
* Translation of InVID plugin user manual and other related documents into Armenian and language.
* Localization Quality Assurance (QA) for the updated version InVID plugin using Armenia interface.

**6. DELIVERABLES SCHEDULE**

* 1. For the completion of the activities define in the TOR, close collaboration and guidance of the PJC’s Project team is anticipated from the Bidder.

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| **#** | **Deliverables** | **Cost** | **Due Date** |
| 1 | Localization of the InVID plugin into Armenian version, including a quality assurance report with results achived. | 50% |  |
| 2 | Localization of the InVID plugin user manuals and related documents, including a quality assurance report with results achived. | 20% |  |
| 3 | Completion reported including all raw material used during the localization activities of the InVID plugin. | 30% |  |