

## Tender Questions and Answers

### Citizen Satisfaction Survey 2025 | HSI - 120925 D

1. **Question:** I am writing regarding the RfP Ref: HSI-120925D for the Citizen Satisfaction Survey 2025. The ToR specifies that subcontracting is not allowed, and we would like to clarify the eligibility of a joint application by KS-APS and i-APS.

KS-APS is a Kosovo-registered company and an affiliate of International Advisory, Products and Systems (i-APS). While KS-APS operates fully under Kosovo law, it is closely integrated with i-APS and benefits from its technical expertise, methodologies, and global experience. Importantly, i-APS and Helvetas have recently partnered in Ukraine, successfully implementing research and evaluation services.

Given this affiliation and history of collaboration, we kindly request confirmation whether KS-APS and i-APS may submit a joint proposal under this tender, with KS-APS as the registered local entity and i-APS providing its institutional and technical resources.

**Answer:** As outlined in the ToR, participation in this procedure is open exclusively to legal entities registered in the Republic of Kosovo. Subcontracting is not permitted, and consultants included in one offer cannot be part of another bidder's proposal.

In this regard, please note the following:

- KS-APS, as a Kosovo-registered legal entity, is eligible to submit an offer.
- A formal joint proposal with i-APS or listing i-APS as an institutional partner or subcontractor, would not be compliant with the ToR, thus not permitted.
- However, KS-APS may include individual experts in its team, regardless of their affiliation with i-APS, provided that these individuals are contracted directly under KS-APS for the purpose of this assignment and are not included in another bidder's offer.

**Question:** I am writing to seek clarification regarding the Citizen Satisfaction Survey 2025. Could you please confirm whether all team members for the project are required to be local, or if it is acceptable to include international team members as well?

**Answer:** As outlined in the ToR, eligibility is limited to companies registered in the Republic of Kosovo. This requirement, rather, applies to the bidding entity itself and not to the composition of the proposed team. It is the responsibility of the company to propose staff and experts who meet the requirements of the ToR. For any of the position, the company may propose candidates at its discretion, whether local or international, provided they fulfill the professional qualifications and experience specified in the ToR (*point 6.1 in the ToR*).