

Kreditimi Rural Kosoves LLC (KRK) is a Microfinance institution (MFIs) focused on providing of financial services to low-income clients, with a particular focus on micro, small, agricultural and other businesses in rural and urban areas, with a priority focus on agriculture and a specific attention to financial, social and environmental sustainability.

KRK is in process of improvement of business software.

In order to support the process of evaluation, contracting and implementation of new software, KRK publish this request for proposal:

Request for proposal for Technical Assistance related to selection and implementation of new software

The Technical Assistance will support KRK in selection, contracting and implementation of new software.

The details related to scope of work are listed in the table below:

Dates/ Period	Project Steps	Days onsite	Days offsite
	Evaluation phase		
2022/2023	Evaluate the offers in aspect of technical requirements based on approved criteria on ToR;		
2023	Participate during the presentation, one-to-one meeting, and support the KRK committee in process of evaluation the shortlisted companies.		
2023	Provide a report regarding the completion of the technical requirements by shortlisted companies as per ToR and specification of any relevant characteristics for each software (shortlisted);		
	Contracting phase		
2023	Ensures that the contract (including Service Level Agreement) is based on best practice and covers all necessary technical aspects and documentation;		
	Implementation phase		
2023	Ensures: - that Requirement Analysis, Optimization, Customization and Adaptation includes all client's requirements and aligns them with the best solution in context of business, automatization and digitalization; - that System Testing, Data Verification & Testing eliminates bugs and errors and confirms that the requirements from the functional specification document are completely met. Also, ensures the elimination of the risk of data transfer, data loss, data migration and risk of historic data inconsistencies;		

	<ul style="list-style-type: none"> - that Deployment & Testing eliminate the risk of system failure and product performance; - that Training Strategies are based on best practices and cover the transfer of skills and knowledge to all end-users; - that User Acceptance Testing assures product integrity and performance quality with parallel work, confirms successful system consistency from functional, system, and software requirement perspective; 		
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KRK for interested companies or individual experts, will provide the ToR related to new software.

The interested company/ expert should provide the offer witch contain the days, cost per day and total cost for the services as per scope of work indicated in the table above.

The company's or individual experts should have relevant qualification and expertise in projects of implementation of business software in finance sector. The company or expert should provide:

- Copy of evidence for registration of the company.
- Details of the experience on works of a similar nature within the past three years.
- Provide any references from current clients who have similar projects and delivery.
- CV with the qualifications and experience of key personnel proposed for implementation and execution of the scope of work as above.

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

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

Deadline for submitting of offers is until 13.12.2022.