

KRK is a microfinance institution (MFI), with its head office in Prishtina. In order to improve services of IT; software-s, application and their efficiency publish this advertisement:

**Extension of deadline for  
request for proposal for assessment of actual KRK business software/ gap analysis based on  
business needs for the actual and future business**

KRK is a microfinance institution (MFI), focused on providing small loans to the individuals, farmers and micro/small enterprises in rural and urban areas.

In order to improve the IT services of business software and to have software which ensure the reliable information, integration, efficiency, digitalization, automatization of processes and to support the business needs for future business, KRK require to make an assessment of actual business software's. The assessment will serve as base for identification of gaps, with final objective to replace the existing software's and applications with one integrated software, which allow digitalization and automatization of business processes.

**The assessment should cover the following areas (ToR);**

Actual software's structure, applications and interfaces;

Actual database's structure;

Actual software's efficiency, reliability and security of data;

Double entry of loan data in credit and accountancy software and risk in context of efficiency and reliability of data;

Interfaces between the Core system software and Loan Process CRM application in view of risk of inconsistency of data from any changes in any of software's/application;

**The assessment of the gap analysis in view of digitalisation, should be done based on a benchmark that is relevant for MFIs products and services (inc. internal processes, client interface, products...etc):**

- Gap analysis based on needs for having integration business software, which contain the needed modules for business operations as: Credit and CRM Module, Risk Module, Finance Module, HR Module...etc;
- Gap analysis for automatization of the business operations such as credit, accounting/ finance, human resources, and IT maintenance;
- Gap analysis based on business needs for future digitalization of the services and products to meet the client requirements;
- Gap analysis in the context of creation of additional services or products (payments, money transfers, remittances, etc.);
- Assessments for any other gaps, relevant for future business software.

**Implementation and timeline;**

The assessment and final report should be completed by the **15 June 2022**.

The selected company or individual experts, should submit to KRK the written draft report which cover the ToR, no later than **08 June 2022**.

KRK for interested companies or individual experts, will provide the needed information related to actual software's structure.

**Qualification requests;**

The company's or individual experts should have relevant qualification and expertise in finance sector in IT, in context of integration, automatization and digitalization of business software's.

Selection of convenient offer will be selected based on estimation of the offer in term of ToR, expertise of the company/expert, timeline and financial cost.

Deadline for submitting of offers is extended until **23.05.2022**.

Interested companies or individual experts can send their offers through email address: [krk\\_imf@krk-ks.com](mailto:krk_imf@krk-ks.com) or directly at KRK Head Office, Behije Dashi Street No.20, Prishtine.