



# **RFQ - Implementation of the ITPO Germany Investment and Technology Promotion Platform (ITPP)**

UNIDO Investment and Technology Promotion Office (ITPO) Germany

UNIDO Project ID: 160083

## **1. Organizational context**

UNIDO is a specialized agency of the United Nations that promotes inclusive and sustainable industrial development (ISID). Private sector development through improvement of business environments is among the core services of the Investment and Technology Promotion Division (INV), which is under the Department of Digitalization, Technology and Innovation (DTI).

The UNIDO Investment and Technology Promotion Office (ITPO) Germany was established on the UN Campus in Bonn (Germany) in 2017. It promotes sustainable outward investments and technology transfer by German companies into industrializing countries in the following sectors: Energy, Energy Efficiency, Agribusiness, Environmental Technologies, Manufacturing, Infrastructure Development and Health.

## **2. Main Objectives of the Investment and Technology Promotion Platform (ITPP)**

In order to connect investors, technology providers and project owners from Europe/Germany with potential partners and projects in industrializing/developing countries, the ITPP will provide a web-based portal facilitating the promotion of investment projects, technologies, innovations and business models that contribute to inclusive and sustainable industrial development in these countries. Once set up, the portal should be interactive and mainly operated by ITPO staff and experts in the backend.

## **3. Purpose of this Contract for Services**

The purpose of this tender for services is to contract a service provider who will technically plan and implement the Investment and Technology Promotion Platform (ITPP) according to the guidelines, designs and specifications of the ITPO Germany team. Deliverables, among others, will be the visual user interface, the API and business logic, as well as the integration with external 3-rd party interfaces, APIs and databases.



#### 4. Terms of Reference

##### a. Main Elements of the ITTP Portal

The ITTP consists of two sections from the market point of view:

1. **Technologies and innovations**, mainly by German or European companies, which are innovative and relevant in terms of the SDG Sustainable Development Goals) impact and applicable to the conditions of developing countries. This section will contain generic descriptions of technologies, exemplary cases/business models and allow for filters (e.g. by sectors, clusters or applications). Section 1 will provide orientation, inspiration and increase the visibility and transparency about these technologies. It should feature films, interviews and short technical explanations of these technologies and their potential benefits.
2. **Investment and technology transfer projects (one project data-base)**, which include:
  - **Project directed out of Germany/Europe** and seeking partners in industrializing or developing countries. This section will list projects of which the owners of technologies (possibly listed in Section 1 of the portal) are actively searching for partners for the implementation of these projects. Projects will describe the business model, investment offer/needs, envisaged business partnerships, preferred regions/countries for implementation and examples of successfully implemented projects. Interested partners and investors can use the web portal to contact the project owners and/or ITPO Germany expert staff to discuss projects, investment opportunities and potential future cooperations.
  - **Investment projects in industrializing or developing** countries seeking investors and technologies, mainly from Germany and industrialized countries. This section will list projects of investors, companies, industrial parks or business development organizations based in industrializing or developing countries that are seeking partnerships, investments or technologies from German or European companies. Project profiles will be aligned with a separate system of the UNIDO online portal for investment promotion (currently being launched).

Section 2 of the ITTP should ideally become an integral part of the UNIDO portal, allowing ITPO Germany expert staff to promote, add to and contribute to this joint database of investment projects.

##### b. Personas

**Public User (Frontend User without Login):** Public users can see the public static content. They can search for companies, filter results by properties of the companies, and view details of companies, projects and technologies. Public users can see less information than logged in users, e.g. detail contact data or project documents will not be publicly visible.

**Company (Frontend User with Login):** Companies register themselves into the ITTP portal, entering their company data and their contact persons. They provide detailed description about technologies they offer and projects they are interested in to start or already running. Companies use the ITTP portal to initiate communication with other companies and users of



the portal. Companies, their projects and technologies can originate from and/or belong to geographical areas of various scope, e.g. countries, continents or parts of a continent.

**Investor (Frontend User with Login):** Investors register themselves into the ITTP portal, entering their company data and their contact persons. In contrast to companies, they do not appear in the public area of the ITTP portal, neither do they provide any technologies or projects.

**ITPO (Backend User with Login):** ITPO users manage the content of the ITTP portal, both of the static content like articles and explanatory pages, and of the user generated content. They approve registrations for Company and Investor users and are in capable of reviewing and editing their content, and of setting it visible/invisible.

### c. Entities

Main entities are among others: Company, Contact, Technology, Project, Area, Document, User, Action Protocol.

Comprehensive entities like Project or Company will have both static parameters and dynamic parameters, the latter implemented as 1-n and m-n relation in the database.

Parameters may contribute to the public area of the portal, being publicly visible and used for UI creation and segmentation. The also may be used as internal criteria, e.g. 'completeness of data', 'type of investor' or 'regional transferability' being not visible but rather contributing to the logical structure and workflows within the ITTP portal.

### d. Workflows

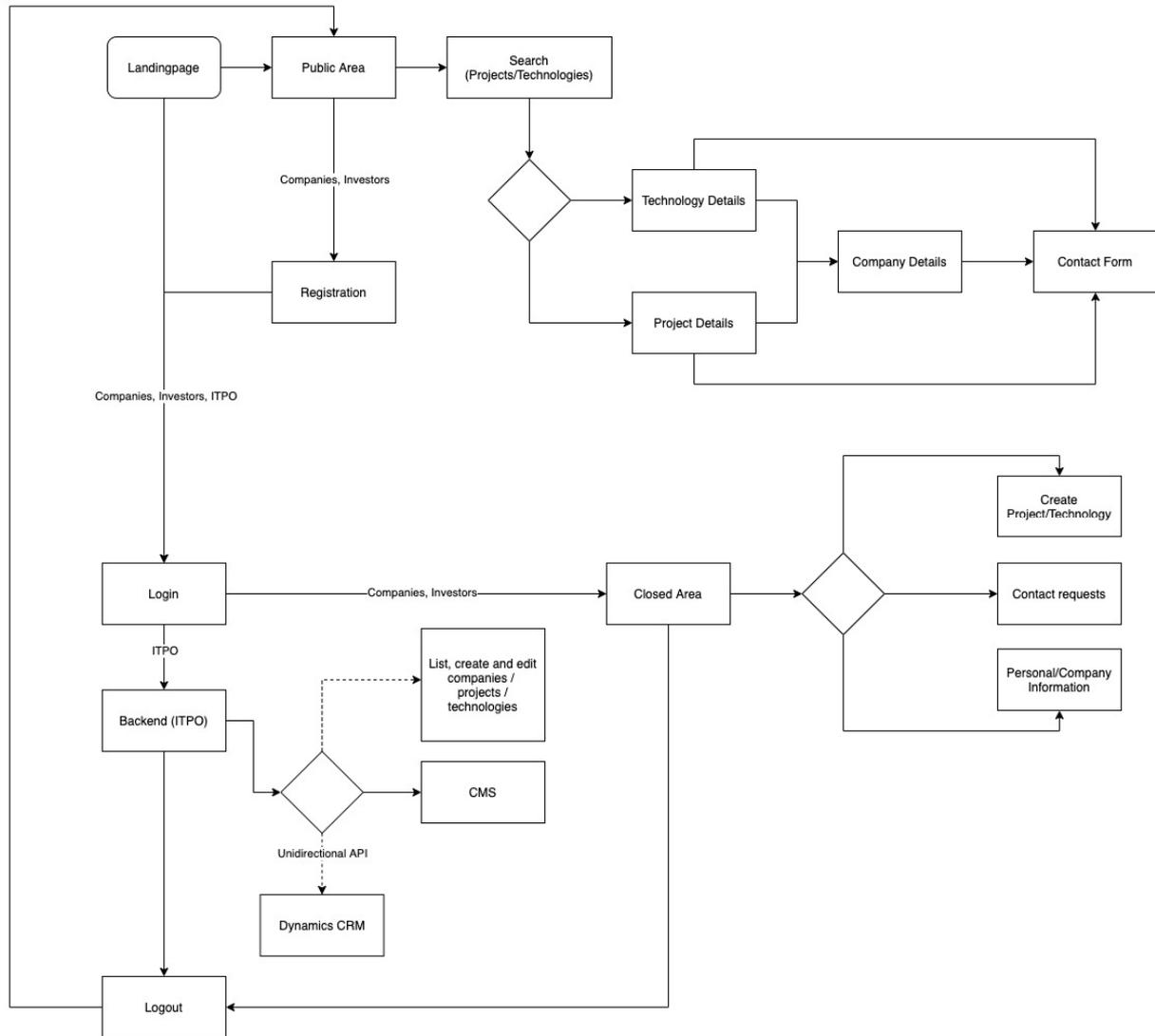
**Public User:** Browse ITTP portal, view static content, search, filter and view companies, projects, technologies.

**Company:** Registration, email verification, login, list own projects, list own technologies, add/edit project, add/edit technology, show/hide project/technology, upload documents, browse portal, look up companies/technologies/projects, contact a company.

**Investor:** Registration, email verification, login, upload documents, browse portal, look up companies/technologies/projects, contact a company.

**ITPO:** login, list and filter all companies, add/edit/hide/unhide company, list all their projects, list all their technologies, add/edit project, add/edit technology, show/hide project/technology, upload documents, browse portal, look up companies/technologies/projects, add/edit dynamic parameters of companies/projects/... Besides standard email verification upon Company/Investor registration, there will be an approval workflow (identification of existence and competencies) led by ITPO.

The service provider will receive a detailed plan of all crucial workflows within the ITTP portal, like shown in the example below:



**Automated, CRM:** Unidirectional synchronization towards MS Dynamics CRM will be established from the ITTP portal, using the Azure Service Bus technology. Notifications are being pushed upon changes on the following entities: Company, Contact, Technology, Project, Document, User. Automated notifications are also being pushed upon certain actions in the portal, e.g. registration or contact request between companies.

**Automated, Protocol:** All user action, be it read-only actions like searching, viewing etc. or modifying actions like editing projects etc., are being logged into database as protocol entries. So that such a protocol can easily be transported and visualized in e.g. an ELK stack.

#### e. UI design specification

The service provider will create the user interface according to a detailed specification as a result from another tender. That UI design specification will cover the most relevant building blocks. All other necessary elements the service provider will derive himself from that specification and discuss with the customer.



Next to the detailed UI design specification the service provider will receive a set of wireframes describing the main aspects of user interface, its building blocks and particular steps of the main workflows, like shown in the example below:

## LOGO

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consetetur sadipscing elitr

What sectors are you investing in or funding? (multiple entries possible)?\*

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Renewable Energy           | <input type="checkbox"/> Comprehensive Industrial Development Solutions (nexus and multi-sector approaches) |
| <input type="checkbox"/> Energy Efficiency                     | <input type="checkbox"/> Mobility   |
| <input checked="" type="checkbox"/> Environmental Technologies | <input type="checkbox"/> Other  |
| <input type="checkbox"/> Agribusiness                          |   |
| <input type="checkbox"/> Infrastructure (needs to be defined)  |   |
| <input type="checkbox"/> Health & Sanitation                   |   |
| <input type="checkbox"/> Manufacturing                         |   |
| <input type="checkbox"/> Mining / Natural Resources            |   |
| <input type="checkbox"/> Mobility                              |   |

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### f. Legal Implications

The ITTP platform will obey the *Personal Data Protection and Privacy Principles*, as defined in attachment.

Furthermore UNIDO is a member of the UN Data Privacy Policy Group (UN PPG), which endorsed the Personal Data Protection and Privacy Principles. The Personal Data Protection and Privacy Principles were formally adopted by the High Level Committee on Management (HLCM). The Principles set out a basic framework for the processing of personal data by or on behalf of the United Nations System Organizations in carrying out their mandated activities. UNIDO will instruct the contractor about where and in which extend to obey which of these principles.

### g. Additional Remarks

All the above mentioned personas, entities, workflows, and other specifications are intended to thoroughly describe the deliverables, yet explicitly they do not claim to be complete. The



service provider will take all necessary implementation steps to ensure that the portal is completed in accordance with the original ideas, and therefore provide discussions and workshops with the customer in order to discuss questions, define what is missing in specification and fine-tune details.

## **5. Services to be provided**

- Manage the detailed technical conception and implementation of the ITPP portal, using the latest enterprise-ready software engineering techniques and approaches.
- Conduct workshops and consultations with ITPO Germany and UNIDO staff to refine the functional and technical specifications of the ITPP portal and to discuss open questions.

## **6. Request for Quotation (RFQ) – Requirements**

- Short description of company
- References and history in implementing similar complex systems
- Brief preliminary workplan leading to implementation of ITPP within max 4 months
- Confirmation of necessary implementation capacities
- Estimate of time / man-days required
- Total estimated costs based on workplan
- Curriculum Vitae of Lead Consultant + Back-up Consultant
- Contact address of company and name of main contact person
- Confirmation of juristic personality of company (where applicable)

Deadline for RFQ: **Dec 9<sup>th</sup> 2020**

## **7. Commissioning of Expertise:**

Interested and short-listed contractors will be invited to conduct additional scoping interviews up until Dec 16<sup>th</sup>. These scoping interviews will be based on the technical and financial offers and are an integral part of the tender process. Contract implementation is foreseen between December 2020 and March 2021 when the ITPP Portal should be launched.



Adopted by the UN High-Level Committee on Management (HLCM) at its 36th Meeting on 11 October 2018.

## PERSONAL DATA PROTECTION AND PRIVACY PRINCIPLES

### INTRODUCTION: PURPOSE AND SCOPE

**Purpose:** These principles (the “Principles”) set out a basic framework for the processing of “personal data”, which is defined as information relating to an identified or identifiable natural person (“data subject”), by, or on behalf of, the United Nations System Organizations in carrying out their mandated activities.

These Principles aim to:

- (i) harmonize standards for the protection of personal data across the United Nations System Organizations;
- (ii) facilitate the accountable processing of personal data for the purposes of implementing the mandates of the United Nations System Organizations; and
- (iii) ensure respect for the human rights and fundamental freedoms of individuals, in particular the right to privacy.

**Scope:** These Principles apply to personal data, contained in any form, and processed in any manner.

The United Nations System Organizations are encouraged to adhere to these Principles and may issue detailed operational policies and guidelines on the processing of personal data in line with these Principles and each Organization’s mandate.

Personal data should be processed in a non-discriminatory, gender sensitive manner.

Where appropriate, these Principles may also be used as a benchmark for the processing of non-personal data, in a sensitive context that may put certain individuals or groups of individuals at risk of harms. United Nations System Organizations should exercise caution when processing any data pertaining to vulnerable or marginalized individuals and groups of individuals, including children.

In adherence with these Principles, the United Nations System Organizations should conduct risk-benefit assessments or equivalent assessments throughout the personal data processing cycle.

**Implementation of these Principles is without prejudice to the privileges and immunities of the relevant United Nations System Organizations concerned.**

### PRINCIPLES

1	<b>FAIR AND LEGITIMATE PROCESSING</b>	The United Nations System Organizations should process personal data in a fair manner, in accordance with their mandates and governing instruments and on the basis of any of the following: (i) the consent of the data subject; (ii) the best interests of the data
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		subject, consistent with the mandates of the United Nations System Organization concerned; (iii) the mandates and governing instruments of the United Nations System Organization concerned; or (iv) any other legal basis specifically identified by the United Nations System Organization concerned.
2	<b>PURPOSE SPECIFICATION</b>	Personal data should be processed for specified purposes, which are consistent with the mandates of the United Nations System Organization concerned and take into account the balancing of relevant rights, freedoms and interests. Personal data should not be processed in ways that are incompatible with such purposes.
3	<b>PROPORTIONALITY AND NECESSITY</b>	The processing of personal data should be relevant, limited and adequate to what is necessary in relation to the specified purposes of personal data processing.
4	<b>RETENTION</b>	Personal data should only be retained for the time that is necessary for the specified purposes.
5	<b>ACCURACY</b>	Personal data should be accurate and, where necessary, up to date to fulfill the specified purposes.
6	<b>CONFIDENTIALITY</b>	Personal data should be processed with due regard to confidentiality.
7	<b>SECURITY</b>	Appropriate organizational, administrative, physical and technical safeguards and procedures should be implemented to protect the security of personal data, including against or from unauthorized or accidental access, damage, loss or other risks presented by data processing.
8	<b>TRANSPARENCY</b>	Processing of personal data should be carried out with transparency to the data subjects, as appropriate and whenever possible. This should include, for example, provision of information about the processing of their personal data as well as information on how to request access, verification, rectification, and/or deletion of that personal data, insofar as the specified purpose for which personal data is processed is not frustrated.
9	<b>TRANSFERS</b>	In carrying out its mandated activities, a United Nations System Organization may transfer personal data to a third party, provided that, under the circumstances, the United Nations System Organization satisfies itself that the third party affords appropriate protection for the personal data.
10	<b>ACCOUNTABILITY</b>	United Nations System Organizations should have adequate policies and mechanisms in place to adhere to these Principles.