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Request for proposal (RFP) for services

Provision of services for conducting Local Governance Assessment in the 34 municipalities

RFP No. UNOPS-EP-2014-S-013

Date: 07 October 2014

**Request for proposal
(Provision of services for conducting Local Governance
Assessment in the 34 municipalities)
RFP No. UNOPS-EP-2014-S-013**

Section 1: Proposal data

RFP number: RFP UNOPS-EP-2014-S-013
Project: European PROGRES
Procurement official's name: Bozidar Radivojevic
Email: bozidarr@unops.org
Telephone number: +38111 2445-687
Facsimile: +38111 2445-687
Issue date: 07 October 2014

Pre-proposal conference / site visit - not applicable

Date:
Time:
Mode:
Place:

Requests for clarifications due - not applicable

Date:
Time:

UNOPS clarifications to bidders

Responses to requests for clarification shall be communicated to bidders by posting responses on UNOPS web site (www.unops.org), LBHT web site (<http://www.sagradimodom.org>) and EUPROGRES website (www.euprogres.org) under ITB Case No. UNOPS-EP-2014-S-013. Requests for clarification from bidders will not be accepted any later than 4 days before the Deadline for Bid Submission.

Proposal due

Date: 28 October 2014
Time: 12:00h, noon, CET (Serbian time zone UTC+01:00)

Oral presentations – not applicable

Date:
Mode:
Place:

Planned award date

Date: November 2014

Planned contract start date / delivery date (on or before)

Date: November 2014

**Request for proposal
Provision of services for conducting Local Governance
Assessment in the 34 municipalities
RFP No. UNOPS-EP-2014-S-013**

Section 2 – RFP letter

UNOPS plans to procure services for conducting Local Governance Assessment in the 34 municipalities as defined in accordance with these documents. UNOPS now invites sealed proposals from qualified bidders for providing the requirements as defined in the UNOPS Terms of Reference attached hereto. Proposals must be received by UNOPS at the address specified not later than 12:00h, noon, CET (Serbian time zone UTC+01:00) on 22 September 2014.

This RFP is conducted in accordance with the UNOPS Procurement Manual and all other relevant directives and issuances and can be accessed by following the below link. For clarification on specific issues or to learn more details about procurement at UNOPS bidders are encouraged to consult the UNOPS Procurement Manual. In case of contradictions between this RFP and the UNOPS Procurement Manual, the UNOPS Procurement Manual shall prevail.

<http://www.unops.org/SiteCollectionDocuments/Procurement/UNOPS%20procurement%20manual%20EN.pdf>

This UNOPS RFP consists of six sections and a series of annexes that will be completed by bidders and returned with their proposal:

- RFP section 1: Proposal data sheet
- RFP section 2: RFP letter (this document)
- RFP section 3: Instructions to bidders
- RFP section 4: UNOPS terms of reference/statement of work
- RFP section 5: UNOPS General Conditions of Contract (goods/services/small services)

Annex A	Proposal/no proposal confirmation form
Annex B	Mandatory requirements/pre-qualification criteria
Annex C	Technical proposal submission form
Annex D	Financial proposal submission form
Annex E	UNGM Vendor registration form

Interested bidders may obtain further information by contacting this email address:
srpc.procurement@unops.org

Pre-cleared by:

Date: 07/10/2014



Bozidar Radivojevic; Procurement Reviewer

Approved by:

Date:



Graeme Tyndall; RSPC Programme Manager

**Request for proposal
Provision of services for conducting Local Governance
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Section 3: Instructions to bidders

1 Introduction

- 1.1. UNOPS invites qualified firms to submit technical and Financial Proposals to provide services associated with the UNOPS requirement for provision of services for conducting Local Governance Assessment in the 34 municipalities at its UNOPS/European PROGRES programme, Sumatovacka 59, 11 000 Belgrade.
- 1.2. A description of the services required is described in RFP section 4 terms of reference.
- 1.3. UNOPS may, at its discretion, cancel the requirement in part or in whole.
- 1.4. Bidders may withdraw the proposal after submission provided that written notice of withdrawal is received by UNOPS prior to the deadline prescribed for submission of proposals. No proposal may be modified subsequent to the deadline for submission of proposal. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity.
- 1.5. All proposals shall remain valid and open for acceptance for a period of 90 calendar days after the date specified for receipt of proposals. A proposal valid for a shorter period may be rejected. In exceptional circumstances, UNOPS may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.
- 1.6. Effective with the release of this solicitation, all communications must be directed only to UNOPS Procurement Official, Bozidar Radivojevic by email at srpc.procurement@unops.org. Bidders must not communicate with any other personnel of UNOPS regarding this RFP.

2 Cost of proposal

The cost of preparing a proposal, attendance at any pre-proposal conference, meetings or oral presentations shall be borne by the bidders, regardless of the conduct or outcome of the solicitation process. Proposals must offer the services/goods for the total requirement; proposals offering only part of the services/goods will be rejected unless the option of submitting a proposal for any or all lot/s of the requirement has been expressly stated in the terms of reference/statement of work.

3 Eligibility

Bidders must not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by UNOPS to provide consulting services for the preparation of the design, terms of references, and other documents to be used for the procurement of the services/goods under this request for proposal.

Bidders must not be under a declaration of ineligibility for corrupt and fraudulent practices published by UNOPS on its website. Bidders must meet the eligibility criteria as published on the [UNOPS website](#).

4 Clarification of solicitation documents

- a. A prospective bidder requiring any clarification of the solicitation documents may notify UNOPS in writing at UNOPS mailing or email address indicated in the RFP by the specified date and time. UNOPS will respond in writing to any request for clarification of the solicitation documents that it

receives by the due date outlined on page 1. Written copies of UNOPS response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the solicitation documents.

If the RFP has been advertised publicly, the results of any clarification exercise (including an explanation of the query but without identifying the source of inquiry) will be posted on the UNOPS website and UNGM.

5 Amendments to solicitation documents

At any time prior to the deadline for submission of proposals, UNOPS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the solicitation documents by amendment. All prospective bidders that have received the solicitation documents will be notified in writing of all amendments to the Solicitation documents. For open competitions, all amendments will also be posted on the UNOPS website and UNGM in the tender notice.

In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, UNOPS may, at its discretion, extend the deadline for the submission of proposal.

6 Language of bids

The bids prepared by the bidder and all correspondence and documents relating to the proposal exchanged by the bidder and UNOPS, shall be written in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an appropriate translation of all relevant passages in English. In any such case, for interpretation of the bid, the translation shall prevail. The sole responsibility for translation and the accuracy thereof shall rest with the bidder.

7 Submission of proposal

- 7.1. Technical and financial proposals should be submitted simultaneously but in separate sealed envelopes with the RFP reference and the clear description of the proposal (technical or financial) by the date and time stipulated in this document. When submission is in hard copy both inner envelopes should indicate the name and address of the bidder. The first inner envelope should contain the bidder's technical proposal with copies duly marked "original" and "copy". The second inner envelope should include the financial proposal duly identified as such. If the envelopes are not sealed and marked as instructed, UNOPS will assume no responsibility for the misplacement or premature opening of the proposals submitted.

- 7.1.1. Technical proposals should be submitted in one (1) original envelope accompanied by the forms prescribed in this RFP, clearly marked as technical proposal with additional copies and an electronic copy on a CD or a USB stick in MS Word for Windows 2003 or higher format. Technical proposals (both original and copies) must be sealed in a specially marked envelope labelled:

RFP No UNOPS-EP-2014-S-013 – Provision of services for conducting Local Governance Assessment in the 34 municipalities – TECHNICAL PROPOSAL- (name and address of bidder)

Financial proposals should be submitted in one (1) original envelope on the form prescribed herein and an electronic copy on a CD or USB stick in MS Excel for Windows 2003 or higher format. Financial proposals should be sealed separately in a specially marked envelope labelled:

DO NOT OPEN! - RFP No UNOPS-EP-2014-S-013 - Provision of services for conducting Local Governance Assessment in the 34 municipalities – FINANCIAL PROPOSAL- (name and address of bidder)

7.1.2. All proposals will be addressed as follows for mailing:

Procurement Unit, UNOPS/European PROGRES, Sumatovacka 59, 11 000
Belgrade

7.1.3. Bidders should use recycled paper for all printed and photocopied documents related to the submission of this proposal and fulfilment of this contract and shall, whenever practicable, use both sides of the paper. Bidders are encouraged to use green alternatives to bind their proposals instead of binders.

7.2. Proposals should be received by the date time and means of submission stipulated in this RFP. Bidders are responsible for ensuring that UNOPS receives their proposal by the due date and time. Proposals received by UNOPS after the due date and time may be rejected.

7.3. The "Certificate of Bidder's Eligibility and Authority to Sign Proposal" contained in this RFP must be executed by a representative of bidder who is duly authorized to execute contracts and bind the bidder. Signature on the certificate represents that the bidder has read this RFP, understands it and agrees to be bound by its terms and conditions. The bidder's proposal with any subsequent modifications and counter-proposals, if applicable, shall become an integral part of any resulting contract.

8 Late proposals

Any proposals received by UNOPS after the deadline for submission of proposals prescribed in this document, may be rejected.

9 Clarification of proposals

To assist in the examination, evaluation and comparison of proposals, UNOPS may, at its discretion, ask the bidder for a clarification of its proposal. The request for clarification and the response shall be in writing and no change in the price or substance of the proposal shall be sought, offered or permitted. UNOPS will review minor informalities, errors, clerical mistakes, apparent errors in price and missing documents in accordance with the UNOPS Procurement Manual 8.9 Discussions with vendors.

10 Proposal currencies

All prices shall be quoted in RSD (Republic of Serbia Dinar).

UNOPS reserves the right not to reject any proposals submitted in another currency than the mandatory bidding currency stated above. UNOPS may accept proposals submitted in another currency than stated above if the bidder confirms during clarification of proposals (8) in writing that it will accept a contract issued in the mandatory proposal currency and that for conversion the official United Nations operational rate of exchange of the day of RFP deadline as stated in the RFP letter shall apply.

Regardless of the currency of proposals received, the contract will always be issued and subsequent payments will be made in the mandatory bidding currency above.

11 Mandatory/pre-qualification criteria

11.1. The mandatory requirements/pre-qualification criteria have been designed to assure that, to the degree possible in the initial phase of the RFP procurement process, only those bidders with sufficient experience, the financial strength and stability, the demonstrable technical knowledge,

the evident ability to satisfy UNOPS requirements and superior customer references for supplying the services envisioned in this RFP will qualify for further consideration. UNOPS reserves the right to verify any information contained in bidder's response or to request additional information after the proposal is received. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect your evaluation.

- 11.2. Bidders will receive a pass/fail rating in the mandatory requirements/pre-qualification criteria section. In order to be considered for Phase I, bidders must meet all the mandatory requirements/pre-qualification criteria described in this RFP.

12 Evaluation of technical and financial proposal

12.1. Phase I - Technical proposal (number of points)

- 12.1.1. Only bidders meeting the mandatory criteria will advance to the technical evaluation in which a maximum possible 70 points may be determined. An evaluation committee appointed by UNOPS will carry out the technical evaluation applying the evaluation criteria and point's ratings as listed below. In order to advance beyond Phase I of the detailed evaluation process to Phase II (financial evaluation) a proposal must have achieved a minimum cumulative average score of 49 points.

	Expertise of Firm / Organization submitting Proposal	30 points
	Proposed Work Plan and Approach - Understanding of the background - Methodology - Work Plan	20 points
	Personnel - Combined qualifications of the team - National expert qualifications	20 points
	TOTAL	70 points

12.2. PHASE II - FINANCIAL PROPOSAL - 30 points

- 12.2.1. Financial proposals will be evaluated following completion of the technical evaluation. The bidder with the lowest evaluated cost will be awarded 30 points. Financial proposals from other bidders will receive pro-rated points based on the relationship of the bidder's prices to that of the lowest evaluated cost.

12.2.1.1. Formula for computing points:

$$\text{Points} = (A/B) \text{ Financial Points}$$

Example: Bidder A's price is the lowest at \$10.00. Bidder A receives 30 points
 Bidder B's price is \$20.00. Bidder B receives $(\$10.00/\$20.00) \times 30$ points = 15 points

13 Preparation of proposal

- 13.1. You are expected to examine all terms and instructions included in the solicitation documents. Failure to provide all requested information will be at bidder's own risk and may result in rejection of bidder's proposal.
- 13.2. Bidder's proposal must be organized to follow the format of this RFP. Each bidder must respond to every stated request or requirement and indicate that bidder understands and

confirms acceptance of UNOPS stated requirements. The bidder should identify any substantive assumption made in preparing its proposal. The deferral of a response to a question or issue to the contract negotiation stage is not acceptable. Any item not specifically addressed in the bidder's proposal will be deemed as accepted by the bidder. The terms "bidder" and "contractor" refer to those companies that submit a proposal pursuant to this RFP.

- 13.3. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Failure to provide an answer to an item will be considered an acceptance of the item. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.
- 13.4. The terms of reference/statement of work in this document provides a general overview of the current operation. If the bidder wishes to propose alternatives or equivalents, the bidder must demonstrate that any such proposed change is equivalent or superior to UNOPS established requirements. Acceptance of such changes is at the sole discretion of UNOPS.
- 13.5. Proposals must offer services/goods for the total requirement, unless otherwise permitted in the solicitation document. Proposals offering only part of the services/goods may be rejected unless permitted otherwise in the solicitation document.
- 13.6. Bidder's proposal shall include all of the following labelled annexes:

RFP submission (on or before proposal due date):

As a minimum, bidders shall complete and return the below listed documents (Annexes to this RFP) as an integral part of their proposal. Bidders may add additional documentation to their bids as they deem appropriate.

Failure to complete and return the below listed documents as part of the proposal may result in proposal rejection.

Part 1 of proposal	Mandatory Requirements/pre-qualification criteria (Annex B hereto)
Part 2 of proposal	Technical Proposal Submission Form (Annex C hereto) <ul style="list-style-type: none"> - Firms expertise - Technical approach - Time Schedule and time management based on planned manpower - Overview of personnel and their qualification - The CVs of the international and national expert(s) <p>Note: do not include any information on pricing</p> <p>(see detailed evaluation criteria in relation to the proposal in the evaluation table, Annex C)</p>
Part of proposal	Financial Proposal Submission Form (Annex D hereto) Sealed in a separate envelope
Part of proposal	UNGM Vendor registration form (Annex E hereto)

If after assessing this opportunity you have made the determination not to submit your proposal we would appreciate if you could return this form indicating your reasons for non-participation.

Pre-submission:

Bidders shall complete and return the Proposal/no proposal confirmation form prior to the submission deadline indicating whether they do or do not intend to proposal.

Stand-alone document	Proposal/no proposal confirmation form (Annex A hereto)
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14 Format and signing of proposal

The proposal shall be typed or written in indelible ink and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the proposal.

A proposal shall contain no interlineations, erasures, or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the proposal.

15 Award

- 15.1. Award will be made to the responsible and responsive bidder with the highest evaluated proposal following negotiation of an acceptable contract. UNOPS reserves the right conduct negotiations with the vendor regarding the contents of their offer. The award will be in effect only after acceptance by the selected bidder of the terms and conditions and the terms of reference/statement of work. **The contract will reflect the name of the firm whose financials were provided in response to this RFP.**
- 15.2. The selected bidder is expected to commence providing services as of the date and time stipulated in this RFP.

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Section 4: UNOPS terms of reference

Terms of reference

1. The Background

European PROGRES is a multi-donor Programme, financed by the European Union (EU), the Government of Switzerland and the Government of Serbia, designed to support sustainable development in the South East and South West Serbia. The Programme has been conceptualised jointly with the European Integration Office of the Government of the Republic of Serbia (SEIO), which has responsibility for monitoring implementation and providing assistance and facilitation. The United Nations Office for Project Services (UNOPS) has been granted with an initial budget of 17.46 million Euros and has the overall responsibility for the Programme implementation.

Through a multi-sector approach this Programme will contribute to sustainable development of underdeveloped areas and creation of more favourable environment for infrastructure and business growth by strengthening local governance, improving vertical coordination, planning and management capacities, improving business environment and development, as well as enhancing implementation of social inclusion and employment policies.

The Programme works towards achieving four main results, while good governance principles are interwoven as a cross cutting aspect of the entire intervention:

1. Strengthened local governance, planning and management capacities through introduction of new, or improvement/elimination of existing procedures and processes in line with the principles of good governance
2. Increased competitiveness of local economy through improved business environment and management/organizational capacities of small and medium enterprises/agricultural cooperatives
3. Improved access to employment, offering equal opportunities to both men and women, and social inclusion of most vulnerable and marginalised groups through development and implementation of local policies resulting in reduced migration from South East and South West Serbia
4. Effects of Serbia's European accession communicated to general public.

Final beneficiaries, but also the key stakeholders and financial contributors of this Programme are **34 municipalities** from the third and fourth group of development level, which have responsibility of taking ownership of activities implemented in their territory:

- Novi Pazar, Ivanjica, Nova Varoš, Priboj, Prijepolje, Raška, Sjenica and Tutin, in the South West Serbia
- Prokuplje, Blace, Žitorađa, Kuršumlija in the Toplica District
- Leskovac, Bojnik, Vlasotince, Lebane, Medveđa and Crna Trava in the Jablanica District
- Vranje, Bosilegrad, Bujanovac, Vladičin Han, Preševo, Surdulica and Trgovište in the Pčinja District
- Brus in Rasinska District
- Aleksinac, Gadžin Han, Doljevac, Merošina and Svrlijig in Niški District
- Babušnica, Bela Palanka in Pirotski District
- Knjaževac in Zaječarski District.

Other beneficiaries include municipality-founded institutions and public utility companies, civil society organisations (CSO) and media in the participating municipalities. It is the inhabitants of the South East and South West Serbia who will feel the biggest benefits of the Programme.

2. Justification of the Intervention

Some of the key functions and the key responsibilities of any local governments are their responsiveness and accountability to the citizens' demands, their transparency and inclusiveness in decision making and their effectiveness and efficiency in service delivery. An inherent characteristic of the most of the stated is presence of a process, complex or less complex, which should be running in parallel to the execution of a function or to the fulfilling of a responsibility. This process, constituted out of synergic co-operation among key local actors – local governments, citizens and their organisations, other public and private organisations and institutions, media etc.- is usually being referred to as good governance.

Development programmes should have an important, specific dimension within themselves and that is to contribute to advancement of democratic, accountable, transparent, effective and efficient governance in the recipient country, while implementing other activities with more tangible and visible outcomes, such as for example, municipal infrastructure projects .

The work on good governance as a cross cutting theme distinguished the previous iteration of the Programme (EU PROGRES, which was implemented from 2010 until March 31st 2014) from other similar interventions in Serbia, when rather theoretical concepts, such as accountability, efficiency, or non-discrimination, were transformed into clear and practical content, tangible both to local self-governments (LSGs) and the citizens. Some 55 new or revised local policies and regulations, each and every enhancing one or more good governance principles, were developed and adopted by appropriate local governments' bodies in that period.

The European PROGRES is looking to scale up that intervention and to introduce in close collaboration with the local self-governments and other key stakeholders targeted *governance reforms* in municipalities that poses adequate capacities to carry out the related activities and the willingness to get involved in the process.

The first step in this process is to perform a *local governance assessment* (LGA), a normative exercise in which the performance of key stakeholders in local governance (such as local self-governments, civil society etc.) is measured against an ideal level of good governance. In other words, the LGA is to provide an analytical frame based on the Good Governance principles (accountability, transparency, participation, non-discrimination and efficiency) which is to provide a basis for an in-depth and evidence-based analysis of the local governance state in the said municipalities. It is an important step on a path of increasing accountability and optimising the performance of local governments, increasing citizens direct and indirect participation in local decision making processes, thus contributing to greater transparency in public affairs, improving public service delivery in terms of efficiency and effectiveness, or identifying institutional capacity gaps, to mention but a few.

Also, the LGA will serve as the governance baseline upon which the selection of the municipalities eligible to become involved in the local governance reform process will be made.

3. Development Objective

The overall objective of the intervention is contribute to the advancement of democratic, accountable, transparent, efficient and effective governance in the targeted municipalities, thus improving the quality of and the access to the public services for citizens.

4. Immediate Objectives

The immediate objectives of the intervention is to assess the performance of the 34 local self-governments (listed above), to identify capacity and/or organisational development interventions for more responsive and accountable LSGs, and to identify systemic issues and/or capacity gaps related to the functioning of the local *governance* system

5. The Methodology and the Activities

The activities include, but are not necessarily limited to these tasks:

I. Development of the Methodology

- Get acquainted with and understand the European PROGRES Programme document, other relevant documents and the wider context for the intervention
- Study in details following studies produced by EU PROGRES (available at the programme's website): The Municipal Competitiveness Study and The Citizens Satisfaction Survey.
- Design a detailed *tailored-made* local *governance* assessment tool, with pondering methodology for producing the scoring list, which will be appropriate for Serbia's municipalities, based on the Local Governance Barometer, for an assessment of both sides of local governance - the supply side (local self-governments) and the demand side (citizens), having in mind the five Good Governance principles (accountability, transparency, participation, non-discrimination and efficiency)
- Plan on how and when the Standing Conference of Towns and Municipalities' online self-assessment tool could be used for comparison with the LGA results (only for this purpose, i.e. to demonstrate the discrepancy between the way the municipalities view themselves and the objective findings of an outside entity) and plan for appropriate meeting(s) with the relevant SCTM staff for agreeing on this activity.
- Design a strategy for dissemination of the findings and results to local governance actors and citizens. At least three public events for presentation of the findings to the municipalities have to be planned
- Develop a detailed workplan with specific milestones (end-stages) for the overall implementation of the LGA

II. Conducting the LGA

- The Local Governance Assessment **must include field work**, in the 34 municipalities (e.g. face-to-face interviews, administering questionnaires etc.)
- Prepare, organise and conduct introductory meetings with appropriate local officials, representatives of local civil society, and other relevant stakeholders, in order to announce the impending process and to provide information on its rationale, contents, procedures and dynamics, as well for the purpose of agreeing on application of the SCTM's self-assessment tool
- Conduct in the field local governance assessment in the 34 municipalities
- Compile, analyse and present the collected data, including comparison with the data obtained from the SCTM's tool, in the form of the Final Report. The report must contain at least detail analysis of governance situation in *each* municipality, overall considerations, the scoring list and clear and relevant recommendations tackling at least the immediate objectives cited above, but others as well according to the findings and the results of the assessment, and other elements deemed necessary and relevant
- Develop detailed guidelines for the municipalities on how to make governance assessment a recurring event. These guidelines are to include a set of benchmarks and indicators to be monitored and other necessary elements. The guidelines will be a part of the Final Report

III. Presentation of the Findings

- Prepare PPPs for the presentations of the LGA's findings and results in coordination with European PROGRES
- Prepare, organise and conduct at least three public events in selected municipalities in South-East and South-West Serbia for presenting the LGA's findings and results

6. Outputs

The outputs from the LGA must be comprised of at least the following:

- The LGA tool
- The findings/results dissemination strategy and action plan
- The work-plan for the LGA's implementation
- Introductory meetings with local governance stakeholders organised and conducted
- The Local Governance Assessment conducted in the 34 municipalities
- The Final Report produced and submitted, with elements elaborated below, both in

electronic and hard-copy format

- The guidelines for sustainable governance assessment developed
- The findings and results of the LGA disseminated to local governance actors and citizens in at least three public events

7. Timing

The LGA is to be conducted from November 2014 until 30 April 2015 and the Final Report is to be submitted by 31 May 2015 at the latest.

8. Inputs to the Implementing Party

The European PROGRES will provide to the Implementing Party **the Municipal Competitiveness Study and the Citizens Satisfaction Study**, produced by the previous Programme in 2013-2014. These studies the Implementing Party is to use *proactively* for data mining and/or **avoiding** overlapping/duplicating activities already performed recently in the targeted municipalities, if the proposed LGA tool suggests that might be the case (i.e. the results and the findings from these studies are to be used for the LGA where appropriate)

8. Monitoring and Reporting

The selected Implementing Party will remain in close contact with appropriate European PROGRES staff and will discuss and agree upon all relevant matters during the implementation of the activities.

The electronic copies of all reports, presentations, collected data and other materials pertaining to the LGA will be made available to European PROGRES/UNOPS in English. In particular, but not limited to:

- The LGA tool, with accompanying files and documents
- The work-plan for the LGA's implementation
- Short summary reports will be submitted on regular monthly basis
- The final report, in a format previously agreed with the European PROGRES, must contain but not be limited to the following :
 - A report of the process and applied methodology
 - A report for each municipality, with relevant data on governance highlighted (specific gaps, challenges, attainments etc. with specific recommendations for governance improvement for each municipality). These report must be produced also in Serbian version. The reports for municipalities of Presevo, Bujanovac and Medvedja have to have copies in Albanian as well.
 - A comprehensive, summary report for all municipalities, with analysis of overall situation, challenges, gaps found, trends noticed etc. in the field of governance, with specific recommendations for improvement
 - An overall scoring list of achieved governance level for the 34 municipalities. This information is to remain internal and not to be disseminated to the public without explicit permission from European PROGRES/UNOPS.

Methodology, data collected, analysis, reports and presentations will remain the intellectual property of UNOPS.

9. Required Assets of the Implementing Party

Eligible Implementing Party must have minimum the following:

- At least 5 years of registered and active business in the relevant field
- At least three similar local governance assessments successfully implemented in the past five years
- A team leader with at least MA in social sciences, preferably linked to the subject of this ToR, and with at least 10 years of work experience relevant to this ToR
- The rest of the team needs to have education background or work experience that is relevant to the requirements of this ToR

Consortiums are eligible to apply. A consortium with a company with relevant expertise on and experience in Serbian context will have advantage in evaluation

10. Visibility

All activities performed in public will have to be fully compliant with the visibility guidelines of the EU, the Swiss Government and the Government of Serbia. This will be provided to the Implementing Party by the European PROGRES.

11. Final product

A baseline for improvement of local governance in the 34 municipalities through direct action, policy influencing and public awareness raising is set. The selection of municipalities to proceed to overall governance reforms is made based on the LGA results.

12. Other Considerations

Working language when contacting European PROGRES is both English and Serbian. All official correspondence should be in English only. Working language of the Implementing Party when in field is Serbian, except for municipalities of Presevo, Bujanovac and Medvedja where an Albanian speaking staff member or a translator must be provided.

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Section 5: UNOPS General Conditions of Contract for Services

In the event of an order, the UNOPS General Conditions of Contract will apply. The conditions are available at: <http://www.unops.org/english/Opportunities/suppliers/how-we-procure/Pages/default.aspx> under "Opportunities" > "Suppliers" > "How we procure" > "UNOPS General Conditions for Goods" / "UNOPS General Conditions for Contracts for Professional Services" / "UNOPS Conditions of Services – For contracts of a value less than USD 50,000". If your company is unable to access the document, please send an email request to: srpc_procurement@unops.org UNOPS General Conditions of Contract will be sent to you electronically.

**Request for proposal
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Section 6: UNOPS Contract form for services

Attached

ANNEX A

**Request for proposal
Provision of services for conducting Local Governance Assessment in
the 34 municipalities
RFP No. UNOPS-EP-2014-S-013****Proposal/no proposal confirmation form**

If after assessing this opportunity you have made the determination not to submit your proposal we would appreciate if you could return this form indicating your reasons for non-participation.

Date:

To: UNOPS
PROCUREMENT UNIT
From: _____

Fax/email +381(0)112435-772
Srcp.procurement@unops.org

Subject RFP UNOPS-EP-2014-S-013

YES, we intend to submit an offer.

NO, we are unable to submit a proposal in response to the above mentioned Request for

Proposal due to the reason(s) listed below:

- The requested products are not within our range of services/supply
- We are unable to submit a competitive offer for the requested products at the moment
- The requested products are not available at the moment
- We cannot meet the requested terms of reference
- We cannot offer the requested type of packing
- We can only offer FCA prices
- The information provided for quotation purposes is insufficient
- Your RFP is too complicated
- Insufficient time is allowed to prepare a quotation
- We cannot meet the delivery requirements
- We cannot adhere to your terms and conditions (please specify: payment terms, request for performance security, etc.)
- We do not export
- Our production capacity is currently full
- We are closed during the holiday season
- We had to give priority to other clients' requests
- We do not sell directly but through distributors
- We have no after-sales service available
- The person handling the bids is away from the office
- Other (please provide reasons) _____
- _____
- We would like to receive future RFPs for this type of services/goods
- We don't want to receive RFPs for this type of services/goods

If UNOPS has questions to the bidder concerning this NO PROPOSAL, UNOPS should contact Mr./Ms. _____, phone/email _____, who will be able to assist.

ANNEX B

Request for proposal Provision of services for conducting Local Governance Assessment in the 34 municipalities RFP No. UNOPS-EP-2014-S-013

Mandatory requirements/pre-qualification criteria

Bidders are requested to complete this form and return it as part of their submission.

Bidders will receive a pass/fail rating on this section. In order to be considered for Phase I, bidders must meet all the mandatory criteria described below. All questions should be answered on this form or an exact duplicate thereof. UNOPS reserves the right to verify any information contained in bidder's response or to request additional information after the proposal is received. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect your evaluation.

	Mandatory requirements/pre-qualification criteria	Meets (Yes/NO)	Supporting documents/information
1	Offer submitted before the deadline.	Yes/No	
2	Technical and financial offers submitted in separate sealed envelopes	Yes/No	
3	Proposal submitted in English language	Yes/No	
4	Proposal submission form is completed correctly and has been properly signed.	Yes/No	
5	The offer validity is in accordance with the requirements (see Section 3 Introduction).	Yes/No	
6	Bidder meets the eligibility criteria as described in the "Eligibility" paragraph of Section 3 of this tender.	Yes/No	
7	Bidder has registered on UNGM at basic level and has requested to be registered in UNGM at Level 2 with UNOPS.	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
8	3 (three) similar contracts (local governance assessment or similar assessment of local governments) executed successfully during the last 5 years. Reference letters or adequate proofs to be provided.	Reference #1: Reference #2: Reference #3:	<i>Please make exact reference to where in your proposal this information can be located.</i>
9	The Bidder should be in continuous business for minimum 5 (five) years. Document from Serbian Business Registers Agency to be provided. Document should not be older than 6 months from the date of the proposal.	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
10	Minimum RSD 3,000,000.00 (Three Million Republic of Serbia Dinar) of total turnover within the last 3 years. Financial statements and solvency reports for last 3	Yes/No	<i>Please make exact reference to where in your proposal this information</i>

	years to be provided		<i>can be located.</i>
11	Tax administration receipts that the company paid all local and national taxes to be provided. Document should not be older than 6 months from the date of the proposal.	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
12	Full acceptance of UNOPS General Conditions (for Professional Services) and UNOPS Contract for Professional Services	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
13	Proposed work plan and approach to be provided	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
14	Time schedule and manpower estimate to be provided	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
15	CV of Team Leader and Team Members provided	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>

ANNEX C
Request for proposal
Provision of services for conducting Local Governance Assessment in the 34 municipalities
RFP No. UNOPS-EP-2014-S-013
Technical proposal submission form

- a. This Technical Proposal Submission Form must be completed in its entirety.
- b. This Technical Proposal Submission Form consists of this cover page, the Certificate of Bidder's Eligibility and Authority to sign Proposal and the Technical Proposal itself.
- c. The entire Technical Proposal and all required and optional documentation related to the technical competent of the proposal must be placed in an envelope pre-addressed and marked:
 RFP No (UNOPS-EP-2014-S-013) - (description of requirement) – Technical proposal- (name and address of Bidder)
 If submitted by email, the email subject line should read:
 RFP No (UNOPS-EP-2014-S-013) - (Name of Bidder) - Technical proposal
- d. The Technical Proposal envelope / the Technical Proposal email is herewith submitted in accordance with the instructions given in the request for proposal.
- e. The completed and signed Technical Proposal Submission Form, together with the mandatory requirements / pre-qualification criteria document completed by me (Appendix 1 to this offer), together with any other supporting documentation submitted in accordance with this RFP and/or voluntarily constitutes the bidder's Technical Proposal and fully responds to the request for proposal No (UNOPS-EP-2014-S-013)

Bidder Eligibility Confirmation and Information	Bidder's Response
1. What year was your firm/organization established?	
2. In what province/state/country is your firm/organization established?	
3. Has your firm/organization ever filed or petitioned for bankruptcy? (If YES, explain in detail the reasons why, filing date, and current status.)	Yes _____; No _____
4. Have you ever been terminated for non-performance on a contract? If YES, describe in detail.	Yes _____; No _____
5. Have you ever been suspended or debarred by any government, a UN agency or other international organization? If YES, provide details, including date of reinstatement, if applicable.	
6. It is UNOPS policy to require that bidders and their sub-contractors observe the highest standard of ethics during the selection and execution of contracts. In this context, any action taken by a bidder or a sub-contractor to influence the selection process or contract execution for undue advantage is improper. In pursuance of this policy, UNOPS:	Confirm Yes _____; No _____

Bidder Eligibility Confirmation and Information	Bidder's Response
<p>(a) defines, for the purposes of this provision, the terms set forth below as follows:</p> <p>(i) "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;</p> <p>(ii) "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;</p> <p>(iii) "collusive practices" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;</p> <p>(iv) "coercive practices" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;</p> <p>(v) "obstructive practice" is</p> <p>(aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or</p> <p>(bb) acts intended to materially impede the exercise of UNOPS' inspection and audit rights.</p> <p>Confirm that the bidder and its sub-contractors have not engaged in any corrupt, fraudulent, collusive, coercive or obstructive practices in competing for this solicitation.</p>	
<p>7. Officials not to benefit: Confirm that no official of UNOPS has received or will be offered by the bidder or its sub-contractors, any direct or indirect benefit arising from this solicitation or any resulting contracts.</p>	Confirm Yes ____; No ____
<p>8. Confirm that the bidder is not engaged in any activity that would put it, if selected for this assignment, in a conflict of interest with UNOPS.</p>	Confirm Yes ____; No ____
<p>9. Confirm that the bidder and your sub-contractors have not been associated, or had been involved in any way, directly or indirectly, with the preparation of the design, terms of references and / or other documents used as a part of this solicitation.</p>	Confirm Yes ____; No ____
<p>10. UNOPS policy restricts companies from bidding on or receiving UNOPS contracts if a UNOPS staff member or their immediate family are an owner, officer, partner or board member or in which the staff member or their immediate family has a financial interest. Confirm that no UNOPS staff member or their immediate family are an owner, officer, partner or board member or have a financial interest in either the bidder or its sub-contractors.</p>	Confirm Yes ____; No ____

I, _____, certify that I am _____ of _____; that by signing this Proposal for and on behalf of _____ I am certifying that all information contained herein is accurate and truthful and that the signing of this Proposal is within the scope of my powers.

I, by signing this Proposal, commit my Offer to be bound by this Technical Proposal for carrying out the range of services as specified in the solicitation package.

(Signature) (Seal)

(Printed Name and Title)

(Date)

Provide the name and contact information for the primary contact from your company for this solicitation:

Name:

Title:

Address:

Telephone Number

Fax Number:

Email Address:



Technical proposal submission form

The bidder's proposal must be organized to follow the format of this RFP. Each bidder must respond to every stated request or requirement and indicate that bidder confirms acceptance of and understands UNOPS stated requirements. The bidder should identify any substantive assumption made in preparing its proposal. The deferral of a response to a question or issue to the contract negotiation stage is not acceptable. Any item not specifically addressed in the bidder's proposal will be deemed as accepted by the bidder. The terms "bidder" and "contractor" refer to those companies that submit a proposal pursuant to this RFP.

Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Failure to provide an answer to an item will be considered an acceptance of the item. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive. Where a statement of non-compliance is provided, the bidder must indicate its reasons and explain its proposed alternative, if applicable, and the advantages and disadvantages to UNOPS of such proposal.

Section		Bidders response
1.	Expertise of Firm / Organization submitting Proposal (30 points)	
Q1.1.	Provide details about the general reputation and organizational capability of the firm by providing a description of the firm and background material Experience of the organization At least five years of similar activities since registration date – 6 points; More than 6 years of similar activities 1 point; maximum 7 points	
Q1.2.	Provide details of previous experience in providing similar services, and demonstrate how you provided satisfactory performance General organizational capability which is likely to affect implementation i.e. loose consortium, holding company or one firm, size of the firm / organization, strength of project management support e.g. project financing capacity and project management controls; maximum 7 points	
Q1.3.	Provide details of similar assessments undertaken in the same geographical area References and letters of recommendation - minimum three reference letters from reputable international organizations or government entities is a minimum requirement. This will carry 12 points. More than 3 similar projects carry 1 point per every extra project but not more than 14 points for the overall experience Experience in similar projects in Serbia and Western Balkans - 2 point	
2.	Proposed Work Plan and Approach (20 points)	
Q2.1.	Demonstrate an appreciation of the background and context of the local governance assessment in Republic of Serbia (5 points)	
Q2.2.	Explain how you will identify, approach and work with the relevant stakeholders and access sources of information (5 points)	

Section		Bidders response
Q2.3.	Explain which tools and methodologies you will apply for an effective field research and why they are relevant to the assessment purpose (5 points)	
Q2.4.	Time schedule and manpower estimates: explain and justify your scheduling of tasks and outputs to achieve the deliverables according to the schedule required in the TOR and how you plan to support this assessment through effective organisation (5 points)	
Q2.5.		
3.	Personnel (20 points)	
Q3.1.	Qualifications of the combined expertise of the proposed team (3 points)	
Q3.2.	Qualification and education of experts in the area of qualitative assessment, and expertise related to local governance in Serbia context. A team leader with at least MA in social sciences preferably linked to the subject of this ToR. (8 points)	
Q3.3.	Experience of experts in the area of qualitative assessment, and expertise related to local governance in Serbia context. A team leader with at least 10 years of work experience relevant to this ToR (7 points)	
Q3.4.	The rest of the team needs to have education background or work experience that is relevant to the requirements of this ToR (2 points)	

ANNEX D

**Request for proposal
Provision of services for conducting Local Governance Assessment in
the 34 municipalities
RFP No. UNOPS-EP-2014-S-013****Financial proposal submission form**

- a. This Financial Proposal Submission Form must be completed in its entirety.
- b. Financial proposals must be submitted in: RSD (Republic of Serbia Dinar)
- c. The entire Price Proposal must be placed in a separate envelope pre-addressed and marked:

Do not open! - RFP No UNOPS-EP-2014-S-013 - Provision of services for conducting Local Governance Assessment in the 34 municipalities – Financial proposal- name and address of bidder.

- d. The completed Financial Proposal Submission Form constitutes Bidder's Financial Proposal and fully responds to Request for Proposal No **Error! Reference source not found.** I commit my Offer to be bound by this Financial Proposal for carrying out the range of services as specified in the solicitation package.

In compliance with this RFP the undersigned, propose to furnish all labour, materials and equipment in order to provide goods and services as stipulated in the RFP. This shall be done at the price set in this Schedule and in accordance with the Contract terms in this RFP.

(Signature)

(Name)

(Name of bidder)

(Date)

(Address)

(Telephone No.)

(Fax No.)

(Email address)

Financial proposal submission form

Currency: Republic of Serbia Dinar (RSD)

Name(s) of consultant(s) (a)	Number of working days (b)	Daily fee (c)	Daily subsistence allowance (d)	Total (e)=(b)x((c)+(d))
GRAND TOTAL				

International/National travels (a)	Quantity (b)	Cost (c)	Currency (USD)	Total (e)=(b)x(c)
GRAND TOTAL				

Other Costs (description)	Cost
GRAND TOTAL	

ANNEX E**Request for proposal
Provision of services for conducting Local Governance Assessment in
the 34 municipalities
RFP No. UNOPS-EP-2014-S-013****UNGM vendor registration form**

As part of the bid, it is desired that the bidder goes to the United Nations Global Marketplace (UNGM) registration website: <https://www.ungm.org/Registration/RegisterSupplier.aspx> and fills out the registration. If the bidder is already registered with UNGM, please provide your UNGM registration number (_____). Please ensure that your firm's information on UNGM is current.

Bidders need to familiarise themselves with the United Nations Supplier Code of Conduct. UNOPS encourages all suppliers to subscribe to the United Nations Global Compact.

The bidder may still bid even if not registered with the UNGM. However, if the bidder is selected for contract award, the bidder must register on the UNGM prior to contract signature.



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