Terms of Reference (ToR) for the procurement of IT services

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

CONFIDENTIAL

Project title:	**Processing number/cost centre:**
Strengthening Development Finance through Combating Illicit Financial Flows and Effective Debt Management (SFIFD)	**G-012142-009**
Country:	**Tender number:**
Tanzania	**10035410**
Works/services to be put out to tender:	
BPRA Zanzibar Business Registration System	

0. Abbreviations 4

1. Context 6
1.1 The Company 6
1.2 Project Background 6
1.3 Objective of the commission/subject of the procurement 7

2. Requirements for the IT solution 7
2.1 Framework concept for the IT solution 8
2.1.1 Description of the existing IT solution 8
2.1.2 Description of the application/use of the IT solution 9
2.1.3 General conditions at the partner end (where relevant) 9
2.1.4 Use of Open-Source Software (OSS) 9
2.2 Infrastructure requirements 10
2.2.1 Deployment environments 10
2.2.2 Hosting 10
2.2.3 Technical security requirements 10
2.3 Functional requirements 11
2.4 Non-functional requirements 11
2.4.1 Interfaces 12
2.4.2 System requirements/technical framework 12
2.4.3 Sustainability 12
2.5 Further specifications/general conditions 13
2.6. Requirements for Data Protection and Information Security of BPRA 13

3. Responsibilities of the contractor 14
3.1 Work package 1: Kick-off and inception 14
3.2 Work package 2: Drafting the implementation concept 15
3.3 Work package 3: Technical implementation 15
3.4 Work package 4: Testing and quality assurance 16
3.5 Work package 5: Documentation 16
3.6 Work package 6: Training 17
3.6.1 Administrative training 17
3.6.2 User training 17
3.7 Work package 7: Support and stabilisation 18
3.8 Work package 8: Project management 19
3.9 Work package 9: Monitoring and reporting 19
3.10 Work package 10: Deployment and handover 19

4. Term, schedule and milestones 20

5. Granting rights of use 21

6. Data protection 21
6.1 Data protection 21
6.2 Information security 22

7. Language 22

8. Technical and methodological concept 22
8.1 Requirements for the technical and methodological concept (Section 1 of the assessment grid) 22
8.1.1 Assessment of the requirements 22
8.1.2 Project management and development methodology 23
8.1.3 Operational plan/personnel assignment plan 23
8.1.4 Test and documentation concept 23
8.2 Additional requirements (Section 2 of the assessment grid) 23

9. Human resources 23
9.1 Expert 1: Team Leader / IT Project Manager (Section 3.1 of the assessment grid) 23
9.2 Expert 2: Business Analyst / Solution Architect (Section 3.2 of the assessment grid) 24
9.3 Expert 3: UI/UX and Accessibility Specialist (Section 3.3 of the assessment grid) 25
9.4 Expert 4: DevOps, Hosting and Security Engineer (Section 3.4 of the assessment grid) 25
9.5 Expert 5: QA, Testing and Acceptance Specialist (Section 3.5 of the assessment grid) 26
9.6 Expert 6: Documentation, Training and Knowledge Transfer Specialist (Section 3.6 of the assessment grid) 27
9.7 Expert 7: Data Migration, Registry and Stakeholder Support Specialist (Section 3.7 of the assessment grid) 28
9.8 Expert 8: Pool 1 - Senior Full-Stack Developer with 2 experts (Section 3.8 of the assessment grid) 29
9.9 Expert 9: Pool 2 - Backend/API and Database Developer with 2 experts (Section 3.9 of the assessment grid) 29

10. Costing requirements 30
10.1 Travel expenses 31
10.1.1 Travel – sustainability considerations 31
10.1.2 Travel expense requirements 31
10.2 Materials and Equipment 32
10.3 Workshops, training 33
10.2. Hosting 33
10.4 Other costs 33
10.5 Flexible remuneration 33

11. Requirements on the format of the tender 33

12. Options or follow-on contract 34
12.1 Option to extend services to be delivered/service delivery period in accordance with Section 132 (2) 1 of the German Act against Restraints of Competition (GWB) 34

13. Annexes 36

0. Abbreviations

2FA	Two-Factor Authentication
API	Application Programming Interface
AML/CFT	Anti-Money Laundering / Counter Financing of Terrorism
BCP	Business Continuity Plan
BMF	Federal Ministry of Finance, Germany
BO	Beneficial Ownership
BPRA	Zanzibar Business and Property Registration Agency
BRELA	Business Registrations and Licensing Agency, Tanzania Mainland
CI/CD	Continuous Integration / Continuous Deployment
COLA	Commission of Lands
CV	Curriculum Vitae
DB	Database
DMS	Document Management System
DR	Disaster Recovery
ED	Executive Director
ERD	Entity Relationship Diagram
EVB-IT	Supplementary Terms and Conditions for the Procurement of IT Services
FIU	Financial Intelligence Unit – Tanzania
FR	Functional Requirement
GI	Geographical Indication
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
GWB	German Competition Act
IAM	Identity and Access Management
ICT	Information and Communications Technology
IP	Industrial / Intellectual Property, depending on context
IPAS	Industrial Property Automation System, WIPO's system/platform used for industrial property administration
LGA	Local Government Authority
MFA	Multi-Factor Authentication
MNO	Mobile Network Operator
MoLRE	Ministry of Lands and Real Estate, Zanzibar
MoTID	Ministry of Trade and Industrial Development, Zanzibar
MVR	Motor Vehicle Registration / Ownership Change Context
NaPA	National Physical Addressing
NASMS	National Anti-Money Laundering / Sanctions Management System
NFR	Non-Functional Requirement
NIDA	National Identification Authority
ORS	Online Registration System, legacy platform
OSS	Open-Source Software
OTP	One-Time Password
PDPA	Personal Data Protection Act

PKI	Public Key Infrastructure
QR	Quick Response
RBAC	Role-Based Access Control
REST	Representational State Transfer
RFP	Request for Proposal
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SaaS	Software as a Service
SFIFD	Strengthening Development Finance through Combating Illicit Financial Flows and Effective Debt Management
SLA	Service Level Agreement
SMS	Short Message Service
SRS	Software Requirements Specification
SSL/TLS	Secure Sockets Layer / Transport Layer Security
ToR	Terms of Reference
TRA	Tanzania Revenue Authority
UAT	User Acceptance Testing
UI	User Interface
VgV	German Ordinance on the Award of Public Contracts
WIPO	World Intellectual Property Organization
WTCA	Waqf and Trust Commission Agency
XML	Extensible Markup Language
ZANID	Zanzibar ID / Citizen Identity Source
ZANMALIPO	Zanzibar Government Payment Gateway
ZanMUTM	Zanzibar Municipal / Urban Transport Management
ZASTRA	Zanzibar Surface and Marine Transport Regulatory Authority / Vehicle Context
ZBS	Zanzibar Bureau of Standards
ZCSRA	Zanzibar Civil Status Registration Agency
ZCT	Zanzibar Commission for Tourism
ZFDA	Zanzibar Food and Drug Authority
ZHSF	Zanzibar Health Services Fund
ZICTIA	Zanzibar ICT Infrastructure / Data Centre Agency
ZIPA	Zanzibar Investment Promotion Authority
ZPPRA	Zanzibar Public Procurement Regulatory Authority
ZRA	Zanzibar Revenue Authority
ZSSF	Zanzibar Social Security Fund

1. Context

1.1 The Company

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH supports the German Federal Government in achieving its objectives in the field of international cooperation for sustainable development and international education. The company is active in several fields: economic development and employment; governance and democracy; peacebuilding, security, reconstruction and civil conflict transformation; food and nutrition security, health, basic education, environmental protection, resource conservation and climate change mitigation.

GIZ operates in some 120 countries worldwide and seconds experts and managers to projects and programmes. A high percentage of these partner countries are marked by fragile statehood, violence and risks for individual safety and security. GIZ is responsible not only for its own staff members but also for the safety and security of partners, consultants and other involved parties.

1.2 Project Background

Countries lose billions of dollars every year due to illicit financial flow (IFFs). A substantial share of these funds could be used to fight poverty and hunger, and to invest in a sustainable future. In addition, ensuring the integrity of the financial system through the implementation of international Anti-Money Laundering/ Countering the Financing of Terrorism (AML/CFT) standards is an important prerequisite for a jurisdiction in order to mobilize private and public finance for investment.

GIZ is a co-implementing partner of the #TeamEurope project called SecFin Africa which is implemented by a consortium of Expertise France, GIZ, Civipol, FIIAPP and the Swedish Tax Authority. The SecFin Africa project aims to support Sub-Saharan Africa countries to prevent and combat illicit financial flows (IFFs), by strengthening anti-money laundering and countering the financing of terrorism (AML/CFT) efforts, in line with international standards. By aligning with the African Union's Agenda 2063 (e.g., Goal 20 on Financing Development) and the United Nations Sustainable Development Goals (e.g., Target 16.4 on reducing IFFs), SecFin Africa contributes to boosting domestic resource mobilization, fostering sustainable development and promoting security across the continent.

One pillar of SecFin's three-pillar approach is the country level support: The EU Action aims at strengthening AML/CFT compliance and effectiveness with partner countries by providing tailored, demand-driven technical assistance and training covering the entire chain – from detection, assessment, investigation, prosecution to asset recovery – ensuring alignment with the international standards of the Financial Action Task Force (FATF).

The background and context for the assignment hereby put out for tender is part of the SecFin Africa program fields of intervention "prevention" and "financial investigation", specifically referring to the support of key actors in the AML/CFT space, namely the institutions responsible for the implementation, administration, and management of a jurisdiction's beneficial ownership register.

The Zanzibar Business & Property Registration Agency (BPRA) plays a central role in business formalization, property-related registrations linked to businesses, and the implementation of Beneficial Ownership (BO) transparency requirements. While the existing Online Registration System (ORS) has enabled partial digitization, lots of downtime, errors,

and several operational bottlenecks remain such as parallel manual processes, limited interoperability with key government systems, fragmented data, validation mechanisms, and restricted real-time integration with external authorities such as ZRA, NIDA, ZanMalipo, Social Security Funds, ZIPA, BRELA, and Anti-Money Laundering/ Countering the Financing of Terrorism (AML/CFT) institutions. Given the increasing regulatory requirements, particularly around BO transparency, AML/CFT compliance, and ease of doing business, BPRA requires a comprehensive, integrated, secure, and future ready system that ensures accuracy, automation, interoperability, and institutional coordination. Therefore, the BPRA Zanzibar has requested support from the SecFin Africa project to digitalize the business and property registration process.

This mainly has two objectives:

1. Enhancing the ease of doing business in Zanzibar (i.e., in the future businesses shall be able to register more efficiently without a paper-based offline process)
2. Fulfilling BO information requirements (i.e., having a searchable and shareable BO register which can be of use for financial investigations)

Against this background, GIZ through the SecFin Africa project has committed to support the BPRA in developing a business registration system with an integrated beneficial ownership register.

1.3 Objective of the commission/subject of the procurement

The objective of this commission is to contract a qualified software development service provider to design, develop, configure, test, deploy, document, train and initially support the BPRA System in accordance with the approved BPRA Requirements Specification V3 (attached as an annex) and this ToR.

The subject of the procurement includes the full implementation of the software solution, including requirements validation, implementation concept, technical design, development, integration, data migration from ORS, testing, user acceptance support, deployment to the approved government hosting environment, training, documentation, handover and post-deployment support.

2. Requirements for the IT solution

The contractor shall design, develop, test, deploy and hand over the BPRA System in accordance with the approved Software Requirements Specification (SRS) and the requirements set out in this ToR. The BPRA System shall replace the existing legacy ORS and provide a modern, secure, modular, bilingual and web-based platform for BPRA's full-service portfolio.

The solution shall support BPRA's core registration, registry, document, information, workflow, reporting, payment, integration and verification functions. The solution shall be custom-developed on the basis of open-source software, open standards and reusable components. Proprietary software, plug-ins or licence-based components requiring additional licence fees shall not form part of the tendered solution. The solution shall avoid vendor lock-in and shall enable BPRA to operate, maintain, modify and further develop the system after handover.

The detailed functional, non-functional, integration, data, security, migration, reporting and implementation requirements are described in the approved SRS, which shall form a key technical annex to this ToR.

2.1 Framework concept for the IT solution

The BPRA System shall be implemented as an integrated enterprise platform consisting of independent service modules supported by common shared services. The main service modules shall include company registration, business name registration, document registration, industrial property services through WIPO's IPAS integration, trust registration, estate administration, beneficial ownership functions, information services and cross-cutting public and institutional verification services.

The platform shall include shared capabilities for user and role management, workflow processing, case tracking, document management, payment integration, certificate generation, QR verification, notifications, reporting, audit logging, configuration management, bilingual user interface and secure API-based data exchange with relevant partner institutions.

The system shall be accessible through the BPRA official web presence and shall support different user groups, including BPRA officers, managers, Executive Authority / Registrar users, applicants, representatives, institutional users and public users. The contractor shall refine the framework concept during the inception and implementation concept phase, without reducing the approved SRS scope.

2.1.1 Description of the existing IT solution

BPRA currently uses the existing Online Registration System Zanzibar (ORSZ), also referred to as the legacy ORS, for selected online registration and registry-related services. The existing system provides an important baseline for the future BPRA System, particularly in relation to user account creation, online application submission, internal case processing, payment linkage, certificate generation, registry updates, task handling and selected information services.

However, ORSZ does not cover the full current and future service portfolio of BPRA. Its functionality is mainly concentrated around business and company registration processes, while several BPRA service areas remain partially manual, paper-based, or outside the current digital platform. These include wider document registration services, secure transactions, estate administration, expanded beneficial ownership functionality, franchise-related services, selected property-related services, and stronger institutional verification services.

The existing system also has operational and technical limitations. These include limited user friendliness, fragmented handling of beneficial ownership information, limited workflow configurability, limited communication and notification features, insufficient cross-agency integration, restricted public and institutional search capabilities, limited reporting flexibility, and dependency on manual interventions for several processes. Industrial property services are also not integrated with WIPO's IPAS from a unified BPRA user experience perspective.

Therefore, the new BPRA System shall not be treated as a simple upgrade or cosmetic redesign of ORSZ. It shall replace the existing system while preserving useful concepts and lessons learned from ORSZ, such as online filing, case processing, registry handling, payment linkage, certificate issuance, information products and internal task management.

The future system shall expand these capabilities into a comprehensive, modular, secure, bilingual and open-source-oriented enterprise platform covering the full BPRA service portfolio.

2.1.2 Description of the application/use of the IT solution

The BPRA System shall be a secure web-based enterprise application used by BPRA internal users, external applicants, legal representatives, company secretaries, institutional users and the general public. It shall support service applications, registry updates, document submission, fee calculation, payment confirmation, processing workflows, approvals, certificate issuance, information products, reports, public search and QR-based verification.
The solution shall cover the following service domains and cross-cutting functions, as further detailed in Annex 1:

- Company Registration including BO, franchise-linked functions, company lifecycle events and incorporation document packs
- Business Name Registration including name clearance, reservation, owner changes, cessation, information services and linked BO/franchise functions
- Document Registration including statutory document filings, partnership agreements, vehicle transfer documents, secure transactions, certified copies and foreign property related records where within BPRA mandate
- Industrial Property services through BPRA-facing workflows and integration with WIPO's IPAS
- Trust Registration and linked BO handling
- Estate Administration for non-Muslim estate cases within BPRA mandate
- Information services, public search, QR certificate verification, notifications, dashboards, audit logs, reporting, templates and workflow management

2.1.3 General conditions at the partner end (where relevant)

BPRA will be the system owner, business owner and main implementation counterpart. BPRA shall provide access to relevant service departments, existing ORS documentation, available forms and templates, business rules, test users, sample data, and nominated focal persons for validation, UAT and sign-off. Hosting will be provided through an approved Government Data Centre environment, with ZICTIA or another approved government hosting authority involved as required. The contractor shall coordinate technically with BPRA and the hosting/data-centre authority but shall not assume ownership or procurement of hosting infrastructure. The contractor shall, however, provide and maintain the temporary development and test environments required for performance of the assignment until migration to the designated government environment. All costs associated with such temporary development and test environments shall be included in the contractor's offered rates/overheads and shall not be separately reimbursed. These shall not constitute production hosting.

2.1.4 Use of Open-Source Software (OSS)

The BPRA System shall be optimized for open-source implementation and shall avoid any vendor lock-in /custom development or proprietary licences. The solution shall be developed using open-source software components, open standards and documented source code, avoiding proprietary lock-in. The contractor may propose a mature open-source stack suitable for enterprise government systems, such as PHP-based frameworks, open-source relational databases, open-source web servers, open-source containerization and CI/CD tooling, and standards-based APIs. The proposed stack shall be justified in the technical

offer and shall prioritize maintainability, security, interoperability, BPRA ownership, long-term sustainability and local maintainability.

The solution is not required to be published as public open-source software.

2.2 Infrastructure requirements

The BPRA System shall be deployed in the approved Government Data Centre environment, with ZICTIA expected to provide the primary hosting infrastructure and related data-centre environment. Production hosting shall be provided by the approved Government Data Centre environment, currently expected to be ZICTIA or another approved government hosting authority. The contractor shall not be responsible for procuring core hosting infrastructure, but shall be responsible for application deployment, environment configuration, security hardening, backup/restore setup, disaster recovery readiness, technical documentation, and coordination with BPRA and the hosting authority. The contractor shall, however, provide and maintain the temporary development and test environments required for performance of the assignment until migration to the designated government environment. All costs associated with such temporary development and test environments shall be included in the contractor's offered rates/overheads and shall not be separately reimbursed.

2.2.1 Deployment environments

- The contractor shall establish or configure at minimum development, test/UAT and production deployment arrangements, in coordination with BPRA and the approved hosting authority.
- Environment configuration shall be documented, reproducible and suitable for controlled releases.
- The system shall include backup, restore and disaster recovery procedures, including readiness for recovery at an approved secondary location if the primary government hosting environment becomes unavailable.

2.2.2 Hosting

The production solution shall be hosted in the approved Government Data Centre environment, expected to be supported by ZICTIA or another approved government hosting authority. Procurement, ownership and baseline operation of hosting infrastructure are outside the scope of this ToR. The contractor shall be responsible for application deployment, configuration, release setup, technical coordination, backup/restore documentation, recovery procedures and operational handover. Whereas the contractor will be responsible of hosting the application during the development and testing phases.

2.2.3 Technical security requirements

- Secure authentication, RBAC, MFA/OTP where configured and strong password/session controls
- Encryption in transit using HTTPS/TLS and secure handling of secrets and credentials
- Audit logging of material actions, administrative changes, access events, integration events and registry changes
- Protection of personal, BO, compliance and restricted institutional data
- Secure API authentication and authorization for institutional integrations
- Vulnerability remediation, secure coding practice and OWASP-aligned controls

- Backup/restore testing and disaster recovery readiness testing before production acceptance

2.3 Functional requirements

The IT solution must meet the following functional requirements.

The functional requirements are governed by the approved BPRA Requirements Specification V3 (Annex 1). The contractor shall treat the SRS as the detailed functional baseline and shall validate details with BPRA during inception and implementation concept preparation. The technical proposal shall explicitly show how the bidder will cover the following functional areas:

Functional Area	Minimum Expectation
User and access management	External user registration, internal user administration, institutional users, representatives, agents, role-based dashboards and permissions.
Workflow and case management	Draft, submission, payment, processing, supplement, decision, registry update, certificate/output generation, notifications and closure.
Registry management	Separation of case/application data from official registry data, registry events and historical traceability.
Document and template management	Upload, preview, type classification, pre-filled templates, generated PDFs, scanned documents, incorporation document packs and prescribed BPRA forms.
Certificate and output engine	Centralized certificate generation, QR verification, official notices, extracts, information products and digitally verifiable outputs.
Payment integration	Control number generation, payment confirmation, reconciliation and payment-linked workflow progression through ZanMalipo or approved gateway.
Beneficial ownership	Integrated BO records linked to relevant companies, business names and trusts, with controlled access and compliance reporting.
Reporting and dashboards	Operational dashboards, backlog/aging, revenue/reconciliation, service volumes, BO compliance, user activity, certificate issuance, integration failures and audit exception reports.
Cross-cutting product features	Notifications, dashboards, calendar, communication, print/export, help/support, cross-browser/cross-device compatibility, appointments, system logs, error handling, search, scan/preview, task queues, case timeline, language switching and configuration management.

2.4 Non-functional requirements

The system shall be modular, secure, scalable, maintainable, bilingual, responsive, auditable and suitable for a government enterprise registry platform.

At minimum, acceptance of the production solution shall require:

- Completion and successful testing of all agreed mandatory requirements recorded in the requirements traceability matrix
- No unresolved P1/critical or P2/high defects attributable to the delivered solution
- Completion and formal acceptance of user acceptance testing by BPRA/GIZ

- No unresolved critical or high security vulnerabilities attributable to the delivered application
- Successful testing of backup and restoration procedures
- Successful testing of agreed interfaces where the relevant external systems and interfaces are available, and
- Successful completion of the agreed deployment and production-readiness checklist.

The contractor shall propose and agree further measurable performance, capacity, maintainability and technical acceptance criteria as part of the implementation concept. These criteria shall subsequently form part of system testing and acceptance. The process would follow, deliverable submission → BPRA/GIZ review → comments → revision → written acceptance. Include acceptance evidence: test reports, UAT sign-off, deployment checklist, handover checklist.

The user interface, key labels, notification templates and selected help text shall support English and Swahili from the start.

The IT solution must meet the following non-functional requirements:

2.4.1 Interfaces

The system shall support browser-based interfaces (cross browser and cross devices compatibility) for BPRA officers, applicants, representatives, institutional users and the public, and API-based integrations where partner systems and legal arrangements permit. Key interfaces include NIDA/ZANID, ZanMalipo, WIPO's IPAS, ZRA/TRA, ZIPA, FIU and selected other institutional systems as defined in the SRS. Where APIs are unavailable or not permitted, the system shall provide restricted UI access or controlled manual exchange procedures.

2.4.2 System requirements/technical framework

- Web-based, responsive, bilingual (English and Swahili) application with BPRA branding and access via BPRA official web presence
- Modular architecture with shared services for identity, workflow, notifications, audit, reporting, document management and certificate generation
- The system shall use mature, actively maintained, secure and documented open-source technologies and open standards, actively maintained, security-supported, documented, and suitable for enterprise web applications.
- Standards-based APIs and integration logs, with retry and exception handling
- Central database and managed document storage with clear security and data retention controls
- Container-ready deployment and CI/CD-compatible release process

2.4.3 Sustainability

- The solution shall be custom-developed on the basis of open-source software, open standards and reusable components. Proprietary software, plug-ins or licence-based components requiring additional licence fees shall not form part of the tendered solution. The solution shall avoid vendor lock-in and shall enable BPRA to operate, maintain, modify and further develop the system after handover. No separate budget is foreseen for proprietary software licences, plug-ins or tools. If any such component

is proposed, it must be clearly identified, justified and approved by GIZ/BPRA before inclusion.
- The solution shall be maintainable by BPRA or future contracted vendors after handover.
- Configuration of fees, workflows, templates, translations, public exposure and reference data shall be possible without complex code changes where feasible.
- Training and documentation shall enable BPRA administrators and ICT staff to operate the system independently after stabilization.

2.5 Further specifications/general conditions

- The approved BPRA Requirements Specification V3 (Annex 1) are attached as a technical annex and shall prevail for detailed functional scope.
- The contractor shall cover the functional scope defined in Annex 1. Any change to scope may only be made through formal clarification or contract amendment, not unilaterally by the contractor. Any open BPRA review points in the SRS shall be addressed during inception and detailed design.
- The contractor shall use a hybrid Agile/Waterfall approach, with clear milestones and iterative validation, iterative sprints/releases, demonstrations, backlog tracking, BPRA validation, formal acceptance at milestones.
- The solution shall be delivered in English and Swahili user interface capability; project communication and documentation shall be in English unless otherwise agreed.

2.6. Requirements for Data Protection and Information Security of BPRA

Data protection

The contractor shall design and implement the BPRA System in accordance with applicable United Republic of Tanzania data protection requirements, relevant Zanzibar-specific privacy and disclosure rules, and BPRA-approved policies. The system shall protect personal data, beneficial ownership data, compliance information and restricted institutional data through access control, purpose limitation, audit logging, encryption in transit and configurable disclosure rules.

- Use only necessary data for the intended process.
- Prevent unauthorized disclosure, export or search of sensitive data.
- Support public, restricted and sensitive data classification.
- Document data flows, integrations, retention assumptions and access controls.
- Support BPRA in defining final disclosure and retention settings during implementation.

Information security

The contractor shall apply secure-by-design and privacy-by-design principles. Security requirements include RBAC, MFA/OTP readiness, secure API authorization, secure coding, vulnerability remediation, audit logs, system logs, certificate verification, backup/restore procedures and disaster recovery readiness. The contractor shall provide a security concept as part of the implementation concept and shall test security controls before production deployment.

3. Responsibilities of the contractor

The contractor shall be responsible for the design, development, configuration, testing, deployment support, documentation, training and handover of the BPRA System in accordance with this ToR and the approved BPRA System Requirements Specification (Annex 1). The contractor shall apply a hybrid delivery approach, combining structured milestone control with iterative development, demonstration and feedback cycles.

The contractor shall perform the following work packages.

Work Package	Title	Summary
WP1	Kick-off	Kick-off meeting, mobilization, governance setup, communication channels, initial schedule, risk register and confirmation of counterparts.
WP2	Drafting the implementation concept	Requirements validation, service prioritization, architecture, UX concept, integration concept, migration approach, implementation plan and acceptance plan.
WP3	Technical implementation	Development/configuration of core platform, modules, integrations, reports, document templates, workflows and cross-cutting features.
WP4	Testing and quality assurance	Test planning, unit/integration/system/security/UAT testing, defect management and acceptance evidence.
WP5	Documentation	Technical, functional, user, administrator, integration, deployment, backup/restore and handover documentation.
WP6	Training	Administrative and user training, training materials, exercises and attendance/evaluation records.
WP7	Support and stabilization	Stabilization, defect fixing, post-go-live support, support reports and knowledge transfer.
WP8	Project management	Planning, coordination, progress reporting, risk/issue management, change control and stakeholder coordination.
WP9	Monitoring and reporting	Regular status reports, milestone reports, test reports, support reports and final completion reports.
WP10	Deployment and Handover	Deployment coordination, release management, migration execution, production readiness, go-live, handover and closure.

3.1 Work package 1: Kick-off and inception

Activities to be performed:

The contractor shall conduct a formal kick-off with GIZ, BPRA and relevant stakeholders. The contractor shall review the approved SRS, available forms, legacy ORSZ information, institutional arrangements, hosting assumptions, stakeholder expectations and implementation constraints. The contractor shall confirm the communication structure, decision-making process, reporting format, project governance, risk management approach and detailed implementation schedule.

Deliverables:

- Kick-off meeting agenda and minutes
- Inception report
- Updated implementation schedule

- Stakeholder engagement and communication plan
- Initial risk, issue and dependency register
- Confirmation of key assumptions, dependencies and open clarification points

3.2 Work package 2: Drafting the implementation concept

Activities to be performed:

The contractor shall prepare a detailed implementation concept based on the approved SRS. This shall include the target architecture, module structure, delivery sequence, workflow approach, data model approach, role and permission concept, integration concept, migration concept, testing approach, deployment approach and handover approach. The contractor shall validate unclear workflows and BPRA review points with BPRA before implementation.

Deliverables:

- Detailed implementation concept
- Updated functional backlog / requirements traceability matrix
- High-level architecture and component design
- Workflow and process design for priority modules
- Role and permission matrix
- Data model / ERD concept
- Integration design and API approach
- Migration concept
- Testing and acceptance concept
- Deployment and handover concept

3.3 Work package 3: Technical implementation

Activities to be performed:
The contractor shall design, develop and configure the BPRA System using an open-source-oriented, modular and maintainable technology approach. The implementation shall cover the shared platform services and the business modules defined in the SRS, including company registration, business name registration, document registration, secure transactions, industrial property integration through WIPO's IPAS, trust registration, estate administration, beneficial ownership functions, information services, public search and institutional access functions.
The contractor shall implement user management, role-based access control, workflow management, document management, certificate generation, QR verification, notifications, reporting, audit logging, configuration management, bilingual interface support and integration mechanisms.

Deliverables:

- Configured and implemented BPRA System modules
- Public, external-user, institutional-user and BPRA back-office interfaces
- Workflow engine and configurable service workflows
- User, role and permission management functions
- Document and template management functions
- Certificate and QR verification functions

- Reporting and dashboard functions
- Integration components and API services
- Bilingual interface implementation
- Source code repository and version-controlled releases
- Technical implementation notes per release

3.4 Work package 4: Testing and quality assurance

Activities to be performed:

The contractor shall plan and conduct comprehensive testing of the BPRA System. Testing shall include functional testing, workflow testing, integration testing, data migration testing, security testing (including external and separately commissioned penetration test, i.e., the contractor is not responsible for the penetration test), browser/device compatibility testing, performance testing, disaster recovery and backup/restore testing, and user acceptance testing with BPRA. Defects shall be recorded, prioritized, corrected and retested before acceptance.

Deliverables:

- Test plan and test cases
- Functional test reports
- Integration test reports
- Security and access-control test report
- Performance and compatibility test report
- Migration test and reconciliation report
- Backup/restore and disaster recovery test report
- UAT scripts and UAT report
- Defect register and resolution log
- Final acceptance recommendation

3.5 Work package 5: Documentation

Activities to be performed:

The contractor shall prepare complete documentation required for BPRA to operate, administer, maintain and further develop the BPRA System. Documentation shall be clear, structured and provided in editable formats. Technical documentation shall be sufficient for BPRA or another qualified vendor to understand the system architecture, source code, data model, deployment setup, integrations and operational procedures.

Deliverables:

- User manuals
- Administrator manual
- Technical architecture documentation
- Data model and database documentation
- API and integration documentation
- Deployment and configuration manual
- Backup, restore and disaster recovery procedures

- Security configuration and access-control documentation
- Maintenance and troubleshooting guide
- Updated requirements traceability matrix

3.6 Work package 6: Training

The contractor shall design and deliver practical training for BPRA users, administrators and technical personnel. Training shall include hands-on exercises using the configured system and shall be adapted to the roles of participants.

3.6.1 Administrative training

Activities to be performed:

The contractor shall train BPRA system administrators and ICT personnel on system configuration, user management, roles and permissions, workflow parameters, service configuration, document templates, reporting, logs, integration monitoring, backup/restore procedures and operational support. At least two administrative training sessions of 1–2 days each for up to 4 BPRA ICT/admin users. Training sessions will be remunerated as per the expert rates in the financial proposal; expert days are included in the specification of quantities in the price schedule.

Deliverables:

- Administrative training plan
- Administrative training materials
- Hands-on training sessions
- Attendance records
- Training evaluation summary
- Updated administrator guide based on training feedback

3.6.2 User training

Activities to be performed:

The contractor shall train BPRA operational users and selected institutional users on service processing, case handling, review and approval workflows, supplement requests, document handling, search functions, reporting, notifications and certificate verification. At least three role-based user training sessions of 1 day each for up to 20–25 participants per session. Training sessions will be remunerated as per the expert rates in the financial proposal; expert days are included in the specification of quantities in the price schedule.

Deliverables:

- User training plan
- User training materials
- Role-based user training sessions
- Attendance records
- Training evaluation summary
- Updated user guide based on training feedback

3.7 Work package 7: Support and stabilisation

Activities to be performed:

The contractor shall provide month 12 to end of contract, post-go-live technical support after production deployment of the BPRA System. The purpose of this support is to stabilize the system, correct defects, support BPRA administrators and users, monitor operational issues, assist with configuration adjustments, and ensure that BPRA can operate the system independently.

The support shall not replace BPRA's own operational responsibilities or the hosting responsibilities of the Government Data Centre / ZICTIA. It shall cover application-level support, defect correction, configuration support, technical troubleshooting, integration support, backup/restore advisory support, security-related corrective actions, and knowledge transfer related to the delivered BPRA System.

The contractor shall provide support through agreed channels such as email, ticket log, remote meetings and, where necessary, remote technical sessions. All support requests shall be recorded, classified, tracked and reported.

The following indicative service levels shall apply during the six-month support period:

Priority	Description	Initial Response Target	Resolution / Workaround Target
P1 – Critical	Production system unavailable, major security incident, data corruption risk, or failure of a core service affecting all or most users	Within 4 working hours	Workaround within 1 working day; resolution plan within 2 working days
P2 – High	Major module, workflow, payment, certificate, reporting or integration function unavailable for a significant user group	Within 1 working day	Workaround within 2 working days; corrections within 5 working days, where technically feasible
P3 – Medium	Non-critical defect, configuration issue, report issue, minor workflow issue or limited user impact	Within 2 working days	Correction of the next planned support release or within 10 working days where feasible
P4 – Low	Minor usability issues, documentation clarification, cosmetic issues, advisory request or small non-urgent improvement	Within 5 working days	Planned for an agreed support window or backlog review

Technical support shall be provided during the service window Monday to Friday, 09:00–17:00 Tanzania time, excluding public holidays in Tanzania. The response and resolution/workaround targets specified above shall be measured only within this service window. A support request received outside the service window shall be deemed received at 09:00 on the next service day.

No 24/7, standby or out-of-hours support is required under the base contract. Where extended service hours or additional support are subsequently required, these may be commissioned separately in accordance with the contractual option set out in Section 12.

Support shall be provided within the expert-day allocation specified for the assignment. No separate monthly support lump sum is foreseen.

Deliverables:

- Six-month support plan
- Support/ticket register
- Monthly support reports
- Corrective releases or patches, where required
- Updated issue and resolution log
- Updated technical/user documentation where support findings require documentation changes
- Final support and stabilization report

3.8 Work package 8: Project management

Activities to be performed:

The contractor shall manage the assignment professionally throughout the contract period. This includes planning, coordination, team management, stakeholder communication, risk and issue management, quality control, meeting facilitation, milestone tracking and timely submission of deliverables.

Deliverables:

- Detailed project plan
- Meeting agendas and minutes
- Updated risk, issue and decision logs
- Milestone tracking updates
- Quality assurance records
- Change request log where applicable

3.9 Work package 9: Monitoring and reporting

Activities to be performed:

The contractor shall submit regular progress reports and participate in review meetings with GIZ and BPRA. Reports shall summarize progress against plans, completed activities, upcoming activities, risks, issues, dependencies, decisions required and deliverable status.

Deliverables:

- Monthly progress reports
- Sprint / iteration review summaries where applicable
- Updated work plan and milestone status
- Risk and issue updates
- Decision log updates
- Final project completion report

3.10 Work package 10: Deployment and handover

Activities to be performed:

The contractor shall support deployment of the BPRA System in the approved Government Data Centre environment and coordinate with BPRA, GIZ and the hosting authority. The contractor shall prepare the system for production use, support go-live, complete handover of source code and documentation, and ensure that BPRA receives all materials required for ownership and future maintenance.

Deliverables:

- Deployment plan
- Production release package
- Deployment checklist and go-live readiness report
- Source code and repository handover
- Configuration and environment handover
- Final technical documentation package
- Final user and administrator documentation package
- Handover workshop
- Final acceptance and handover report

4. Term, schedule and milestones

The assignment is expected to be implemented over approximately 10 to 12 months from contract start, subject to procurement schedule, partner availability, integration readiness and UAT timing.

The following dates/deadlines are foreseen for achieving the milestones:

Milestones	Delivery date/period	Responsible
M1 – Kick-off and inception note	Within 2 weeks of contract start	Contractor, with BPRA and GIZ
M2 – Approved implementation concept	Within 6–8 weeks of contract start	Contractor, reviewed by BPRA and GIZ
M3 – Core platform prototype and UX validation	Month 3	Contractor, with BPRA validation
M4 – Core registration modules and payment baseline	Month 5	Contractor, with BPRA and relevant integration stakeholders
M5 – Extended modules, integrations and migration rehearsal	Month 7	Contractor, with BPRA, ZICTIA and relevant partner institutions
M6 – System testing and UAT	Month 8–9	Contractor, BPRA users and GIZ oversight
M7 – Deployment, training and go-live readiness	Month 10	Contractor, BPRA, ZICTIA and GIZ
M8 – External Penetration Test (separately commissioned by GIZ)	Month 10	External tester, Contractor, BPRA, ZICTIA and GIZ
M9 – Go-live, stabilization and final handover	Month 11–12	Contractor, BPRA and GIZ
M10 – Post-go-live technical support completed and final handover	After go-live (month 12 - end of contract)	Contractor, BPRA and GIZ

5. Granting rights of use

The contractor grants the rights of use for the IT solution, as per Section 3 of the General Terms and Conditions for EVB-IT Service Contracts (EVB-IT-Service-AGB) to both GIZ and to BPRA. Both GIZ and BPRA shall be deemed the “Principal” in the sense of Section 3 of the General Terms and Conditions for EVB-IT Service Contracts (EVB-IT-Service-AGB).

Insofar, as the contractor provides the results of the services as Open Source Software, section 3.2 of the EVB-IT Service Contract applies.

Insofar, as the contractor uses OSS, the Contractor shall provide GIZ and BPRA with a documentation of OSS components (Annex 4) for each version, release or other materially updated status of the software.

Section 3.5 of the General Terms and Conditions for EVB-IT Service Contracts (EVB-IT-Service-AGB) applies to all pre-existing works (incl. third party works and OSS) protected by copyright.

6. Data protection

The data protection and information security provisions set out in the most recent Special Terms and Conditions of Contract of GIZ (sections 1.5. Confidentiality and 2 Data Protection) apply.

6.1 Data protection

The performance of the contract may be associated with the processing of personal data by the contractor, such as (but not limited to) names and contact information. In such cases, the contractor shall act as an independent Data Controller and must alone comply with all applicable data protection obligations, including those stemming from regional and local laws. The contractor shall process personal data only when a given goal cannot be reasonably attained without such data. The data protection principles such as lawfulness, data minimization, accuracy, purpose limitation, storage limitation, transparency, integrity and confidentiality, and accountability, as well as the numerous rights of the data subject must be paid due attention. GIZ is not in any way responsible for such processing.

Whenever the contractor executes the instructions of a partner to GIZ with regard to such processing, the partner shall be the data controller, and the data processing shall be carried out in accordance with the partner’s instructions as well as laws and standards to which it is subject.

If the contractor is not subject to the GDPR and the applicable laws do not contain any explanation on the data protection principles and rights mentioned here, the definitions and meanings provided by the GDPR (Regulation (EU) 2016/679) should be considered.

Data protection by design and by default

The digital tool developed or upgraded on behalf of a local partner of GIZ must meet the highest data protection standards, especially those relating to data protection by design and by default, as stated in Annex “Data protection standards for developing digital tools meant for GIZ's partners”. The contractor is therefore required to inform GIZ if any applicable national requirement is incompatible with the provisions of this annex.

When the GIZ hires a contractor to develop or upgrade a data processing system (platform, website, app etc.) on behalf of a local partner, who determines the purposes and means of

the data processing activity, the GIZ does not bear any responsibility for such processing. Although the GIZ builds such systems in conformity with the highest data protection standards, however, its responsibilities end with the handing over of the systems to the partner. As a data controller, the partner must alone comply with all local and regional laws applicable to such processing (including the GDPR, where applicable). Consequently, the data protection principles such as lawfulness, data minimization, accuracy, purpose limitation, storage limitation, transparency, integrity and confidentiality, and accountability, as well as the numerous rights of the data subject should be paid due attention.

6.2 Information security

The contractor shall deliver the services described in these ToR in accordance with the information security requirements set out in Section 2.6. of the ToR and in the Information Security Annex (Annex 2).

7. Language

In deviation from Sections 1.2., 6.1 and 8.1. of the General Terms and Conditions for EVB-IT Service Contracts, the contractor shall provide the services in English.

The BPRA System shall support English and Swahili user interface capability from the startProject documentation and reporting shall be prepared in English unless otherwise agreed. User-facing labels, notification templates and selected help text shall be configurable in both English and Swahili. Training may be delivered in English, with Swahili support where required by BPRA participants.

8. Technical and methodological concept

In the conceptual design of the tender (technical and methodological approach, project management, if necessary other requirements), the tenderer is required to take specific objectives and requirements into consideration and describe them as explained below.

8.1 Requirements for the technical and methodological concept (Section 1 of the assessment grid)

In the tender, the tenderer is required to show *how* the services specified in Section 3 are to be provided, where relevant taking account of other specific methodological requirements (Section 2) (technical and methodological concept).

Bidders shall submit a technical and methodological concept that demonstrates a clear understanding of the BPRA context, the approved SRS V3, the modular system design, integration needs, migration needs, public-sector operating environment and delivery risks.

8.1.1 Assessment of the requirements

The tenderer must assess the objective and the requirements of the IT solution (see Sections 1 and 2) in relation to feasibility and to what particular (non-)technical difficulties must be taken into account in the IT solution to be developed by the tenderer in order to achieve the objective (Section 1.1 of the assessment grid).

8.1.2 Project management and development methodology

The tenderer should consider the design of the project management process and describe their methodology for development/implementation, taking into account the described work packages (Section 3) and compliance with the milestones (Section 4) (Section 1.2 of the assessment grid).

8.1.3 Operational plan/personnel assignment plan

The tenderer must create and explain an operational plan that also includes a personnel assignment plan for all of the specialist staff that they offer. The operational plan must depict the assignment periods (time period and expert days) and, in particular, describe the necessary work steps and take account of and, where necessary, supplement the milestones as per Section 4 (Section 1.3 of the assessment grid).

8.1.4 Test and documentation concept

The tenderer must describe the process for testing and documenting the IT solution and the IT security and documentation standards used (Section 1.4 of the assessment grid).

8.2 Additional requirements (Section 2 of the assessment grid)

The tender must describe a plan to go live and start stabilization and six-month post go live technical support procedure and vision (Section 2.1 of the assessment grid).

9. Human resources

The tenderer is required to propose personnel on the basis of relevant CVs for the positions (as experts) specified and described here in terms of the areas of responsibility and qualifications. **The requirements regarding the format and content of the CVs are set out in Section 12.**

The qualifications set out below reflect the requirements for achieving the maximum number of points in the technical assessment.

'One year of professional experience' is understood to mean 12 cumulative expert months with at least 18 expert days per month, provided no diverging definition is specified for individual qualifications.

9.1 Expert 1: Team Leader / IT Project Manager (Section 3.1 of the assessment grid)

This position is a key expert.

<u>Responsibilities of Expert 1: Team Leader / IT Project Manager</u>

- Act as the contractor's permanent contact person for GIZ and BPRA throughout the contract.
- Lead planning, stakeholder coordination, work-package integration, risk management, decision tracking and reporting.

- Ensure alignment between SRS V3, implementation concept, delivery plan, technical development, testing, training and handover.
- Coordinate the multidisciplinary team and ensure timely submission of deliverables and acceptance evidence.

Qualifications of Expert 1: Team Leader / IT Project Manager

Education/training (Section 3.1.1 of the assessment grid)	University degree in computer science, information systems, software engineering, ICT project management, public administration with ICT specialization, or a related field.
Language (Section 3.1.2 of the assessment grid)	English at C1 level.
General professional experience (Section 3.1.3 of the assessment grid)	7 years of professional experience in IT project management, software delivery, digital transformation or public-sector ICT projects.
Specific professional experience (Section 3.1.4 of the assessment grid)	7 years managing web application, e-government, GovTech, registry, public service platform or comparable institutional digital projects.
Leadership/management experience (Section 3.1.5 of the assessment grid)	5 years managing multidisciplinary teams, delivery risks, stakeholders, milestones and acceptance processes.
Experience in the field of development cooperation (Section 3.1.6 of the assessment grid)	3 years in development cooperation, donor-funded, public-sector reform or international cooperation projects
Other (Section 3.1.7 of the assessment grid)	Experience coordinating at least two projects involving multiple institutional stakeholders and formal acceptance processes.

9.2 Expert 2: Business Analyst / Solution Architect (Section 3.2 of the assessment grid)

Responsibilities of Expert 2: Business Analyst / Solution Architect

- Lead requirements validation and translation of SRS V3 into backlog, user stories, acceptance criteria, role-permission matrices and process flows.
- Design solution architecture including modules, common services, registry model, integrations, workflow, reporting and deployment model.
- Prepare use cases, diagrams, ERD/data model, process outlines, integration maps and requirements traceability.
- Support developers and QA with functional clarification and acceptance alignment.

Qualifications of Expert 2: Business Analyst / Solution Architect

Education/training (Section 3.2.1 of the assessment grid)	University degree in computer science, software engineering, information systems, business informatics, enterprise architecture, systems analysis or related field.
Language (Section 3.2.2 of the assessment grid)	English at B2 level (5 out of 10 points) Swahili at B2 level (5 out of 10 points)
General professional experience (Section 3.2.3 of the assessment grid)	7 years in business analysis, solution architecture, systems analysis or software requirements engineering.
Specific professional experience (Section 3.2.4 of the assessment grid)	5 years designing e-government, registry, workflow, case-management, API-integrated or public-service platforms.

Leadership/management experience (Section 3.2.5 of the assessment grid)	4 years coordinating technical design or requirements workstreams with multiple stakeholder groups.
Experience in the field of development cooperation (Section 3.2.6 of the assessment grid):	2 years in development cooperation, public-sector reform or e-government projects
Other (Section 3.2.7 of the assessment grid)	Demonstrated experience in at least two reference projects involving UML/process modelling, data modelling and requirements traceability.

9.3 Expert 3: UI/UX and Accessibility Specialist (Section 3.3 of the assessment grid)

Responsibilities of Expert 3: (UI/UX and Accessibility Specialist)

- Design responsive BPRA-branded user interfaces for public, external, institutional and back-office users.
- Prepare wireframes, user journeys, navigation concepts, form layouts, dashboards and reusable design components.
- Ensure usability, accessibility, bilingual interface behavior and clear error/help messages.
- Support UAT interpretation and user-experience improvements.

Qualifications of Expert 3: (UI/UX and Accessibility Specialist)

Education/training (Section 3.3.1 of the assessment grid)	University degree or equivalent professional qualification in UX design, human-computer interaction, digital media, graphic design, computer science or related field.
Language (Section 3.3.2 of the assessment grid)	English at B2 level
General professional experience (Section 3.3.3 of the assessment grid)	6 years in UI/UX design, digital product design, web design or human-centred design.
Specific professional experience (Section 3.3.4 of the assessment grid)	4 years designing responsive, accessible public-facing websites or digital service platforms with forms, dashboards and admin interfaces.
Leadership/management experience (Section 3.3.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.3.6 of the assessment grid)	Not Applicable
Other (Section 3.3.7 of the assessment grid)	Experience applying WCAG principles in at least two responsive web/digital service projects

9.4 Expert 4: DevOps, Hosting and Security Engineer (Section 3.4 of the assessment grid)

Responsibilities of Expert 4: (DevOps, Hosting and Security Engineer)

- Configure deployment environments, CI/CD approach, deployment automation and release procedures in coordination with BPRA/ZICTIA or approved hosting authority.

- Implement hosting security configuration, HTTPS/TLS, server hardening guidance, monitoring, logging, backups and DR procedures within the agreed hosting model.
- Support security testing, vulnerability remediation, performance checks and production-readiness validation.
- Prepare operational runbooks, backup/restore instructions and technical handover materials.

Qualifications of Expert 4: (DevOps, Hosting and Security Engineer)

Education/training (Section 3.4.1 of the assessment grid)	University degree in computer science, information security, network engineering, systems engineering, cloud engineering or related field.
Language (Section 3.4.2 of the assessment grid)	English at B2 level.
General professional experience (Section 3.4.3 of the assessment grid)	7 years in systems administration, DevOps, hosting operations, cybersecurity engineering or infrastructure operations.
Specific professional experience (Section 3.4.4 of the assessment grid)	5 years deploying and operating secure web applications, including CI/CD, monitoring, backups, disaster recovery and vulnerability remediation.
Leadership/management experience (Section 3.4.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.4.6 of the assessment grid)	2 years of experience in government, regulated-sector or donor-funded ICT infrastructure projects
Other (Section 3.4.7 of the assessment grid)	Demonstrated experience applying OWASP-aligned controls, secure server configuration, containerization and backup/restore testing in at least two projects.

9.5 Expert 5: QA, Testing and Acceptance Specialist (Section 3.5 of the assessment grid)

Responsibilities of Expert 5: (QA, Testing and Acceptance Specialist)

- Prepare the testing concept, test plan, test cases, defect log, acceptance checklist and QA reports.
- Conduct functional, regression, integration, migration, security, accessibility, browser/device, performance and workflow testing.
- Coordinate UAT sessions with BPRA and document feedback, defects, decisions and acceptance status.
- Verify remediation and recommend readiness for deployment only when quality criteria are met.

Qualifications of Expert 5: (QA, Testing and Acceptance Specialist)

Education/training (Section 3.5.1 of the assessment grid)	University degree in computer science, software engineering, information systems, quality assurance or related field.
Language (Section 3.5.2 of the assessment grid)	English at B2 level.
General professional experience (Section 3.5.3 of the assessment grid)	6 years in software testing, QA, UAT or software quality management.
Specific professional experience (Section 3.5.4 of the assessment grid)	4 years testing responsive web applications, admin portals, workflows, APIs, migrations, security controls, reporting and performance.
Leadership/management experience (Section 3.5.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.5.6 of the assessment grid)	Not Applicable
Other (Section 3.5.7 of the assessment grid)	Experience preparing test cases, defect logs and acceptance documentation in at least two web application projects.

9.6 Expert 6: Documentation, Training and Knowledge Transfer Specialist (Section 3.6 of the assessment grid)

Responsibilities of Expert 6: (Documentation, Training and Knowledge Transfer Specialist)

- Prepare user manuals, administrator manuals, training materials, exercises, SOPs and handover documentation.
- Design and deliver administrative and user training based on configured BPRA System scenarios.
- Coordinate with technical experts to compile technical and operational documentation.
- Support knowledge transfer so BPRA can operate and administer the system after stabilization.

Qualifications of Expert 6: (Documentation, Training and Knowledge Transfer Specialist)

Education/training (Section 3.6.1 of the assessment grid)	University degree or professional qualification in education, computer sciences, information systems, technical communication, knowledge management or related field.
Language (Section 3.6.2 of the assessment grid)	English at B2 level (5 out of 10 points) Swahili at B2 level (5 out of 10 points)
General professional experience (Section 3.6.3 of the assessment grid)	5 years in technical documentation, digital training, IT user support, knowledge transfer or change management.
Specific professional experience (Section 3.6.4 of the assessment grid)	4 years preparing manuals, administrator guides, SOPs and training for web applications, digital platforms or administrative systems.

Leadership/management experience (Section 3.6.5 of the assessment grid)	3 years of experience independently planning and delivering structured institutional training is required.
Experience in the field of development cooperation (Section 3.6.6 of the assessment grid)	Not Applicable
Other (Section 3.6.7 of the assessment grid)	Not Applicable

9.7 Expert 7: Data Migration, Registry and Stakeholder Support Specialist (Section 3.7 of the assessment grid)

Responsibilities of Expert 7: (Data Migration, Registry and Stakeholder Support Specialist)

- Support data migration planning, mapping, cleansing, validation and reconciliation from ORS and other BPRA data sources.
- Advice on registry event modelling, data classification, document metadata and historical traceability.
- Support BPRA departments during data validation, sample reviews and migration sign-off.
- Assist stakeholder coordination for data owners, institutional users and service departments.

Qualifications of Expert 7: (Data Migration, Registry and Stakeholder Support Specialist)

Education/training (Section 3.7.1 of the assessment grid)	University degree in information systems, data management, computer science, records management, business administration, public administration or related field.
Language (Section 3.7.2 of the assessment grid)	English at B2 level.
General professional experience (Section 3.7.3 of the assessment grid)	5 years in data migration, registry systems, records management, stakeholder support or public-sector digital services.
Specific professional experience (Section 3.7.4 of the assessment grid)	3 years working with migration mapping, data validation, entity registries, document metadata, official records or administrative datasets.
Leadership/management experience (Section 3.7.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.7.6 of the assessment grid)	Not Applicable
Other (Section 3.7.7 of the assessment grid)	Not Applicable

9.8 Expert 8: Pool 1 - Senior Full-Stack Developer with 2 experts (Section 3.8 of the assessment grid)

Responsibilities of Expert 8: (Pool 1 - Senior Full-Stack Developer with 2 experts)

- Implement the BPRA System application modules, portals, workflows, dashboards, public search, templates, certificate outputs and cross-cutting product features.
- Develop secure frontend and backend components based on approved architecture, UX designs and release plan.
- Implement reusable components for service forms, case management, internal processing, institutional access and administrative functions.
- Contribute to source-code documentation, test support, deployment support and defect resolution.

Qualifications of Expert 8: (Pool 1 - Senior Full-Stack Developer with 2 experts)

Education/training (Section 3.8.1 of the assessment grid)	University degree in computer science, software engineering, information systems, web development or related field.
Language (Section 3.8.2 of the assessment grid)	English at B2 level.
General professional experience (Section 3.8.3 of the assessment grid)	2 experts: each with 7 years of professional software development experience.
Specific professional experience (Section 3.8.4 of the assessment grid)	2 experts with 5 years implementing secure web applications using modern frontend/backend technologies, authentication, workflows, search, forms, notifications and reporting.
Leadership/management experience (Section 3.8.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.8.6 of the assessment grid)	Not Applicable
Other (Section 3.8.7 of the assessment grid)	Not Applicable

9.9 Expert 9: Pool 2 - Backend/API and Database Developer with 2 experts (Section 3.9 of the assessment grid)

Responsibilities of Expert 9: (Pool 2 - Backend/API and Database Developer with 2 experts)

- Design and implement database schema, APIs, integrations, registry services, payment services, audit logs, reporting queries and migration scripts.
- Implement backend services for RBAC, workflow, document metadata, notifications, registry events, BO records and institutional data exchange.
- Prepare API documentation, database documentation, migration scripts, backup / restore support and performance tuning.
- Support QA, security testing, integration testing, UAT and post-deployment defect resolution.

Qualifications of Expert 9: (Pool 2 - Backend/API and Database Developer with 2 experts)

Education/training (Section 3.9.1 of the assessment grid)	University degree in computer science, software engineering, data engineering, information systems or related field
Language (Section 3.9.2 of the assessment grid)	English at B2 level.
General professional experience (Section 3.9.3 of the assessment grid)	2 experts with 7 years in backend development, API development, database design or web application engineering.
Specific professional experience (Section 3.9.4 of the assessment grid)	2 experts with 5 years designing relational databases, secure APIs, RBAC, audit logs, workflow engines, search, notifications, payment integrations and backup/recovery mechanisms.
Leadership/management experience (Section 3.9.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.9.6 of the assessment grid)	Not Applicable
Other (Section 3.9.7 of the assessment grid)	Not Applicable

The tenderer must assign all the proposed experts to the required qualifications and clearly present them in a separate table preceding the CVs. The summary presentation must mention only qualifications that are actually indicated in the CVs. Evidence of professional experience must be rendered in the form of meaningful references in the CVs. It is advisable to make specific reference to each instance of professional experience.

Soft skills of team members

In addition to their specialist qualifications, all team members are also expected to have the following qualifications:

- Team players
- Initiative
- Communication skills
- Sociocultural and intercultural skills
- Efficient partner- and client-oriented working methods
- Interdisciplinary thinking

Soft skills will not be evaluated.

10. Costing requirements

. **Assignment of experts**

In your tender, please do not deviate from the specification of quantities required in these ToR (number of experts and expert days, budget specified in the price schedule). This is part of the competitive tender and is used to ensure that the tenders can be compared objectively. Please note only services that were commissioned by GIZ and rendered by the

contractor will be remunerated. We would also like to point out that it may not be necessary to make use of the total number of proposed expert days.

The number of expert days corresponds to full working days.

Expert	Expert Days
Expert 1: Team Leader / IT Project Manager	48
Expert 2: Business Analyst / Solution Architect	50
Expert 3: UI/UX and Accessibility Specialist	28
Expert 4: DevOps, Hosting and Security Engineer	36
Expert 5: QA, Testing and Acceptance Specialist	43
Expert 6: Documentation, Training and Knowledge Transfer Specialist	30
Expert 7: Data Migration, Registry and Stakeholder Support Specialist	35
Expert 8: Pool 1 - Senior Full-Stack Developer with 2 experts	99
Expert 9: Pool 2 - Backend/API and Database Developer with 2 experts	79
Total	**448**

10.1 Travel expenses

10.1.1 Travel – sustainability considerations

GIZ would like to reduce greenhouse gas emissions (CO_2 emissions) caused by travel. When preparing your tender, please incorporate options for reducing emissions, for example by selecting the lowest-emission booking class (economy) or using means of transport, airlines and flight routes that are more CO_2-efficient. For short distances, travel by train (second class) or e-mobility are the preferred options.

CO_2 emissions resulting from air travel must be offset. GIZ specifies a budget for this which enables carbon offsets can be settled against evidence.

There are many different providers in the market for emissions certificates, and they have different climate impact ambitions. The *Development and Climate Alliance* has published a *list of standards*. GIZ recommends using these standards.

10.1.2 Travel expense requirements

Travel shall be kept to the minimum necessary for effective delivery. The contractor shall apply a remote-first approach where suitable, while ensuring sufficient on-site presence in Zanzibar for kick-off, requirements validation, stakeholder engagement, testing, training, go-live preparation and handover.

Travel expenses must be costed as follows by the contractor:

Travel expense item	Number/quantity/budget
Total number of international flights (Quantity 1 is the number of return (i.e. outbound/inbound) flights.)	**10**
Carbon offsets for flights	An unalterable budget for carbon offsets for settlement against evidence is specified: **€1,500**
Transfer costs	**€2,500** (unalterable budget, to be settled against evidence)
Per diem allowances	60 (10 missions × 6 days) (max. 44,00 EUR per day)
Accommodation allowances	50 10 missions × 5 nights) (max. 97,00 EUR per night)
Costs of obtaining a visa (Quantity 1 is the number of 1 visa)	10 business visas

Per-diem allowances are reimbursed as a lump sum up to the maximum amount of **44,00 EUR** as permissible under tax law as set out in the country table in the circular from the German Federal Ministry of Finance on travel expense reimbursement (download at https://www.bundesfinanzministerium.de).

Notes on settling accommodation allowances outside Germany.

For *Tanzania* accommodation allowances of up to EUR 97.00 may be proposed in your tender. This is equivalent to the maximum rate permissible under tax law, as stipulated in the BMF circular on travel expense reimbursement.

- If accommodation allowances proposed in the tender are equivalent to up to 75% (EUR 72.74) of the maximum rates permissible under tax law as set out in the BMF circular on travel expense reimbursement, they will be reimbursed **as a lump sum** which shall be the contractually agreed sum.

- If accommodation allowances proposed in the tender are equivalent to between 75% and 100% (EUR 72.75 - 97.00) of the maximum rates permissible under tax law as set out in the BMF circular on travel expense reimbursement, the **costs for which evidence is provided** will be reimbursed up to the contractually agreed sum.

In addition, for the following items, reasonable costs can be settled against evidence up to the proposed amount.

- Flight costs
- Transport costs
- Other travel expenses

All travel must be agreed in advance with the officer responsible for the project. Travel expenses must be kept as low as possible.

10.2 Materials and Equipment

- Not applicable -

10.3 Workshops, training

No separate lump sum or additional budget for training delivery is foreseen. Preparation and delivery of the training activities specified under Section 3.6 shall be covered by the expert-days specified in this ToR.

Training venues and standard venue logistics required for the agreed sessions shall be provided or arranged by GIZ/BPRA and shall therefore not be costed by the contractor. Approved travel of contractor personnel required for training shall be treated in accordance with Section 10.1.

10.2. Hosting

Production hosting shall not form part of the contractor's hosting services and shall be provided through the approved Government Data Centre environment. The contractor shall, however, provide and maintain the temporary development and test environments required for performance of the assignment until migration to the designated government environment. All costs associated with such temporary development and test environments shall be included in the contractor's offered rates/overheads and shall not be separately reimbursed.

10.4 Other costs

– not applicable –

10.5 Flexible remuneration

Budget for flexible remuneration: EUR **35,000**

The fixed, unalterable budget above is given in the price schedule for flexible remuneration. Flexible remuneration is intended to facilitate the flexible management of the contract by the officer responsible for the commission at GIZ. The contractor can make use of the funds in accordance with Section 18.4 of the GIZ's Special Terms and Conditions of Contract.

11. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToR. It must be legible (font size 11 or larger) and clearly formulated. The technical bid must be submitted in English.

The technical and methodological concept of the tender (Section 9 of the ToR) is not to exceed 14 pages (not including the cover page, list of abbreviations, table of contents and brief introduction). If any of the prescribed page limits is exceeded, the contents of the pages that are over the limit will not be considered in the assessment. Additional annexes not requested will not be assessed. External content (e.g. links to websites) will also be disregarded.

The CVs of the staff proposed in accordance with Section9 of the ToR must be in the EU format and not more than *4* pages in length. If any of the prescribed page limits is exceeded, the contents of the pages that are over the limit will not be considered in the assessment. The CVs must clearly show what position the proposed person held, which tasks they performed and how many expert days they worked during which period in the specified references. The CVs must be submitted in English.

The CVs must clearly and unequivocally show what position the proposed person held, which tasks they performed and how long they worked during which period in the specified references. **The references contained in the CVs must therefore include the following information:**

- Name of the company/organisation/reference project in which the expert worked
- Position held and task(s) performed by the expert in the company/organisation/reference project
- Work outcomes or products produced by the expert, or expert's contribution to the completion of these outcomes and projects (if relevant)
- Duration of the expert's assignment in the company/organisation/reference project per calendar year in full-time expert days, weeks or months (for example: 2019: 2 months, 2020: 10 months, 2021: 1 month)
- Leadership experience/management: clear information on the reference projects or fixed positions within the company/organisation in which the requirements specified in Section 10 were fulfilled (for example, period, number of persons for whom the expert had disciplinary responsibility, project budget) (if relevant)
- International professional experience/professional experience in the country of assignment: clear information on the reference projects or fixed positions in the company/organisation in which the requirements specified in Section 10 were fulfilled (for example, actual duration of assignment on the ground in full-time expert days, weeks or months) (if relevant)

In order to facilitate the assessment, we request that your number the references consecutively and provide only references that are clearly related to the object of this tender.

12. Options or follow-on contract

12.1 Option to extend services to be delivered/service delivery period in accordance with Section 132 (2) 1 of the German Act against Restraints of Competition (GWB)

GIZ may exercise the following option in order to extend the services specified in the tender. For details, see below

Nature and scope:

The optional services may include up to 50 additional expert-days for extensions, additional configuration, additional integrations, additional reports, additional training, minor functional enhancements, extended support or related advisory work that remains connected to the BPRA System.

While retaining the overall character of the commission, it is possible to continue the services to be delivered as set out in Section 3 of these ToR and/or it is possible to expand the contract to include services of the same type.

If the option is exercised, it is anticipated that the contract term may be extended by 6 months.

Please price the specification of quantities below for optional services in your tender. Please do not deviate in your tender from the specification of quantities required in these Terms of

Reference (the number of experts and expert days, the budget specified in the price schedule), because this is part of the competitive tender and is used to ensure that the tenders can be compared objectively. There is no entitlement to use the total number of expert days or the specified budget.

Expert	Expert days
Expert 1: Team Leader / IT Project Manager	5
Expert 2: Business Analyst / Solution Architect	10
Expert 3: DevOps, Hosting and Security Engineer	5
Expert 4: QA, Testing and Acceptance Specialist	5
Expert 5: Senior Full-Stack Developer	15
Expert 6: Backend/API and Database Developer	10
Total	**50**

Travel expense item	**Number/quantity/budget**
Total number of international flights	Up to 2 international return flights to Zanzibar
Carbon offsets for flights	An unalterable budget for carbon offsets for settlement against evidence is specified.: **€300**
Transport costs (rail travel, car travel, local public transport)	**€500** (fixed budget)
Per diem allowances	**10 days** (2 missions × 4 nights)
Accommodation allowances	**8 nights** (2 missions × 4 nights)
Other travel expenses (visa, project-related travel expenses outside the place of business etc.)	2 Tanzania business visas

The option will be exercised by means of a contract extension on the basis of the individual approaches already offered.

Precondition:

Extension and/or top-up to the ongoing project or commissioning of a follow-on project by GIZ's ultimate commissioning party or conclusion of an agreement to cofinance the measures. Exercise of the option depends on BPRA/GIZ confirming additional needs, availability of funds, satisfactory contractor performance, and the continued need for services

of the same type. The decision is expected before expiry of the main implementation/support period.

13. Annexes

Annex 1: System Requirements Specifications BPRA

Annex 2: Information Security BPRA

Annex 3: The development of a data processing system under the GDPR

Annex 4: Documentation of OSS Components