

Terms of Reference (ToR)

Design and Implementation of Data Management Systems for Caritas Kosova and Mother Teresa Society

1. General Information

Caritas Kosova (CK) is a charitable organization focused on addressing the needs of vulnerable people by fostering initiatives aimed at improving the quality of life, promoting human rights, and offering protection. Activities include support for the poor, emergency aid, social assistance, education, and care for marginalized individuals, regardless of gender, race, ethnicity, or religion. For more information, visit: [Caritas Kosova](#)

Mother Teresa Society (MTS) is a non-governmental organization committed to support dimensions of social cohesion by providing sustenance for vulnerable groups, thru helping people build secure, productive and just communities. The overarching focus of organization is poverty reduction, by building resilience, capacities and skills of youth, women and men, through various education programs, trainings, social and health care service provision to vulnerable communities in Kosovo. For more information, you can visit: [Mother Theresa Society](#)

2. Background

Caritas Kosova (CK) and Mother Teresa Society (MTS) operate across Kosovo to deliver healthcare, education, economic empowerment, and other services to vulnerable communities. Both organizations require a secure, organized, and scalable solution to manage their programmatic and operational data efficiently. Currently, they rely heavily on Excel files or other ad hoc systems, which create inefficiencies in data management and reporting.

The project aims to design a flexible and scalable database framework that serves both organizations while allowing customization based on specific programmatic needs. Applicants are encouraged to propose and customize existing database solutions where applicable to ensure cost-effectiveness and timely delivery.

3. Objectives

The objective of this ToR is to engage a qualified contractor (company or individual) to design, develop, implement, and maintain data management systems for Caritas Kosova and MTS. While the databases will share a common structure, they must:

- Operate independently, ensuring no data sharing between the organizations.
- Address the specific operational and programmatic requirements of each NGO.

Key objectives include:

- **Data Management:** Centralize program-related data for enhanced organization and accessibility.
- **User Interface:** Develop user-friendly interfaces for data entry, management, and retrieval.
- **Data Privacy and Security:** Ensure compliance with Kosovo's Data Protection Law and international standards (e.g., GDPR).

- **Real-Time Monitoring and Reporting:** Implement features for real-time data entry, analysis, and reporting.
- **Offline Functionality:** Enable offline data collection, with automatic synchronization upon connectivity restoration.

4. Scope of Work

The selected contractor will be responsible for the following tasks:

4.1. Design and Development

- Design a flexible and scalable database framework to accommodate the needs of both organizations, with customization for their specific programs.
- Propose existing database systems or off-the-shelf solutions to ensure cost-efficiency and faster implementation.
- Develop intuitive, user-friendly interfaces requiring minimal training.
- Implement role-based access controls (RBAC) for appropriate access levels.
- Ensure robust data security measures, including encryption, to safeguard sensitive information.
- Ensure compliance with Kosovo's Data Protection Law and GDPR.
- Equip staff devices with GPS-enabled tracking for data collection and enable real-time progress monitoring, including offline functionality with automatic synchronization.

4.2. Data Migration

- Develop tools for structured data migration from existing Excel files, ensuring the integrity and compatibility of data in the new system.
- Provide comprehensive training and documentation to designated staff members on managing data migration processes independently.

4.3. Dashboard and Reporting Tools

- Develop interactive dashboards for real-time visualization of key performance indicators (KPIs).
- Implement customizable reporting features for internal use and donor reporting.
- Enable export of reports in multiple formats (e.g., PDF, Excel).

4.4. Testing and Quality Assurance

- Conduct thorough testing to ensure functionality, security, and performance.
- Address bugs, vulnerabilities, and performance issues before deployment.

4.5. Training and Documentation

- Provide separate training sessions for system administrators and end-users.
- Develop user manuals and technical documentation for troubleshooting and data management.

4.6. Basic Data Statistics and Analysis

- Enable basic statistics, including descriptive statistics, frequency counts (e.g., gender, age group, program participation), and basic visualizations such as bar charts and pie charts.
- Allow data and statistics to be easily exported to Excel for further analysis.

4.7. Post-Implementation Support and Maintenance

- Provide ongoing maintenance, updates, and security patches.
- Address emerging issues or system adjustments based on user feedback.
- Conduct periodic evaluations to ensure alignment with organizational needs.
- Ensure reliable technical support through multiple channels (e.g., email, phone, ticketing system).

5. Deliverables

- Fully functional and secure centralized database systems for Caritas Kosova (CK) and Mother Teresa Society (MTS).
- User-friendly interfaces with real-time dashboards and reporting capabilities tailored to program needs.
- Comprehensive training sessions for staff and administrators, including step-by-step guidance on data migration tools.
- Detailed database documentation, including user manuals and technical specifications.
- Post-implementation support, including maintenance plans and troubleshooting assistance.

6. Timeline

The project is expected to be completed within 3 to 4 months from the date of contract signing, with the following milestones:

- **Phase 1:** Requirements gathering, system design, and initial database development (1 month).
- **Phase 2:** Development and integration of the data migration tool (2 weeks).
- **Phase 3:** Dashboard development and system testing (2 weeks).
- **Phase 4:** User training, including system implementation and support setup (1 month).
- **Post-Implementation Support:** Ongoing system maintenance and support for a minimum of 12 months.

7. Qualifications and Experience

The contractor should have:

- 3-5 years of experience developing and maintaining database systems for NGOs or similar organizations.

- Expertise in data security, including compliance with GDPR and local laws.
- Proficiency in mobile and offline data collection solutions.
- Experience migrating data from Excel or legacy platforms.
- Proven ability to create interactive dashboards and reporting tools.
- Strong communication skills for user training.

8. Submission Requirements

Interested contractors must submit:

- A technical proposal outlining the approach to system design and implementation.
- A financial proposal with a detailed budget breakdown.
- A timeline for project completion.
- CVs of key team members and relevant project experience.
- References from previous clients.

9. Evaluation Criteria

Proposals will be evaluated based on:

- Technical expertise and experience.
- Proposed approach and methodology.
- Cost-effectiveness.
- Quality of references and previous project experience.

10. Contact Information

For inquiries or for submission of applications, please contact Caritas Kosova via email at info@caritaskosova.org and alfred.pjetri@caritaskosova.org; In the subject line, please specify the position you are applying for.

The call for proposals will remain open for 15 calendar days, from January 28, 2025, to February 11, 2025.