

<b>Contract title:</b>	Procurement of external research company to conduct the endline survey for Project Mostar
<b>Project code:</b>	BIHP000086
<b>Procurement ELO folder no.:</b>	BIHC000143
<b>Procedure:</b>	Negotiated / Negotiated with publication
<b>Location:</b>	Mostar, Bosnia and Herzegovina

## Contracting Authority

Člověk v tísni, o.p.s. (People in Need, hereinafter PIN)

entered in the Register of Non-profit Organizations administered by the Municipal Court in Prague, Volume O, File 119

With its registered office at: Šafaříkova 635/24, 120 00 Prague 2

ID: 257 55 277

Local Office Address: Bulevar Ivce Osima 33, Sarajevo 71000 Bosnia and Herzegovina and Kneza Višeslava .b.b., SPO Orca – LAM 4, Mostar 88000 Bosnia and Herzegovina

Represented by Timothy Jenkins based on the power of attorney granted by the director

People in Need  
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m e m b e r o f  
**Alliance 2015**  
towards the eradication of poverty

<b>Submission deadline:</b>	August 30 <sup>th</sup> , 2024
<b>Questions / Clarifications</b>	August 26 <sup>th</sup> , 2024

# PART 1: INSTRUCTIONS TO BIDDERS

## 1. SCOPE OF PURCHASE

Qualified tender offers (bids) are sought from competent bidders for the following **services: Engagement of the external research company to conduct the endline survey for Project Mostar. The required documentation includes:**

1. Sworn Eligibility statement
2. Price quotation
3. Commercial register record copy or other document certifying the registration with a government body and bidder's tax registration
4. 2 references confirming the applicants experience in performing similar projects.
5. Proposed timelines outlining the delivery plan inclusive of methodology
6. Detailed technical description of the contractor's ability to meet each deliverable outlined in the Terms of Reference

Detailed information is specified in Annex 1: **Terms of Reference (ToR)**.

## 7. OUTCOME OF SELECTION PROCESS

Contract for providing services

The contract awarded to successful supplier is a **Contract for providing services** which will commit PIN to purchase the specified quantity of **services** as defined in the contract at the agreed prices / rates.

## 8. COMMUNICATION / QUESTIONS / CLARIFICATIONS

**Offers should be submitted no later than August 30<sup>th</sup>, 2024 (Friday) until 18:00. to the email address [procurement.bih@peopleinneed.net](mailto:procurement.bih@peopleinneed.net).** Bids received after the closing date & time will not be considered.

If any of the bidders **requires any clarification relating to the tender**, such question should be sent to PIN by e-mail to the following e-mail address

[procurement.bih@peopleinneed.net](mailto:procurement.bih@peopleinneed.net). If PIN answers the question, **all other bidders will be copied the answer. Communication will be held through e-mail.** No questions will be answered over the phone or in person. Bidders must write their questions in English to the abovementioned email address.

To ensure that PIN could copy the answer to all bidders, all bidders are advised to send their e-mail contacts to the above specified PIN e-mail address, or otherwise ensure that PIN knows their contact details.

In case the bidder does not inform PIN about corresponding e-mail address PIN will send the copy of the answer to any e-mail address available to PIN from public sources and then the bidder cannot claim that they/it did not know the same information as other bidders.

**Questions could be answered only until August 26<sup>th</sup>, 2024. PIN does not guarantee that all questions will be answered.**

## 9. INSTRUCTIONS FOR THE PROCESSING THE BID

Tender forms and instructions included in tender documentation must be strictly followed otherwise the tender offer might be excluded.

Each bidder shall submit only one offer, either individually or subcontracting through a person/partner in a joint venture/team. The winning bidder may not subcontract the service or its part(s) to person(s)/partner(s) who is/are not part of the original offer. If the offer is submitted for a joint venture/ team, PIN requires reviewing all persons/partners that will participate in the service/works pursued, as per the selection criteria stated below. Prove of the collaboration must be submitted along with the offer.

The bidder who submits or participates in more than one offer will be disqualified from the process.

**Offer must remain valid** for the period of no less than **60 days** from the date of closing unless withdrawn in writing before the close of offers.

**Please note that the maximum price stipulated for this tender is 40 394.40 BAM with included VAT) (including any applicable taxes and fees). Tenderers quoting a higher price will be disqualified from the tender.**

Electronic bids have to be submitted via email:

- Email should be addressed to [procurement.bih@peopleinneed.net](mailto:procurement.bih@peopleinneed.net)
- Email subject line should contain the following text: Mostar Endline Survey – Offer “Company Name”
- All attached documents should be clearly labelled so it is clear to understand what each file relates to.

- Emails should not exceed 15 MB – if the file sizes are large, please split the submission into two emails or more.
- Do not copy other PIN email addresses into the email when you submit it as this will invalidate your bid.

Bids received after the closing date & time will not be considered.

## 10. QUALIFICATION AND EVALUATION CRITERIA

To accept or reject the bid is the responsibility of the **Evaluation Committee**, decision of which shall be final.

### Qualification criteria

Criteria which bidders must meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Qualification Criteria, they will be excluded from the tender process immediately. These criteria are scored as 'Pass' / 'Fail'.

Each bidder must meet and properly prove the following **qualification criteria** with relevant documentation:

- Past experience in implementation of similar projects – Bidder should list up to five current and previous projects that are relevant to the type of work covered by this Terms of Reference (ToR). Projects identified should be of a type similar to the ToR specified work. If a Bidder does not have projects of a similar type, they should identify projects that show the ability to perform works as close as possible to the type identified. PIN reserves the right to contact all listed clients.
- Valid Business Registration Certificate issued by government of Bosnia and Herzegovina and Certificate of the Fiscal Number – The Bidder must submit a copy of their certificate documenting authorization to legally conduct work in Bosnia and Herzegovina.
- Implementation Plan (inclusive of methodology) and Timeline – The Bidder should prepare an Implementation Plan and Timeline in general conformity with Scope of work. The Implementation Plan and Timeline must list critical activities and tasks and include a timeline for their implementation, plus the identification of key milestones is required.
- Sworn Eligibility Statement (filled, signed and stamped)

### Evaluation criteria

The evaluation committee will evaluate and award the contract on the basis of the following **evaluation criteria**:

Evaluation Criteria	Weight
<p><b>Demonstrated Experience and Methodology</b></p> <ul style="list-style-type: none"> <li>➤ The Bidder must describe the methodology for site selection, and number of interviews conducted per day. Describe the process in which data are collected at the household level and each step thereafter until its input into a database.</li> <li>➤ The Bidder must describe data quality assurance measures, process, and systems that will be in place to discourage fraud and ensure valid quality data. If the Bidder uses mobile data collection than they should describe the system in place. A Bidder who proposes an approach that allows PIN to assess and validate cloud-based data on an on-going basis will be considered as positive factor in evaluation.</li> <li>➤ Implementation plan and proposed timeline are realistic and include all proposed elements of the activity.</li> <li>➤ The Bidder shows past experience and credible reputation in the area of public surveys, compiling, processing and analysing the information; and report on the findings.</li> </ul>	30 %
<p><b>Proposed Personnel</b></p> <ul style="list-style-type: none"> <li>➤ The Bidder must provide detailed resumes for key staff members needed to implement the activities as well as abbreviated CVs for each enumerator.</li> <li>➤ The Bidder must demonstrate that enumerators have skills and/or experience in conducting similar surveys and are culturally and linguistically sensitive and conversant with the respondents.</li> <li>➤ Demonstrate how many enumerators will be needed to conduct the number of household interviews.</li> </ul>	30 %
<p><b>Price</b></p> <ul style="list-style-type: none"> <li>➤ A detailed, realistic, deliverable-based budget is required.</li> <li>➤ The proposed budget represents the best value, and all costs included are applicable to this activity, reasonable and allowable under PIN internal procurement rules.</li> </ul>	40 %

<b>Note: The Price Proposal must not exceed 17,500 GBP gross (40 394.40 BAM).</b>	
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## EVALUATION METHOD

Point evaluation (weighted points) – Each evaluation criterion will obtain between 0 and 10 points, 10 points being the maximum and 0 points being the minimum, and the points obtained will be multiplied by criterion weight.

- **Demonstrated Experience and Methodology (30%)**

<b>Demonstrated Experience and Methodology</b>	
<b>Score</b>	<b>Benchmark</b>
10	The Bidder provides a comprehensive and detailed description of all required elements, with no weaknesses. The methodology for site selection, interview process, data collection, quality assurance, and implementation plan is exceptional and exceeds requirements. Past experience is extensive and highly relevant.
8-9	The Bidder fully meets the requirements with a clear and well-documented methodology, strong data quality assurance measures, a realistic implementation plan, and credible past experience. Minor areas for improvement, but overall very strong.
6-7	The Bidder demonstrates a reasonable understanding of the requirements with an adequate methodology, satisfactory data quality assurance measures, and a feasible implementation plan. Past experience is relevant but may lack depth in some areas.
4-5	The Bidder's methodology and processes are somewhat lacking in detail or credibility, with a few gaps in understanding the requirements. Data quality assurance measures and the implementation plan are present but not robust. Past experience is limited or less relevant.
2-3	The Bidder shows limited understanding of the requirements, with significant weaknesses in the methodology, data collection process, quality assurance measures, and implementation plan. Past experience is minimal or unrelated.
1	The Bidder's response is seriously deficient, with very little understanding or detail provided. The methodology, data collection process, and implementation plan are incomplete or unrealistic. Past experience is negligible.
0	The Bidder fails to address the criteria. No documentation was submitted, or the submission is entirely irrelevant to the objectives from the Terms of Reference (ToR).

- Proposed Personnel (30%)

Proposed Personnel	
Score	Benchmark
10	The Bidder provides comprehensive and detailed resumes for key staff and abbreviated CVs for enumerators. Demonstrates that enumerators have extensive skills and/or experience in similar surveys, with clear cultural and linguistic sensitivity. Clearly specifies the number of enumerators needed, showing thorough planning and feasibility.
8-9	The Bidder fully meets the requirements with detailed resumes and CVs. Enumerators have relevant skills and/or experience, with good cultural and linguistic sensitivity. The number of enumerators needed is well-specified, with minor areas for improvement.
6-7	The Bidder demonstrates a reasonable understanding of the requirements with adequate resumes and CVs. Enumerators have some relevant skills and/or experience, and cultural and linguistic sensitivity is addressed. The number of enumerators needed is mentioned but may lack some detail.
4-5	The Bidder's resumes and CVs lack detail or credibility, with gaps in demonstrating the enumerators' skills and/or experience. Cultural and linguistic sensitivity is somewhat addressed. The number of enumerators needed is mentioned but not well-supported.
2-3	The Bidder shows limited understanding of the requirements, with significant weaknesses in resumes and CVs. Enumerators' skills and/or experience are minimal or not clearly demonstrated, and cultural and linguistic sensitivity is inadequately addressed. The number of enumerators needed is vague or unrealistic.
1	The Bidder's response is seriously deficient, with very little detail or credibility in resumes and CVs. Enumerators' skills and/or experience are almost nonexistent, and cultural and linguistic sensitivity is poorly addressed. The number of enumerators needed is either not mentioned or completely unrealistic.
0	The Bidder fails to address the criteria. No documentation was submitted, or the submission is entirely irrelevant to the objectives from the Terms of Reference (ToR).

The evaluation results of these criteria equal the following formula:

**Points B/Points A \* criteria weight**

Points A = highest points score from all submitted offers;

Points B = actual points score received from committee

- Price (40 %)

Evaluation result of this criterion equals to following formula:

**Price A/Price B \* criteria weight**

Price A = most convenient price for PIN from all submitted offers;

Price B = actual price offered by the Bidder

For each Bidder, marks for all criteria are summed up to obtain a Total Evaluation. A Supplier with the highest marks will be the winner of this Procurement process.

In case of an equal number of points, the winning bid will be the one with the lowest price.

## 11. OTHER PROVISIONS

As PIN carries out the procurement procedure for the total amount of the contract including the possible amendments, PIN reserves the right to **repeat the purchase or renew the services/works** with the winner of this tender. This option to extend shall be stated in the contract and cannot exceed the duration and the value of original contract.

Further negotiations with a bidder about price and conditions are allowed if the negotiation is directed at making the bid more favourable for PIN.

In justified cases after receiving bids and/or during the negotiation (especially if it becomes apparent, that none of the bidders can execute the contract in its full extent) is PIN entitled to split the contract between two or more bidders so, that each of them will supply part of the contract. This decision must be announced to all bidders so, that they have chance to modify their bids.

In case the winning bidder fail to provide to PIN the necessary cooperation to conclude the contract within the period of 15 days upon the tender results notice, PIN can **further negotiate** with the second-best bidder that shall be considered the winning bidder. Should they fail to conclude the contract with the second-best bidder within 30 days following the notice, PIN is allowed to cancel the tender.

## 12.SUMMARY OF REQUIREMENTS ON TENDER OFFER

**Tender offer** (bid submitted by the bidder) **shall consist of the following documents:**

No.	Document	Remarks
01	Annex 2 – Sworn Eligibility statement	<i>filled, signed and stamped</i>
02	Annex 3 – Price Quotation Form	<i>filled, signed and stamped</i>
03	Commercial register record copy or other document certifying the registration with a government body and bidder’s tax registration	
04	2 references confirming the applicants experience in performing similar projects	
05	Proposed timelines outlining the delivery plan inclusive of methodology	
06	Detailed technical description of the contractor’s ability to meet each deliverable outlined in the Terms of Reference	

**Note:** Only applications that include all the required documentation will be considered for the final committee evaluation.

# PART 2: TERMS AND CONDITIONS

## 1. EXCLUSION AND DISQUALIFICATION

1.1. PIN shall **exclude from the tender any offer of a bidder** falling into any of the following cases:

- a) They are **bankrupt** or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) They or persons having powers of representation, decision-making or control over them have been **convicted of an offence** concerning their **professional conduct** by a judgement that has the force of res judicata;
- c) They have been **guilty of grave professional misconduct** proven by any means that the contracting authority can justify;
- d) They have **not fulfilled obligations relating to the payment of social security contributions** or the **payment of taxes** in accordance with the legal provisions of the country in which they are established or those of the Czech Republic or those of the country where the contract is to be performed;
- e) They or persons having powers of representation, decision making or control over them have been the subject of a judgment which has the force of res judicata **for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity**;
- f) They do **engage in the employment of children**, disrespect basic social rights and working conditions based on international labour standards;
- g) They have **engaged in the trafficking in persons** and have **provided any support** (direct or indirect) of **terrorism**, including the financing of terrorism, or transactions with persons connected with terrorism;
- h) They are currently subject to an **administrative penalty** imposed by donor or have been listed by the donor as **ineligible** for participation in award procedures financed by donor's money;
- i) Candidate might be excluded on the basis of another procurement procedure or grant award procedure financed by PIN or donor of the project, under which they have been **declared to be in serious breach of contract** for failure to comply with their contractual obligations;
- j) They or any of their employees, associates or other persons related to them provided technical assistance to PIN under that same procurement procedure.

Points (a) to (d) do not apply to the purchase of supplies on particularly advantageous terms from either a supplier which is definitively winding up

its business activities, or the receivers or liquidators of a bankruptcy, through an arrangement with creditors, or through a similar procedure under national law.

Bidders shall declare they are in none of the situations listed above by the signature of **Sworn eligibility statement** form.

1.2. Offers of bidders shall be **disqualified** from the tender who, during the procurement procedure:

- a) bidder is subject to a **conflict of interest**;
- b) bidder has **not stated true facts** or has misinterpreted information required by PIN, or fails to provide timely such information or to provide required documents stated by PIN as condition for participation in the tender;
- c) **bidder does not meet the PIN qualification criteria** or requirements stipulated in the tender documentation.
- d) bidder has fulfilled the exclusion condition mentioned above in preceding article (Part 2, Article I.), points c) or i) **during the last 2 years** prior to the launch of the tender.

## 2. CODE OF CONDUCT FOR SUPPLIERS

In addition to the above conditions for disqualification, Code of Conduct for Suppliers defines all areas that PIN expects all of its suppliers at minimum to respect, and operate in ways that meet fundamental responsibilities in human rights, labour, environment and anti-corruption. The Code of Conduct is defined by the Ten principles of the UN Global Compact<sup>1</sup>:

- Support and respect the protection of internationally proclaimed human rights;
- No involvement in human rights abuses;
- Freedom of association and recognition of right to collective bargaining;
- Employment is freely chosen, not forced or compulsory;
- No exploitation of children and child labour;
- No discrimination in respect of employment and occupation;
- Support a precautionary approach to environmental challenges;
- Accept greater environmental responsibility promotion;
- Encourage the development and spread of environmentally friendly technologies;
- Adhering to highest standards of ethical conduct behaviour, including: working against corruption and all its forms, conflict of interest disclosure, respect to local laws.

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<sup>1</sup> For more information, see <https://www.unglobalcompact.org/what-is-gc/mission/principles>

### 3. INSTRUCTIONS FOR PROCEDURES IN SPECIFIC CASES

PIN may cancel the announced tender or not conclude contract with the winning bidder in the following cases:

	Case	Procedure
a)	PIN has <b>not received any bid</b> , or none of the bids received was <b>qualitatively and/or financially worthwhile</b> or <b>all the bids</b> received have been <b>disqualified</b> from the tender	PIN has the <b>right to cancel tender and use a less strict rule/procedure</b> . <b>Application of a less strict rule/procedure must be described, justified, approved by the RDD CP PO / HRD Head of Regional Office / Section Director and archived in ELO in agenda 4 – Procurement.</b>
b)	<b>Major discrepancies have been found in the Tender Notice</b> or other supporting documentation of the tender;	PIN has the right to <b>cancel tender and announce a new tender</b>
c)	<b>Serious circumstances</b> have occurred during the tender which prevent PIN to continue the tender	PIN has the to <b>cancel tender and announce a new tender</b>
d)	<b>Only one bid</b> , complying with the tender conditions, has been submitted	PIN has the <b>right to cancel tender and use a less strict rule/procedure</b> . <b>Application of a less strict rule/procedure must be described, justified, approved by the RDD CP PO / HRD Head of Regional Office / Section Director and archived in ELO in agenda 4 – Procurement.</b>
e)	The winning <b>bidder refuse to sign contract with PIN, fails to fulfil concluded contract with PIN, have not stated true facts</b> in their bid or their bid is at <b>dumping price</b> or otherwise <b>jeopardizes free competition</b> in the market (e.g. forbidden supplier agreements, cartels, abuse of the leading position in the market).	PIN is <b>entitled to either accept the bid of the bidder whose bid has ended at the second or other places or cancel the tender and announce a new tender</b>

### 4. GENERAL CONDITIONS

1. The **bidder shall bear all costs** associated with the **preparation and submission of the Tender**, and PIN will in no case be responsible or liable for such costs.
2. **By participating in the selection process**, the bidder hereby declares and warrants that has seen and understood the terms of the below mentioned **policies** and it complies and shall comply with all applicable terms and conditions specified therein:

PIN Policy on Ethical Conduct, PIN Code of Conduct, PIN Anti-Corruption Policy and other related policies referred to therein, which are incorporated

by reference and represent an integral part of this tender notice. Electronic copies containing the complete text are available at:

[www.clovekvtisni.cz/policies](http://www.clovekvtisni.cz/policies)

3. The bidder will immediately and without undue delay inform PIN of any event which interferes or threatens to materially interfere with this Tender notice, including suspicion of or actual fraud, corruption, bribery, theft, terrorist financing or other misuse of funds. Such information should be passed in the first instance to [fraud@peopleinneed.cz](mailto:fraud@peopleinneed.cz).

All information will be treated with the upmost confidentiality. Information can also be reported directly to the PIN programme team where appropriate, these will be immediately passed on to the above-mentioned e-mail address.

4. In case additional supplies/services/construction works would prove to be necessary for finalization of the activity for which this tender is organized, PIN reserves the right to procure them from the winner of this tender. The potential option of the contract extends for a value and duration wouldn't exceed the value and the duration of the initial contract awarded under this tender.

5. When processing any personal data of PIN, the bidder shall comply with the applicable personal data protection laws, including the EU General Data Protection Regulation (GDPR). In case the bidder processes these data on PIN's behalf and according to its instructions, the bidder undertakes to enter into an additional Data Processing Agreement as per Article 28 of the GDPR.

In case the bidder is seated outside of the European Economic Area, the Supplier undertakes to comply with the standard data protection clauses required for such data transfers as per Article 46 par. 2 lit. c of the GDPR.

6. PIN reserves the right to cancel the tender without giving any reason.

**List of annexes:**

Annex 1 – Terms of Reference (ToR)

Annex 2 - Sworn Eligibility statement

Annex 3 – Quotation Form (Financial Offer)

On behalf of People in Need	
<b>Full name</b>	Timothy Jenkins
<b>Position</b>	Regional Representative for the Western Balkans
<b>Date</b>	
<b>Signature</b>	