

## DRC

### Terms of Reference (ToR)

for

## *IT services for enhancement of the Digital Legal Aid Platform (PravoVsim.org)*

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### 1. Who is the Danish Refugee Council?

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Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 40 countries with 9,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

### 2. Purpose of services

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DRC is hereby undertaking a Request for Proposal from IT-agencies interested in providing development services for a Digital Legal Aid Platform PravoVsim and implementation of a new design and features/functions for it as outlined in Clause 5 and Clause 6 of this ToR.

IT development services should be provided in accordance with all requests of the PravoVsim Platform for legal assistance, including an implementation of a new design, development of functionality regarding design requirements and necessary solutions for correct migration of data between server environments as outlined in Clause 5 and Clause 6 of this ToR.

### 3. Background

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Over the past two years, Digital Legal Aid Platform PravoVsim has provided legal assistance to more than 400 internally displaced persons and conflict affected people in Ukraine.

As the number of traffic and applications on the Platform is growing rapidly, the demand for the services is increasing, the continuous support of the functionality of these services is essential to ensure the smooth operation and efficient functioning of the Platform, as well as to meet the needs of users, implement new features and content of the Platform. Professional development skills and support of the IT infrastructure of the digital legal aid platform is required.

## 4. Objective of services

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The purpose of this tender is to determine a Contractor to provide IT services in the implementation of web development of the functionality ordered by the DRC. The Contractor will be responsible for IT development services, providing a description of the technical solution and managing the development team. In addition, the contractor must provide regular progress weekly reports to ensure transparency and quality of the performed job.

## 5. Scope of work

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The Contractor/s (Service Provider) shall upon request and receipt of duly authorized instructions from DRC, facilitate, organize and make all necessary performing for the task(s).

Within the scope of work, the Contractor is expected to:

- 1) Frontend script development with an implementation of the new platform design, including additional functionality with management instruments on the admin side.
- 2) Developing and executing a database migration script to avoid data loss from the development server on the production server.
- 3) Implementation of the NextAuth library as the main tool for managing user authentication, sessions, and correctness of token handling.

## 6. Deliverables

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The Contractor will provide the deliverables specified in the following IT service items:

Expected deliverables	Indicative description tasks	Maximum expected timeframe
Frontend script development	New functionality implementation including management instruments on the admin side.	<b>8 working days</b>
New design layout + implementation	List of the pages and related features that need to be implemented: <ul style="list-style-type: none"> <li>- Login User / Password Recovery,</li> <li>- Registration User,</li> <li>- My messages page,</li> <li>- My consultations page,</li> </ul>	<b>6 working days</b>

Expected deliverables	Indicative description tasks	Maximum expected timeframe
	<ul style="list-style-type: none"> <li>- Favorite lawyers page,</li> <li>- Settings-account page,</li> <li>- Settings-password page,</li> <li>- Settings-Alerts page,</li> <li>- Video calls modal window,</li> <li>- Chat text editor panel.</li> </ul>	
Database migration script development	Developing and executing a database migration script to avoid data loss from the development server on the production server.	<b>2 working days</b>
Implementation of the NextAuth library	Tool for managing user authentication, sessions, and correctness of token handling.	<b>2 working days</b>

Upon completion of the services the Contractor will provide the description for the functionality development including technical solution with implementation deliverables in PDF format.

## 7. Duration, timeline, and payment

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The total expected duration of the assignment will be 3,5 weeks or 260 hours. The fee will be determined based on the estimated hours required to develop each task's functionality. Payment will be made 100% post-payment.

The Contractor shall be ready to complete the assignment no later than the specified time (18 working days) specified in Clause 5 and Clause 6 of this ToR.

The service provider is obliged to provide a certificate of completion. Taxes and other expenses are the responsibility of the service provider.

## 8. Eligibility, qualification, and experience required

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### Essential:

- at least 6 years of experience of experience in creating cloud web software/solutions
- at least 6 years of experience in creating IT products that comply with the highest security standards\GDPR and/or HIPAA security certificates

- experience of working with existing/ongoing web projects.
- experience in working on projects with custom design, as well as layout and frontend development from scratch
- at least 6 years of experience in working with the technologies Node.js, React.js
- at least 4 years of experience in working with the technologies Nest.js, Next.js
- experience in working with PostgreSQL, AWS environments

## 9. Technical supervision

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The selected consultant will work under the supervision of the following officials:

- Legal Manager - Olha Bushtarenko - [olha.bushtarenko@drc.ngo](mailto:olha.bushtarenko@drc.ngo)
- Digital Legal Aid Platform Specialist - Serhii Bezdieniezhenykh  
[serhii.bezdieniezhenykh@drc.ngo](mailto:serhii.bezdieniezhenykh@drc.ngo)
- Digital Legal Aid Platform Compliance - Oleksii Halkin - [oleksii.halkin@drc.ngo](mailto:oleksii.halkin@drc.ngo)
- SMM Officer - Vitalii Krasnytsia - [vitalii.krasnytsia@drc.ngo](mailto:vitalii.krasnytsia@drc.ngo)

## 10. Location and support

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Online services.

## 11. Travel

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Not provided.

## 12. Submission process

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Please refer to the RFQ-UKR-00328356 sheet 2 – Instructions.