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## Open Call for Consultancy Services

<b>Title:</b>	Hosting, Developing and Maintaining Secure Database solution (IISG-D) for mapping support
<b>Eligible:</b>	Legal entities
<b>Reporting to:</b>	IISG Secretariat
<b>Duration:</b>	<b>15 February 2021 – 01 May 2021</b>
<b>Deadline for Application:</b>	<b>10 February 2021</b>
<b>Reference number:</b>	<b>010-021</b>

## Terms of Reference

### I BACKGROUND AND PURPOSE

In line with the Terms of Reference of the Integrative Internal Security Governance (IISG)<sup>1</sup>, the objective of the IISG is to improve collective efficiency by mapping the needs and coordinating responses concerning security threats in the Western Balkan region. For this purpose, the IISG is a coordination platform bringing together relevant international partners, Western Balkan partners, EU actors and EU Member States in the areas of counterterrorism, organised crime and border security, in line with the EU perspective for the region. One of the core tasks of the IISG is to analyse whether the needs are adequately addressed, prevent duplications and gaps in responses, and suggest and facilitate potential synergies.

For this purposes one of the three key outputs of the IISG in the next period is development of a solution consisting of a Secure Database and applicative interface (IISG-D). This database solution will aim to register the information from IISG members on their ongoing and planned actions in the Western Balkan region with the aim of creating a consolidated and up-to-date overview of ongoing and future actions from a regional perspective.

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<sup>1</sup> These Terms of Reference were adopted on 18 November 2019 at the 4<sup>th</sup> IISG Board meeting, held in Skopje. They entered into force on 1 April 2020 and as from this date, replaced any previous terms of reference.

The IISG secure database solution (IISG-D) should be the central regional database of the WB region that provides data on mapping support to security needs in the region. The database is designed to provide detailed information on regional projects and follow up on the dynamics of the projects' implementation with a clear overview of the IISG pillars covered by the intervention on multilateral basis, through collecting comprehensive and up-to-date data about those activities. IISG-D should ensure overlapping of assistance is avoided and should provide clearer overview of priority areas of intervention for the purpose of allocation of the assistance and avoiding deployment of the same assistance in the relevant security areas. The IISG-D should be a basis for policy creation, decision making and negotiations with donors.

The IISG-D will be established within the IISG Secretariat as the first phase of the mapping support to security needs in the region. This should be followed by efforts to strengthen the IISG-D content and usage through regular updates of information, establishment of a dedicated website (or sub-section on the existing IISG website) and development of interfaces with line ministries.

Since establishment of security database entails security infrastructure and protocols that can be provided only by a certified provider, the IISG Secretariat seeks to engage a certified entity to develop the database and support and educate IISG Secretariat Team to upload material to this database.

The IISG-D shall contain the information requested and received by IISG Members on their ongoing and planned actions in the three pillars of activity of the IISG in the Western Balkans. It may be divided per pillar and per Beneficiary-domestic action or regional actions to ease the readability. In addition to the information provided on the actions, the Secretariat will analyse the potential duplications, overlaps and gaps in the Responses provided in comparison with the Needs, pursuant to the Working Methodology developed. The information available in the IISG-D will be accessible only by IISG Members.

## **II DESCRIPTION OF RESPONSIBILITIES**

### **Objectives and Scope of the Assignment**

The key objective and the scope of work of this assignment is to establish, host and maintain a Secure Database solution, with the aim of creating a consolidated and up-to-date overview of ongoing and future actions from a regional perspective.

The Secure Database solution should be made accessible through web application interface layer within a restricted section of the IISG website to each contributing IISG member.

The IISG-D shall be hosted and managed by the selected bidder as Software as a Service (Saas) platform.

#### **1. System architecture overview**

IISG-D shall be based on a database and thin client application software (preferably a web-based application), accessed from the internet and the local network.

The IISG-D architecture may have an enterprise commercial or open source database as data platform.

Application layer should have a thin client architecture and should preferably be web-based, using a browser as a client. Application layer architecture should have a modern design pattern, clearly dividing data, business logic and presentation functionalities.

The performance must not be affected by the number of users up to 50 concurrent connections to the application.

An overview of system installation should resemble one of the following:

- Option 1: two individual servers supporting:
  - Cloud server for web-application as frontend (which mean virtual computer/server/machine with min. resources such as 2x VCore CPU/8GB RAM/100GB internal storage memory (SSD), with installed Centos/Debian/Ubuntu Operating system, and included backup system)
  - Cloud server for database as backend (which mean virtual computer/server/machine with min. resources such as 4x VCore CPU/16GB RAM/100GB internal storage memory (SSD), with installed Centos/Debian/Ubuntu Operating system, and included backup system)
- Option 2: one server supporting:
  - Cloud server for web-application as frontend and database as backend.

NB: it will be preferable if the applicant can provide financial offers for both options.

Operating systems and databases software should be included and dependable upon proposed software solution.

The application should be published on the IISG website and accessed by the IISG members, as envisioned by the IISG ToR. The administration panel should be available with user name/password log in. The access should also be available from everywhere on the internet (thus enabling remote administration) with Multi-Factor Authentication.

The IISG-D presentation layer should consist of 2 general modules:

- Module for the IISG members – open only to members of the IISG with interactive options;
- Administration and special reports/views module – open for the IISG administrators.

With respect to the modules above, there shall be two types of users that could access the application: Content Administrator (IISG members) and Power Administrator (IISG Secretariat providing full administration).

## **2. Functional requirements**

The database and the application should provide, at minimum, the following functional requirements. Defining a complete set of functional requirements should construct an initial phase of the project.

In their technical proposal the bidders shall provide initial structures of database entities and database tables and relations, as well as initial description of end-user functionalities.

Complete list of database entities and database table structure, as well as end-user functionalities is to be determined in the functional requirements phase of the project.

Following the relational structure of envisaged database, we expect the structure to follow a best-practice data model design schema (such as STAR model with dimension and factual tables).

## *2.1 IISG-D Content Administrator (IISG members)*

### *2.1.1 View*

The IISG-D Content Administrator shall have the following view options:

- Type of entry: project, programme or activity;
- Project ID;
- Title of the project;
- Description (overall and specific objectives of the project, activities and envisaged results);
- Start date;
- End date;
- Status;
- Parent programme;
- Policy Objectives;
- IISG Pillars;
- Location of project impact;
- Donors that provide funding for the project;
- Type of Assistance;
- Budget Year;
- Amount per donor;
- Currency;
- Donor's Contact Information:
  - o Organisation;
  - o Address;
  - o E-mail;
  - o Phone;
- Implementers' Contact Information:
  - o Organisation;

- Address;
- E-mail;
- Phone;
- Recipients' Contact Information:
  - Organisation;
  - Address;
  - E-mail;
  - Phone.

The following functionalities shall also be added:

- Scheduled status - based on the entered start and end date;
- Attachment of documents for each project – unlimited number of documents that could be attached for each project (.pdf, .doc, .xls, .ppt, .tiff, .jpg, .odf);
- Project budget planned over years – indication of the total budget per project envisaged and spent over the years;
- Currency – ex. EUR, USA + currencies from the beneficiaries;
- Domestic contribution (national co-finance) – amount of domestic contribution for each project;
- Programme concept notes/full applications – can be viewed by all administrators;
- Financial status (percentage) – percentage of the envisaged amount of project;
- Financial status (amount) – absolute amount already spent – data received from the implementers;
- Project budget spent over years – data received from the implementers;
- Link to pillars (WBCTi, WBCSCi, WBBSi).

Also, the IISG-D Content Administrator shall have CRUD permissions (i.e. Create, Read, Update and Delete) for projects that pertain to them: access to the administrative panel to register projects, add new ones, edit/delete data and detailed information on entering certain project properties:

- Project budget planned over years – indication of the total budget per project envisaged and spent over the years. When entered through the administrative panel, this data shall appear on second level after the start date, end date and amounts per donor are entered, equally spread over time. The administrator could then reallocate the funds in different amounts per year;
- Domestic contribution – amount of domestic contribution for each project;
- Logging changes and auditing - changes made for each project shall be logged with the user name of the administrator. Each change to the project details shall be logged and kept with a project ID and date of change. The last change with username and date shall

be shown with the project details to power users and all administrators. There shall be a possibility to analyse and audit the entered data.

In general, the IISG Content Administrators should have access to perform basic CRUD operations to the FACT tables<sup>2</sup>, all in accordance with the defined access right policies.

### 2.1.2 Search

IISG-D Content Administrator presentation module shall have minimum the following search profiles:

- Keyword;
- Donors;
- Sectors (three IISG pillars);
- Policy Objectives;
- Status of the project (completed, underway and/or planned);
- Start year;
- End year;
- Type of Assistance;
- Type of Technical Assistance (where relevant);
- Location;
- Type of Recipient/Beneficiary;
- Beneficiary;
- Implementer;
- Budget;
- Search by year in terms of allocated budgets;
- Search by year in terms of implemented budgets;
- Search by Reports.

### 2.1.3 Reports

Preferably, the solution should allow the end-users to interactively create their reports.

In that sense, end-users should be able to choose the contents of their tabular reports from a given set of fields. Also, the solution should have light data analytics/data dashboarding capability, either through native developed functionality or through connection with existing commercial data analytics tools (e.g. Power BI, Tableau, etc.).

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<sup>2</sup> FACT tables typically have two types of columns: those that contain facts and those that are a foreign key to dimension tables (architecture of databases).

The reports for the Content Administrator (IISG members) shall, at the minimum, cover the following:

- Analytical tabular reports (list with brief or detailed project information) by:
  - o Donor (and by sector/ policy/ location);
  - o Sector (and by donor/ policy/ location);
  - o Location (and by donor/ sector/ policy);
  - o Policy (and by donor/ sector/ location);
- Statistical reports of total assistance by:
  - o Donor;
  - o Sector;
  - o Location;
  - o Policy Objective;
- Analytical financial reports by year (option other criteria: donor, location, sector, policy);
- Statistical financial reports by year (option other criteria: donor, location, sector, policy);

The reports shall be better defined with the project team, comprising more than one criterion, and there must be a possibility for graphic presentation (pie charts, etc.) and exporting graphs in one of the major image formats. Exporting reports into .xls, .csv, .doc formats, depending on the report content, shall be made possible.

#### 2.1.4 E-mail notifications

Submitting a request for e-mail notification for different aspects of the IISG-D shall be made possible. For instance, an IISG member could set a number of criteria for future projects and receive notification on every new project that is registered with the IISG-D and fulfils those criteria. The opt-in shall be confirmed by a confirmation e-mail sent to the entered e-mail address. The opt-out information shall be available on the web page and in every email sent. Notification on each new project will be automatically sent to each administrator and power administrator until they opt-out. Also, subscribe/unsubscribe option should be available in e-mail notification module.

## 2.2 IISG-D Power Content Administrator (IISG Secretariat)

### 2.2.1 View

Power Content Administrator shall have the same view as all Content Administrators, but could also:

- Perform CRUD operations on both dimensional and factual tables, all in accordance with the defined access right policy, i.e. add/edit/delete all data available in the drop-down menu that is not available for update at the current view:
  - o Donors;

- Implementers;
- Recipients;
- Pillars;
- New kind of project;
- Location;
- Policy objective.

There shall be a possibility to add new donors and edit the data for old ones along with their details in the drop-down menu for donors available to administrators.

### 2.2.2 Search

Power Content Administrator shall have all search profiles as the IISG-D Content Administrator.

### 2.2.3 User Access Management functionality

This functionality should be used for user access management (granting access, managing privileges, revoking access, etc.).

### 2.2.4 User activity monitoring functionality

This functionality should be used for user activity log monitoring on application level due to sensitivity of stored data. This functionality should provide following abilities:

- Ability to view audit trail via screens and reports (users limited by authority level);
- Ability to archive audit trail data;
- Ability to record audit trail for all data updates and specified data retrievals;
- Audit trail data includes date/time, user ID and what was changed or queried.

### 2.2.5 Reports

Power Content Administrator shall be able to view all reports available to the IISG-D Content Administrator.

- Statistics module:

A statistics module shall be prepared for the Power Administrator. This module will provide detailed statistics on the number of page views, visitors, unique visitors, most visited pages, time on site, visitors by country, etc. A javascript-based third party solution could handle most of these requests and provide some quality statistics reporting.

## 3. Non-functional requirements

### 3.1. Application requirements

- Client application should be accessible from both 32 bit and 64 bit operating systems;

- Client application should be accessible from all operating systems: Windows, Linux and Mac OS as well as Android and iOS;
- Client application should be equally accessible on all popular devices, browsers and screen sizes and resolutions;
- The solution should contain a middle layer for processing and implementing business logic;
- Application should contain the ability to view historical data via screens and reports. Access rights and usage of data is to be governed by defined access policies, and should be limited by authority level;
- No additional costs of licensing additional web users / workstations are acceptable.

### *3.2. Graphic user interface – GUI*

An effort must be made for the interface to be intuitive, easy to handle and to administer. The web application must comply with W3C standards, function and appear identical with all major browsers: Mozilla Firefox, Microsoft Edge, Google Chrome, Opera, and Safari.

The usage of AJAX and client-side scripts would be welcomed in order to improve the user experience. This applies especially for automatic filling of the fields (first couple of entered letters offer a variety of results from the database). In their technical proposal the bidders shall provide a proposed graphic design of the application, in line with the IISG (and RCC) graphic standards.

### *3.3. Database requirements*

- The data should be stored in the relational database RDBMS;
- The RDBMS must offer user authenticated access to the well documented and described database (or databases) that will be open and accessible for the authorised users for additional queries and potential services development;
- The RDBMS may be an enterprise commercial solution (such as, but not limited to MS SQL or Oracle solution) or open source solution (such as, but not limited to MySQL or PostgreSQL). While enterprise commercial solution is preferable option, any of these technologies may be selected, depending on the fulfilment of security features, the performance and total cost of ownership of the system.

### *3.4. Security and back-up requirements*

Required solution should fulfil the following security requirements:

- Solution must have Multi Factor Authentication (MFA) feature (such as, but not limited to using SMS/QR code or email address for verification of access), applicable to all authorised users. The bidder is expected to propose the MFA model, which is planned to be implemented;
- Allows use of security classes/profiles/role as templates that can be modified for an individual without having to create a new class/profile/role (security control);

- Allows security control at the field level;
- Supports standard Internet security including, but not limited to Secure Socket Layers (SSL);
- The system should enable security setup for reporting (this may include restricting users from running reports on activity that is unrelated to what they do);
- Has the ability to report attempts by unauthorised users to use the system;
- Has the ability to customise password policy, e.g. # attempts, complexity, lock out times, etc.;
- Ability to backup and restore all data.

### *3.5. IISG-D hosting requirements*

The solution shall be hosted on selected vendors' infrastructure that must be private (exclusively dedicated resources) for IISG. The vendor is responsible for infrastructure and security maintenance. The vendor is required to prove its capability to address all service's relevant security measures, particularly those focusing on cybersecurity and service disruption threats. It is mandatory that the vendor is performing regular third-party assurance practice (in accordance with international standards ISAE3402/SSAE18), provided by independent qualified assurance service providers.

### *3.6. Certification requirements*

It is preferred that the bidder is certified for the technologies it uses.

For instance, if Microsoft Web and data technologies are used in the offer, it is preferred that the bidder has a team with certifications for (but not limited to):

- (MCSA) Microsoft Certified Solution Associate: Web Applications
- (MCSD) App Builder
- (MCSA) SQL Server 2008/2012/2014/2016 or 2017;
- (MCSA) Windows Server 2012 or 2016;

If Java technologies are used in the offer, it is preferred that the bidder has a team with certifications for (but not limited to):

- Oracle Certified Associate, Java Programmer;
- Oracle Certified Associate for Oracle Database
- Oracle BI Enterprise Edition;

If PHP technologies are used in the offer, it is preferred that the bidder has a team with certifications for (but not limited to):

- Zend Certified PHP Engineer;

If open source technologies are used, it is preferred that the bidder has a team with the following team capabilities (but not limited to):

- MySQL Database Administrator
- MySQL Developer
- PostgreSQL Associate
- PostgreSQL Professional

(CEH) Certified Ethical Hacker certification, (GIAC) Global Information Assurance Certification Penetration Tester or (OSCP) Offensive Security Certified Professional is also preferable, but not mandatory.

### *3.7. Software implementation requirements*

The bidder must indicate all details related to the implementation of the application in order to enable full assessment against other products and companies. The offer shall contain a brief project plan with activities and timing, and detailed information on the implementation as well as the proposed graphic design of the solution. Detailed project plan for implementation is to be prepared upon signing of the contract with the selected bidder.

#### *3.7.1 Discovery phase*

The bidder is required to perform discovery phase with IISG Secretariat stakeholders in order to fully understand requirements and purpose of the solution. The result of this phase are the defined detailed business and technical requirements. The bidder shall include time and cost for discovery phase in their proposal. This phase is expected to be completed by creating Blueprint for IISG-D. The blueprint should also include the comprehensive UI design document.

#### *3.7.2 Development, installation and configuration*

Development of the application is to be made in the bidders' premises and using the bidder's infrastructure. It is the bidder's obligation to install and set the needed system parameters on the application server. All activities in the IISG/RCC's IT environment are to be actively monitored and supported by IISG/RCC's IT officer.

The selected vendor has the obligation to prepare and set up separate development, testing and production environment both for database and application. The selected vendor is obliged to organise and provide security code review, as well as to provide unit and stress testing process before final implementation of solution.

IISG/RCC will perform the acceptance tests, and the bidder will provide technical support for this activity.

#### *3.7.3 Training and documentation*

The bidder should also conduct training for the IISG Secretariat staff and RCC IT officer (max. 5 persons) that will administer the application on a daily basis. The training must cover all aspects

of the administration of such a solution. A manual for maintenance should be developed, covering all aspects of the administration of the application. Technical documentation and system requirements for the solution should be developed and made available. The cost of training should be included separately in the proposed budget.

#### 3.7.4 Quality assurance

The bidder is encouraged to engage an external Audit Company which will be part of the bidding consortium as a supervisor. The presence of external audit company in the consortium will give RCC a higher level of insurance that the entire work will be done according to the highest quality. Most importantly, the Audit Company should ensure compliance of the developed IISG-D with strict security requirements. The Audit Company needs to support RCC in establishment of rules and principles for segregation of duties, as well as in establishment of security requirements relevant for future maintenance and hosting of IISG-D.

Ideally, the Audit Company should be an established audit entity (e.g. Big 4) with strong software development, security audit and IT infrastructure advisory capabilities.

#### 3.7.5 Warranty and Maintenance

The bidder must detail the warranty provided for a period of at least 36 months from the implementation sign-off date. Prior to this date a testing period is to be considered. Critical bugs due to badly written application are to be covered by this warranty. Any item or scenario not specially excluded from the warranty will be considered as bidder's liability, with all costs to be covered by bidder.

The bidder may also provide an extended warranty arrangement, but only as an additional item.

The bidder must provide all aspects of maintenance in the testing period and all aspects of maintenance that are covered by the warranty terms free of charge. For all other situations, as well as for maintenance after the test and warranty period, the bidder must specify a maintenance cost along with the relevant responsibilities.

The selected vendor will be obliged to continue the paid maintenance for at least additional 3 years.

#### 3.8. Final product costs

The bidder must provide a final checklist on a separate sheet with all costs. There shall be no hidden costs or costs not defined in the offer. The bidder is expected to give detailed pricing for the following fields:

- Product purchase price;
- Business and technical requirement analysis (discovery phase);
- Analysing and clearing existing database structure onsite with the IISG Secretariat staff (max 40 man/hours);

- Software implementation and customisation;
- E-mail notification module;
- Use of third party implementers (if any), including travel and accommodation;
- Third party product purchase (if any);
- Onsite or offsite user training;
- Ongoing support for 36 months (online, on phone or onsite);
- Licensing fees for all products;
- Price for upgrades;
- Price per IISG-D data entry (price per man/hour);
- Maintenance cost in developer man/hour packages: 30 man/hours, 60 man/hours, 100 man/hours;
- Maintenance cost per intervention in man/hrs (no previous package arrangement);
- Price for IT infrastructure hosting service;
- Any other cost envisaged by the bidder.

## Timeframe

The bidder is expected to implement the assignment in the period from 15 February 2021 to 01 May 2021.

<b>Deliverable</b>	<b>Due date (from mobilisation)</b>
<i>Inception Report, detailed design and presentation of how the final product is envisioned</i>	15 days
<i>First beta version developed and full functional requirements document</i>	45 days
<i>Testing and debugging</i>	15 days
<i>Final database populated with first set of data (provided by IISG Secretariat) delivered</i>	15 days
<i>Application layer fully in production and accessible to designated users</i>	15 days

### **Proposed Timetable:**

- Detailed timetable for delivering the product will be developed with the successful applicant during the kick-off meeting upon signature of contract.

## **III PROFILE AND COMPETENCES**

### **Qualifications**

#### Company requirements:

- The company must have previous experience on similar assignments, i.e. experience in developing similar database / web application solutions;
- The company must obtain competencies for major database technologies which will be used in the development of the application and database;
- The proposal shall include company's short background and experience, including personalised CVs for the key staff;
- The company must provide reference list of previous similar works/projects with contact details and permission for reference check, indicating the e-mail addresses or fax numbers of contact persons (indicate links to previous assignments);
- It will be considered as an asset if the vendor have established third party assurance practice in accordance with relevant standards (ISAE3402/SSAE18), provided by certified assurance service provider;
- It will be considered as an asset if the bidder as a legal entity have a minimum of two ISO certificates in the following ISO: ISO 9001, ISO 20000 or ISO 27001 standards.

#### Qualifications of personnel:

- The proposed personnel must have university degree in Information Technology and/or corresponding IT knowledge and skills certificates;
- Minimum 5 years of professional experience in the field of the assignment;
- Previous experience in software technology for development of database and web solutions;
- It will be considered as an asset if the bidder has employees certified for the technologies suggested to be used in developing IISG-D solution;
- It will be considered as an asset if the bidder has employee with PMI certification or at least one employee with PSM and PSPO certification;
- Fluent in written and spoken English.

## IV QUALITY CONTROL

The bidder's outputs shall undergo a review by IISG evaluation committee.

## V APPLICATION RULES

Qualified candidates are invited to send an application via e-mail to [ProcurementforRCC@rcc.int](mailto:ProcurementforRCC@rcc.int) no later than by 10 February 2021 at 15:00 Central European Time.

### Terms and Conditions

Please make sure that the application is submitted in two separate folders one containing Technical Offer and the other Financial Offer.

The documents should be submitted in a form of copies of the originals.

The bidder shall submit an offer describing all steps for development and implementation of the IISG-D based on expectations outlined in the Terms of References. If the offer contains an off-the-shelf product, the bidder must describe in details the elements and functions of the product as per the requirements of the ToR and state the number and the names of clients that are using the product. The bidder shall take into account and provide an offer for database analysing and possible clearing of data of a max of 40 man/hrs, as well as price for entering IISG-D data (price per man/hour).

Time input: The assignment shall be completed in a period of maximum 4 months from the commencement date.

Reporting: The bidder shall submit all reports and timesheets to IISG Secretariat for review and approval of deliverables. The bidder will work under the direct guidance of and will report to the Head of IISG Secretariat and the RCC IT Officer, from whom he/she will seek guidelines for efficient delivery of services and will provide them with all deliverables.

Language: All communication will be conducted in English.

### Technical offer:

- Company profile;
- Reference list with brief project description and client contacts for reference check, indicating the e-mail addresses or fax numbers of contact persons;
- Evidence related to requested certifications (stated under Profile and Competences – Qualifications);
- Personalised CVs of the key staff – Appendix 1;
- Exclusivity Declaration – Appendix 2;

- Clear presentation of approach / work plan / product describing either all the steps for development of content management site or the elements and functions of the product which will lead toward the completion of the assignment;
- Annex I –Submission Form

### Financial offer:

Use a free format providing the lump sum for the services to be provided in EUR currency.

NOTE:

When preparing the financial offer, the applicant should take into account the following:

- Price ceiling: up to EUR 35,000

## VI SELECTION AND EVALUATION

### Technical and Financial Evaluation

<b>EVALUATION GRID</b>	<b>Maximum score</b>
<b>A. Technical Offer (A.1+A.2+A.3)</b>	<b>100</b>
<b>A.1. Track record, references and general experience of the bidder:</b> General work experience; evidence of other contracts with the size comparable to that of the tender; experience with clients comparable to the Contracting Authority.	20
<b>A.2. Quality and professional capacity of the team:</b> CVs satisfy the criteria set forth in the Terms of Reference and demonstrate professional capacity and experience required; quality of the team inspires confidence.	40
<b>A.3 Clear presentation of approach / work plan :</b> Bidder provided clear presentation of approach / work plan / product describing either all the steps for development of content management site or the elements and functions of the product which will lead toward the completion of the assignment.	40
<b>B. Financial Proposal/ cheapest price has maximum score</b>	<b>100</b>

**Score for offer X =**

**A: [Total quality score (out of 100) of offer X / 100] \* 80**

**B: [Cheapest price / price of offer X] \* 20**

Selection of the most favourable bidder will be internal, in accordance with defined evaluation and award criteria and the IISG/RCC's procedures.

The best value for money is established by weighing technical quality against price on a 80/20 basis.

**In addition to the results of the technical and financial evaluation, a competency-based interview will be held with selected bidder.**

The contract will be awarded to the highest qualified bidder based on the skills and expertise of the proposed project team, the quality of the technical proposal, i.e. clear presentation of approach / work plan and the cost effectiveness of the financial offer.

## **VII INFORMATION ON SELECTION OF THE MOST FAVOURABLE BIDDER**

The IISG Secretariat shall inform candidates and tenderers of decisions reached concerning the award of the contract as soon as possible, including the grounds for any decision not to award a contract for which there has been competitive tendering or to recommence the procedure.

Standard letter of thanks for participation for unsuccessful tenderers shall be sent within 15 days after the contract is signed with the awarded tenderer.

The candidates and tenderers wishing to receive a feedback may send a request within 15 days after receipt of the standard letter of thanks.

The request may be sent to the e-mail address [ProcurementforRcc@rcc.int](mailto:ProcurementforRcc@rcc.int).

## **VIII ADMINISTRATIVE AND FINANCIAL PENALTIES**

Without prejudice to the application of penalties laid down in the contract, candidates or bidders and contractors who have been guilty of making false declarations or have been found to have seriously failed to meet their contractual obligations in an earlier procurement procedure will be excluded from the award of all contracts and grants financed by the IISG/RCC for a maximum of 2 years from the time when the infringement is established as confirmed after an adversarial procedure with the contractor.

## **IX APPEALS PROCEDURE**

Bidders believing that they have been harmed by an error or irregularity during the award process may petition the IISG/RCC Secretariat directly. The IISG/RCC Secretariat must reply within 15 days of receipt of the complaint.

The appeal request may be sent to the e-mail address [ProcurementforRcc@rcc.int](mailto:ProcurementforRcc@rcc.int) or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat  
Attention to: Administration Department  
Building of the Friendship between Greece and Bosnia and Herzegovina  
Trg Bosne i Hercegovine 1/V  
71000 Sarajevo  
Bosnia and Herzegovina

## **X CONFIDENTIALITY**

The entire evaluation procedure is confidential, subject to the Contracting Authority's policy on access to documents. The Evaluation Committee's decisions are collective and its deliberations are held in closed session. The members of the Evaluation Committee are bound to secrecy. The evaluation reports and written records, in particular, are for official use only.

**ANNEX I: APPLICATION SUBMISSION FORM**

**Open Call for Consultancy Services: 010-021**

**One signed copy** of this Call for Consultancy Submission Form must be supplied.

1 SUBMITTED by:

Name	
Address	
Telephone	
Fax	
e-mail	

2. STATEMENT

[Name of the Authorised person representing the Entity] \_\_\_\_\_ hereby declares that we have examined and accepted without reserve or restriction the entire contents of the Open Call for Consultancy Services, Grounds for Exclusions and Conflict of Interest as such:

**Grounds for exclusion**

Candidates or bidders will be excluded from participation in a procurement procedure if it is known that:

- (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 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 have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- (c) They have been guilty of grave professional misconduct proven by any means which the Contracting Officer 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 with those of the country of the Contracting Officer or those of the country where the contract is to be performed;

- (e) They have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity.

Contracts may not be awarded to candidates or bidders who, during the procurement procedure, are:

- (a) Subject to a conflict of interest;
- (b) Guilty of misrepresentation in supplying the information required by the Contracting Officer as a condition of participation in the contract procedure or fail to supply this information.

### **Conflict of Interest**

- a) The Contractor shall take all necessary measures to prevent or end any situation that could compromise the impartial and objective performance of the contract. Such conflict of interests could arise in particular as a result of economic interest, political or national affinity, family or emotional ties, or any other relevant connection or shared interest. Any conflict of interests which could arise during performance of the contract must be notified in writing to the Contracting Authority without delay.
- b) The Contracting Authority reserves the right to verify that such measures are adequate and may require additional measures to be taken if necessary. The Consultant shall ensure that their staffs, including its management, are not placed in a situation which could give rise to conflict of interests. The Consultant shall replace, immediately and without compensation from the Contracting Authority, any member of its staff exposed to such a situation.
- c) The Contractor shall refrain from any contact which would compromise its independence or that of its personnel. If the Contractor fails to maintain such independence, the Contracting Authority may, without prejudice to compensation for any damage which it may have suffered on this account, terminate the contract forthwith.
- d) The Contractor shall, after the conclusion or termination of the contract, limit its role in connection with the project to the provision of the services. Except with the written permission of the Contracting Authority, the Contractor and any other contractor or supplier with whom the Contractor is associated or affiliated shall be disqualified from the execution of works, supplies or other services for the project in any capacity, including tendering for any part of the project.
- e) Civil servants and other agents of the public administration of the RCC Participants, regardless of their administrative situation, shall not be recruited as experts in contracts financed by the RCC Secretariat.

- f) The Contractor and anyone working under its authority or control in the performance of the contract or on any other activity shall be excluded from access to RCC Secretariat financing available under the same project unless they can prove to the Contracting Authority that the involvement in previous stages of the project does not constitute unfair competition.

We offer to provide the services requested in the Terms of Reference on the basis of supplied documentation subject to this Open Call for Consultancy Services, which comprise our technical offer, and our financial offer.

This Open Call for Consultancy Services is subject to acceptance within the validity period stipulated in the Terms of Reference.

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	