
Framework for implementing changes and additions to the geoconsul.gov.ge system of the Ministry of Foreign Affairs of Georgia

1. Brief information on the project

The global Programme Migration & Diaspora (PMD) promotes the potential of regular migration and diaspora engagement for sustainable development in (actually) 22 countries of the world. The programme is commissioned by the German Federal Ministry for Economic Cooperation and development (BMZ) and is implemented by the Centre for International Migration and Development (CIM), a working group between the German Federal Employment Agency (ZAV/BA) and GIZ.

The framework of the activities is the Global Compact for Safe, orderly and regular Migration and Agenda 2030, as well as the foreseen German Law on the Immigration of Skilled Labour and the German National Action Plan on integration. PMD entails three components, where not all of them are necessarily implemented in all partner countries. The Components of PMD, implemented in Georgia, are:

Regular Migration

- PMD supports employment agencies to improve their advisory services for potential migrants and to provide substantial information on regular and safe migration channels, thus preventing forms of irregular migration.
- Many migrants who have lived and worked in Germany later return to their countries of origin. Local employers can benefit from the knowledge and experience of these returning experts to develop further. The programme supports this know-how transfer with training and salary top-ups.

Diaspora Cooperation

- Migrants in Germany work to foster development in their countries of origin. One option is to undertake assignments as experts for a limited period. The programme helps these diaspora experts contribute their expertise to local institutions.
- The programme supports diaspora organisations which work with local partner organisations to implement their own projects. Dialogue forums with the diaspora are used to encourage engagement in development in the countries of origin.

Migration Governance

- The programme advises governments and international partners on policy, organisational and strategy development, related to migration. It provides training and policy advice to these institutions, for building the capacities of their staff and promote the development and implementation of future-proof migration policy. This takes place in the framework of the Global Compact for Safe, Orderly and Regular Migration, which was adopted by the United Nations in 2018.

Promoting positive effects of migration by ensuring a balance of interests, is the guiding principle of PMD. Overall objective of the programme is to support key actors in the partner countries, to make more effective use of the potential, which regular migration and diaspora engagement offer, for achieving their development goals.

Under the field of action Migration Governance, PMD in cooperation with the consular department of the Ministry of Foreign Affairs of Georgia, implements the Change Project: COVID-19 response - Improvement of digital consular services for Georgian migrants. The change project strives to improve the accessibility, availability and outreach of consular services to Georgian citizens residing abroad. The objective of the project is to modernize E-Services, offered by MFA Consular Department and enhance their technical capacities, reliability, quality and user

friendliness. For the achievement of above stated goals, it is planned to update the existing web portal of the consular department (www.geoconsul.gov.ge) with state of the art technical features and to create a mobile application of the portal, allowing service provision to the citizens via mobile gadgets. The change project will be part of the COVID-19 response, due to its nature of pandemic impact mitigation: the project should enable the Ministry of Foreign Affairs of Georgia to better fulfil its mandate in regard of service and information provision to Georgian migrants abroad, demand on which, dramatically increased due to the current pandemic.

2. Context

One of the main working directions of the MFA of Georgia goes through assistance and protection of Georgian citizens residing abroad. The efforts of the Consular Department along with the Consular Posts acquire tremendous importance, considering the fact, that the Ministry of Foreign Affairs is the only institution through which Georgian citizens receive state services and direct assistance.

The Consular Department of the MFA is a structural unit which drafts proposals regarding the consular policy, monitors the consular activities of Georgian missions abroad, coordinates the actions of consular personnel and issues directives and methodological instruction for them in the realm of consular affairs. The consular functions are defined by the Law of Georgia on Consular Activities, being divided into main and delegated consular functions. In order to modernize the consular service, rise accountability and decrease bureaucracy, the Consular Department launched the Consular Service Management Electronic System ("Geoconsul" - www.geoconsul.gov.ge) on January 1, 2014. The first system module introduced was EmergencyTravel Document. Since then, the Consular Department made huge efforts and succeeded in eventually integrating almost all Consular Services in the electronic system.

Apart from integrating entire consular service in Geoconsul and ensuring coordinated interaction between the centre and the missions, the main concern of system updates and promotion has always been the user-friendliness of the program. The system was envisioned to be accessible, available and understandable for wider societies. During six years of operation the system proved to be effective, however, there are certain directions identified, where improvement and modernisation is needed. Since its launch in 2014, a number of innovations have been introduced to IT, the inclusion of which can make the service provision easier, more effective, efficient and may enable inclusion of visually impaired persons and ethnical minorities.

Apart of the above-mentioned needs caused by technical novelties, even bigger urge resulted due to COVID-19 pandemic. The situation caused by the virus during the last and current year clearly showed how important a well-functioning E-Service provision can be considering worldwide lockdowns, bans on travel and restricted working hours.

3. GIZ shall hire the contractor from 01/07/2021 until 31/03/2022

4. The contractor shall provide the following work/deliverables:

The overall objective of the assignment is the implementation of changes and additions to the geoconsul.gov.ge system of the Ministry of Foreign Affairs of Georgia and creation of corresponding mobile application.

Detailed description of the work/deliverables in frames of this assignment, is presented in the [Annex 1.1.](#) of this document, in Georgian language. [Annex 1.1.](#) is integral part of this document and it describes (as an addition to the ToR) in details the service to be provided and the results to be achieved by the contractor.

5. Scope of the work

- Implementation of changes and additions to the geoconsul.gov.ge website (according to Annex 1.1.);
- Development of Geoconsul mobile application for Android and iOS systems (according to Annex 1.1.) and **1-year subsequent support** from the date of signing acceptance of handover;

6. Results

- Changes and additions to the geoconsul.gov.ge website are implemented, according to the requirements listed in the ToR and Annex 1.1. (including the phase of comprehensive testing and elimination of technical errors);
- Geoconsul mobile application for Android and iOS systems is developed, according to the requirements listed in the ToR and Annex 1.1. (including the phase of comprehensive testing and elimination of technical errors);

7. Qualification of the tender participant and other requirements (incl. required documents):

- The tender participant shall have assignment-related experience in:
 - a) IT-development of websites for the private and/or public institutions in Georgia, of comparable technology (as described in the ToR and it's Annex 1.1.), size and scope. They shall demonstrate adequate work experience of at least 5 years and at least 5 comparable IT-projects. List of similar work/projects completed shall be included in the technical proposal;
 - b) Development of mobile applications for the private and/or public institutions in Georgia, of comparable technology (as described in the ToR and it's Annex 1.1.), size and scope. They shall demonstrate adequate work experience of at least 5 years and at least 10 comparable mobile application projects and provide proof of consecutive maintenance and revision history of developed applications (for example in form of screenshot from application stores or similar). List of similar work/projects completed shall be included in the technical proposal.
- Experts assigned by the contractor to the executing of the tasks outlined in the ToR and its Annex 1.1., shall have demonstrated experience of:

a) IT-development of websites of comparable technology (as described in the ToR and it's Annex 1.1.), size and scope. They shall demonstrate adequate qualifications and work experience of at least 3 years and at least 3 comparable IT-projects. List of similar work/projects completed shall be included in the CVs of the proposed staff.

b) Development of mobile applications of comparable technology (as described in the ToR and it's Annex 1.1.), size and scope. They shall demonstrate adequate qualifications and work experience of at least 3 years and at least 5 comparable mobile application projects. List of similar work/projects completed shall be included in the CVs of the proposed staff.

- Corresponding CVs of the experts, including references to the executed projects shall be submitted together with the technical proposal;
- The technical proposal of the bidder shall explain in details (in form of a work-plan / milestone schedule) how the contractor will ensure timely provision of each of the 3 working stage deliverables, listed in Annex 1.1.;

8. Special requirement:

Except of the technical offer, the bidder shall submit separate financial offer (according to the tender announcement). **The financial offer shall include 3 separate rates, corresponding to the each of the 3 stages of work, as outlined in Annex 1.1.:**

Proposed budget (of all 3 stages) shall not exceed 300.000 GEL.

1. Offered rate for the website modification stage of work (described in paragraphs 1-8 of the Annex 1.1.);
2. Offered rate for the mobile application stage of work (described in paragraph 9 of the Annex 1.1.), including 1-year subsequent support;
3. Offered rate for the analytical tools stage of work (described in paragraph 10 of the Annex 1.1.).

GIZ reserves the right to contract successful bidder, for the execution of work of either one, or more stages of work (out of the three), outlined in the Annex 1.1.