

Request for Proposal (RFP)

Selecting the most active Municipal Assembly Members

Helvetas Kosovo invites all interested NGOs to provide services as described below.

1. Contract description

The Decentralisation and Municipal Support project (DEMOS) III has the following overall goal: “Improved performance of municipalities in governance, management and services contributing to increased citizens’ satisfaction”.

The required services and ToR are listed in the article **20** in this document.

2. Timetable

	DATE	TIME - CET
Tender announcement via project website/Koha Ditore	29.12. 2022	-
Information session at Helvetas Office	11.01.2023	10:00
Deadline for written enquiries to procurement.kosovo@helvetas.org	13.01 2023	16:00
Last date for Helvetas Kosovo to issue clarifications (clarifications can be found in the same link where the tender dossier was posted in Helvetas website)	16.01.2023	16:00
Deadline for submitting offers to procurement.kosovo@helvetas.org account ¹	23.01.2023	14:00

3. Nature of the contract

Service contract.

4. Negotiations

Helvetas Kosovo reserves the right to enter negotiations with all or part of eligible bidders to amend and/or complete their original offers. Negotiations may concern the technical, financial, legal and other aspects of the contract.

5. Eligibility

Participation is open to all interested NGOs, registered in the Republic of Kosovo.

A consortium may be a permanent, legally established grouping or a grouping which has been constituted informally for a specific tender procedure. All members of a consortium (i.e. the leader and all other members) are liable to Helvetas Kosovo, while the leader takes the lead responsibility.

6. Costs for preparing offers

¹ Any application received after this deadline will not be considered.

No costs incurred by the bidder in preparing and submitting the offers are reimbursable. Such costs fall under the responsibility of the bidder, including the costs incurred during negotiating and interviewing process.

7. Sub-contracting

Sub-contracting services to another legal entity is not allowed.

8. Provisional commencement date of the contract

February 2023

9. Initial period of execution and possible extension of the contract

Services are to be provided between February 2023 and March 2024.

10. Evaluation of offers²

Each offer will be evaluated in accordance with the criteria and the weighting as detailed below. In the case of offers submitted by a consortium, these criteria will be applied to the consortium as a whole. The criteria for evaluation of goods/services or works will be examined in accordance with the requirements indicated in attachments.

The entire evaluation procedure is confidential. The evaluation reports and written records are for official use only and may be communicated neither to the bidders nor to any party other than Helvetas Kosovo.

10.1 Eligibility criteria

Requirements	Documentary evidence
1. Offers submitted on time as per point 2 - Timetable	N/A
2. The bidder is registered in Kosovo	The full Registration certificate
3. VAT number	VAT certificate (for businesses only)
4. Fiscal number	Fiscal number certificate
5. The total turnover of the NGO over the past 3 years (2020, 2021 and 2022) must be equal to or exceed € 100,000	Annual Tax Statements on income tax (TAK) or Audit report of at least two last years
6. The bidder has no open case of a dispute, an execution procedure, reorganisation, bankruptcy or insolvency procedure	A valid proof issued by a competent judicial or administrative authority (not older than 6 months)
7. All taxes paid	A valid tax administration certificate or a valid agreement signed with the Tax Administration of Kosovo to repay the outstanding debts

² Eligibility, technical and financial criteria can be adapted as per nature of procurement.

8. The bidder has carried out in the course of the past 5 years (2018, 2019, 2020, 2021, and 2022) at least 3 projects in fields specified in Terms of Reference.	Documentary evidence for at least 3 projects relevant to the requirements of this tender. <i>By documentary evidence, this refers to work references or other documentary evidence issued by a contracting authority. Only documentary evidence found to be relevant for the tender's thematic fields will be considered.</i>
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The bidders that pass the eligibility criteria will be processed for further evaluation.

11.2 Evaluation criteria of eligible offers

Criteria for evaluation of the technical offer

Requirements	Documentary evidence
1. Proposed Team	CV(s) with documentary evidence proving the experience stated in the CV
2. The bidder has carried out in the course of the past 5 years (2018, 2019, 2020, 2021, and 2022) at least 3 projects in fields specified in Terms of Reference.	Documentary evidence for at least 3 projects relevant to the requirements of this tender. <i>By documentary evidence, this refers to work references or other documentary evidence issued by a contracting authority. Only documentary evidence found to be relevant for the tender's thematic fields will be considered.</i>
3. Methodology	Proposed Methodology, Approach and Implementation Plan

The bidders that pass the Technical Evaluation (**min 50% of technical evaluation scoring**) will be processed for further evaluation.

Criteria for evaluation of the financial offer:

Requirements	Documentary evidence
Financial offer according to instructions in PART 2	Financial offer in EUR

The weighting of the criteria for evaluation of technical and financial offers are as follows:

Criteria	Max points
Technical offer*	60
Experience of the bidder	10
Proposed Methodology, Approach and Implementation Plan (including identification of potential risks and ways of mitigating them)	20
Proposed Team (CVs) ³	30
Financial offer	40
Total maximum score	100

*Evaluation of the offers will be done progressively, namely the technical offer and higher financial offer will receive less points from the maximum points presented in the table.

After evaluation of offers, Helvetas Kosovo reserves the right to enter into negotiations with all or part of eligible bidders in order to amend and/or complete their original offers.

Contract will be awarded to the economically most advantageous offer. The economically most advantageous offer is established by weighing technical quality against price on a 60/40 basis. Helvetas Kosovo reserves the right to contract only part of required services or cancel this tender procedure should it not be satisfied with the quality of offers.

In case of services, having selected an offer partly on the basis of evaluation of consultants presented in the offer, Helvetas Kosovo expects the contract to be executed by these specific consultants. However, additional consultants may be proposed/contracted during the implementation period.

11. Submission of offers

Offers must be submitted via email in two separate electronic files, using instructions provided by the Helvetas Kosovo.

1. Technical Offer

- The NGOs registration certificate
- VAT number and Fiscal number
- The total turnover of the NGO over the past 3 years
- The NGO has no open case of a dispute, an execution procedure, reorganisation, bankruptcy or insolvency procedure
- All taxes paid
- Experience of NGO
- The Bidder has carried out in the course of the past 5 years (2018, 2019, 2020, 2021

³ Helvetas encourages bidders to propose the team with diverse background and representation (gender, ethnic minority, people with disabilities, etc)

and 2022) at least 3 projects in fields specified in ToR.

- Methodology and
- CV's of proposed Team

2. Financial offer using the PART 2 (**which must be password protected**)

The name of the files should have the NGOs name, Reference No: **HSI-230123D** and:

- For the file technical offer (for example **My Name NT – HSI-230123D**)
- For the file containing the Financial Offer, the text 'Financial Offer' (for example **My Name NT- HSI-230123D Financial offer – password protected**).

Financial offer must be password protected⁴. The bidders will be informed in advance once the evaluation date is confirmed so they can stay reachable on that date in order to provide the passwords. During the evaluation process the entitled purchasing panel member will call the bidder and ask for the password at the spot⁵.

The subject of email should contain only the PRF reference number (for example **NT- HSI-230123D D**).

The body of the email should contain bidder's official name, address and telephone number.

Technical offer and financial offers must be submitted in English language exclusively to the following email address: procurement.kosovo@helvetas.org.

Offers submitted after the deadline mentioned under point 2 Timetable of this RFQ will not be considered. The counted official receipt time is the time showing on the email received from the bidder to procurement.kosovo@helvetas.org.

12 Alteration or withdrawal of applications

NGOs may alter or withdraw their offers by written notification prior to the deadline for submission of tenders. No offer may be altered after this deadline.

Helvetas Kosovo retains ownership of all offers, which have not been withdrawn. Consequently, bidders do not have the right to have their offers returned to them.

13 Validity of offers

Bidders are bound by their tenders for 90 days after the deadline for submitting offers. In exceptional cases, before the period of validity expires, the Helvetas Kosovo may ask bidders to extend the period of validity for a specific number of days, which may not exceed 40.

14 Signature of the contract(s)

Within 10 days of receipt of the purchase order/ contract already signed by the Helvetas Kosovo, the selected bidder shall sign and date the contract. Failure of the selected bidder to comply with this requirement may constitute grounds for annulling the decision to award the contract. In this event, the Helvetas Kosovo may award the tender to another bidder or cancel the tender procedure.

⁴ Financial Offers received without password protection will not be considered for evaluation.

⁵ If the bidder is not reachable on the phone during the evaluation process, the offers will not be considered for evaluation

15 Terms of payments

Helvetas Kosovo is not a payer of value added tax (VAT). Prices in the application must be submitted, taking into account all expenses.

The payment will be made via bank account transfer to the winner of the tender in EUR within a maximum of 30 days from the date of acceptance of services. Cases of non-performance of obligation and their legal consequences will be separately indicated in the contract.

16 Terms of cooperation

In the case of a contracting, the parties will have to perform according to the established time and in accordance with Helvetas Kosovo –contract. Helvetas Kosovo has the right to increase or decrease the number of ordered items. Helvetas Kosovo has the right to choose a supplier/ implementer on the given offer according to its own discretion. Helvetas Kosovo has the right to re-formulate the Request for Proposal (RFP) to its own discretion, if any additional items are needed. In case of failure or non-compliance with contractual obligations, Helvetas Kosovo has a unilateral right to terminate the contract without incurring any legal obligation.

The Applicant has to be familiar with all instructions, forms and requirements mentioned in the RFP documents. The responsibility for the submission of the offer in accordance to these requirements lies entirely with the Applicant. Helvetas Kosovo signs a contract with the winning bidder. The contract will come into force upon signature by both parties.

17 Ethics clauses/Corruptive practices

Bidders making false declarations may be subject to financial penalties representing 10% of the total value of the purchase order/contract being awarded. This rate may be increased to 20% in the event of a repeated offence.

Any attempt by a NGOs to obtain confidential information, enter into unlawful agreements with competitors or influence the PP or the Helvetas Kosovo during the process of examining, clarifying, evaluating and comparing offers will lead to the rejection of its offer and may result in penalties as described above.

NGOs must not be affected by any conflict of interest with other bidders or parties involved in the project. Helvetas Kosovo reserves the right to suspend or cancel the RFP procedure or contract if corrupt practices of any kind are discovered at any stage of the award process or during the execution of a contract.

NGOs will be terminated the contract if it emerges that the award or execution of a contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a payee who is not clearly identified or commissions paid to a NGO which has every appearance of being a front organisation.

Contractors found to have paid unusual commercial expenses related to this project are liable, depending on the seriousness of the facts observed, to have their contracts terminated and/or be penalised.

The Helvetas Kosovo reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities or fraud. If substantial errors, irregularities or fraud are discovered after the award of the contract, Helvetas Kosovo may refrain from concluding the contract and/or terminate the contract.

18 Operational language

All written communications for this tender procedure and contract must be in English

19 Additional information

The conclusion of the tender and the award of contract are subject to the availability of funds.

Helvetas Kosovo reserves the right to annul this tender procedure at any time, without any liability on its side.

20. Terms of References (ToR)

Part 1: Terms of Reference (ToR)

Duration: February 2023, March 2024

Expected Start Date: February 2023

BACKGROUND

The Decentralisation and Municipal Support program (DEMOS), implemented by HELVETAS Swiss Intercooperation (HELVETAS Kosovo) has the following overall objective: “Improved performance of municipalities in governance, management and services contributing to increased citizens’ satisfaction.” There are three outcomes of DEMOS III.

- The Municipal Performance Grant (MPG) is credible, effective and institutionalized as well as fully implemented by MLGA with further public engagement;
- Local oversight by relevant municipal bodies is improved, and citizen engagement mechanisms are functionalized by increasingly involving civil society and marginalized groups in municipal decision making;
- The policy and legal framework is more conducive for decentralized local governance and for rule-based financing of municipalities.

Through the second outcome, DEMOS project will support municipalities to strengthen citizen engagement, increase oversight by relevant bodies such as the municipal assemblies (MA) and internal audit, including more engagement by civil society. To incentivize MA members to better exercise their responsibilities, the project will work with MAs and civil society in awarding the most active assembly members, for their efforts in engaging more citizens in decision making through effectively exercising their roles.

For this purpose, it is envisaged to partner with one or a consortium of CSOs to be engaged in monitoring MA members based on the predefined criteria. The activity will be piloted in six municipalities throughout next year.

OBJECTIVE

Increase accountability and incentivise Municipal Assembly members to perform their functions in three areas: citizen representation and community engagement, decision-making, and oversight role. This will be done through identifying a CSO or a consortium of CSOs to monitor the process in selected municipal assemblies for awarding the most active MA members.

TASKS AND ACTIVITIES

The CSO or the consortium of CSOs will have the following tasks and responsibilities:

- a) Development of a detailed and comprehensive plan/methodology including, but not limited to, the following activities:
 - I. Analyse the draft methodology prepared by DEMOS, propose recommendations, and finalise the methodology. The contractor is required to produce risk assessment and mitigating measures of this assignment. The draft methodology will be shared on DEMOS website for the interested CSOs before the submission of offer.
 - II. Develop a detailed implementation plan of the final methodology including online monitoring, physical monitoring in the field, verification of data, communication, etc.
- b) Develop working documents for implementation of the methodology such as:
 - I. Assessment form/s including indicators, scores, formula etc.
 - II. Monitoring formats for MA sessions, field work of MA members, online activities of MA members, etc.
 - III. Reporting formats for performance of MA members including data per MA member, per municipality and at the Kosovo level, disaggregated by categories identified in the methodology.
 - IV. Communication forms including announcements of the award scheme, information sessions, quarterly meetings, announcement of results, awarding the winners, etc. Public relations of the award scheme needs to be planned jointly with DEMOS and its specialised contractor for communication.
 - V. The selected CSO(s) may propose any other forms that would facilitate the process of monitoring and assessment.
- c) Deliver regular progress reports to DEMOS (quarterly and annual performance reports of MA members). The reports will describe the progress and trends, challenges and barriers, lessons learned and recommendations. The template will be submitted for approval to DEMOS.
- d) Delivery of the final report of the assignment which needs to be discussed and agreed with DEMOS.

REPORTING AND DELIVERABLES:

The following are the deliverables that need to be submitted:

- Final Methodology
- Implementation Plan
- Working documents and forms
- Annual performance report of MA members, regular progress reports, and the final report

QUALIFICATION AND EXPERIENCE REQUIRED:

The following are the selection criteria for the CSO or the consortium of CSOs:

- Expertise in the team (knowledge of performance systems, experience with local level, experience with monitoring, experience with elected representatives).
 - Team leader experienced in project management (*at least 8 years of experience*). It is preferable that the Team leader has experience in monitoring of public institutions.
 - Performance expert experienced in monitoring systems (*at least 5 years of experience*)
 - Field monitors with experience in monitoring municipalities or other public institutions (*at least 3 years of experience*)

(For each position, please provide the updated CVs with letters of references, or other documentary evidence (i.e. contracts or other documents) describing the experience in one or more given fields).

Advantage will be given to the mixed team composition (i.e. gender balanced, ethnic minorities, people with disabilities, etc