



Terms of References

For engagement of service provider for creation of software for membership data-base

31.07.2025

I. Background

National Federation of Farmers represents the largest network of farmers and farmer's organizations in the country. It has inherited all the institutional memory and experience from the Federation of Farmers of RM. It unites the effort of 43 local farmers' organizations and cooperatives, representing the voice of more than 3.000 members and cooperating with almost all key players in the agriculture and agribusiness sector.

National Farmers Federation has expanded its scope of action. This means that besides farmers, agricultural associations, and agricultural cooperatives, the organization will continue to strengthen and support vulnerable categories in rural areas, greater support for young people and women, and their direct involvement in the development of agriculture through decision-making and active action.

In addition to agriculture, one of the organization's main focuses is rural development, ie dealing with the problems and challenges that the rural population faces, such as poverty and limited approaches of the rural population to health services, education, information law, and decision-making power.

The main pillar of action is lobbying to define the problems from the field and by joint work and analysis will be presented in front of the competent institutions for finding a common solution, which is in the interest of the farmers and the welfare of our entire country.

The focus of the National Farmers' Organization, which will continue to function under the slogan "Together for success" and the logo that symbolizes the labour and production of our farmers, is solving the biggest problems, which is placement and quality production. The mission of the rebranded organization is the ORGANIZED FARMER LEADER IN THE AGRICULTURAL AND RURAL DEVELOPMENT OF THE REPUBLIC OF MACEDONIA. The vision to which we strive is - PROFITABLE AGRICULTURE - STABLE VILLAGE.

From May 2021, NFF implements the project "Supporting small scale farmer in Republic in North Macedonia-Core support to NFF" that is supported by Swedish development organization We Effect.

The objective of the "Supporting small scale farmer in Republic in North Macedonia-Core support to NFF" is support of the implementation of the National Federation of farmers' Strategic plan, that aims at:

- Organizational development
 - Establishment of a system for lobbying and advocacy
 - Information and education of members
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- Economic empowerment of farmers in rural areas (special focus on women and youth)
 - Development of rural areas and adaptation of agriculture to the new climate change
 - Improvement of gender equality
 - Regional networking and cooperation with other agricultural associations and international organizations and institutions

II. Objective of the assignment

The overall objective of the engagement of the expert is to design, develop, and deploy a user-friendly, secure, and scalable software system that allows the organization to manage its membership database, record and schedule visits with members, and track meetings and follow-ups.

III. Expected deliverables

The service provider will be responsible for delivering the following:

- Membership Database Module
 - Registration of new members with full profile data (name, contact, type of agriculture activities, date of joining, member of Network for rural women or youth, gender, age etc.)
 - Notification on the deadlines, membership experience
 - Ability to update, deactivate/reactivate, or delete members
 - Search and filter functions by region, category, join date, etc.
 - Visit Management Module
 - Scheduling of field visits or meetings with members
 - Logging completed visits (date, notes, staff involved)
 - Setting automated reminders and notifications
 - Meetings Management Module
 - Calendar integration for planning internal and external meetings
 - Member invitations and confirmations
 - Agenda, minutes, and follow-up actions recording
 - User Roles and Access Levels
 - Admin, Manager, and Field Staff roles with different access permissions
 - Reporting and Analytics
 - Exportable reports (Excel/PDF) on member statistics, visits conducted, meetings held
 - Dashboard views for summary metrics
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- Technical Requirements

- Web-based and/or mobile-responsive interface
- Secure login and data protection
- Backup and recovery functionality

- Documentation and Training

- User manual and admin manual
- Training for staff (on-site or online)

IV. Expected workload i.e. time for delivery of the service:

The service provider should deliver the memberships data-base on Macedonian language as final.

Schedule of milestones and means of measurement/verification of their completion

| Month | Milestone | Means of verification |
|-------------------|--------------------------------|---|
| 01 September 2025 | Engagement of Service Provider | Contract with the Service Provider |
| 26 September 2025 | | Delivered membership-data base and time sheet |

Reference project activities/budget lines:

Project activity

| | |
|------|--|
| 1.a. | Creation of software for membership data-base, visits and meetings with the membership |
|------|--|

Budget line:

| | |
|------|---|
| 1.a. | Development of NFF strategy 2024-2028, operational plans, budgets, new projects, regional representation model provides stable portfolio of NFF |
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Expected duration of assignment is in the period of 30.08.2025 to 26.09.2025.

V. Duty travel & accommodation

N/A

VI. Coordination & reporting

The engaged service provider will report directly to NFF Executive director.



VII. Qualification requirements

Mandatory technical criteria:

Professional Experience:

- Proven experience in custom software development for at least 5 years
- Experience in developing secure, scalable web/mobile systems for at least 5 years
- Familiarity with data privacy and information security standards
- Strong client references and portfolio

VIII. Application procedure:

Interested parties for this ToR should submit the following mandatory documents:

- Up to date portfolio/CV clearly indicating work on similar assignments (which will include references of documents, analysis, reports, research, and similar tasks)
- Financial offer. The offer should be expressed in MKD with included VAT
- Declaration of relationship (signed)

Offers to be submitted on email **vidanka.martinovska@nff.org.mk** and **nff@nff.org.mk** no later than **30.08.2025**.

All questions you may have can be addressed on email **vidanka.martinovska@nff.org.mk** till **11.08.2025**.

IX. Evaluation of the offers

Offers with incomplete documentation and/or offers received after the deadline will not be taken into consideration.

Best value for money principle will be taken into account by using a weighted scoring method to evaluate the combination of the applicants' qualification and experience (60points) and financial offer(40points).

The evaluation will allocate a total of maximum **100 points**, with maximum **60 points** for the service provider technical qualifications and experience and maximum **40 points** for the financial offer.

Candidates must score at least **36 points** in the technical evaluation (60% of the maximum available) to qualify for financial evaluation.

Evaluation criteria and scoring

| Criteria | | Scoring |
|---|---------------|---------|
| Technical Evaluation | | |
| <ul style="list-style-type: none">Proven experience in custom software development for at least 5 years | No experience | 0 pts |



| | | |
|---|--|----------------|
| | 5 -10 years | 5 pts |
| | 10 and above | 10 pts |
| <ul style="list-style-type: none"> Experience in developing secure, scalable web/mobile systems for at least 5 years | Less than 5 years of relevant professional experience. | 0 pts |
| | Up to 5 years of relevant professional experience | 15 pts |
| | More than 5 years of relevant professional experience | 20 pts |
| <ul style="list-style-type: none"> Familiarity with data privacy and information security standards | No information | 0 pts |
| | Familiarity with data privacy and security standards visible and expressed | 15 pts |
| <ul style="list-style-type: none"> Strong client references and portfolio of similar work | Strong client references and portfolio of similar work expressed | 15 pts |
| Financial Evaluation | | |
| <ul style="list-style-type: none"> Price Offer | =40 pts* (Lowest Price / Proposed Price) | Max 40 pts |
| Total | | 100 pts |

X. Terms of payment

Payment will be made upon completion of the total assignment and submitting expected data base and time sheet. Once deliverables are submitted by the engaged expert as indicated in Section IV- and approved by the Executive manager, the payment of the total contracted fee will be paid.

XI. Declaration of relationships

The expert shall describe if he/she have any present or past business or personal relationships with closely associated party from NFF, its governing and executive bodies. Closely associated party (persons, physical or legal) 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.

Business relationships do not refer solely to contracting arrangements but also to one-off engagements. Personal relationships do not refer solely to immediate family, but also to extended relatives, friends, and acquaintances.

The purpose of the Declaration is to disclose such information which makes the offer and evaluation process more transparent and supports the bids in its relevance according to conditions on the open market.

Declaring any relationship shall NOT disqualify the expert from the procurement but rather contribute to more transparent evaluation process.