RFP/2018/4825 (UNOPS-SWISSPRO-2018-S-002)

Provision of services for conducting e-Government Assessment in Local Self-Governments in Serbia

Questions and Answers #1

On 21 June 2018 the Clarification meeting was held to present the RFP/2018/4825 and all of its elements and to clarify any questions or misunderstandings regarding the overall procurement process and procedures, as well as the details of the Schedule of Requirements. Following Questions were raised and Answers provided:

Q1/ A1:

The lacking of supporting documents is not an eliminatory factor – request for clarification is sent to bidders in that case;

Q2/A2:

The discrepancy between the required years of relevant professional experience for the Team Members set out in the in the Criteria section of the Tender (which was correct) and the attached Schedule of Requirements –TOR section *7. The Eligibility* (which was incorrect, due to a typo), was clarified. It is confirmed that the **Team Members must have at least five years** of relevant professional experience in Serbia.

Q3/A3:

In the case of a consortium, it will be necessary to provide a document (the agreement/contract) on the consortium, which will name the Lead Partner of the Consortium; the Lead Partner should sign all Returnable Bidding Schedules; it is recommended that all members of the consortium are registered on UNGM;

Q4/A4:

The Language of the proposal is English, but the supporting documents can be in Serbian, no need for translation of the supporting documents into English; reporting and communication will be, however, in English language.

Q5/A5:

The details related to the following output were clarified: “One Action Plan for improvement of readiness for introduction of local e-Government and pertained services”, which should encompass mini-action plans for each municipality separately, as a small roadmap for achieving requirements set by the Law on e-Government (April 2018);

Q6/A6:

The Sample (overview) should provide baseline at the level of e-services in the selected 60 municipalities;

Q7/A7:

The Research will be presented to the Ministry for Public Administration and Local Self Governments (MPALSG) with the recommendations and the red flags for immediate addressing in each of the participating municipalities, since the Law on e-Government (April 2018) sets the deadlines for the municipalities to achieve certain levels of provision of the local e-services;

Q8/A8:

This assessment should give evidence-based information to LSGs on what to focus on, the directions for the immediate actions, based on the feedback from the citizens, and to provide the baseline for the start of essential activates in order to harmonize the current situation with the Law;

Q9/A9:

The sampling of the LSGs to participate in the assessment should not be a random exercise, since it will be essential that the sample represents, as close and realistic as possible, the e-Government and local e-Services situation in the entire Serbia**. Namely, the Terms of Reference, point 5 - The Scope of the Intervention, requirement no. II, should be replaced with: “Develop methodology for selecting a relevant sample of a minimum of 60 LSGs from the entire Serbia, which will be the object of the intervention, prepared, with clear evidence-based justification for the recommendation which LSGs are to be selected and to develop research methodology for such a sample.”**

Q10/A10:

Swiss PRO/UNOPS, with the support of the MPALSG, which is the key Programme partner, will provide adequate support to this action in terms of announcing it to the involved LSGs;

Q10/A10:

The Aspect of beneficiaries should be addressed in the Assessment too, since it is very important.

Q11/A11:

The programme will support municipalities that are on the lowest level of readiness and/or capacities to provide e-services.