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FUTUREMINDS LAB INITIATIVE TERMS OF REFERENCE 81-32-26

Title: Integration of Digital Service Lines for Innovative Entrepreneurs in Bosnia and Herzegovina on the its4Health platform

Location: Bosnia and Herzegovina

Reporting to: Project Manager, FutureMinds Lab Initiative

Type of Contract: Service - Company or other Qualified Legal Entity

Level of Effort: 21 working days

1. Background

The FutureMinds Lab (FML) Initiative is implemented by the University Sarajevo School of Science and Technology (SSST) under the EU4Private Sector Development (EU4PSD) Initiative in Bosnia and Herzegovina, co-funded by the European Union and the Government of the Federal Republic of Germany (BMZ). The activities build upon previous results and the University's engagement in the its4Health Digital Innovation Hub. The FutureMinds Lab aims to strengthen the innovation and startup ecosystem in Bosnia and Herzegovina by supporting early-stage innovators, building entrepreneurial skills, and increasing access to key development resources. Despite significant entrepreneurial potential, early-stage innovators and growth-oriented SMEs face persistent structural gaps in the innovation-enabling environment in BiH that limit their ability to develop, validate, and scale innovative solutions. Among the most critical challenges identified through the Innovation Enabling Environment Assessment conducted under the Initiative are accessing appropriate financing mechanisms, understanding how to protect intellectual property, and identifying pathways toward research collaboration and prototype development.

In response to these findings, and under Work Package 2 of the Project, SSST is developing three dedicated digital service lines providing structured, practical, and publicly accessible resources in the following priority areas: access to Financing, access to Intellectual Property Protection (IPP), access to Research & Development Infrastructure.

These service lines are being developed as comprehensive and publicly accessible resources designed in plain language, ensuring accessibility and usability for diverse target groups. The next step in operationalizing these service lines is their integration onto the its4Health Digital Innovation Hub platform. Once completed, the service line content will be transformed into a functional digital service environment that ensures intuitive navigation, interoperability with existing platform features, scalability for future updates, and long-term sustainability.



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The purpose of this call is the technical structuring and digitization of the three completed service lines into an integrated, user-friendly, and publicly accessible digital system within the its4Health platform environment.

2. Objective

The objective of this assignment is to technically structure, integrate, and operationalize three completed digital service lines within the its4Health Digital Innovation Hub platform. The assignment aims to ensure that the service lines are transformed into a functional, user-friendly digital system that allows entrepreneurs, startups, and SMEs to easily access relevant resources, guidance, and support mechanisms related to innovation development.

The selected Service Provider will work with already developed content and materials and will focus on their digital structuring, integration, and functionality within the platform.

3. Key responsibilities

The Service Provider will be responsible for the technical structuring and integration of three existing service lines within the its4Health platform environment.

The Service Provider shall be responsible for:

- reviewing the existing its4Health platform infrastructure and the service line materials provided by University SSST in order to assess their compatibility and readiness for integration within the platform environment
- designing the digital structure and navigation logic of the service lines within the platform environment;
- structuring and integrating the service line content into appropriate digital modules and sections;
- ensuring functionality, usability, and compatibility of the integrated service lines with existing platform features;
- conducting functional testing and implementing necessary optimizations;
- clear any UI or functional bugs found in the testing process;
- providing guidance to SSST staff for future content management.

The assignment will ensure:

- clear and intuitive user navigation;
- structured digital architecture of service line content;
- compatibility with existing platform infrastructure;
- accessibility and responsiveness across devices;
- scalability and ease of future updates.



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4. Deliverables

The Service Provider shall deliver the following outputs:

a) Beta Version of Integrated Service Lines including Report on Testing and Validation – a beta version of the integrated service lines within the its4Health platform environment, including structured content modules, implemented navigation logic, and functional user pathways allowing users to access and explore the available resources. Beta version will be followed by a report summarizing the testing and validation of the integrated service lines, including any potential technical or usability issues identified. **(First payment: 50%)**

b) Final Integrated Service Lines on the its4Health Platform Including Knowledge Transfer – a final version of the integrated service lines fully functional within the its4Health platform, including finalized digital structure, navigation pathways, and optimized user experience. This deliverable will include guidance for SSST staff responsible for managing and updating the platform in form of a short knowledge-transfer session. **(Second payment: 50%)**

5. Timeline for Delivery

Deliverable	Due Date
Beta Version of Integrated Service Lines including Report on Testing and Validation	April 18 th 2026
Final Integrated Service Lines on the its4Health Platform Including Knowledge Transfer	April 24 th , 2026

6. Qualifications

Eligible bidders must meet the following criteria:

- Proven experience in digital platform development, web solutions, or knowledge management systems, evidenced through relevant contracts or examples of previously developed platforms or digital tools.
- Access to qualified experts in software development, UX/UI design, digital content structuring, and platform integration.
- Demonstrated experience in designing or structuring user-oriented digital resources, knowledge portals, or service platforms.
- Strong project management and reporting capacities.
- Fluency in English.



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7. Application requirements

- Technical Proposal describing the bidder's understanding of the assignment and the proposed methodology and work plan.
- Portfolio and References demonstrating relevant experience in digital platform development or similar assignments, including references for comparable assignments conducted in the past five years period.
- Financial Proposal.

8. Selection criteria

Proposals will be evaluated based on the following criteria:

Criterion	Weight
Technical approach, realism of work plan including the proposed approach to delivering the required outputs	40%
Relevant experience demonstrated through portfolio and references	40%
Financial proposal	20%

9. Language of the Assignment

All deliverables must be produced in Bosnian/Croatian/Serbian language. Project communication will be conducted in BCS.

10. Submission Deadline

All interested legal entities are to submit their bids with all supporting documents no later than April 1st, 2026, 23:59. All bids are to be submitted electronically to the following email address: info@ssst.edu.ba, with the subject line: *81-32-25 Integration of Digital Service Lines for Innovative Entrepreneurs in Bosnia and Herzegovina on the its4Health platform*. Any inquiries regarding the opportunity may be directed to the same address and subject line.



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Financial Proposal Form – 81-32-26

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
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Bidders are required to prepare their financial proposals, excluding VAT, following the below format and submit it with the technical offer.

Any financial information provided in the technical proposal shall lead to the Bidder's disqualification. The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Currency of the proposal: BAM

Table 1: Summary of Overall Prices

	Amount(s)
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees

Name	Position	Fee Rate <i>A</i>	No. of Days/months/ hours <i>B</i>	Total Amount <i>C=AxB</i>
In-Country				
Home Based				
Subtotal Professional Fees:				

Table 3: Breakdown of Other Costs

Description	UOM	Quantity	Unit Price	Total Amount
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
Subtotal Other Costs:				



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Table 4: Breakdown of Price per Deliverable/Activity

Deliverable/ Activity description	Time (person days)	Professional Fees	Other Costs	Total
Deliverable 1				
Deliverable 2				
Deliverable 3				
.....				

Signature of authorized person:



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INICIJATIVA FUTUREMINDS LAB PROJEKTNI ZADATAK 81-32-26

Naziv: Integracija digitalnih servisnih linija za inovativne preduzetnike u Bosni i Hercegovini na its4Health platformu

Lokacija: Bosna i Hercegovina

Angažman: 18 dana i 3 dana pripreme

Izveštavanje: Projektni menadžer, Inicijativa FutureMinds Lab

Vrsta ugovora: Usluga – kompanija ili drugo kvalifikovano pravno lice

1. Pozadina

FutureMinds Lab (FML) inicijativu implementira Univerzitet Sarajevo School of Science and Technology (SSST) u okviru Inicijative za razvoj privatnog sektora u Bosni i Hercegovini (EU4PSD), koju sufinansiraju Evropska unija i Vlada Savezne Republike Njemačke (BMZ). Aktivnosti se nadovezuju na prethodne rezultate i angažman Univerziteta u okviru its4Health Digital Innovation Hub-a. FutureMinds Lab (FML) ima za cilj jačanje inovacijskog i startup ekosistema u Bosni i Hercegovini kroz podršku inovatorima u ranoj fazi razvoja, izgradnju preduzetničkih vještina i povećanje pristupa ključnim razvojnim resursima. Uprkos značajnom preduzetničkom potencijalu, inovatori u ranoj fazi razvoja i mala i srednja preduzeća usmjerena ka rastu suočavaju se sa trajnim strukturnim nedostacima u inovacijskom okruženju u Bosni i Hercegovini, što ograničava njihovu sposobnost razvoja, validacije i skaliranja inovativnih rješenja. Među najvažnijim izazovima identifikovanim kroz Innovation Enabling Environment Assessment proveden u okviru inicijative nalaze se pristup odgovarajućim mehanizmima finansiranja, razumijevanje načina zaštite intelektualnog vlasništva, kao i identifikacija puteva za saradnju sa istraživačko-razvojnim institucijama i razvoj prototipa.

Kao odgovor na ove izazove, a u okviru Radnog paketa 2 projekta, SSST razvija tri namjenske digitalne servisne linije koje pružaju strukturirane, praktične i javno dostupne resurse u sljedećim prioritetnim oblastima: pristup finansiranju, pristup zaštiti intelektualnog vlasništva (IPP) i pristup istraživačko-razvojnoj infrastrukturi.

Ove servisne linije razvijaju se kao sveobuhvatni i javno dostupni resursi, napisani jasnim i razumljivim jezikom kako bi bili dostupni i upotrebljivi za različite ciljne grupe. Sljedeći korak u operacionalizaciji ovih servisnih linija jeste njihova integracija na its4Health platformu Digitalnog inovacijskog huba. Nakon završetka ovog procesa, sadržaj servisnih linija bit će transformisan u funkcionalno digitalno servisno okruženje koje omogućava intuitivnu navigaciju, interoperabilnost sa postojećim funkcionalnostima platforme, skalabilnost za buduća unapređenja i dugoročnu održivost.

Svrha ovog poziva je tehničko strukturiranje i digitalizacija tri završene servisne linije u integrisani, korisnički prilagođen i javno dostupan digitalni sistem unutar its4Health platforme.



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2. Cilj angažmana

Cilj ovog angažmana je tehničko strukturiranje, integracija i operacionalizacija tri već razvijene digitalne servisne linije unutar its4Health platforme. Ovim angažmanom nastoji se osigurati da servisne linije budu transformisane u funkcionalan i korisnički prilagođen digitalni sistem koji omogućava preduzetnicima, startupima i malim i srednjim preduzećima jednostavan pristup relevantnim resursima, smjernicama i mehanizmima podrške za razvoj inovacija.

Odabrani pružalac usluga radit će sa već razvijenim sadržajem i materijalima te će se fokusirati na njihovu digitalno strukturiranje, integraciju i osiguravanje funkcionalnosti unutar platforme.

3. Ključne odgovornosti

Pružalac usluga bit će odgovoran za tehničko strukturiranje i integraciju tri postojeće servisne linije unutar okruženja its4Health platforme. Pružalac usluga će biti odgovoran za:

- pregled postojeće infrastrukture its4Health platforme i materijala servisnih linija koje je dostavio Univerzitet SSST, s ciljem procjene njihove kompatibilnosti i spremnosti za integraciju unutar okruženja platforme;
- dizajniranje digitalne strukture i navigacijske logike servisnih linija unutar okruženja platforme;
- strukturiranje i integraciju sadržaja servisnih linija u odgovarajuće digitalne module i sekcije;
- osiguravanje funkcionalnosti, upotrebljivosti i kompatibilnosti integriranih servisnih linija sa postojećim funkcionalnostima platforme;
- provođenje funkcionalnog testiranja i implementaciju potrebnih optimizacija;
- otklanjanje svih UI ili funkcionalnih bugova pronađenih tokom procesa testiranja;
- pružanje smjernica osoblju SSST-a za buduće upravljanje sadržajem.

Ovaj angažman će osigurati:

- jasnu i intuitivnu navigaciju za korisnike;
- strukturiranu digitalnu arhitekturu sadržaja servisnih linija;
- kompatibilnost sa postojećom infrastrukturom platforme;
- pristupačnost i responzivnost na različitim uređajima;
- skalabilnost i jednostavnost budućih ažuriranja.

4. Rezultati (Deliverables)

Pružalac usluga će isporučiti sljedeće rezultate:

a) Beta verzija integrisanih servisnih linija uključujući izvještaj o testiranju i validaciji – beta verzija integrisanih servisnih linija unutar okruženja its4Health platforme, uključujući strukturirane module sadržaja, implementiranu navigacijsku logiku i funkcionalne korisničke putanje koje omogućavaju korisnicima pristup i pregled dostupnih



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resursa. Nakon beta verzije bit će dostavljen izvještaj koji sumira testiranje i validaciju integriranih servisnih linija, uključujući sve potencijalne tehničke ili probleme upotrebljivosti koji su identifikovani. **(Prva isplata: 50%)**

b) Finalna verzija integriranih servisnih linija na its4Health platformi uključujući prijenos znanja – finalna verzija integriranih servisnih linija koja je u potpunosti funkcionalna unutar its4Health platforme, uključujući finaliziranu digitalnu strukturu, navigacijske putanje i optimizirano korisničko iskustvo. Ovaj rezultat će uključivati smjernice za osoblje SSST-a odgovorno za upravljanje i ažuriranje platforme, u formi kratke sesije prijena znanja. **(Druga isplata: 50%)**

5. Vremenski okvir isporuke

Rezultati	Rok za isporuku
Beta verzija integriranih servisnih linija uključujući izvještaj o testiranju i validaciji	18. april 2026.
Finalna verzija integriranih servisnih linija na its4Health platformi uključujući prijenos znanja	25. april 2026.

6. Kvalifikacije

- Prihvatljivi ponuđači moraju ispunjavati sljedeće kriterije:
- Dokazano iskustvo u razvoju digitalnih platformi, web rješenja ili sistema za upravljanje znanjem, potvrđeno relevantnim ugovorima ili primjerima prethodno razvijenih platformi ili digitalnih alata.
- Pristup kvalifikovanim stručnjacima iz oblasti razvoja softvera, UX/UI dizajna, digitalnog strukturiranja sadržaja i integracije platformi.
- Dokazano iskustvo u dizajniranju ili strukturiranju digitalnih resursa orijentisanih na korisnike, portala znanja ili servisnih platformi.
- Snažni kapaciteti za upravljanje projektima i izvještavanje.
- Aktivno znanje engleskog jezika.

7. Potrebna dokumentacija za prijavu

Ponuđači trebaju dostaviti sljedeću dokumentaciju:

- Tehnička ponuda koja opisuje razumijevanje zadatka od strane ponuđača te predloženu metodologiju i plan rada.
- Portfolio i reference koji demonstriraju relevantno iskustvo u razvoju digitalnih platformi ili sličnim angažmanima, uključujući reference za uporedive projekte realizirane u posljednjih pet godina.
- Finansijska ponuda.



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8. Kriteriji za odabir

Ponude će se evaluirati na osnovu sljedećih kriterija:

Kriterij	težina
Tehnički pristup i realističnost plana rada, uključujući predloženi pristup realizaciji traženih rezultata	40%
Relevantno iskustvo demonstrirano kroz portfolio i reference	40%
Finansijska ponuda	20%

9. Jezik angažmana

Svi rezultati moraju biti izrađeni na engleskom jeziku. Komunikacija na projektu odvijat će se na BHS jeziku.

10. Rok za dostavljanje ponuda

Sva zainteresovana pravna lica trebaju dostaviti svoje ponude, zajedno sa pratećom dokumentacijom, najkasnije do 1. aprila 2026. godine u 23:59. Ponude se dostavljaju elektronski na sljedeću e-mail adresu: info@ssst.edu.ba, uz naslov e-maila: *81-32-25 Integration of Digital Service Lines for Innovative Entrepreneurs in Bosnia and Herzegovina on the its4Health platform*. Svi upiti u vezi s ovim pozivom dostavljaju se na istu adresu i pod istim naslovom.



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Forma finansijske ponude – 81-32-26

Ime ponuđača	[ime ponuđača]	Datum:	Odaberi datum
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Ponuđači su obavezni pripremiti svoje finansijske prijedloge, isključujući PDV, prema dole navedenom formatu i dostaviti ih zajedno sa tehničkom ponudom. Svaka finansijska informacija koja bude pružena u tehničkoj ponudi rezultirat će diskvalifikacijom ponuđača.

Finansijski prijedlog treba biti usklađen sa zahtjevima iz Projektnog zadatka i tehničkom ponudom ponuđača.

Valuta ponude: KM

Tabela 1: Sažetak ukupnih cijena

	Iznos(i)
Profesionalne naknade (iz Tabele 2)	
Ostali troškovi (iz Tabele 3)	
Ukupni iznos finansijskog prijedloga	

Tabela 2: Raspodjela profesionalnih naknada

Ime	Pozicija	Tarifa <i>A</i>	Broj dana/mjeseci/sati <i>B</i>	Ukupni iznos <i>C=AxB</i>
U zemlji				
Kod kuće				
Podzbir profesionalnih naknada:				

Tabela 3: Raspodjela drugih troškova

Opis	Jedinica mjere	Količina	Jedinična cijena	Ukupni iznos
Troškovi lokalnog transporta	Paušalni iznos			
Troškovi "iz džepa"				
Ostali troškovi: (molimo navedite)				
Podzbir drugih troškova:				



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Tabela 4: Raspodjela cijene po isporuci/aktivnosti

Isporuca/Opis aktivnosti	Vrijeme (osoba/dani)	Profesionalne naknade	Ostali troškovi	Ukupno
Isporuca 1				
Isporuca 2				
Isporuca 3				
.....				

Potpis ovlaštene osobe: