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Date: 01.08.2023

Kosova Education Center (KEC)
Third Millennium School Compound
"Qëndresa" Str., No. 48, Matiçan
10000 Prishtina, Kosovo

Email: procurement@kec-ks.org

REQUEST FOR OFFER


Software Development and Maintenance eKAA Version 2.0

RFO 001

Kosova Education Center (KEC) through the Higher Education Intervention 2025 (HEI25) Project funded by Austrian Development Agency is requesting price quotations from companies for e-Accreditation Software Development for the Kosovo Accreditation Agency - (eKAA Version 2.0).

General Conditions:

1. Offer should include a copy of the business registration document.
2. Evidence issued by the court, that the responsible person of the company is not convicted or under investigation (only for the proposed winning company, before signing the contract)
3. Quotations in response to this RFO and Annexes (Annex 1 and Terms of Reference) must be priced on a fixed-price, all-inclusive basis, including deliverables and all other costs.
4. Pricing must be presented in Euro without VAT. This is a project funded by the Austrian Development Agency and is exempted from VAT pursuant to Kosovo Legislation.
5. Offer should have a validity of at least 90 days after the submission date.
6. Each offeror is expected to provide an estimate (in calendar days) of the delivery timeframe of a maximum 100 calendar days.
7. The project code developed shall be the sole property and in ownership of the Kosovo Accreditation Agency. This includes all source code, documentation, and the related intellectual property. The company, or any other party involved, shall not claim ownership, reproduce, distribute, or modify the code without explicit written permission from the Kosovo Accreditation Agency, as shall be outlined in the agreed-upon contractual terms.
8. The company is advised not to offer the license for hardware, Windows Server, Software, and SQL as part of the package. These components shall be provided by the Agency of Information Society (alb. ASHI), which supports the Kosovo Accreditation Agency.
9. An estimated 75 working days should be dedicated for developers and an estimated 15 working days for the Project Manager for maintenance period from a minimum of 2 to a maximum of 3 years.
10. The company should thoroughly understand the requirements stated in the tender dossier. This includes comprehending the desired functionalities, performance criteria, scalability needs, security considerations, and any specific industry or project-related requirements.


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Technical Requirements:

Expertise and Experience: The company should provide evidence that it has successfully completed at least one contract of a similar nature in the last 4 years, not less than the estimated value of this project.

Company Portfolio:


- The company should possess the technical skills and capabilities necessary to deliver the software development project. This includes proficiency in programming languages, frameworks, databases, and other relevant technologies mentioned in the tender dossier.
- The company should have a team with the required skillset or the ability to hire and manage skilled resources for the project.
- The company should provide examples of similar assignments and experience of the professionals proposed for this assignment (including CV' s of proposed experts).
- The company should have a strong quality assurance and testing process in place. It should outline its approach to ensure that the software is thoroughly tested, free from bugs and errors, and meets the specified quality standards. The company should have experience in implementing testing methodologies, such as unit testing, integration testing, and user acceptance testing, to ensure the reliability and stability of the software.
- The company should demonstrate effective project management capabilities. This includes showcasing its project management methodology, such as Agile or Waterfall, and describing how it plans to manage the software development project. The company should outline its approach to project planning, resource allocation, risk management, and communication to ensure successful project execution within the defined timelines and budget.
- The company should prioritize data security and privacy. It should have robust measures in place to protect sensitive information, comply with relevant data protection regulations, and ensure secure data transmission and storage. The company should outline its security protocols, encryption methods, access controls, and other measures to safeguard the software and user data.
- The company should consider the scalability of the software solution and outline its approach to handle future expansion and maintenance requirements. This includes demonstrating its ability to accommodate increased user loads, data volumes, and feature enhancements.
- The company should also describe its post-development support and maintenance services to ensure the longevity and optimal functioning of the software.

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Reserved Rights:

Kosova Education Center reserves the right to:

- Disqualify any offer based on offerors failure to follow tender dossier instructions;
- Extend the time for submission of all RFO responses after notification to all offerors, in the same way as the Request for Offer was made;
- Terminate or modify the RFO process at any time should any unforeseen circumstances occur;
- Assign an Evaluation Committee at the shortest time after the closing date;
- Send notifications within one month of a decision by the Kosova Education Center Evaluation Committee;
- Make payments via a bank transfer to the account specified by the supplier. Cash payments shall not be accepted. Partial deliveries and partial payments may be accepted as per terms specified in the contractual agreement;
- Request additional clarifications regarding the offer;
- Disqualify any company that interferes in the process;

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Evaluation Criteria:

The Evaluation Committee shall base its decision on the following criteria:

- 1. Technical Capacities and Quality**
- 2. Price**

Criteria	Points	Additional comments
1. Technical Capacities and Quality a. Technical requirements (Software Development Method) b. Maintenance and warranty (minimum of 2, to a maximum of 3 years) c. Staff training (Staff training plan)	60% a. 25% b. 20 % c. 15 %	Companies are encouraged to pay special attention to the technical and quality requirements.
2. Price	40%	The estimated value of the contract is 73,000 Euros, VAT excluded. Please note that the estimated price is indicative and not a cap price.


Deadline and Submission Date:

Offers must be submitted in hard copy in two separate envelopes containing the technical proposal and financial proposal, respectively, to Kosova Education Center offices at the following address:

Third Millennium School Compound “Qëndresa” Str. No. 48, 10000 Pristina, Kosovo, no later than August 31, 2023, 15:00h CET.

IMPORTANT NOTICE:

- Foreign companies should ensure that their application envelopes arrive at the specified address by the application deadline.
- This is a Request for Offers only. Issuance of this RFO does not in any way obligate KEC to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.
- This solicitation is subject to KEC’s standard terms and conditions. Any resulting award shall be governed by these terms and conditions; a copy of the full terms and conditions is available upon request.
- Please reference RFO number in the envelopes containing the response to this RFO. Offers received after the specified time and date shall be considered ineligible.
- For withdrawing the Tender Dossier or any questions, please contact Kosova Education Center at procurement@kec-ks.org. Only the responses issued in writing by Kosova Education Center (KEC) shall be

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considered official and shall carry weight in the RFO process and subsequent evaluation. Any verbal information received from employees of KEC, or any other entity, shall not be considered as an official response to any questions regarding this RFO.

Please refer to the breakdown of tasks below for price estimates:

Nr.	Description	Subtotal price
1	Creation of Content Management System and administration module	
2	Creation of five user classes with characteristics and privileges	
3	Creation of form for registering of academic staff and their data. This will include the web form and database design (tables, views).	
4	Creation of form for registering of institution by the HEI QC with all needed data. This will include the web form and database design (tables, views).	
5	Creation of form for registering of IE and their data. This will include the web form and creation of database (tables, views).	
6	Creation of the form for filling information of the KAA, SCQ and APC by the KAA Coordinator. This will include the web form and database design (tables, views).	
7	Creation of form for application for accreditation of the institution by the HEI QC with all needed data. This will include the web form and database design (tables, views).	

Nr.	Description	Subtotal price
8	Creation of form for application for accreditation of the program by the HEI QC with all needed data. This will include the web form and database design (tables, views).	
9	Creation of case status bar of the application for accreditation of institution . This includes tracking of uploaded documents and change of status of application by relevant actors in the process. The status bar includes the branch when the institution appeals if application is rejected.	
10	Creation of case status bar of the application for accreditation of program . This includes tracking of uploaded documents and change of status of application by relevant actors in the process. The status bar includes the branch when the institution appeals if application is rejected.	
11	Creation of module for project creation and management to be used by KAA and SCQ. This will include the web form and database design (tables, views).	
12	Creation of module for Event creation and management with regard to education to be used by HEI. This will include the web form and database design (tables, views).	
13	Creation of API (with one endpoint) for data exchange with KRIS.	
14	Creation of form for matrix correlation of Academic Staff, courses and schedules.	
15	Creation of Match making module for Academic Staff with regard to their education, research domain, program. This can be used by KAA, SCQ, IE and HEI Coordinator.	
16	Creation of Quota calculator . This can be used by KAA, SCQ, IE and HEI.	
17	Creation of reports to be generated. As required by the Software specification document. 19 reports in total.	

Nr.	Description	Subtotal price	
18	Creation of reports to be generated. As required by the Administrative instruction (MEST) No. 17 /2017. 17 reports in total.		
19	Integrating https://app.rawgraphs.io for generation of statistical and graphical reports.		
20	Creation of voting system initiated by SCQ Chairman/Chairwoman.		
21	Creation of Code generator to be used for resetting of login passwords. This generator can be used for two-way authentication.		
22	Reading of data through API for data exchange with TAK regarding employment of Academic staff.		
23	Creation of API with several (five) endpoints for data exchange with Ministry of Education, Science, Technology, and Innovation (MESTI)-SMIAL .		
24	Creation of API with several (five) endpoints for data exchange with KAS (Kosovo Agency of Statistics).		
25	Import of data from the eKAA V1.0		
26	Testing of the system modules during the process of developing and delivering parts of the software.		
27	Two years maintenance and training of one KAA staff for system maintenance.		
28	Installation of the application on the server, configuration of load balancing and testing		
29	Additional 36 months warranty including: resolving design problems, adding of the new features, creation of the additional necessary reports, make necessary changes/adjustments to enable data exchange with other systems.		
30	Software requirements (MS SQL, Windows Server with IIS). This should be provided by Agency of Information Society (alb. ASHI).		
31	The system must be available in three languages (Albanian, Serbian, English)		
32	Documentation of the software and preparation of User manual		
		Total Price	
			€



KEC

Qendra për Arsim e Kosovës
Kosova Education Center

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