



## TERMS OF REFERENCE (ToR)

# Development of an Online B2B Platform Linking Kosovo and Kosovo Diaspora Businesses

**Contracting Authority:** Kosovo Chamber of Commerce (KCC)

**Project Duration:** MAX 3 months

**Budget Ceiling:** MAX 13,000 (not including VAT)

## 1. Background

The Kosovo Chamber of Commerce (KCC), in partnership with Caritas Switzerland in Kosovo, aims to strengthen structured economic cooperation between Kosovo-based businesses and Kosovo diaspora-owned or managed enterprises worldwide.

The platform will serve as a centralized digital B2B infrastructure designed to facilitate trade, promote joint ventures, increase exports, encourage diaspora co-investment, and improve international visibility of Kosovo businesses.

The platform is envisioned as a long-term strategic digital tool that will expand in future phases with additional modules and advanced features.

## 2. Overall Objective

To design, develop, deploy, and maintain a secure, scalable, and user-friendly online B2B platform that connects Kosovo-based businesses with diaspora-owned or managed businesses, enabling trade, sourcing, investment, and partnership opportunities through a structured digital environment managed by KCC.

## 3. Roles and Responsibilities

### Contractor Responsibilities

- Design and develop the platform in accordance with the functional and technical specifications agreed with KCC, including all modules defined in the Scope of Work.
- Ensure full mobile responsiveness across common devices and screen sizes.
- Implement strong security measures including SSL/TLS 1.3 encryption, MFA, RBAC, input validation, and automated daily backups with point-in-time recovery.
- Ensure system scalability to support a minimum of 20,000 registered companies without architectural changes.
- Provide multilingual support in Albanian and English across all platform interfaces.
- Conduct functional, security, performance, and user acceptance testing and deliver a testing report prior to final production deployment.
- Provide administrator training and user and technical manuals.
- Host and maintain the platform for 12 months following production deployment, including security updates, bug fixes, and technical support.

- Disclose all cost components separately, including development, 12-month maintenance, projected post-contract annual costs, and any third-party licensing dependencies.
- Cooperate with KCC on infrastructure access arrangements as agreed prior to contract signing.

### **KCC Responsibilities**

- Designate a point of contact responsible for stakeholder coordination, content review, and timely feedback during all project phases.
- Participate in stakeholder consultations and review and sign off on the functional and technical specification before development begins.
- Review and approve UI/UX mockups before development begins.
- Conduct user acceptance testing with KCC representatives and provide structured data and information on businesses to be featured.

## **4. Scope of Work**

The expected implementation period is 2–3 months from the date of contract signing. The contractor must include a detailed implementation schedule in their technical proposal, broken down by phase and deliverable. The schedule must at minimum cover the following phases: needs assessment and technical design, platform development, testing and quality assurance, user acceptance testing, and production deployment. The contractor is free to propose the duration of each phase based on their methodology, provided the total duration does not exceed 3 months and all deliverables defined in section 7 are accounted for in the schedule.

Phase 1 – Needs Assessment & Technical Design:

- Functional and technical specification documents.
- UI/UX mockups.
- System architecture and security framework.

Phase 2 – Platform Development:

- Home page: providing an overview of platform purpose and navigation to all modules.
- Company Directory Module.
- B2B Matchmaking Module.
- Events & Trade Missions Module.
- Tenders Module.
- Knowledge & Standards Section.
- Administrator Dashboard with analytics and reporting (including feedback mechanisms for users and helpdesk functionality).

## **5. Technical Requirements**

- Architecture: Modular, scalable, and Mobile-First Progressive Web App (PWA) architecture.
- Cloud & Residency: Cloud-agnostic deployment (containerized) with guaranteed data residency in Kosovo or the EU.
- Security & Identity: Implementation of Multi-Factor Authentication (MFA), Role-Based Access Control (RBAC), and TLS 1.3 encryption for all data in transit.
- Resilience: Secure hosting with automated daily backups, point-in-time recovery, and a documented Disaster Recovery Plan.

- Interoperability: RESTful API-ready architecture for integration with the Kosovo Chamber of Commerce Digital Platform.
- Auditability: Comprehensive system audit logs for all data modifications.

The platform must be designed with capabilities for future expansion (business data analysis, crowd financing, marketing tools, mobile app integration).

### **5.1 Data Classification within the platform**

Companies are classified by NACE Rev. 2 (4-digit activity code). Mandatory on registration.

Products are classified by HS 2022 (6-digit minimum). Mandatory when a company adds a product to its profile. This applies to tangible goods only; services are covered by the company's NACE classification.

### **5.2 Data Residency and Cloud-Native Architecture**

The platform must be engineered for cloud-native deployment (containerized and environment-agnostic) while ensuring all application data, personal information, and backups reside exclusively within the territory of Kosovo or the European Union (EU).

### **5.3 Matchmaking Module Definition**

A match event is recorded when an authenticated user submits an on-platform inquiry against a published offer. The inquiry is logged (timestamp, inquiring company, target offer) and is visible to the admin. The posting company is notified by email with the inquiring company's profile link. There are three forms of inquiry/offer:

**Offer to Sell / Supply** A company announces availability of one or more of its listed products or services to potential buyers. The offer must specify: which product(s) or service(s) from the company profile are being offered, quantity or capacity available, origin country, and the desired target market or buyer profile.

**Offer to Buy / Source** A company announces a procurement need. The offer must specify: the product or service sought (selected from the platform's product taxonomy or entered with an HS lookup for goods), required quantity or volume, delivery destination, and any supplier qualification requirements such as certifications or minimum capacity.

#### **Offer to Partner / Invest**

A company announces a cooperation or investment opportunity. The offer must specify the type of opportunity sought, selected from the following options: equity investment, business partnership, co-financing, or distribution and representation agreement. The offer must also include what the posting company brings (capital, market access, production capacity, IP, etc.), what it seeks from a partner or investor, and a description of the business activity relevant to the opportunity. This is the primary channel for diaspora-to-Kosovo investment facilitation and Kosovo-to-diaspora market entry. The platform does not facilitate financial transactions, due diligence, or legal agreements — these occur entirely off-platform between the parties.

## **5.4 Tender Module Definition**

KCC administrators publish tender announcements through the admin dashboard. Each tender includes a title, description, issuing organization, publication date, deadline, and any supporting documents. Tenders are visible to authenticated users only. Registered companies can submit an expression of interest through an on-platform form, which is logged and visible to administrators.

## **5.5 Events & Trade Missions Module Definition**

KCC administrators publish event and trade mission announcements through the admin dashboard. Each entry includes a title, description, location, date range, organizing body, registration deadline, and any supporting documents or links. Events are visible to authenticated users only.

Registered companies can submit a registration or expression of interest through an on-platform form, which is logged and visible to administrators. KCC administrators manage registrations, can export the participant list, and can mark events as open or closed for registration.

Events are categorized by type (trade mission, exhibition, conference, networking) and filterable by date and category.

## **5.6 Knowledge & Standards Module Definition**

A structured repository of resources relevant to cross-border trade and business operations, managed exclusively by KCC administrators. Content is organized into categories such as trade regulations, customs procedures, product standards, market entry guides, and sector-specific resources.

Each resource entry includes a title, category, description, publication date, source, and a downloadable file or external link. Content is visible to authenticated users only.

Administrators can add, edit, unpublish, and delete entries through the admin dashboard. No user-generated content is permitted in this module. The module is searchable by keyword and filterable by category.

## **5.8 Multilingual support and Authentication/Registration Model**

The Company Directory is the central registry of all approved companies on the platform. Each company profile includes:

- Legal company name and country of registration
- NACE Rev. 2 activity classification (4-digit code)
- Company description
- Contact details (phone, email, website)
- Product listings, each classified by HS 2022 code (6-digit minimum) with description and images
- Certifications and accreditations, with supporting document upload
- Appointment request form allowing authenticated users to request a meeting with the company

The directory is searchable and filterable by company name, NACE sector, country, and product HS code.

## 5.9 Multilingual support and Authentication/Registration Model

The platform supports Albanian and English. All public-facing interface elements, navigation, and static content are available in both languages.

Registration of the companies is self-initiated. A company representative completes the registration form and uploads their business registration certificate and all other relevant data. The submission enters a pending state and is not publicly visible until a KCC administrator reviews and approves it. The representative is notified by email on approval or rejection.

## 5.10 Open-Source Standards

The software must be developed using standard, well-documented open-source frameworks. The use of proprietary third-party libraries that require ongoing licensing fees must be disclosed and approved prior to implementation.

## 6. Training & Maintenance

- Administrator training session.
- User and technical manual.
- 12-month maintenance and support.

## 7. Deliverables

1. Functional & Technical Specification
2. UI/UX Prototype
3. Final Production Version
4. Training Materials
5. Testing Report (see 7.1)
6. Maintenance Plan
7. Full Source Code & Documentation

### 7.1 Testing Report

The contracted party must deliver a testing report prior to final production deployment. The report must cover:

- **Functional testing** — verification that all modules and user flows perform as specified in the Functional & Technical Specification document.
- **Security testing** — including authentication and authorization controls, input validation, SQL injection, XSS, CSRF, and data exposure checks.
- **Performance testing** — load behavior under expected and peak concurrent user scenarios.
- **Cross-browser and mobile responsiveness testing** — verified across current versions of major browsers and common mobile screen sizes.
- **User acceptance testing (UAT)** — conducted with KCC representatives against agreed acceptance criteria before sign-off.

Each test case must document the feature tested, the method used, the result, and any defects found. Defects must be categorized by severity. All critical and high-severity defects must be resolved before

the final production version is accepted. The report must include a sign-off section completed by both the contracted party and KCC.

## **7.2 Platform Capacity**

The platform must be designed and tested to support a minimum of 20,000 registered companies without architectural changes or degradation in performance. This figure applies to concurrent data volume, not concurrent active users, and serves as the baseline for database design, indexing strategy, and infrastructure sizing.

Performance testing must verify acceptable response times under this data volume and under realistic concurrent user load scenarios, which the vendor must define and justify in the testing report based on the expected usage patterns of the platform.

## **8. Proposal Submission Requirements**

Add Eligibility Criteria for Bidders (e.g. Eligible bidders must meet the following minimum requirements:

- Be a legally registered company authorized to operate in the field of software or digital platform development.
- Demonstrate proven experience in developing digital platforms or similar web-based systems.
- Possess adequate technical and financial capacity to complete the assignment within the required timeframe.
- Be compliant with all applicable tax and legal obligations in their country of registration.
- Have no conflict of interest with the contracting authority or project partners.

Interested companies must submit:

- Technical Proposal
- Financial Proposal (within budget ceiling)
- Methodology and timeline
- Examples of similar projects
- CVs of key experts
- Company registration documents

The financial proposal must separately itemize the following:

- Development cost (all phases through final production delivery).
- 12-month maintenance and hosting cost.
- Estimated annual maintenance and hosting cost beyond the initial 12-month period, broken down by hosting infrastructure, software maintenance, and support.

Additionally, the vendor must disclose any recurring third-party licensing costs embedded in the solution — including hosting providers, paid APIs, commercial libraries, or SaaS dependencies — so that KCC is aware of all cost obligations attached to the platform beyond the contract period.

Submitted proposals must remain valid for a period of at least 45 days from the proposal submission deadline. Proposals that are withdrawn or modified during this period will be disqualified from evaluation.

## **9. Evaluation Criteria**

- Technical quality – 30%
- Relevant experience – 25%
- Methodology and timeline – 25%
- Financial proposal – 20%

## **10. Ownership and Intellectual Property**

All intellectual property developed under this contract — including source code, database schemas, documentation, and UI assets — transfers in full to the Kosovo Chamber of Commerce upon production launch as defined in section 12.3. The contracted party retains no ownership, license, or claim over any deliverable after transfer. The arrangement governing the contractor's access to the codebase during the maintenance period is defined in section 11.

## **11. Hosting, Maintenance, and Infrastructure**

During the 12-month maintenance period, the contracted party is responsible for hosting, security updates, bug fixes, and technical support. The specific arrangement governing infrastructure account ownership, credential access, and the contractor's access to the codebase for maintenance purposes will be negotiated and agreed upon with the contracted party prior to contract signing. The agreed arrangement must be documented in the contract, must ensure that KCC's ownership and rights over all deliverables are fully preserved throughout and after the maintenance period, and must guarantee that no lockout scenario is possible under any circumstances including contract termination, dispute, or vendor insolvency.

## **12. Launch and Acceptance**

### **12.1 Formal Acceptance**

Formal acceptance of the final production version occurs when KCC's designated point of contact signs off on the testing report confirming that all modules perform as specified, all critical and high-severity defects have been resolved, and user acceptance testing has been completed satisfactorily. Formal acceptance must be documented in writing by both parties.

### **12.2 Go-Live Readiness**

The platform may not be launched to the public until all of the following conditions are met:

- Formal acceptance has been completed as defined in 12.1.
- All critical and high-severity defects identified during testing are resolved and verified.
- Administrator training has been completed and acknowledged by KCC.
- SSL/TLS encryption is active and verified across all platform endpoints.
- The hosting environment is confirmed to meet the data residency requirements defined in section 5.2.
- KCC has confirmed readiness to assume administrative responsibilities.

### **12.3 Production Launch**

Production launch is the date on which the platform is made publicly accessible. This date must be agreed in writing by both parties following confirmation that all go-live readiness conditions in 12.2 are met. The 12-month maintenance period begins on the date of production launch.

### **Proposal Submission Process**

Interested private companies/service providers are requested to submit an electronic copy of their expression of interest/proposal by the **31<sup>st</sup> of March 2026** with the subject "**B2B Platform Offer**" to [prokurimi@oek-kcc.org](mailto:prokurimi@oek-kcc.org) and CC to [gent.dushi@oek-kcc.org](mailto:gent.dushi@oek-kcc.org).