

## **Invitation to Bid (ITB)**

### **Procurement of Redesign of Website and Website Monthly Technical Maintenance Reference No: PRF 3-1/2023**

*Representative Office of Helvetas Swiss Intercooperation SRB invites interested parties to provide services as described below.*

#### **1. Contract Description**

Helvetas Swiss Intercooperation is an independent organisation for development based in Switzerland committed to bringing about real change for disadvantaged people in about thirty countries in Africa, Asia, Latin America and Eastern Europe.

The Representative Office of Helvetas Swiss Intercooperation SRB (Helvetas SRB) is publishing this call for the Procurement of the redesign of website for the Swiss Government funded project currently implemented in Serbia: For an Active Civil Society Together - ACT ([www.act.org.rs](http://www.act.org.rs)) and the website monthly technical maintenance.

#### **Description of Services**

Helvetas SRB needs Redesign and development of ACT website and website monthly maintenance for the period January 2024 – December 2024 with a possibility of extension. Detailed specification of services is provided in Annex 1.

#### **2. Timetable**

	<b>DATE</b>	<b>TIME - CET</b>
Tender publication	15/12/2023	-
Deadline for written enquiries	20/12/2023	16:00
Last date for Helvetas SRB to issue clarifications	22/12/2023	16:00
Deadline for submitting offers	28/12/2023	16:00
Tender opening session*	08/01/2024	16:00
Evaluation of offers*	08/01/2024	16:00
Notification of award to the successful bidder *	10/01/2024	16:00
Contract signing*	15/01/2024	-

\*Subject to change

#### **3. Nature of the Contract**

- Service contract.

#### **4. Negotiations**

Representative Office of Helvetas Swiss Intercooperation SRB reserves the right to enter into negotiations with the winning bidders in order to amend and/or complete their original offer.

Negotiations may concern the technical, financial, legal and other aspects of the contract. Representative Office of Helvetas Swiss Intercooperation SRB reserves the right to organize an interview with selected bidders before choosing the winning bidder. Upon the interview being held we shall make the final decision and inform the winning bidder.

**5. Eligibility**

Invited service providers should be registered in the Republic of Serbia as confirmed by registration documents from the Business Registers Agency (BRA).

**6. Offer Preparation Costs**

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. Subcontracting**

Subcontracting to another legal person is not allowed.

**8. Provisional commencement date of the contract**

January 15<sup>th</sup> 2024

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

Services are to be provided for one year in the period between January 2024 and December 2024 with possibility of extension.

**10. Evaluation of Offers**

Each offer will be evaluated in accordance with the criteria and the weighting as detailed below. The entire evaluation procedure is confidential. The Procurement Committee (PC) decisions are collective and its deliberations are held in closed session. The members of the PC are bound to secrecy. The evaluation reports and written records are for official use only and may not be communicated neither to the bidders nor to any party other than Representative Office of Helvetas Swiss Intercooperation SRB.

**Eligibility Criteria**

<b>Requirements</b>	<b>Documentary evidence</b>
1. Offers submitted on time as per point 2 - Timetable	Offer received via e-mail
2. The bidder is registered in Serbia	The Registration certificate from BRA
3. Tax Identification Number	TIN certificate
4. Average annual turnover for the last 3 years	Financial reports/bank confirmation on annual turnover for entrepreneurs

*The bidders that pass the eligibility criteria will be processed for further evaluation.*

## Evaluation Criteria of Eligible Offers

### Technical Offer Evaluation Criteria

Requirements	Documentary evidence	Max points
		<b>60</b>
<b>Professional capacity:</b> - the bidder has a team of experts (designer, developer, SEO) in the field related to this contract	Reference list of projects the team was engaged on in the last 3 years in the field related to this contract – min 10 projects	25
<b>Technical capacity:</b> - the bidder has implemented at least 10 projects/contracts/services of similar scope and size related to this contract in the last 3 years	Reference letters, proven track records, links to websites created by service provider	35

*The bidders that do not pass the Technical Evaluation (**min 50% of technical evaluation scoring for each of the three criteria**) may not be processed for further evaluation.*

### Financial Offer Evaluation Criteria

Requirements	Documentary evidence	Max points
Financial offer in RSD	Financial offer as per Annex 3	40

After evaluation of offers, Contract will be awarded to the economically most advantageous offer based on above criteria. Representative Office of Helvetas Swiss Intercooperation SRB reserves the right to cancel this procedure should it not be satisfied with the quality of offers.

## 11. Submission of Offers

The offers need to be submitted on the bidder's letterhead, using the Application Form in Annex 2 via email to [procurement.srb@helvetas.org](mailto:procurement.srb@helvetas.org) with Subject Name: Ref. no, PRF 3-1/2023

**Offer** shall contain:

1. Administrative Compliance Documents (see Eligibility Criteria below):
  - Application Form (Annex 2) on the bidder's letterhead
  - Registration certificate issued by BRA of the Republic of Serbia
  - Tax Identification Number
  - Financial reports
2. Technical Offer (see Technical Offer Evaluation Criteria below)
3. Financial Offer (Annex 3)

**The Financial Offer must be presented in RSD (Annex 3 – Financial Offer). The fees proposed in this offer should be all inclusive;** the contractor will cover all costs to perform their tasks (e.g. office accommodation, transport, internet access and equipment, administrative and secretarial support, interpretation, etc.). Representative Office of Helvetas Swiss Intercooperation SRB is exempt from VAT, thus the fees offered should be net of VAT. The contractor is responsible for all other taxes and duties in compliance with the legislation of the Republic of Serbia.

*Offers must be submitted in English to the following e-mail address:*

[procurement.srb@helvetas.org](mailto:procurement.srb@helvetas.org)  
*with subject: Ref.no. PRF 3-1/2023*

*Offers submitted after the deadline mentioned under point 2 Timetable of this ITB will not be considered.*

## **12 Alteration or withdrawal of applications**

Candidates 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.

Representative office Helvetas Swiss Intercooperation SRB 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, Representative office Helvetas Swiss Intercooperation SRB may ask bidders to extend the period of validity for a specific number of days, which may not exceed 40.

## **14 Signing of the Service Contract**

Within 10 days of receipt of the service contract already signed by the *Representative Office of Helvetas Swiss Intercooperation SRB*, the selected company shall sign and date the service contract. Failure of the selected company to comply with this requirement may constitute grounds for annulling the decision to award the service contract. In this event, *Representative Office of Helvetas Swiss Intercooperation SRB* may award the ITB to another bidder or cancel the ITB procedure.

## **15 Terms of payment**

Representative Office of Helvetas Swiss Intercooperation SRB 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 RSD within a maximum of 30 working days from the date of acceptance of invoice for works or services rendered. 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 the Representative Office of Helvetas Swiss

Intercooperation SRB –Service provider contract. Representative Office of Helvetas Swiss Intercooperation SRB has the right to increase or decrease the number of ordered items. Representative Office of Helvetas Swiss Intercooperation SRB has the right to choose a service provider on the given offer according to its own discretion. In case of failure or non-compliance with contractual obligations, Representative Office of Helvetas Swiss Intercooperation SRB 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 ITB. The responsibility for the submission of the offer in accordance to these requirements lies entirely with the Applicant.

Representative Office of Helvetas Swiss Intercooperation SRB signs a service contract with the winning bidder. The contract will come into force upon signature by both parties. Representative Office of Helvetas Swiss Intercooperation SRB 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 purchase order/ contract, Helvetas SRB may refrain from concluding the service contract and/or terminate the service contract.

#### **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 company/organisation to obtain confidential information, enter into unlawful agreements with competitors or influence the PC or the Representative office Helvetas Swiss Intercooperation SRB 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.

Companies/organisations must not be affected by any conflict of interest with other bidders or parties involved in the project. Representative office Helvetas Swiss Intercooperation SRB reserves the right to suspend or cancel the ITB procedure and/or purchase order/contract if corrupt practices of any kind are discovered at any stage of the award process or during the execution of a contract.

Companies/organisations will be rejected or purchase order/contracts terminated 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 company/organisation which has every appearance of being a front company/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 Representative office Helvetas Swiss Intercooperation SRB 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 purchase order/ contract, the Representative office Helvetas Swiss Intercooperation SRB may refrain from concluding the purchase order/contract and/or terminate the purchase order/ contract.

## **18 Operational Language**

All written communications for this ITB procedure must be in English and service contract must be in Serbian and English.

## **19 Additional Information**

The conclusion of the ITB and the award of any service contract are subject to the availability of funds.

Representative Office of Helvetas Swiss Intercooperation SRB reserves the right to annul this ITB procedure at any time, without any liability on its side.

## **20 Annexes**

### **Annex 1 – Specification of Services ToR**

#### **1. Monthly website technical maintenance**

- Regular update of core Wordpress files as well as the themes themselves, correction of possible errors that may occur during the implementation of the update,
- Regular update of plugins
- Minor changes to the site, text corrections, minor changes to site elements, menus, widgets, etc., replacement of photos, etc.,
- Installation, if not already installed, of plugins for additional security of the site, configuration of the firewall plugin, identification of malicious IP addresses and their blocking and other protections
- Timely elimination of problems in the work of users with the site as well as assistance with possible ambiguities in the functioning of the site,
- Creating and deleting new and old users,
- Regular cleaning of the cache in order to improve the functioning of the site,
- Regular communication and exchange with Foundation Catalyst for the purpose of updating features of the website (map).
- Other services

#### **2. Redesign of website**

- New project logo and visual identity (provided by HSI) should be applied to the existing website;
- Provide modern website design which should be in line with new visual identity and should be adapted to all devices (mobile phones, tablets, and computers);
- Improving functionality and web application;
- The existing site should reflect a clear transition between the two phases of the ACT project;
- Improve the structure and transparency of the website (e.g. change the organization in the form of a drop-down menu; pages need to be more transparent; adding new features, etc.);
- Implement a creative solution for saving existing data and adding new ones;
- SEO optimization.

*Annex 2 – APPLICATION PACKAGE*

**APPLICATION FORM**

**1. SUBMITTED by (i.e. the identity of the bidder)**

	<b>BIDDER'S INFORMATION</b>
<b>Name of legal entity</b>	
<b>TIN</b>	
<b>VAT number</b>	
<b>Address</b>	
<b>Email</b>	
<b>Telephone</b>	
<b>Legal Representative</b>	

**2. CONTACT PERSON (for this application)**

<b>Name</b>	
<b>Telephone</b>	
<b>e-mail</b>	

**Annex 3 – Financial Offer**

<b>Services Items – specifications</b>	<b>Qty</b>	<b>Price unit / RSD</b>	<b>Total</b>
Monthly website technical maintenance as specified in Annex 1	1		
Redesign of website as specified in Annex 1	1		
<b>Total cost</b>			