



## **Terms of References**

For procurement of Local Company for “Developing online software program for record keeping in the farm”

### **“Improving the Livelihood and Strengthening the Position of Dairy Farmers in Rural Areas”**

#### **I. Background**

The Kosovo Association of Milk Producers (KAMP) is a non-profit local organization established in 2005 to represent interests of farmers across Kosovo, with a particular focus on livestock/ dairy farmers. KAMP comprises of 2500 farmers, which makes them the largest farmers association in the country. With over 19 years of experience, KAMP is a well-known and widely respected organization among public and private sector agricultural stakeholders in Kosovo, making it a valuable partner of local, central governmental institutions and other entities, especially international organizations.

The overall objectives of KAMP are to increase the competitiveness level of dairy farmers within the country, have a developed dairy sector which met the market demands, in line with the developments in the European market, in line with the environmental requirements and the key needs that are supported by the agricultural policies at the national level.

To achieve these objectives, KAMP`s key activities include:

- Regular consulting & provision of expertise on expanding and developing capacities of livestock farmers (especially technical and farm management skills);
- Provision of technical expertise in developing/ designing agricultural policies at the national level (especially the direct payments and the investment grant scheme) and laws and national standards in relation to the livestock sub-sector;
- Provision of regular information to its existing association livestock farm members on their milk quality status and necessary measures on improvement of hygienic conditions in order to increase the quality and production capacity;
- Provision of general information about the developments in the livestock sub- sector market.
- Advocacy and representation of interests of livestock farmers to government institutions and other relevant stakeholders.

For this purpose, we are looking to engage a local company for “Developing online software program for record keeping in the farm”. The software will serve as a comprehensive tool to enhance efficiency, productivity, and communication within KAMP and members.

## **II. Objective of the assignment**

Under Activity/Result 3.1.1 Small-scale dairy farmers have expanded their knowledge in financial literacy and have received financial services the local company is asked to:

## **III. General Objective**

A software program for record-keeping on a dairy farm plays a crucial role in improving efficiency, productivity, and sustainability. Such a system enables farmers to collect, store, integrate, and analyze data from various aspects of farm management.

The management of dairy farms is a challenging task because all operations are separate (feeding, health, production, economy, etc.). Data recording and analysis are often lacking. However, data collection and integration have been proven to improve farm performance.

In recent years, the technologies available for dairy farms have increased. The adoption of these technologies is based on the collection and entry of data into various record-keeping systems. This data contains important information that can help improve performance, animal welfare, and overall farm sustainability. Proper data management and milk production optimization will contribute to reducing environmental pollution while also enhancing food traceability.

Using data efficiently is a complex task, as different data sources typically do not communicate with each other and are currently highly heterogeneous. Additionally, data analysis remains a challenge. Above all, this application will function as a chain with three main links: data collection, integration, and analysis.

## **IV. Specific objective(s)**

The software development will include the following key components:

### **1. Farm Profile**

- Farm Identification Number (NIF)
- Property Number
- Total Number of Cows
- Number of Dairy Cows
- Farm Health History
- Cow Breeds

- Cow Housing System (Free-Stall or Tied-Stall System)

## 2. Milk Production

- Monthly Milk Production Volume
- Monthly Milk Quality Analysis, Including Bacteria Count and Somatic Cell Count (categorized into Extra Class, Class I, Class II, and Class III)
- Milk Production Reports: Monthly reports comparing milk production trends and quality over time

## 3. Farm Analysis & Reports

- Automated **Monthly Reports** on milk production, presented in graphical format
- Automated **Monthly Reports** on milk quality, also visualized in graphs
- **Advisory Reports** providing recommendations and notifications for farmers (displayed as messages in a separate window)
- **Data Input Requirement:** Farmers must enter the necessary data in the application to access the reports (ensuring accurate and up-to-date records)

## 4. Application & Platform Accessibility

- **Mobile & Web Access:** The platform will be available on both mobile and web-based platforms. Farmers can access the application via mobile phones for on-the-go use and through a web portal for more detailed reporting and management.

## 5. Platform Integration

- **Direct Integration with the Milk Analysis Laboratory** under the Veterinary and Food Agency, enabling automatic transfer of milk quality test results to the application.
- **Farmer Access Management** will be overseen by SHPQK to ensure secure and regulated use of the platform.

## V. Deliverables

The software will serve as a comprehensive tool to enhance efficiency, productivity, and communication within KAMP and members. Below are the key functionalities and how different stakeholders will use them.

The selected company is expected to deliver the following:

**KAMP management will use the software to:**

- **Membership Management** – Register, track, and update member profiles, including contact information, membership status, and activity history.
- **Event Planning & Coordination** – Organize training sessions, meetings, and conferences, sending automatic notifications and reminders to members.
- **Financial Management** – Track membership fees, generate invoices, and manage financial reports for transparency.
- **Document Storage & Access** – Securely store and access important documents, such as regulations, meeting minutes, and reports.
- **Communication & Announcements** – Send official announcements, newsletters, and alerts to members through integrated email and SMS notifications.
- **Data Analysis & Reporting** – Generate reports on membership growth, event participation, and overall organization performance.
- **Feedback & Surveys** – Conduct surveys and gather feedback from members to improve services and engagement.

### **Individual Member Usage**

Each member will benefit from the software in the following ways:

- **Profile Access & Updates** – View and update personal details, membership status, and activity records.
- **Access to milk quality results** – get monthly results for milk quality testing
- **Event Registration** – Sign up for training, workshops, and networking events with ease.
- **Payment & Invoices** – Pay membership fees online and access past payment records.
- **Access to Resources** – Download important documents, guidelines, and learning materials.
- **Communication & Notifications** – Receive important updates, meeting reminders, and newsletters.
- **Feedback Submission** – Share feedback, participate in surveys, and engage in discussions.
- **Networking & Collaboration** – Connect with other members and professionals through a built-in communication platform.

This software will enhance operational efficiency, improve member engagement, and ensure smooth communication between KAMP management and individual members.

## **VI. Timeline**

The project will follow a structured timeline:

- **Phase 1:** Requirements Analysis & System Design (15 days)
- **Phase 2:** Development & Prototyping (10 days)

- **Phase 3:** Testing & Feedback Implementation (2 months)
- **Phase 4:** Deployment & Training (5 days)
- **Phase 5:** Post-Deployment Support & Maintenance (Ongoing)

## **VII. Responsibilities**

### **Developer Responsibilities**

- Design, develop, and implement the software as per the defined scope.
- Ensure system security, scalability, and integration capabilities.
- Provide necessary training and documentation for users.
- Offer technical support and troubleshooting post-deployment.

### **Client Responsibilities**

- Provide necessary farm data and operational insights.
- Participate in user testing and provide feedback.
- Facilitate farmer engagement for software training.

## **VIII. Budget & Payment Terms**

The budget will cover software development, deployment, training, and post-launch support. The payments will be released based on all milestone completion upon successful deployment and acceptance testing.

### **Language**

The language of software needs to be in Albanian language.

## **IX. Coordination & reporting**

The company will work under the direct supervision of KAMP project manager. The KAMP staff will closely follow the progress of work under this assignment.

## **X. Evaluation Criteria**

The selection of the software development team/vendor will be based on:

- Relevant experience in developing management systems.
- Technical expertise and proposed approach.
- Cost-effectiveness and timeline adherence.
- Client references and past project success.

## **XI. Qualification requirements**

- The economic operator must provide evidence that it has successfully completed contracts of the same nature (Similar member project)
- Proof of completed contracts for similar projects. (list of relevant projects)
- Experience in mobile application development. (list of relevant projects)

## **XII. Application procedure:**

**By February 12**, all interested companies should send their offer/application to info@shpqk.org, milazimmakolli@shpqk.org

Email should include a Cover letter, **CV of involved staff, References, Financial Offer, and Declaration of Relationship.**

**By February 13**, the evaluation of offers is going to be conducted and signed.

**By February 14**, the contract will be signed by both parties (companies and KAMP representatives).

**By February 15**, the company will start with the implementation of the contract.

## **XIII. Evaluation of the offers**

The incomplete applications or applications received after the submission deadline will not be considered.

The evaluation of offers will be based on the “best value for money principle” by using a weighted scoring method to evaluate the combination of the applicant’s qualifications (80%) and financial proposal (20%).

The award of the contract will be made to the bidder whose offer has been evaluated as:

- Responsive/compliant/acceptable, and
- Having received the highest combined score out of a weighted technical and financial evaluation specific to the solicitation

### **Technical evaluation (80%):**

The technical evaluation of the received offers will consist of:

- Education – 20%
  - Bachelor – 15%
  - Master – 20%
- Technical expertise and proposed approach [maximum 20%]
  - Two similar project successfully completed 10%
  - Three or more similar projects successfully completed 20%

Relevant experience in developing management systems [maximum 30 %].

- Up to 2 years of work experience – 10%
- 3-4 years of work experience – 20%
- More than 4 years of work experience – 30%

- Client references and past project success [maximum 10%]

Only the candidates who will reach the threshold of 40% of the technical qualification will be considered for the financial evaluation.

#### **Financial evaluation (20%)**

Based on the formula:  $20 * (\text{Lowest Price} / \text{Proposed Price})$ .

#### **XIV. Terms of payment**

- The payments will be released based on all milestone completion upon successful deployment and acceptance testing.
- The payments will be realized based on the email request sent to [info@shpqk.org](mailto:info@shpqk.org), [milazimmakolli@gmail.com](mailto:milazimmakolli@gmail.com)

#### **XV. Declaration of relationships**

The Applicant shall describe if their organization/employees have any business or personal relationships with closely associated party from We Effect, its Regional Office in Skopje, its governing bodies and employees.

Closely associated party (persons, physical or legal) as per We Effect's definition is considered person who has the possibility to exert control over, or significant influence on, the other person when it comes to financial and operative decision-making concerning an activity. The purpose of the Declaration is to disclose such information which makes the application and evaluation process more transparent and supports the bids in its relevance according to conditions on the open market.