



TERMS OF REFERENCE

DEVELOPMENT OF THE “ENGAGING DIASPORA PROFESSIONALS” DATABASE PLATFORM, HOSTING & MAINTENANCE

for the “Engaging Diaspora Professionals” Program

1. GERMIN NGO

Germin is a non-governmental organization that uses technology and virtual channels to connect and engage Diaspora in advancing the development and democratization of their home countries. It started in 2011 as an informal group trying to find its way to connect with the homeland and was formally founded in 2014. Germin is run and supported by a group of Diaspora professionals ranging from the field of public policy, finance, information, technology, law, education, security and diplomacy. We have a wide network of professionals and part-time collaborators currently residing in 24 countries, including the Balkans, Western Europe, and North America.

2. Background: Engaging Diaspora Professionals Program

The Program for the Engagement of Professionals from the Diaspora (EDP) is a program that seeks to bring diaspora experts to their homeland to contribute toward their development by using their expertise and experiences gained in developed countries. The existing database of GERMIN coincides with more than 30,000 registered professionals worldwide. Therefore, based on this “wealth of information and database”, GERMIN is implementing the EDP program in Kosovo and Albania. The program brings professionals for a period between 3 weeks and 6 months with the of joining institutions/organizations/private sector depending on their specific needs.

3. Objective

The objective of this call is to secure a service provider for the development of the “Engaging Diaspora Professionals” Platform, its hosting, and its maintenance. The aim of this platform is to facilitate the networking and communication process between the local institution/organization/business in need of a specific service/expertise that could be fulfilled by Diaspora Professionals and the diaspora professional expressing interest to get engaged and offer the specific service/expertise to the institution/organization/business.

GERMIN invites proposals & offers from reputable and qualified companies with a track record of success in designing and producing digital solutions to develop new templates for the current interactive database platform of engaging diaspora professionals.



4. Scope of work

The scope of work includes the following:

Development and maintenance of the new interactive database platform (IDP)!

5. Specific requirements for the new database platform development (IDP):

1. Based on the old version of the Engaging Diaspora Professionals Platform (see <https://germinprofessionals.germin.org/>) design and develop the new database platform to serve as a match-making (including networking elements) platform connecting diaspora professionals with institutions/organizations/businesses.
2. Development of the informative section/pages including information but not limited to, such as the home page, about, contact, and database info section.
3. The content of the database platform must have a two-party registration:
 - The registration of diaspora professionals
 - The registration of institutions, organizations, and businesses, interested in engaging diaspora professionals based on categories/professions.
Note: The number of categories/professions shall be decided together with the contractor
 - The ability of the institutions, organizations, and businesses to publish new services/openings required
 - The ability of diaspora professionals to apply to the respective opening/calls
 - The match-making feature between organizations and diaspora professionals that goes through GERMIN using keywords for each category/profession
 - Build in a chat function between both parties that goes through Germin.
 - Setup Authentication and Authorisation
4. Present the MVP to Germin, who will provide input and feedback.
5. Improve and adapt the MVP in line with the input and feedback.
6. Put together the final product.
7. Import the existing GERMIN database from the existing Engaging Diaspora Professionals platform to the new platform.
8. Ability to export all user data from the new database
9. Apply functionality testing, bug elimination, and online launching of the IDP
10. IDP Maintenance for a minimum of 1 year
11. Training of GERMIN staff members for maintenance & operation of the new IDP

Note: Applicants are allowed to propose additional features for the better development of the platform and the categorization of professions to be included in the IDP!

6. Deliverables

- a. Developed Integrated Database-Platform
- b. User manual and training materials for the administration of the IDP
- c. Live demonstration of solution;
- d. Functionality proof of the IDP solution during use (in pictures);
- e. Online launch of the final version of the IDP;

- f. Final report with recommendations in terms of hosting requirements, and further functionality improvements

7. Hosting

- a. Recommend and set up an appropriate hosting solution for the Integrated Database Platform

8. Maintenance

- a. Assistance in managing and maintaining the interactive database platform
- b. Overall interactive database platform optimization (speed, next gen images, seo friendly, etc.)
- c. Assistance in bug(s) elimination
- d. Ensure that modules are up-to-date with the latest technological changes
- e. Ensure interactive database platform security and updates against potential cybersecurity threats
- f. Social Media and SEO Optimization
- g. applying security patches, clearing out log files, enlarging disk space before it runs out, sorting out security certificates and fixing bugs in the code
- h. Overall consultancy on how to improve the functionalities of the interactive database platform

9. Technical implementation

- Minimum viable product (MVP)
 - A final graphic design and user interface is apparent.
 - The core functions can be used and demonstrated.
 - Initial content has been input.
 - Will be designed iteratively through feedback loops
- Beta version
 - Final graphic design and user interface have been applied.
 - All functions can be used.
 - All content has been input.
 - Users can register and match, and Germin can produce reports based on data insights.

Maintenance: Starting at the end of the contract period, the contractor shall offer help until fully functionalizing the platform and maintenance services for 90 days.

Other specific requirements:

- The platform must be compatible with desktop and mobile devices.
- No ongoing license payments should be required.
- The platform shall not be bound to intellectual property rules.
- After release, the platform must not use any infrastructure and services operated by the contractor. For sustainability purposes, the required servers will be set up with the commissioning



party, which the commissioning party can continue to run after the end of the contract.

10. Quality and security

- The platform must contain an access and authorization concept compliant with the principle of data security.
- All the necessary licenses or other legal requirements for the system shall be secured.
- Information shall not be shared with third parties.

11. Criteria that the individual/company should fulfill:

- A minimum of 4 years of practical experience in the ICT sector, especially in interactive database platform development, software engineering, and IT consultancy;
- Work portfolio;
- Eligible to work in Kosovo (companies must be registered in Kosovo);
- Has the human resources and capacities to fulfill the assignments outlined in this ToR;

12. Required documents and procedures for the application:

All applications must be submitted to GERMIN electronically edp@germin.org with the subject: ToR_BuildingDiasporaProfessionalsPlatform_Name of the individual/company. **The latest date for the submission of applications is September 20, 2022.**

The following documents should be submitted in order for the application to be eligible and further considered:

- Financial offer in accordance with the tasks to be performed and deliv (section 3 of this ToR);
- Proof of eligibility to work in Kosovo (business registration certificate for companies);
- Work Portfolio
- Work Plan/details:
 - Including the scope of services that includes detailed phases of implementation such as:
 - Phase 1: Concept Development and Planning
 - Phase 2: Platform Design and Implementation
 - Phase 3: Finalize and Deploy the Integrated Database Platform online
 - including a weekly timeline on how they plan to implement the solution

13. Payment Terms:

- There will be no separate/upfront payments upon completion of various deliverables.
- A Final Payment will be conducted upon completion of all deliverables as per the contract.

14. Preferred service delivery deadline:

- The final version of the platform must be available by the end of October 2022.