



Terms of Reference (ToR): Development and Digitalization of KRCT Human Resources Management System (HRMS)

1. Background

The Kosovo Rehabilitation Centre for Torture Victims (KRCT) is a non-governmental organization dedicated to providing rehabilitation services for survivors of torture, war-related sexual violence, and other vulnerable groups, while promoting human rights, justice, and institutional accountability.

As part of its organizational development and commitment to strengthening internal governance, KRCT seeks to digitalize its Human Resources (HR) management processes through a tailored Human Resources Management System (HRMS) that could either be developed from scratch or be customized from existing tools. The system will replace manual and fragmented HR processes with an integrated digital platform that improves efficiency, transparency, data security, and reporting.

The HRMS will be specifically designed to meet KRCT's organizational structure, HR policies, and operational needs.

2. Objective

The objective of this assignment is to design, develop, test, and deploy a customized Human Resources Management System that digitalizes KRCT's core HR functions and improves HR administration, workflow management, staff performance monitoring, and organizational learning. Overall, KRCT is expected from the expert(s) to outline a couple of options that could meet KRCT's needs and to help set-up the selected option.

3. Scope of Work

The selected consultant/company shall customize or develop a secure, user-friendly, web-based HRMS tailored to KRCT's requirements.

The system shall include, at minimum:

- Enable KRCT to digitalise the modules* listed below
- Be easy to use
- Be sustainable to use, including in terms of costs and durability of the tool/software

***Note: for all modules, KRCT currently listed what it would ideally want to digitalise. That said, it is open to feedback from the selected experts about any areas that may be too cumbersome to fit into the selected tool/software.**

Module 1 – Recruitment workflow

The recruitment module shall support the complete recruitment cycle. For example, KRCT wants to progress on digitalization of the following.

- Creation and approval of vacancy requests
- Publishing vacancy announcements
- Candidate registration/application management
- Candidate database
- Selection documentation
- Recruitment history and archive

Module 2 – Leave administration

The leave management module shall include:

- Annual leave management
- Sick leave
- Maternity/paternity leave
- Official leave categories defined by KRCT
- Leave request workflow
- Supervisor approval process
- Leave balance calculation
- Calendar view
- Leave reports
- Exportable reports

Module 3 – Performance appraisal system

The performance management module shall include:

- Annual and mid-year performance reviews
- Individual objectives
- Supervisor evaluations
- Development plans
- Reporting dashboard

Module 4 – Staff profile administration

The employee profile module shall include:

- Personal information
- Employment history
- Position and department
- Contract management
- Job descriptions
- Emergency contacts
- Uploaded personnel documents
- Employment status

- User permissions based on roles

Module 5 – Training/capacity building tracking

This module shall include:

- Individual training records
- Internal and external trainings
- Certificates repository
- Training calendar
- Training reports
- Exportable statistics

4. General System Requirements

The system should include:

- Secure login and authentication
- Role-based access control
- Administrator dashboard
- HR dashboard
- Employee self-service portal
- Search functionality
- Automated notifications via email
- Data backup functionality
- Document upload and storage
- Export to Excel and PDF
- Responsive design (desktop, tablet, mobile)
- GDPR-compliant data protection and security measures
- Multilingual interface (minimum Albanian and English)

5. Deliverables

The consultant/company shall provide:

1. A list of 2-3 options that could meet KRCT's needs, with pros and cons of each option, including in terms of cost, complexity to set-up and ease of use
2. Functional and technical system design document for the option that will be selected by KRCT
3. Customized HRMS developed according to KRCT requirements
4. Fully functional five HR modules and modifications based on testing
5. Bug fixing and final deployment
6. User manuals (Administrator and Employee)
7. Training for HR staff and system administrators
8. Source code and full ownership rights transferred to KRCT
9. Warranty and post-launch technical support

6. Duration

The design and roll-out of the system is expected to be completed within **3 months** from the date of contract signature (at latest by 30 October 2026). KRCT is therefore expecting the selected expert(s) to be very available and responsive, particularly in September and October.

7. Required qualifications

The consultant/company should demonstrate:

- Proven experience developing digital Human Resource Management Systems or similar business management platforms
- Experience designing workflow automation systems
- Expertise in web application development
- Experience with secure database architecture
- Ability to provide long-term technical support
- Previous experience with NGOs or international organizations is considered an asset

8. Technical requirements

The proposed solution should:

- Be web-based
- Use a relational database
- Allow future expansion with additional HR modules
- Support regular system backups
- Include user activity logs
- Allow import/export of data
- Ensure high data confidentiality and encryption
- Be compatible with modern browsers

9. Ownership and confidentiality

In case the selected option is a tool developed from scratch, all software, source code, databases, documentation, configurations, and related intellectual property developed specifically under this assignment shall become the exclusive property of KRCT upon final payment. The consultant/company shall maintain strict confidentiality regarding all organizational and personnel data accessed during the assignment and shall comply with applicable data protection legislation and KRCT's internal confidentiality policies.

10. Submission of applications

Interested consultants or companies are invited to submit the following documents:

- Consultant/company profile and relevant experience
- CVs of the proposed key personnel

- Technical Proposal (including initial thoughts on which options could meet KRCT's needs) and workplan
- A detailed budget in EUR, including all professional fees, software development costs, testing, training, deployment, documentation, and any other associated costs

Applications must be submitted electronically no later than **03.08.2026 at 16:00**.

Applications received after the deadline will not be considered.

Applications should be sent by email to:

Email: info@krct.org

Subject line: *Application – Development of KRCT Human Resources Management System (HRMS)*

11. Selection Process

Only shortlisted applicants may be invited for a presentation and/or clarification meeting before the final selection.

KRCT reserves the right to accept or reject any application, to cancel the procurement process at any stage, or to negotiate with the selected applicant prior to contract award, without incurring any liability to applicants.