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Date: 20.06.2024

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

Email: procurement@kec-ks.org

REQUEST FOR OFFER NARIC Kosova - Database Software RFO 002

Kosova Education Center (KEC) through the Higher Education Intervention 2025 (HEI25) Project funded by Austrian Development Agency is requesting price quotations from companies for Naric Kosova Database Software Development.

General Conditions:

1. Offer should include a copy of the business registration document.
2. The offeror should include a certificate confirming that there are no ongoing investigations or cases against their company.
3. Quotations in response to this RFO and TOR (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 50 calendar days.
7. The company should provide a minimum of 1 Year maintenance and warranty plan for the software.
8. The project code developed shall be the sole property and in ownership of the Naric Kosova. 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

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explicit written permission from the Naric Kosova, as shall be outlined in the agreed-upon contractual terms.


9. 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 Naric Kosova.
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.

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 3 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 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.
- Documentation and Reporting: Comprehensive documentation, including requirements specifications, design documents, test plans, and **User Manual**, should be generated to facilitate

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understanding, communication, and maintenance of the software. Regular progress reports will be provided to stakeholders to track project milestones and performance metrics.

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;

Evaluation Criteria:

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

- 1. Technical Requirements**
- 2. Price**

Criteria	Points	Additional comments
1. Technical Requirements	60%	Companies are encouraged to pay special attention to the technical requirements.

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2. Price	40%		

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 July 03, 2024, 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 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.