

Contract title:	Procurement of the external evaluator/research company for the final evaluation of Project Mostar
Project code:	BIHP000086
Procurement ELO folder no.:	BIHC000144
Procedure:	Negotiated / Negotiated with publication
Location:	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 Ivica Osima 33, Sarajevo 71000 Bosnia and Hercegovina and Kneza Višeslava bb SPO Orca – LAM 4, Mostar 88000 Bosnia and Hercegovina

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

People in Need
Kneza Višeslava bb
SPO Orca – LAM 4
88000 Mostar,
Bosnia and Herzegovina

pin.bih@peopleinneed.net
westernbalkans.peopleinneed.net

m e m b e r o f
Alliance 2015
towards the eradication of poverty

Submission deadline:	September 6 th , 2024
Questions / Clarifications	August 26 th , 2024

PART 1: INSTRUCTIONS TO BIDDERS

1. SCOPE OF PURCHASE

Qualified tender offers (bids) are sought from competent bidders for the following **services: Procurement of evaluation company to perform the final evaluation of Project Mostar. The essential requirements are:**

- At least 5 years of strong track record in conducting evaluations/surveys/studies carried out on similar development projects with at least 2 accomplished project evaluations;
- Excellent analytical skills;
- Significant practical experience in report writing and formulation of recommendations;
- Excellent spoken and written English. (evaluator is responsible for proof reading of the final report)

Additionally, preferred requirements are:

- At least one member of the evaluation team/ the evaluator with fluency in Bosnian/Croatian/Serbian language;
- Previous experience in evaluating FCDO funded development projects;
- Experience working in the Western Balkans / Bosnia and Herzegovina;
- Experience with activities and approaches related to good governance and institutional change, social cohesion and peacebuilding, local governance and similar topics;
- Orientation in BiH (understanding of history, political set-up)

Please note that some target beneficiaries and stakeholders do not speak English. If the evaluator is not fluent in Bosnian/Croatian/Serbian, a translator or a local evaluation team member must be hired and considered in the submitted financial offer. Failure to do so will be considered as reason for exclusion of the offer from selection process.

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

2. OUTCOME OF SELECTION PROCESS

1. 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.

3. COMMUNICATION / QUESTIONS / CLARIFICATIONS

Offers should be submitted no later than September 6, 2024 (Friday) until 18:00 to the email address procurement.bih@peopleinneed.net. Bids received after the closing date and 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. If PIN answers the question, **all other bidders will be copied the answer. Communication will be held through e-mail.**

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 26th, 2024 (Monday). PIN does not guarantee that all questions will be answered.

Offers should not be dispatched before expiry of the period for questions under the preceding paragraph of this notice - if the bidder dispatches the tender offer before expiry of that period they/it cannot claim that they/it did not know all information as other bidders.

4. 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. 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 41548.52 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 in English and addressed to procurement.bih@peopleinneed.net mentioning “Final Evaluation Mostar – Spaces to Activate and Rejuvenate” in the subject of the e-mail.
- 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.

5. 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 is:

- At least 5 years of strong track record in conducting evaluations/surveys/studies carried out on similar development projects with at least 2 accomplished project evaluations;
- Excellent analytical skills;
- Significant practical experience in report writing and formulation of recommendations;
- Excellent spoken and written English (evaluator is responsible for proof reading of the final report)
- Sworn Eligibility Statement
- Posses valid Business Registration Certificate issued by government of the country where the company is operating and Certificate of the Fiscal Number, if the bidder is a company/institution

Additionally, preferred requirements are:

- At least one member of the evaluation team/ the evaluator with fluency in Bosnian/Croatian/Serbian language;
- Previous experience in evaluating FCDO funded development projects;
- Experience working in the Western Balkans / Bosnia and Herzegovina;
- Experience with activities and approaches related to good governance and institutional change, social cohesion and peacebuilding, local governance and similar topics;
- Orientation in BiH (understanding of history, political set-up)

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

- Curriculum vitae of (lead) evaluator or organizational profile highlighting relevant experience, (in case of an organization the CVs of all main staff envisioned to work on the evaluation is requested) (max.4 pages);
- Cover letter stating how your experience and competencies can best deliver the assignment (max. half page);
- 2 samples of previous similar work;
- Concise technical offer outlining proposed methodology (max. 4 pages)
- Assignment Budget (in BAM) broken down by:
 - Personnel service fees (expertise fee);
 - Direct evaluation activity costs;
 - Anticipated logistics, travel and subsistence costs.
- Commercial register record copy or other document certifying the registration with a government body of the country where the company is operating and bidder's tax registration, if a bidder is a company/institution

Incomplete applications will not be reviewed. Only short-listed candidates will be contacted. The final decision will be made after the interviews.

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'.

Evaluation criteria

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

- **Proposed budget / cost efficiency to complete the evaluation (criteria weight is 20%);**
- **Quality of the submitted technical offer (criteria weight is 50%);**

- **Relevant experience, qualification and quality of sample report submitted (criteria weight is 30%).**

6. EVALUATION METHOD

Point evaluation (weighted points) – Each evaluation criterion will obtain between 0 and 5 points, 5 points being the maximum and 0 points being the minimum, and the points obtained will be multiplied by criterion weight.

Proposed budget/ cost efficiency to complete the evaluation	
Score	Benchmark
5	The proposed budget is highly realistic, cost-efficient, and offers excellent value for money. It demonstrates a thorough understanding of the project's scope and requirements, with well-justified costs that are necessary and appropriate. The budget reflects a balanced approach that optimally allocates resources.
4	The proposed budget is realistic and provides good value for money. While it is generally well-structured and appropriate, there are minor areas where costs could be more efficiently allocated. The budget aligns well with the project's needs and demonstrates an understanding of cost management.
3	The proposed budget is reasonable and reflects an understanding of the project's needs, but includes some costs that are higher than necessary or lack sufficient justification. The budget is generally acceptable but could benefit from better cost-efficiency in certain areas.
2	The proposed budget is somewhat realistic but shows limited cost efficiency. There are several areas where costs appear inflated or poorly justified, and the overall value for money is questionable. The budget may not fully align with the project's requirements.
1	The proposed budget is unrealistic, with significant concerns about inflated costs, lack of detail, or unjustified expenses. The budget demonstrates poor cost management and does not offer value for money. There are serious doubts about the bidder's understanding of the project's financial needs.
0	The proposed budget is completely inadequate, with severe issues such as extremely inflated costs, lack of detail, or unrealistic estimates. The budget fails to meet the project's requirements and does not offer any value for money. There is no confidence in the bidder's ability to manage the project financially.

Quality of the submitted technical offer	
Score	Benchmark
5	The technical offer is of outstanding quality, demonstrating a comprehensive understanding of the project requirements. It is highly detailed, coherent, and feasible, with innovative approaches or methodologies. All aspects of the project are well-addressed, and the proposal exceeds expectations.
4	The technical offer is of high quality, clearly meeting the project requirements with well-considered and logical approaches. The proposal is detailed and feasible, addressing most aspects of the project effectively. Minor improvements could be made, but overall, it is a strong submission.
3	The technical offer is of satisfactory quality, meeting the basic project requirements. The proposal is generally coherent and feasible but may lack detail or depth in some areas. Some aspects of the project may be underdeveloped, but the offer provides reasonable assurance of successful implementation.
2	The technical offer is of below-average quality, with significant gaps in detail, coherence, or feasibility. The proposal meets only the minimum requirements and lacks clear strategies or methodologies. There are concerns about the ability to deliver the project successfully based on the information provided.
1	The technical offer is of poor quality, lacking essential details and failing to adequately address the project requirements. The proposal is incoherent, unrealistic, or unfeasible, raising serious doubts about the bidder's ability to implement the project successfully.
0	The technical offer is completely inadequate, failing to address the project requirements. The proposal is severely lacking in detail, coherence, and feasibility. There is no confidence in the bidder's ability to deliver the project successfully.

Relevant experience, qualification and quality of sample report submitted	
Score	Benchmark
5	The bidder has extensive and highly relevant experience, with qualifications that perfectly match the project requirements. The sample report is of exceptional quality, demonstrating excellent analytical skills, clarity, and relevance to the project.
4	The bidder has strong and relevant experience, with qualifications that are well-suited to the project. The sample report is of high quality, showing good analytical skills and clarity, with only minor areas for improvement.
3	The bidder has adequate and somewhat relevant experience, with qualifications that generally meet the project requirements. The sample report is of satisfactory quality, demonstrating reasonable analytical skills and clarity, though it may lack depth in some areas.

2	The bidder has limited relevant experience, and the qualifications only partially meet the project requirements. The sample report is of below-average quality, with significant weaknesses in analytical skills, clarity, or relevance.
1	The bidder has very little or no relevant experience, and the qualifications are inadequate for the project. The sample report is of poor quality, lacking clarity, analytical depth, and relevance, raising serious concerns about the bidder's capability to deliver the project.
0	The bidder's experience and qualifications are completely inadequate for the project. The sample report is of unacceptable quality, with severe deficiencies in clarity, analysis, and relevance. There is no confidence in the bidder's ability to deliver the project successfully

The evaluation result of these criteria above 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.

For each bid, points from all evaluation criteria will be added up and the winning bid will be the bid with the highest number of points.

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

7. 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.

8. SUMMARY OF REQUIREMENTS ON TENDER OFFER

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

No.	Document	Remarks
01	<i>Annex 2: Sworn Eligibility statement</i>	<i>filled, signed and stamped</i>
02	Curriculum vitae of (lead) evaluator or organizational profile highlighting relevant experience, (in case of an organization the CVs of all main staff envisioned to work on the evaluation is requested) (max.4 pages);	
03	Cover letter stating how your experience and competencies can best deliver the assignment (max. half page	
04	2 samples of previous similar work;	
05	Concise technical offer outlining proposed methodology (max. 4 pages)	
06	Assignment Budget (in BAM) broken down by: <ul style="list-style-type: none"> a. Personnel service fees (expertise fee); b. Direct evaluation activity costs; c. Anticipated logistics, travel and subsistence costs 	
07	Commercial register record copy or other document certifying the registration with a government body and bidder's tax registration, if a bidder is a company/institution	

PART 2: TERMS AND CONDITIONS

1. EXCLUSION AND DISQUALIFICATION

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.

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 Compact¹:

- 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.

¹ 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 not received any bid , or none of the bids received was qualitatively and/or financially worthwhile or all the bids received have been disqualified from the tender	PIN has the right to cancel tender and use a less strict rule/procedure . 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)	Major discrepancies have been found in the Tender Notice or other supporting documentation of the tender;	PIN has the right to cancel tender and announce a new tender
c)	Serious circumstances have occurred during the tender which prevent PIN to continue the tender	PIN has the to cancel tender and announce a new tender
d)	Only one bid , complying with the tender conditions, has been submitted	PIN has the right to cancel tender and use a less strict rule/procedure . 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.
e)	The winning bidder refuse to sign contract with PIN, fails to fulfil concluded contract with PIN, have not stated true facts in their bid or their bid is at dumping price or otherwise jeopardizes free competition in the market (e.g. forbidden supplier agreements, cartels, abuse of the leading position in the market).	PIN is 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

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

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.

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

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