INVITATION FOR EXPRESSION OF INTEREST

HIRING OF CONSULTANCY SERVICES:
DESIGN AND DEVELOPMENT OF A NEW ARCHIVE WEB APPLICATION
DESIGN AND DEVELOPMENT OF NEW INTERNAL WEB APPLICATIONS

The information is provided in the following order:
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The Office of the High Representative (OHR) is an ad hoc international institution responsible
for overseeing implementation of civilian aspects of the Peace Agreement ending the war in
Bosnia and Herzegovina. More information about the OHR is available at www.ohr.int.

1. **Introduction**
   1.1 The Office of the High Representative is inviting

qualified companies and
individual experts to submit Expressions of Interest
(EOI) for the provision of the
following consultancy services:

A) ***Development of a new Archive web/cloud application by upgrading the existing desktop application and migrating related SQL database to a cloud environment.***

B) ***Consulting and development of internal Web / Windows apps to modernize current infrastructure, improve scalability and integrate with the new ERP system — Microsoft Dynamics 365 Business Central.***

More details on the services are provided in the Terms of Reference.

1.2 Expression of Interest shall be a pre-qualifying stage for the submission of Request for Proposals for Consultancy Services. OHR reserves the right to decide whether or not to pre-qualify your EOI without disclosing the reason whatsoever. Request for Proposal (RFP) documents shall be issued to the shortlisted consultants only.

1.3 The sourcing of EOIs is undertaken using open competition.

1.4 Perspective Consultants may send EOI for one or both Projects.

2. Terms of Reference

The OHR has its own Cloud services, SharePoint online Document Center.

2.1 OHR Archive Application and Database

2.1.1 Context

The OHR Archives has a database for management of permanent archival records of historical
value. This database is not used for the management of temporary and long-term records.

The Database is used for management of records metadata and descriptions of paper, digital
(digitalized, e-born documents and emails) and hybrid records. It is a relational database with
front-end application created in Microsoft Access 365 with data stored in back-end SQL Server
database. All related digitalized documents (pdf, tiff, etc.) and other electronic files are stored
in the local file system with appropriate links in SQL database. Digitalization/scanning is done
in house.

2.1.2 About the Project

Consulting services are sought from qualified and experienced companies or individual Experts
interested in the design, development and implementation of a new Cloud Web Application.
The current Archive database is a Microsoft Access 365 (front-end) and Microsoft SQL Server
2016 (back-end). Data from the current database should be migrated to the new cloud database.

2.1.3 Objective

The general objective of the consultancy is to design and implement a new database on Cloud Application.

The specific objectives of the consultancy are:

    i. Provide an assessment of the current OHR Archive application/database.
    ii. Provide technical solutions to significantly improve effectiveness, efficiency,

quality and accessibility of OHR Archive application/database.
iii. Design, develop and implement proposed technical solutions on Cloud Application,
iv. Migrate data from current to new database.

2.2 OHR Internal Web Applications

2.2.1 Context

Consultancy Services are sought for design and development of OHR web apps to modernize
current infrastructure, improve scalability and integrate with ERP system – Microsoft
Dynamics 365 Business Central.
The OHR is currently implementing a new ERP system – Microsoft Dynamics 365 Business
Central. Implementation should be completed by 1 July 2025.

2.2.2 About the Project

Consulting services are sought from qualified and experienced companies or individual Experts
interested in providing an overview of the current intranet website, infrastructure and
applications, provide guidance and proposals for a new solution. This will also include
migrating/upgrading the existing internal web apps developed in classic Active Server Pages
(ASP) from on-premises Windows Server IIS to Microsoft cloud environment using Power
Apps, SharePoint online, Azure App Service or similar in order to integrate them with the new
OHR SharePoint and Microsoft Dynamics 365 Business Central platforms.

2.2.3 Objectives

The general objective of the consultancy is to:

i. Migrate existing classic ASP web applications to Microsoft cloud environment using
Power Apps, SharePoint online, Azure App Service or similar. The new web
applications must be fully functional and compatible with major web browsers, as well
as with mobile devices and tablets.
ii. The list of existing web applications, Access apps and forms as well as the business
logic behind them will be provided in the Request for Proposals.
iii. Migrate existing data from local SQL Server databases to Microsoft cloud environment.
iv. Implement Azure Active Directory (Entra) for user authentication in new web
applications. Please note that Microsoft Entra for OHR cloud users is already
implemented and configured as well as OHR SharePoint online portal.

The specific objectives of the consultancy are:

v. To provide an assessment of OHR internal web applications. To provide consultancy
and technical solutions to significantly improve access and usability,
vi. To implement solutions with the following applications that should integrate with
Business Central for seamless data flow:
a. Duty Trips (business trips) request and employee expenses. The solution should
streamline the process of request and approval of trips, tracking expenses, uploading
receipts and ensuring compliance with company policies.
b. Employees leave management. The solution should track balance of allocated and used
leave quota, type of leave, streamline the process of

request and approval.
c. Mobile and fixed phones bills. The solution should use telecom incoming file, distribute
phone bills to employees and manage paying bills for private costs.
vii. Other applications which OHR requires to be developed but should not be integrated
with Business Central are:
a. Conference room booking. The solution should manage the availability of three
conference rooms and other requirements for the meetings (equipment, hospitality),
b. Request Form. The solution should streamline the process of request and approval of
individual employee's requests for provision of goods or services.
viii. To implement other possible solutions with additional applications which are to be
identified during consultancy.

3. Qualifications of the Consultant

Prospective Consultants must have a strong understanding of the Microsoft Cloud ecosystem
and a proven track record of delivering successful projects using Microsoft technologies.
Additionally, the service provider should be able to provide consulting, guidance and support
to OHR's ICT Service.

Consultants are required to show in their EOI that they meet the required qualifications and
experience and are fully capable of undertaking the assignment. This should be done by
submitting detailed information, backed by appropriate documentation, to substantiate the
following criteria:

3.1 Brief Background – for Legal Entities only.

- Present a brief background on the company,
- Describe the services provided,
- Company's profile/web page.
- ISO certificates relevant to the Project, if any.

3.2 Proposed Lead Consultant (in Legal Entity)/Individual Expert:

- Name of the Lead Consultant/Individual Expert
- Education/Qualification: Minimum University degree in computer and information
  technology or a related field.
- Experience: Minimum of 5 years of professional experience.
- Relevant experience that best fits with a proposed assignment: Minimum of 5 years
  of relevant experience (experience in the sector/similar assignments),
- Language skills: Fluency in English is required.
- Area of Expertise: strong relational databases knowledge, T-SQL programming,
  web design, development in Cloud environment (Azure App Services, Power
  Platform, Microsoft 365 or similar).
- Certification: Microsoft Certificates or similar relevant for the Project, if any.

3.3 References/Clients/Projects:

- A list of the most relevant references, including contact information,
- Examples of previous work in the last three years.

3.4 Other Staff members who will be involved in the implementation of the project:

- Professional staff with technical background — name, experience, qualifications.
- Total number of staff members.

3.5 Equipment, software and tools:

- The consultant should list all equipment, software and tools which will be used for
  the implementation of the Project.

4. Start date of the Contract

As mentioned in Article 1.2., Expression of Interest shall be a pre-qualifying stage for the
submission of Request for Proposals (RFP) and indicative start date for the submission of the
RFP is mid-May 2025. The consultant is required to begin work within 7 calendar days of the
contract's effective date, contingent upon the availability of funding[1]. If the required funding
is not obtained by the specified date, the start date may be delayed.

5. Communication

Any questions or requirements for information should be sent to the e-mail address
tender@ohr.int. Consultants may submit questions up to two (2) days before the deadline for
submission of EOI.

6. Submission of Expression of Interest

All interested Companies/Experts should send the EOI including

the following information:

- The Consultant should submit an overview of Technical Approach and Methodology
  for the Project demonstrating an understanding of the objectives of assignment of Terms
  of Reference.
- Brief Background – for Legal Entities only (see under 3.1)
- CV of the Lead Consultant (in Legal Entity)/ CV of the Individual Expert substantiated
  by adequate documents to prove qualifications and experience (see under 3.2)
- Examples of previous work/References (see under 3.3)
- Other Staff members who will be involved in the implementation of the project (Legal
  Entities) (see under 3.4)
- Information on available equipment, software and tools (see under 3.5)
- Confirmation on Availability for the Project (see under 4)

7. Evaluation of Expression of Interest

The EOI will be evaluated based on the following criteria:

	Evaluation Criteria		Max Points
		Points	
1	**Technical Approach and Methodology**		**30**
	Strong understanding, clearly aligned with the project's objectives		30
	Solid approach and methodology, meeting most project objectives		20

	The proposed approach is with gaps or lack of detail		10
2	**Qualifications and Experience of Consultants**		**40**
	Highly qualified with highly relevant experience in the development of required or similar projects with possession of ISO standards (Legal Entities) and Microsoft certifications (Legal Entities or Individual Experts) and good examples of previous work		40
	Strong qualifications with good experience in the development of required or similar projects with possession of ISO standards (Legal Entities) and Microsoft certifications (Legal Entities or Individual Experts)		35
	Consultants meet minimum qualifications with acceptable experience in relation to the development of required or similar projects		30
	Consultants meet minimum qualifications and experience		20
3	**References**		**30**
	Strong, reliable references with similar projects		30
	Good references, partially related to project requirements		20
	Acceptable references but not related to the project requirements		10
		TOTAL	**100**

8. EOI Submission and Deadline:

The EOI should be submitted electronically by email with Subject line "*EOI – OHR Web Applications, project A or B or A and B*" no later than Wednesday, **21st April 2025 by 14:00 hours**, to the following e-mail address:

tender@ohr.int

EOIs received after the specified date and time will not be considered.

OHR will not bear any costs related to the preparation of EOIs.

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¹ *Consultants acknowledge and accept the unique nature of OHR funding, which must always be regarded as "subject to funding being provided" by OHR donors.*