



FINCA Kosovo is part of the FINCA Impact Finance network, a group of 18 microfinance institutions and banks that provides socially responsible financial services and enables low-income individuals and communities to invest in their futures.

INVITATION TO TENDER

FINCA Kosovo, invites all interested companies to submit their bids for the following tender:

“Mobile Application” with procurement number FINCA-111/24

- Articles/Services must be of high quality and reasonably priced, VAT should be included in the price.
- The bid validity must be two months (60 days) from the day of delivery.
- Prices are quoted per unit in Euro (€).
- The bidder must hold ISO Certification.
- The bidder must submit its references to similar services provided earlier.
- Attach the full address and contact details of the Bidder.
- FINCA Kosovo reserves the right to make changes to the specification, cancel this tender, re-invite individual bidders to re-submit their bid, disqualify a bidder without giving notice or reason.
- Bids that do not comply with the requirements set out in this document may be disqualified from the selection process.
- No expenses incurred during the preparation and submission of the price quote will be compensated by FINCA Kosovo.
- The selection criteria in this tender are based on the decision of the Tender Commission and the Management Board.

Interested parties can receive the application specification from April 16, 2024, at FINCA Kosovo head office at str. Robert Doll no. 112 - Prishtina. or at the official web page: www.kosovo.finca.org.

Offers must be in sealed envelope and addressed to the Administration Department clearly marked with the number of tender and must be submitted to the Head Office of FINCA Kosovo (Robert Doll No. 112, Prishtina) or via email at: procurement@fincakosovo.org

The deadline for submission of bids is Tuesday, 30.04.2024 at 16:00.

MOBILE APPLICATION BUSINESS REQUIREMENTS

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1. Objective

Institution's objective of integrating a mobile app into the core banking system is to provide customers with convenient, secure banking services directly from their smartphones. The mobile app serves as a powerful tool that extends the reach of traditional banking, offering a seamless and user-friendly interface for customers to manage their financial activities and provide a collaborative learning environment and space for customers to learn and develop new skills, knowledge and competencies at any time and from anywhere.

2. Loan Module

➤ **Loan Application menu:**

The aim of the "Loan Application" menu within the mobile app is to facilitate a seamless and user-friendly process for clients seeking to apply for loans.

Loan Application Process:

Step 1: User Registration/Login

Users download and install the FINCA Kosovo Microfinance mobile app from the respective app store. New users register for an account by providing essential information, such as personal details and contact information / If existing client of FKS, when users give initial information such as ID, name/surname, birth date, then automatically fills other fields from the core banking system. AML check option within the application integrated with the core banking system process of verification.

User Profile to be defined based on the compilation of the client information:

1. Verified User – the user has filled all the required information, uploaded the ID photo and municipality bill.
2. In process of verification User - the user has filled main of the required information / uploaded the ID photo.
3. Non verified User – The user has filled main of the required information, but no ID Photo is uploaded.

Verified User to be eligible to have premium services, such as automatic application approval,

etc. Step 2: Loan Product Selection

Users navigate to the loan application section within the app.

They are presented with a range of loan products offered by FINCA Kosovo, each with its terms, conditions, and loan product criteria.

Step 3: Application Form

Users select the desired loan product and are guided through a user-friendly application form (basically the reflection of core banking system interface).

The form collects necessary information as in the CBS, including personal details, loan purpose and Communication/marketing consent.

- Loan line: The application should provide data on the status of the loan line, including information about the approved amount, the amount utilized, the remaining amount for utilization, and all general conditions of the pre-approved loan line. Additionally, this menu should offer the possibility of applying for eventual utilization of the remaining portion.

Step 4: Document Submission

Users are prompted to upload supporting documents, such as identification, proof of income, and any other documentation required for the chosen loan product.

The app should facilitate document capture through the device's camera or allow users to upload pre-scanned documents.

Step 5: Confirmation and Review

Users review their submitted information to ensure accuracy and completeness.

The app may include validation checks to alert users about any missing or incorrect details before submission.

Step 6: Digital Authentication

Users electronically confirm the loan application, providing digital authentication confirmation. This step should involve an additional layer of authentication to ensure the validity of the signature.

Step 7: Application Status Dashboard

After submission, users gain access to a dedicated dashboard within the app. The dashboard displays the real-time status of their loan application, indicating whether it is pending, underreview, approved, or rejected (Real-Time Status Tracking).

Step 8: Push Notifications

Users receive push notifications on their mobile devices whenever there is a status update on their loan application. Notifications may include messages about the completion of document verification, approval, or any additional information required.

➤ **Integration of Automatic Loan approval 'Eligibility check feature' in Mobile App**

1. The mobile app must include a feature allowing clients to trigger the eligibility result for their loan applications directly within the application interface.
2. Upon initiating the eligibility check, clients should receive instant feedback on whether their loan application qualifies for automatic approval.
3. The feature should be seamlessly integrated into the existing user interface, ensuring intuitive navigation and a cohesive user experience.
4. The feature should be compatible with a wide range of mobile devices and operating systems, maximizing accessibility and usability for all clients.

➤ **Loan Repayment module:**

The "Loan Repayment" feature ensures a convenient and transparent process for users to fulfill their financial obligations. By offering multiple payment options, real-time confirmation, and easy access to repayment history, FINCA Kosovo aims to enhance customer satisfaction and make the loan repayment experience seamless for its users.

Step 1: Loan Repayment Section

Users access the loan repayment section within the FINCA Kosovo Microfinance mobile app.

Step 2: Loan Account Selection

Users choose the specific loan account they wish to make a repayment for, especially if they have multiple loans with FINCA.

Step 3: Repayment Options

The app presents users with various repayment options to be chosen, such as:

Integration with payment gateways (bank cards) - if selected, automatically to offer the payment gateway through the bank card with the steps needed for payment gateways

Step 4: Repayment Schedule

Users can view their upcoming repayment schedule within the app, including due dates and amounts. Automated reminders may be sent to users as the due date approaches.

Step 5: Payment and Real-Time Confirmation

Users review the repayment details and confirm the payment.

The app may provide a summary of the transaction, including the loan account details, repayment amount, and date.

Users receive real-time confirmation of the successful loan repayment.

A confirmation message is displayed on the app, and an email or SMS confirmation may also be sent to the user.

Step 7: Receipt Generation

The app generates a digital receipt for the loan repayment transaction, including details like transaction ID, date, and amount paid.

Users can access and download the receipt for their records.

Step 8: Repayment History

Users can view their complete loan repayment history within the app. The repayment history includes details of all past transactions, providing users with a comprehensive overview of their financial activities.

➤ **Payment date change**

This option should allow the client to initiate a request for a Payment date change, Generate the new repayment plan for the client before submitting the request so it can see the impact of this action, Show the extra cost that the client will need to pay for it, and receive the response.

➤ **Collateral Change/Release request**

This option should enable the client to submit a request for collateral change/release, offer the possibility to pay for the collateral change fee, the client should be able to upload the needed documents, have access to see the existing collateral list and be able to choose the collateral being changed/removed, have the possibility to input the new collateral details, be able to see the process status.

➤ **Campaign Info**

Offer the possibility of showing the Campaigns for products and services, in the form of a Pop-Up message and a Notification on the phone.

➤ **Loan Calculator:**

The "Loan Calculator" feature empowers clients by delivering clear estimates of monthly payments, repayment schedules, and total interest costs. It boosts financial transparency, enabling users to plan their commitments with greater confidence.

Step 1: Accessing the Loan Calculator:

Users navigate to the Loan Calculator feature within the mobile app. This could be located in a designated section, such as the financial tools or loan services area.

Step 2: Loan Type Selection:

Users choose the type of loan they are interested in from the available options. This might include personal loans, business loans, or other specific loan categories offered by FINCA Kosovo.

Step 3: Input of Loan Parameters:

Users input key loan parameters, including:

Loan Amount: The amount they are considering for borrowing.

Interest Rate: The expected or advertised interest rate for the selected loan type (it could be automatically assigned per specific product).

Loan Term: The desired duration for repaying the loan (e.g., in months).

Step 4: Calculation of Monthly Payments:

The loan calculator processes the input data to calculate the monthly installment amount. This includes principal and interest components.

Step 5: Visualization of Repayment Schedule:

Users are presented with a clear and detailed repayment schedule. This schedule outlines how much of each payment goes toward principal and interest over the loan term.

Step 6: Adjustable Parameters:

To assist users in making informed decisions, the loan calculator allows them to adjust the input parameters dynamically. Users can modify the loan amount, interest rate, or loan term to see how it impacts their monthly payments.

Step 7: Total Interest Calculation:

The calculator provides users with the total interest paid over the loan cycle, giving them insights into the cost of borrowing.

Step 8: Affordability Check:

The app may include an affordability check, indicating whether the estimated monthly payments align with the user's financial capacity.

Step 9: Save and Share:

Users have the option to save their loan scenarios for future reference or share the results with others.

Step 10: Call-to-Action:

The loan calculator feature should include a call-to-action, encouraging users to initiate the loan application process based on the calculated estimates.

➤ **Transaction History:**

The aim of the "Transaction History" feature within the mobile app is to provide clients with a comprehensive and accessible record of their financial activities.

Step 1: Accessing Transaction History:

Users navigate to the Transaction History feature within the mobile app. This section is usually found in the account or financial details area.

Step 2: Account Selection:

Users choose the specific account for which they want to view transaction history. This could include loan accounts, or any other financial products offered by FINCA Kosovo.

Step 3: Display of Transactions:

The app displays a comprehensive list of transactions related to the selected account, organized chronologically. Transactions include loan disbursements, repayments, and any associated fees or charges.

Step 4: Filtering Options:

Users can apply filters to refine the transaction history based on specific criteria, such as date ranges, transaction types, or amounts.

Filtering options enhance the user's ability to focus on specific financial activities.

Step 5: Transaction Details:

Users can select individual transactions to view detailed information, including transaction date, description, amount, and any associated fees.

Loan-related transactions will provide specific details such as disbursement amounts, repayment dates, and interest charges.

Step 6: Export and Print:

The app should offer features to export transaction history data for record-keeping or printing purposes. This functionality enables users to maintain a physical or digital copy of their financial transactions.

Step 7: Search Functionality:

Users can utilize a search function to quickly locate specific transactions by entering keywords or specific details related to the transaction.

Step 8: Summary and Insights:

The app may provide a summary or visual representation of the user's overall financial activity, highlighting key trends, total payments, and outstanding balances.

Step 9: Security Measures:

Transaction history is presented securely, with user authentication measures to ensure that sensitive financial information is protected.

Step 10: Notifications:

Users may receive notifications for significant transactions, ensuring they are promptly informed about important financial activities.

➤ **CX improvement:**

This part focuses on improving the CX of users. We're improving both the ChatBot and Branch Location features:

1. **ChatBot:**

ChatBot functionality undergoes significant improvement, offering real-time interaction with users, while it can also automatically answer questions using AI.

Customers will get responses that are more personal and helpful.

2. **Branch Location:**

Customers will find it easier to locate our branches using the app. They can click on a branch and quickly find directions using Google Maps.

We'll also show where customers can make installment payments through our partners. This makes it simple for customers to find the nearest place to pay their installments.

➤ **Q&A**

Additional menu where the user can find more information about common questions related to services and products of FINCA.

Separately to add Contact Center phone number with the option "click to call".

For the respective menu, place a video animation to explain the corresponding processes.

3. E learning through Learning and Development Center

Step 1: Browse E-Learning Courses

List e-learning courses available for our customers. Each course should consist of a photo that can summarize the aim of the course and enable to click on the photo to continue enrolling to the respective course. Initially, we'll start by offering the course in Albanian language, however as we move on, serve to our Serbian customers as well.

Step 2: Details of the course with information at what language the course is taught, approximately how long should the e-learning session last (i.e. 25 minutes to complete), objective of the course, course modules, and “enroll for free” link to access the training.

Step 3: when clicking the “enroll for free” link, customers should Sign Up with very basic information required.

Step 4: the course might consist of a video presentation, short quizzes. Easy to navigate.

Step 5: After completing the session, there should be a button to save the Certificate with the name of the customers who successfully completed the training. Since this is a mobile version, it should be available to save the certificate, whereas on web version, to also be able to print.

4. Security

1. Provide documentation for the mobile app functions and features, communication between the mobile app and the core system.
2. Implement secure protocols, authentication, and authorization mechanisms to protect data during transmission and access. Clearly outline security measures for data protection, authentication, and authorization to safeguard sensitive information.
3. Integrate the mobile app to the core banking system, considering data consistency and integrity. Clearly define how the app will integrate with the core system, including data exchange, API usage, and interoperability requirements.
4. Design the infrastructure to handle potential increases in traffic as the user base grows. Specify how well the app can handle increased load or user base, ensuring it scales seamlessly with growing demands. Finca Kosove will provide the hardware resources.
5. Propose a reliable and redundant server and network infrastructure that meets security, performance, and availability requirements of the mobile app.
6. Perform proper installations and configurations for successful and reliable deployment of the mobile app.
7. Set up a notification service to enable timely updates and engagement with users. Guarantee mobile app’s maintenance during its lifecycle.
8. Ensure compliance with data protection regulations and industry standards relevant to the mobile app.
9. Define compatibility with various devices, operating systems, and versions to guarantee a consistent user experience.
10. Address how easily the app can be updated, enhanced, or fixed without disrupting its functionality.
11. Configure mobile app to be connected to the Finca Kosove disaster recovery copy of Core Banking System(CBS) if/when the CBS in the live site fails.

