

## DEVELOPMENT OF THE “INTEGRATED BUSINESS DATABASE PLATFORM” WITHIN THE KIESA WEB PAGE

### 1. GERMIN NGO

Germin is a non-governmental organisation that uses technology and virtual channels to connect and engage Diaspora in advancing the development and democratisation 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

Under MARDI Project, Caritas Switzerland (CACH) and the partner GERMIN agreed to work jointly with Kosovo Investment and Enterprise Support Agency (KIESA) to develop and deploy the Diaspora Investment Integrated Business Database Platform to enable and support diaspora businesses to invest in Kosovo. The aim of this platform is to create the possibility for diaspora businesses to register on the integrated Database Platform hosted on the KIESA Website/domain. With time, the Database Platform will expand with newly registered businesses/potential investors and include contact information. The registered businesses on the Database Platform would be able to see other businesses in the diaspora (perhaps in their region), establish contact, and create new investment cooperation and initiatives. In addition, the Database Platform would allow local businesses in Kosovo to find and contact diaspora businesses/potential investors of their interest and establish collaborations that can foster exports of goods and services from Kosovo. A Database Platform with a large number of registered diaspora businesses/potential investors could provide a stepping stone towards increasing the business volume between Kosovo, its diaspora, and host countries where Kosovar diaspora communities are concentrated.

### 3. Objective

The objective of this call is to secure a service provider for the development of the Integrated Business Database Platform, its hosting, and its maintenance. The aim of this Database Platform is to create and constantly expand data and information on diaspora businesses and potential investors in Kosovo. It also aims to facilitate the networking and communication process between local institutions, especially municipalities in Kosovo, and potential foreign investors. 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 Integrated Database Platform that would be integrated into the existing KIESA web platform.

### 4. Scope of work

The scope of work includes the following: Design, development, implementation, and interim maintenance of the new Integrated Database Platform.

### 5. Specific requirements for the Integrated Database Platform:

1. Based on the existing KIESA Web platform and its technical requirements, design, develop, implement, and maintain an Integrated Database Platform within the KIESA web platform that, among others, is able to:
  - Enable businesses (potential diaspora investors) to register and enrich the KIESA Database Platform on potential investors;
  - Allows users to interactively navigate through different aspects and indicators of municipalities and local businesses;
  - The match-making feature between local and diaspora businesses that goes through KIESA & GERMIN using keywords for each investment industry
  - Facilitate the communication between the potential diaspora investors and Kosovar institutions;
2. Based on an easy-to-use principle, users must be able to register on the Database Platform.
3. The Database Platform information, generated through the input of the registered users, shall include information, but shall not be limited to, business contacts, the home page, about, other contact information, and Database Platform info section of the registered businesses and potential investors;
4. Registered users or businesses on the Database Platform must be able to see other registered businesses, diaspora businesses or local ones (filter options according to state and region) and be able to establish contact to create new investment cooperations and initiatives;
5. Allow local businesses to find and contact registered diaspora businesses and potential investors registered on the Database Platform that aims to export goods and services from Kosovo;
6. Registered users shall be able to post on a specific corner of the Database Platform on the KIESA web platform. This is, however, subject to KIESAs approval;
7. The Database Platform shall have a built-in chat function to allow communication between the users, as well as between the users and KIESA
8. The Database Platform shall have an Authentication and Authorisation Setup;

#### 9. The contractor shall:

- Present the MVP to GERMIN, who will provide input and feedback;
- Improve and adapt the MVP in line with the input and feedback;
- Put together the final product;
- Apply functionality testing, bug elimination, and online launching of the Integrated Database Platform;
- Provide maintenance for a minimum of 1 year (time is subject to agreement)
- Provide training to KIESA staff members for maintenance & operation of the new Integrated Database Platform

#### 6. Deliverables

- Developed Integrated Database Platform as a part of the existing KIESA web platform;
- User manual and training materials for the administration of the Integrated Database Platform;
- Live demonstration of solution;
- Functionality proof of the Integrated Database Platform solution during use (in pictures);
- The online launch of the final version of the Integrated Database Platform;
- Final report with recommendations in terms of hosting requirements, and further functionality improvements.

#### 7. Hosting

- Secure all necessary steps to include the Integrated Database Platform in the existing KIESA hosting services.

#### 8. Maintenance

- Assistance in managing and maintaining the interactive Database Platform platform;
- Overall interactive Database Platform optimisation (speed, next-gen images, SEO friendly, etc.);
- Assistance in bug(s) elimination;
- Ensure that modules are up-to-date with the latest technological changes;
- Ensure interactive Database Platform security and updates against potential cybersecurity threats;
- Social Media and SEO Optimisation;
- Applying security patches, clearing out log files, enlarging disk space before it runs out, sorting out security certificates and fixing bugs in the code;
- Overall consultancy on how to improve the functionalities of the interactive Database Platform including the training of KIESA staff on Database Platform usage

#### 9. Technical implementation

##### Minimum viable product (MVP)

- A final graphic design and user interface are apparent;
- The core functions can be used and demonstrated;
- Initial content has been input;
- Will be designed iteratively through feedback loop;

##### 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 connect, and KIESA can produce reports based on data insights.

**Maintenance:** Starting at the end of the contract period, the contractor shall offer help until fully functionalising the platform and maintenance services for one year.

##### Other specific requirements:

- The Database Platform must be compatible with desktop and mobile devices;
- No ongoing license payments should be required;
- The Database Platform shall not be bound to intellectual property rules.
- After release, the Database 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 authorisation 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 fulfil the assignments outlined in this ToR;

#### 12. Required documents and procedures for the application:

All applications must be submitted to GERMIN electronically [info@germin.org](mailto:info@germin.org) with the subject: ToR\_Development of the Integrated Business Database Platform\_Name of the individual/company. **The latest date for the submission of applications is September 22, 2022.**

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

- Financial offer in accordance with the tasks to be performed and deliverables (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: Database Platform Design and Implementation
    - Phase 3: Finalise 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.

#### Preferred service delivery deadline:

- The final version of the platform must be available by mid January 2023.