



Call for IT Expert

Terms of Reference (ToR)

Project background

The “**PRIDE for LGBTI in Albania and Kosovo (PRIDE++)** – Promoting Rights, Inclusiveness, Dignity, and Equality for LGBT in Albania and Kosovo”, project aims to support Albanian and Kosovar partners in supporting and better protecting the LGBTIQ+ community, advocating against discrimination, and urging their governments to amend and implement existing legislation. This project is co-funded by the Agence Française de Développement and The European Union.

Background of Aleanca Kunder Diskriminimit LGBT

Aleanca LGBT is an Albanian non-governmental organization that envisions a free from discrimination, open and equal Albanian society that embraces diversity and is inclusive of people of all sexual orientations, and gender identities. The Mission is to support, empower and increase the visibility of the LGBTI communities in Albania. To enhance and protect the human rights of LGBTI women and LGBTI sex workers. To strengthen advocacy tools and capacities to ensure meaningful participation on policy level and development and implementation of programs that addresses LGBTI women and LGBTI sex worker’s issues. To document the human rights abuses that serve as barrier to full realization of LGBTI and LGBTI sex workers rights to access to services.

Background of STREHA Center

Streha Center provides services to the LGBTIQ+ community in Albania and the region in cases of emergencies, including shelter and other psycho-social services for the empowerment of LGBTIQ+ individuals. Streha aims to empower and assist LGBTIQ+ individuals, mainly youth, through its multidisciplinary and residential services, capacity-building of service providers, public awareness, and advocacy, to overcome barriers and difficulties faced by the LGBTIQ+ community in families and society. The primary focus of Streha is the empowerment and reintegration into society of at-risk youth within the LGBTIQ+ community (aged 18 to 29). The service is provided in the capital city of Albania, Tirana. However, it is not limited to the country and often offers services to Albanian youth from neighboring countries, such as Kosovo, North Macedonia, and Montenegro.

Service requested:

Alliance against Discrimination of LGBT and Streha Center are looking for an IT Expert – or a team of experts - , who will be responsible for developing two comprehensive online platforms that will serve as a database to track and monitor services and activities of each above mentioned organization provided to beneficiaries, generate data to report on activities and services provided to beneficiaries, manage activities, and provide detailed descriptions. This platform will be an essential tool to restructure Streha’s and Aleanca’s operations and enhance data management efficiency, as well as monitoring of services provided.

Responsibilities of the Expert

The IT professional will be responsible for the following tasks:

- **Platform Development:**
 - Design and develop a robust database to store beneficiary information.
 - Create modules for data generation, activity management, and description details.
 - Ensure the platform is user-friendly, secure, and scalable.
- **Requirements Gathering:**
 - Work closely with staff to understand their needs and requirements.
 - Document functional and technical requirements.
- **Implementation:**
 - Develop and deploy the platform within the agreed timeline.
 - Ensure seamless integration with existing systems (if any).
- **Testing and Quality Assurance:**
 - Conduct thorough testing to identify and fix bugs.
 - Ensure the platform meets all specified requirements.
- **Training and Support:**
 - Provide training to staff on how to use the platform.
 - Offer ongoing support and maintenance post-deployment.

Deliverables

The IT professional is expected to deliver the following:

- Two fully functional platforms that meets the specified requirements.
- Documentation of the platform's architecture, design, and user manuals.
- Training sessions for Aleanca’s and Streha’s staff for the usage of the platform.
- Regular assistance in the usage of the platform.

Payments :

Payments will include the following breakdown :



Co-funded by
the European Union



50% during the signature of the contract, 50% at the end.

The selected expert or group of experts will work together with both organizations during all phases of platform development. Therefore, there will be a separate contract with each organization.

Duration

The service contract is expected to start as soon as possible and deliverables to be fully completed by October 2024.

Qualifications and Experience

The candidate should have:

- Proven experience in developing similar platforms.
- Strong knowledge of database management systems.
- Proficiency in programming languages and frameworks relevant to the project.
- Excellent problem-solving skills.
- Strong communication and interpersonal skills.

Working Relationship

The IT professional will report to Streha's and Aleanca's Project Coordinator and regular meetings will be held to discuss progress, challenges, and next steps.

Responsibilities of Streha Center and Aleanca Kunder Diskriminimit LGBT

- To facilitate the work of the expert and to mediate the contacts among the main beneficiaries of the service.

Application Process

Interested candidates should submit their proposals, including:

- A cover letter detailing their experience and suitability for the project.
- A detailed CV.
- A financial proposal.

The expert will be selected based on the best offer and on a quality-price ratio.

Applications should be submitted at livia.zotrija@gmail.com, adelajda.alikaj@hotmail.com and mltifi@erim.ngo with the Subject **IT Service Provision for Aleanca LGBT and Streha** the deadline until the July 20th at 17.00 time.



Co-funded by
the European Union



Estimated timeline for selection process and service delivery:

Task	Estimated date
Invitation to apply	July 4 st
Closing of application process	July 20 th
Selection and review of applications received	August 1 st
Contract preparation and signature	August 5 th
Conduct online meeting with selected partner to present each organization's needs	6-7 August
Sending material from both organizations to the partner for the two platforms	Starting from August & until the end of the month
Presentation of the first draft version of the platform	September 13th
Sending feedback from both organizations on the draft version	September 30th
Final deliverable submitted	October 31 st 2024