

Request for proposal (RFP) for services

Provision of services of Teaching Assistants to Local Teachers in Elementary Schools of Presevo and Bujanovac Teaching Serbian as Non-Mother Tongue

RFPNo. UNOPS-EP-2015-S-013

Date: 12 May 2015

Request for proposal
Provision of services of Teaching Assistants to Local Teachers in
Elementary Schools of Presevo and Bujanovac Teaching Serbian
as Non-Mother Tongue
RFP No.UNOPS-EP-2015-S-013

Section 1: Proposal data

RFP number:	RFPUNOPS-EP-2015-S-013
Project:	European PROGRES
Procurement official's name:	Bozidar Radivojevic
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Telephone number:	+38111 2445-687
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Issue date:	12 May 2015

Pre-proposal conference / site visit - not applicable

Date:
Time:
Mode:
Place:

Requests for clarifications due - not applicable

Date:
Time:

UNOPS clarifications to offerors

Responses to requests for clarification shall be communicated to offerors by posting responses on UNOPS web site (www.unops.org), LBHT web site (<http://www.sagradimodom.org>) and EUPROGRES website (www.euprogres.org) under ITB Case No. UNOPS-EP-2015-S-013. Requests for clarification from offerors will not be accepted any later than 4 days before the Deadline for Proposal Submission.

Proposal due

Date: **8 June 2015**
Time: **12:00h, noon, CET (Serbian time zone UTC+01:00)**

Oral presentations not applicable

Date:
Mode:
Place:

Planned award date

Date: June 2015

Planned contract start date / delivery date (on or before)

Date: July 2015

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Section 2 – RFP letter

UNOPS plans to procure services of Teaching Assistants to Local Teachers in Elementary Schools of Presevo and Bujanovac Teaching Serbian as Non-Mother Tongue as defined in accordance with these documents. UNOPS now invites sealed proposals from qualified offerors for providing the requirements as defined in the UNOPS Terms of Reference attached hereto. Proposals must be received by UNOPS at the address specified **not later than 12:00h, noon, CET (Serbian time zone UTC+01:00) on 8 June 2015.**

This RFP is conducted in accordance with the UNOPS Procurement Manual and all other relevant directives and issuances and can be accessed by following the below link. For clarification on specific issues or to learn more details about procurement at UNOPS offerors are encouraged to consult the UNOPS Procurement Manual. In case of contradictions between this RFP and the UNOPS Procurement Manual, the UNOPS Procurement Manual shall prevail.

<http://www.unops.org/SiteCollectionDocuments/Procurement/UNOPS%20procurement%20manual%20EN.pdf>

This UNOPS RFP consists of six sections and a series of annexes that will be completed by offerors and returned with their proposal:

- RFP section 1: Proposal data sheet
- RFP section 2: RFP letter (this document)
- RFP section 3: Instructions to offerors
- RFP section 4: UNOPS terms of reference/statement of work
- RFP section 5: UNOPS General Conditions of Contract (goods/services/small services)

Annex A	Proposal/no proposal confirmation form
Annex B	Mandatory requirements/pre-qualification criteria
Annex C	Technical proposal submission form
Annex D	Financial proposal submission form
Annex E	UNGM Vendor registration form

Interested offerors may obtain further information by contacting this email address:
srpc.procurement@unops.org

Pre-cleared by:

Date: 12/05/2015



Bozidar Radivojevic; Procurement Reviewer

Approved by:

Date:



Graeme Tyndall; UNOPS RSOC Manager

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Section 3: Instructions to offerors

1 Introduction

- 1.1. UNOPS invites qualified firms to submit technical and Financial Proposals to provide services associated with the UNOPS requirement for supporting Municipalities in Improving Social Inclusion Through Employment of Vulnerable and Marginalised Groups at its UNOPS/European PROGRES programme, Sumatovacka 59, 11 000 Belgrade.
- 1.2. A description of the services required is described in RFP section 4 terms of reference.
- 1.3. UNOPS may, at its discretion, cancel the requirement in part or in whole.
- 1.4. Offerors may withdraw the proposal after submission provided that written notice of withdrawal is received by UNOPS prior to the deadline prescribed for submission of proposals. No proposal may be modified subsequent to the deadline for submission of proposal. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity.
- 1.5. All proposals shall remain valid and open for acceptance for a period of 90 calendar days after the date specified for receipt of proposals. A proposal valid for a shorter period may be rejected. In exceptional circumstances, UNOPS may solicit the offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.
- 1.6. Effective with the release of this solicitation, all communications must be directed only to UNOPS Procurement Official, Bozidar Radivojevic by email at srpc.procurement@unops.org. Offerors must not communicate with any other personnel of UNOPS regarding this RFP.

2 Cost of proposal

The cost of preparing a proposal, attendance at any pre-proposal conference, meetings or oral presentations shall be borne by the offerors, regardless of the conduct or outcome of the solicitation process. Proposals must offer the services/goods for the total requirement; proposals offering only part of the services/goods will be rejected unless the option of submitting a proposal for any or all lot/s of the requirement has been expressly stated in the terms of reference/statement of work.

3 Eligibility

Offerors must not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by UNOPS to provide consulting services for the preparation of the design, terms of references, and other documents to be used for the procurement of the services/goods under this Request for Proposal.

All suppliers are expected to embrace the principles of the United Nations Supplier Code of Conduct, given that it originates from the core values of the Charter of the United Nations. UNOPS also expects all its suppliers to adhere to the principles of the United Nations Global Compact.

Offerors must not be under a declaration of ineligibility for corrupt and fraudulent practices published by UNOPS on its website. Offerors must meet the eligibility criteria as published on the UNOPS website.

4 Clarification of solicitation documents

- a. A prospective offeror requiring any clarification of the solicitation documents may notify UNOPS in writing at UNOPS mailing or email address indicated in the RFP by the specified date and time. UNOPS will respond in writing to any request for clarification of the solicitation documents that it receives by the due date outlined on page 1. Written copies of UNOPS response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective offerors that have received the solicitation documents.

If the RFP has been advertised publicly, the results of any clarification exercise (including an explanation of the query but without identifying the source of inquiry) will be posted on the UNOPS website and UNGM.

5 Amendments to solicitation documents

At any time prior to the deadline for submission of proposals, UNOPS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective offeror, modify the solicitation documents by amendment. All prospective offerors that have received the solicitation documents will be notified in writing of all amendments to the Solicitation documents. For open competitions, all amendments will also be posted on the UNOPS website and UNGM in the tender notice.

In order to afford prospective offerors reasonable time in which to take the amendment into account in preparing their proposals, UNOPS may, at its discretion, extend the deadline for the submission of proposal.

6 Language of Proposals

The proposals prepared by the offeror and all correspondence and documents relating to the proposal exchanged by the offeror and UNOPS, shall be written in English. Supporting documents and printed literature furnished by the offeror may be in another language provided they are accompanied by an appropriate translation of all relevant passages in English. In any such case, for interpretation of the proposal, the translation shall prevail. The sole responsibility for translation and the accuracy thereof shall rest with the offeror.

7 Submission of Proposal

- 7.1. Technical and financial proposals should be submitted simultaneously but in separate sealed envelopes with the RFP reference and the clear description of the proposal (technical or financial) by the date and time stipulated in this document. When submission is in hard copy both inner envelopes should indicate the name and address of the offeror. The first inner envelope should contain the offeror's technical proposal with copies duly marked "original" and "copy". The second inner envelope should include the financial proposal duly identified as such. If the envelopes are not sealed and marked as instructed, UNOPS will assume no responsibility for the misplacement or premature opening of the proposals submitted.

- 7.1.1. Technical proposals should be submitted in one (1) original envelope accompanied by the forms prescribed in this RFP, clearly marked as technical proposal with additional copies and an electronic copy on a CD or a USB stick in MS Word for Windows 2003 or higher format. Technical proposals (both original and copies) must be sealed in a specially marked envelope labelled:

RFP No UNOPS-EP-2015-S-013—Provision of services of Teaching Assistants to Local Teachers in Elementary Schools of Presevo and Bujanovac Teaching Serbian as Non-Mother Tongue –TECHNICAL PROPOSAL- (name and address of offeror)

Financial proposals should be submitted in one (1) original envelope on the form prescribed herein and an electronic copy on a CD or USB stick in MS Excel for Windows 2003 or higher format. Financial proposals should be sealed separately in a specially marked envelope labelled:

DO NOT OPEN! - RFP No UNOPS-EP-2015-S-013 -Provision of services of Teaching Assistants to Local Teachers in Elementary Schools of Presevo and Bujanovac Teaching Serbian as Non-Mother Tongue –FINANCIAL PROPOSAL- (name and address of offeror)

7.1.2. All proposals will be addressed as follows for mailing:

Procurement Unit, UNOPS/European PROGRES, Sumatovacka 59, 11 000
Belgrade

7.1.3. Offerors should use recycled paper for all printed and photocopied documents related to the submission of this proposal and fulfilment of this contract and shall, whenever practicable, use both sides of the paper. Offerors are encouraged to use green alternatives to bind their proposals instead of binders.

7.2. Proposals should be received by the date time and means of submission stipulated in this RFP. Offerors are responsible for ensuring that UNOPS receives their proposal by the due date and time. Proposals received by UNOPS after the due date and time may be rejected.

7.3. The "Certificate of Offeror's Eligibility and Authority to Sign Proposal" contained in this RFP must be executed by a representative of offeror who is duly authorized to execute contracts and bind the offeror. Signature on the certificate represents that the offeror has read this RFP, understands it and agrees to be bound by its terms and conditions. The offeror's proposal with any subsequent modifications and counter-proposals, if applicable, shall become an integral part of any resulting contract.

8 Late proposals

Any proposals received by UNOPS after the deadline for submission of proposals prescribed in this document, may be rejected.

9 Clarification of proposals

To assist in the examination, evaluation and comparison of proposals, UNOPS may, at its discretion, ask the offeror for a clarification of its proposal. The request for clarification and the response shall be in writing and no change in the price or substance of the proposal shall be sought, offered or permitted. UNOPS will review minor informalities, errors, clerical mistakes, apparent errors in price and missing documents in accordance with the UNOPS Procurement Manual 8.9 Discussions with vendors.

10 Proposal currencies

All prices shall be quoted in RSD (Republic of Serbia Dinar) for national and EUR/USD for international companies.

UNOPS reserves the right not to reject any proposals submitted in another currency than the mandatory bidding currency stated above. UNOPS may accept proposals submitted in another currency than stated above if the offeror confirms during clarification of proposals (8) in writing that it will accept a contract issued in the mandatory proposal currency and that for conversion the official United Nations operational rate of exchange of the day of RFP deadline as stated in the RFP letter shall apply.

Regardless of the currency of proposals received, the contract will always be issued and subsequent payments will be made in the mandatory bidding currency above.

11 Mandatory/pre-qualification criteria

- 11.1. The mandatory requirements/pre-qualification criteria have been designed to assure that, to the degree possible in the initial phase of the RFP procurement process, only those offerors with sufficient experience, the financial strength and stability, the demonstrable technical knowledge, the evident ability to satisfy UNOPS requirements and superior customer references for supplying the services envisioned in this RFP will qualify for further consideration. UNOPS reserves the right to verify any information contained in offeror's response or to request additional information after the proposal is received. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect your evaluation.
- 11.2. Offerors will receive a pass/fail rating in the mandatory requirements/pre-qualification criteria section. In order to be considered for Phase I, offerors must meet all the mandatory requirements/pre-qualification criteria described in this RFP.
- 11.3. The UNOPS General Conditions of Contract for services/goods and the UNOPS contract, as part of this RFP, contain mandatory terms and conditions for offerors' review and acceptance. UNOPS will not entertain any proposed changes to the Non-Negotiable Articles. Offerors are expected to confirm in writing their acceptance of these conditions by completing the mandatory requirements/pre-qualification criteria as provided in Annex B. There will be no negotiation of terms and conditions and contract terms at contract award.

12 Evaluation of technical and financial proposal

- 12.1. Phase I - Technical proposal (number of points)
 - 12.1.1. Only offerors meeting the mandatory criteria will advance to the technical evaluation in which a maximum possible 70 points may be determined. An evaluation committee appointed by UNOPS will carry out the technical evaluation applying the evaluation

criteria and point's ratings as listed below. In order to advance beyond Phase I of the detailed evaluation process to Phase II (financial evaluation) a proposal must have achieved a minimum cumulative average score of 49 points.

	Expertise of Firm / Organization/Consortium submitting Proposal	30 points
	Proposed Approach, Methodology and Work Plan - Understanding of the background - Methodology - Work Plan - Expected outcomes	15 points
	Personnel - Combined qualifications of the team - Proposed team members qualifications	25 points
	TOTAL	70 points

12.2. PHASE II - FINANCIAL PROPOSAL - 30 points

12.2.1. Financial proposals will be evaluated following completion of the technical evaluation. The offeror with the lowest evaluated cost will be awarded 30 points. Financial proposals from other offerors will receive pro-rated points based on the relationship of the offeror's prices to that of the lowest evaluated cost.

12.2.1.1. Formula for computing points:

$$\text{Points} = (A/B) \text{ Financial Points}$$

Example: Offeror A's price is the lowest at \$10.00. Offeror A receives 30 points
 Offeror B's price is \$20.00. Offeror B receives $(\$10.00/\$20.00) \times 30$ points = 15 points

13 Preparation of proposal

- 13.1. The offeror is expected to examine all terms and instructions included in the solicitation documents. Failure to provide all requested information will be at offeror's own risk and may result in rejection of offeror's proposal.
- 13.2. The offeror's proposal must be organized to follow the format of this RFP. Each offeror must respond to every stated request or requirement and indicate that offeror understands and confirms acceptance of UNOPS stated requirements. The offeror should identify any substantive assumption made in preparing its proposal. The deferral of a response to a question or issue to the contract negotiation stage is not acceptable. Any item not specifically addressed in the offeror's proposal will be deemed as accepted by the offeror. The terms "offeror" and "contractor" refer to those companies that submit a proposal pursuant to this RFP.
- 13.3. Where the offeror is presented with a requirement or asked to use a specific approach, the offeror must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Failure to provide an answer to an item will be considered an acceptance of the item. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.
- 13.4. The terms of reference/statement of work in this document provides a general overview of the current operation. If the offeror wishes to propose alternatives or equivalents, the offeror must

demonstrate that any such proposed change is equivalent or superior to UNOPS established requirements. Acceptance of such changes is at the sole discretion of UNOPS.

- 13.5. Proposals must offer services/goods for the total requirement, unless otherwise permitted in the solicitation document. Proposals offering only part of the services/goods may be rejected unless permitted otherwise in the solicitation document.
- 13.6. Offeror's proposal shall include all of the following labelled annexes:

RFP submission (on or before proposal due date):

As a minimum, offerors shall complete and return the below listed documents (Annexes to this RFP) as an integral part of their proposal. Offerors may add additional documentation to their proposals as they deem appropriate.

Failure to complete and return the below listed documents as part of the proposal may result in proposal rejection.

Part 1 of proposal	Mandatory Requirements/pre-qualification criteria (Annex B hereto)
Part 2 of proposal	Technical Proposal Submission Form (Annex C hereto) <ul style="list-style-type: none"> - Firms expertise - Problem description - Objectives - Expected outcomes - Implementation methodology/approach - Time schedule - Monitoring plan with clear and measurable indicators of achievements, and detailed activity plan. - Human resources plan and CVs of proposed team members <p>Note: do not include any information on pricing</p> <p>(see detailed evaluation criteria in relation to the proposal in the evaluation table, Annex C)</p>
Part of proposal	Financial Proposal Submission Form (Annex D hereto) Sealed in a separate envelope
Part of proposal	UNGM Vendor registration form (Annex E hereto)

If after assessing this opportunity you have made the determination not to submit your proposal we would appreciate if you could return this form indicating your reasons for non-participation.

Pre-submission:

Offerors shall complete and return the Proposal/no proposal confirmation form prior to the submission deadline indicating whether they do or do not intend to proposal.

Stand-alone document	Proposal/no proposal confirmation form (Annex A hereto)
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14 Format and signing of proposal

The proposal shall be typed or written in indelible ink and shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the proposal.

A proposal shall contain no interlineations, erasures, or overwriting except as necessary to correct errors made by the offeror, in which case such corrections shall be initialled by the person or persons signing the proposal.

15 Award

- 15.1. Award will be made to the responsible and responsive offeror with the highest evaluated proposal following negotiation of an acceptable contract. UNOPS reserves the right to conduct negotiations with the vendor regarding the content of their offer. The award will be in effect only after acceptance by the selected offeror of the terms and conditions and the terms of reference/statement of work. **The contract will reflect the name of the firm whose financials were provided in response to this RFP.**
- 15.2. The selected offeror is expected to commence providing services as of the date and time stipulated in this RFP.

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Section 4: UNOPS terms of reference

Terms of reference

For Providing Teaching Assistants to Local Teachers in Elementary Schools of Presevo and Bujanovac Teaching Serbian as Non-Mother Tongue

1. The Background

European PROGRES is a multi-donor Programme, financed by the European Union (EU), the Government of Switzerland and the Government of Serbia, designed to support sustainable development in the South East and South West Serbia. The Programme has been conceptualised jointly with the European Integration Office of the Government of the Republic of Serbia (SEIO), which has responsibility for monitoring implementation and providing assistance and facilitation. The United Nations Office for Project Services (UNOPS) has been granted with an initial budget of 17.46 million Euros and has the overall responsibility for the Programme implementation.

Through a multi-sector approach this Programme will contribute to sustainable development of underdeveloped areas and creation of more favourable environment for infrastructure and business growth by strengthening local governance, improving vertical coordination, planning and management capacities, improving business environment and development, as well as enhancing implementation of social inclusion and employment policies.

The Programme works towards achieving four main results, while good governance principles are interwoven as a cross cutting aspect of the entire intervention:

1. Strengthened local governance, planning and management capacities through introduction of new, or improvement/elimination of existing procedures and processes in line with the principles of good governance
2. Increased competitiveness of local economy through improved business environment and management/organizational capacities of small and medium enterprises/agricultural cooperatives
3. Improved access to employment, offering equal opportunities to both men and women, and social inclusion of most vulnerable and marginalised groups through development and implementation of local policies resulting in reduced migration from South East and South West Serbia
4. Effects of Serbia's European accession communicated to general public.

Final beneficiaries, but also the key stakeholders and financial contributors of this Programme are **34 municipalities** from the third and fourth group of development level, which have responsibility of taking ownership of activities implemented in their territory:

- Novi Pazar, Ivanjica, Nova Varoš, Priboj, Prijepolje, Raška, Sjenica and Tutin, in the South West Serbia
- Prokuplje, Blace, Žitorađa, Kuršumlija in the Toplica District

- Leskovac, Bojnik, Vlasotince, Lebane, Medveđa and Crna Trava in the Jablanica District
- Vranje, Bosilegrad, Bujanovac, Vladičin Han, Preševo, Surdulica and Trgovište in the Pčinja District
- Brus in Rasina District
- Aleksinac, Gadžin Han, Doljevac, Merošina and Svrlijig in Niš District
- Babušnica, Bela Palanka in Pirot District
- Knjaževac in Zaječar District.

Other beneficiaries include municipality-founded institutions and public utility companies, civil society organisations (CSO) and media in the participating municipalities. It is the inhabitants of the South East and South West Serbia who will feel the biggest benefits of the Programme.

2. Introduction to the Intervention

"The Hague Recommendations Regarding the Education Rights of National Minorities"¹ at its very beginning states that a national minority can maintain its identity only "if they acquire a proper knowledge of their mother tongue during the educational process". However, in the same paragraph, the document goes on to stress that national minorities have a "responsibility to integrate" into the society they are living in "through the acquisition" of the State language.

While the positive laws and regulations of the Republic of Serbia, relevant to protection of national minority rights, contain commendable provisions, which are up to the international standards and norms, in the real-life situations often the teachers of Serbian as non-mother tongue lack necessary skills required to effectively pass-on the required to the students.

The issues related to teaching and learning Serbian as non-mother tongue are not exclusively located in the three municipalities of the South Serbia – Presevo, Bujanovac and Medvedja and they are existing in other parts of the country as well, especially among the national minorities that have little contacts with native speakers.

However, the process of adoption of the official language is further complicated in the said three municipalities, where population predominantly Albanian population is still burden with a fresh memories of the conflict that happened not too long ago, making especially the youth reluctant to learn Serbian. Many sources (local and national CSOs, institutions, experts, representatives of donors and Albanian community as well, etc.) were pointing out for some time now that less and less ethnic Albanian children and consequently youth are able to understand and speak Serbian language. This has a profound negative impact on their further education and prospects for finding employment, as well as their later ability to participate effectively in local political and decision making process as adults and overall integration process.

Recognising this growing problem, the Office of the Government of Serbia Coordination Body for Presevo, Bujanovac and Medvedja, with the support from the Office of the High Commissioner on National Minorities and the United Kingdom Embassy, has produced the "Study on the Possibilities for Improvement of Teaching and Learning of Serbian as Non-Mother Tongue in Presevo, Bujanovac and Medvedja"². The comprehensive Study documented the common perception of the extremely worrisome situation in this regard (e.g. only 5% of surveyed Albanian schoolchildren from 16 elementary schools in the three municipalities poses functional ability to communicate in Serbian, and even that knowledge was acquired outside of the school classes through peer communication

¹ The Office of the High Commissioner on National Minorities, 1996

² http://www.kt.gov.rs/images/Studija%20o%20mogucnostima%20unapredjenja%20nastave_E-VERZIJA%20_SRPSKI_FINAL.pdf, in Serbian only

or media etc.). Importantly, the Study showed also that all interviewed parents of Albanian origin are more than keen to see their children are functional users of Serbian language.

However, the Study clearly establishes also that this situation is very much linked to inadequate and/or obsolete teaching skills and learning methodologies the current teaching staff in the said 16 elementary schools is applying and implementing.

The key recommendations from the Study on how to improve the current situation pertain precisely to that – provide the teachers with modern skills and methods for teaching a non-mother tongue, alongside with current teaching manuals and a know-how on how to utilise them in everyday practice. For this, the recommendations envisage engagement of teaching assistants, who will be assisting teachers to improve the teaching process.

This European PROGRES intervention is designed to address precisely that need.

3. Objectives of the Intervention

Overall objective of the intervention is to contribute to accelerated social integration of Albanian national minority and to increment social cohesion in these municipalities.

Specific objectives of the intervention are to increase, improve and update teaching skills and learning methods of local educators in elementary schools teaching Serbian as non-mother tongue, by engaging qualified Teaching Assistants to the local educators, in four selected schools in Bujanovac and Presevo.

4. The Approach to this Intervention

The European PROGRES will through an open and transparent process evaluate, select and contract an eligible legal entity (see below for details on eligibility) which has responded to the Request for Proposals (RFP), whose integral part is this Terms of Reference (ToR), by submitting a valid project proposal, according to this ToR requirements and other provisions set in the RFP.

The contracted legal entity will then carry out activities in accordance to their accepted descriptions, contents and timeframe, in accordance to the submitted and approved project proposal.

5. The Scope of the Intervention

The contracted legal entity will plan and carry out the following activities:

- Develop in consultations with delegated staff of the Ministry of Education, Science and Technological Development (MoESTD), the Office of the Government of Serbia Coordination Body for Presevo, Bujanovac and Medvedja (the CB) and the European PROGRES, Terms of References (ToR) for recruitment of Teaching Assistants (TAs), which will be providing expert support to local educators for, but not only, preparing and delivering classes teaching Serbian as non-mother tongue
 - NB: The TAs, apart from other criteria that will be defined, must meet the requirements from the *Rulebook on education of Teachers and Teaching Associates in Primary Schools* (Official Gazette of Republic of Serbia no 11/2012)
- Advertise the ToR, shortlist the candidates that meet the ToR requirements, perform interviews and produce the final list of candidates for contracting in consultations with delegated staff of the Ministry of Education, Science and Technological Development (MoESTD), the Office of the Government of Serbia the Coordination Body for Presevo, Bujanovac and Medvedja (the CB) and the European PROGRES
- Contract the selected candidates, in accordance to requirements prescribed by the Labour Law

- Supervise and manage the TAs for the whole period of their assignment. This includes being responsible for paying and managing the TAs remuneration
- Plan, prepare and execute closing down of the TAs engagements and the project as a whole
- Prepare and submit monthly narrative and financial reports to European PROGRES throughout the duration of the contracted project, as well as the Final narrative and financial Report, at the project's end.

6. The Eligibility

Eligible to apply to this RFP are private or public legal entities working in education sector, that are registered for minimum of 5 years, with an annual turnover/budget for the last three years of minimum 5,000,000 RSD per each year, with substantial and provable business/operational experience, and human & technical capacities relevant to this ToR.

7. Outputs

The contracted implementer is expected to produce minimum following outputs:

- A detailed work plan for the implementation of the activities
- A detailed plan on monitoring of project implementation and assessment of the achieved results
- An outline of possible obstacles in project implementation and mitigation plan
- ToR for recruitment of the TAs developed in consultations with the MoESTD, the CB and the European PROGRES, in accordance to other provisions of this ToR
- The ToR advertised and the candidates shortlisted in consultations with the MoESTD, the CB and the European PROGRES
- The interviews organised and the final list of the candidates to be contracted produced in consultation with the Selection Board composed of representatives of MoESTD, CB, European PROGRES and selected experts
- The contracts for engaging the TAs, in accordance with the Labour Law, prepared and signed with the selected TAs. The contract is to last from the beginning of 2015/2016 school year in September 2015 until its end in June 2016
- Execute supervision, management and monitoring of the TAs work and produce relevant documents to support these activities, including the log book for remunerations paid
- Prepare plan in due time for closing down the project, including the timely termination of the TAs contracts
- Prepare and submit monthly narrative and financial reports to the European PROGRES
- Prepare and submit the European PROGRES final narrative and financial reports no later than 30 days after the end of the project

8. Other Important Considerations

- There will be maximum of 8 (eight) Teaching Assistants (TAs) to be engaged/contracted at the end of the selection process
- The contract with the TAs will last from May 2015 until June 2016, but the remunerations will be paid for the duration of the school year – 10 months maximum (from September 2015 to June 2016). The discrepancy will be utilised for the TAs trainings and preps, funded from sources other than this project
- The contracted implementer will be in charge of paying monthly remuneration to the contracted TAs. The remuneration should be calculated having in mind the following elements: average monthly salary of the elementary school teaching staff in the project

area, plus allowance for rent, travel costs & food (if applicable, depending on each TAs specificities), plus taxes as required by the Labour Law

- The contracting implementer must outline its overheads separately
- For each activity that the contracting implementer is carrying out, a written trail must be produced and submitted to the European PROGRES in reports

9. Timeframe

The contract with the implementer will last start July 2015 and it will end July 2016. The contracted implementer will prepare and sign contracts with the selected TAs in accordance to the above.

10. Monitoring and Reporting

The contracted implementer will remain in close contact with appropriate European PROGRES staff and will discuss and agree upon all relevant matters during the implementation of the activities.

The electronic copies of all reports or any other materials pertained to the project will be made available to European PROGRES/UNOPS in English. In particular, but not limited to:

- The detailed work plan
- The ToR draft and final version, with accompanying files and documents (if applicable)
- Short summary reports will be submitted on regular monthly basis
- The final report, in a format previously agreed with the European PROGRES

Methodology, data collected, analyses, reports and other products of the project, will remain the intellectual property of UNOPS.

11. Visibility

All activities performed in public will have to be fully compliant with the visibility guidelines of the EU, the Swiss Government and the Government of Serbia. This will be provided to the Implementing Party by the European PROGRES.

12. Final Considerations

Working language when contacting European PROGRES is both English and Serbian. However, all official correspondence should be in English only. Working language of the contracted implementer will be Serbian.

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RFP No.UNOPS-EP-2015-S-013

Section 5: UNOPSGeneral Conditions of Contract for Services

In the event of an order, the UNOPS General Conditions of Contract will apply. The conditions are available at: <http://www.unops.org/english/Opportunities/suppliers/how-we-procure/Pages/default.aspx> under "Opportunities" > "Suppliers" > "How we procure" > "UNOPS General Conditions for Goods" / "UNOPS General Conditions for Contracts for Professional Services" / "UNOPS Conditions of Services – For contracts of a value less than USD 50,000". If your company is unable to access the document, please send an email request to: srpc.procurement@unops.org UNOPS General Conditions of Contract will be sent to you electronically.

**Request for proposal
Provision of services of Teaching Assistants to Local Teachers in
Elementary Schools of Presevo and Bujanovac Teaching Serbian as
Non-Mother Tongue
RFP No.UNOPS-EP-2015-S-013**

Section 6: UNOPS Contract form for services

Attached

ANNEX A**Request for proposal
Provision of services of Teaching Assistants to Local Teachers in
Elementary Schools of Presevo and Bujanovac Teaching Serbian as
Non-Mother Tongue
RFP No.UNOPS-EP-2015-S-013****Proposal/no proposal confirmation form**

If after assessing this opportunity you have made the determination not to submit your proposal we would appreciate if you could return this form indicating your reasons for non-participation.

Date:

To: UNOPS
PROCUREMENT UNITFax/email +381(0)112435-703
Srcp.procurement@unops.orgFrom: _____

Subject RFPUNOPS-EP-2015-S-013

YES, we intend to submit an offer.

NO, we are unable to submit a proposal in response to the above mentioned Request for
Proposal due to the reason(s) listed below:

- The requested products are not within our range of services/supply
- We are unable to submit a competitive offer for the requested products at the moment
- The requested products are not available at the moment
- We cannot meet the requested terms of reference
- We cannot offer the requested type of packing
- We can only offer FCA prices
- The information provided for quotation purposes is insufficient
- Your RFP is too complicated
- Insufficient time is allowed to prepare a quotation
- We cannot meet the delivery requirements
- We cannot adhere to your terms and conditions (please specify: payment terms, request for performance security, etc.)
- We do not export
- Our production capacity is currently full
- We are closed during the holiday season
- We had to give priority to other clients' requests
- We do not sell directly but through distributors
- We have no after-sales service available
- The person handling the proposals is away from the office
- Other (please provide reasons) _____
- We would like to receive future RFPs for this type of services/goods
- We don't want to receive RFPs for this type of services/goods

If UNOPS has questions to the offeror concerning this NO PROPOSAL, UNOPS should contact Mr./Ms. _____, phone/email _____, who will be able to assist.

ANNEX B

Request for proposal Provision of services of Teaching Assistants to Local Teachers in Elementary Schools of Presevo and Bujanovac Teaching Serbian as Non-Mother Tongue RFP No.UNOPS-EP-2015-S-013

Mandatory requirements/pre-qualification criteria

Offerors are requested to complete this form and return it as part of their submission.

Offerors will receive a pass/fail rating on this section. In order to be considered for Phase I, offerors must meet all the mandatory criteria described below. All questions should be answered on this form or an exact duplicate thereof. UNOPS reserves the right to verify any information contained in offeror's response or to request additional information after the proposal is received. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect your evaluation.

	Mandatory requirements/pre-qualification criteria	Meets (Yes/NO)	Supporting documents/information
1	Offer submitted before the deadline.	Yes/No	
2	Technical and financial offers submitted in separate sealed envelopes	Yes/No	
3	Proposal submitted in English language	Yes/No	
4	Proposal submission form is completed correctly and has been properly signed.	Yes/No	
5	The offer validity is in accordance with the requirements (see Section 3 Introduction).	Yes/No	
6	Offeror meets the eligibility criteria as described in the "Eligibility" paragraph of Section 3 of this tender.	Yes/No	
7	Offeror has registered on UNGM at basic level and has requested to be registered in UNGM at Level 2 with UNOPS.	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
8	3 (three) similar contracts (capacity development and training of educators, education, project management ...) executed successfully during the last 10 years. Reference letters to be provided.	Reference #1: Reference #2: Reference #3:	<i>Please make exact reference to where in your proposal this information can be located.</i>
9	The Offeror should be in continuous business for minimum 3 (three) years. Document from Business Registers Agency to be provided. Document should not be older than 6 months from the date of the proposal.	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
10	Minimum RSD 2,000,000.00 (Two Million Republic of Serbia Dinar) of total turnover within the last 3 years. Financial statements and solvency reports for last 3	Yes/No	<i>Please make exact reference to where in your proposal this information</i>

	years to be provided		<i>can be located.</i>
11	Tax administration receipts that the company paid all local and national taxes to be provided. Document should not be older than 6 months from the date of the proposal.	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
12	Full acceptance of UNOPS General Conditions (for Professional Services) and UNOPS Contract for Professional Services	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
13	Proposed work plan and detailed methodology/approach provided	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
14	Time schedule and manpower estimate to be provided	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>
15	CV of Team Members provided	Yes/No	<i>Please make exact reference to where in your proposal this information can be located.</i>

ANNEX C

Request for proposal

Provision of services of Teaching Assistants to Local Teachers in Elementary Schools of Presevo and Bujanovac Teaching Serbian as Non-Mother Tongue RFP No.UNOPS-EP-2015-S-013

Technical proposal submission form

- a. This Technical Proposal Submission Form must be completed in its entirety.
- b. This Technical Proposal Submission Form consists of this cover page, the Certificate of Offeror's Eligibility and Authority to sign Proposal and the Technical Proposal itself.
- c. The entire Technical Proposal and all required and optional documentation related to the technical competent of the proposal must be placed in an envelope pre-addressed and marked:
 RFP No (UNOPS-EP-2015-S-013) - (description of requirement) – Technical proposal- (name and address of Offeror)
 If submitted by email, the email subject line should read:
 RFP No (UNOPS-EP-2015-S-013) - (Name of Offeror) - Technical proposal
- d. The Technical Proposal envelope / the Technical Proposal email is herewith submitted in accordance with the instructions given in the request for proposal.
- e. The completed and signed Technical Proposal Submission Form, together with the mandatory requirements / pre-qualification criteria document completed by me (Appendix 1 to this offer), together with any other supporting documentation submitted in accordance with this RFP and/or voluntarily constitutes the offeror's Technical Proposal and fully responds to the request for proposal No (UNOPS-EP-2015-S-013)

Offeror Eligibility Confirmation and Information	Offeror's Response
1. What year was your firm/organization established?	
2. In what province/state/country is your firm/organization established?	
3. Has your firm/organization ever filed or petitioned for bankruptcy? (If YES, explain in detail the reasons why, filing date, and current status.)	Yes _____; No _____
4. Have you ever been terminated for non-performance on a contract? If YES, describe in detail.	Yes _____; No _____
5. Have you ever been suspended or debarred by any government, a UN agency or other international organization? If YES, provide details, including date of reinstatement, if applicable.	
6. It is UNOPS policy to require that offerors and their sub-contractors observe the highest standard of ethics during the selection and execution of contracts. In this context, any action taken by a offeror or a sub-contractor to influence the selection process or contract execution for undue advantage is improper. In pursuance of this policy, UNOPS:	Confirm Yes _____; No _____

Offeror Eligibility Confirmation and Information	Offeror's Response
<p>(a) defines, for the purposes of this provision, the terms set forth below as follows:</p> <p>(i) "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;</p> <p>(ii) "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;</p> <p>(iii) "collusive practices" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;</p> <p>(iv) "coercive practices" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;</p> <p>(v) "obstructive practice" is</p> <p>(aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or</p> <p>(bb) acts intended to materially impede the exercise of UNOPS' inspection and audit rights.</p> <p>Confirm that the offeror and its sub-contractors have not engaged in any corrupt, fraudulent, collusive, coercive or obstructive practices in competing for this solicitation.</p>	
<p>7. Officials not to benefit: Confirm that no official of UNOPS has received or will be offered by the offeror or its sub-contractors, any direct or indirect benefit arising from this solicitation or any resulting contracts.</p>	Confirm Yes ____; No ____
<p>8. Confirm that the offeror is not engaged in any activity that would put it, if selected for this assignment, in a conflict of interest with UNOPS.</p>	Confirm Yes ____; No ____
<p>9. Confirm that the offeror and your sub-contractors have not been associated, or had been involved in any way, directly or indirectly, with the preparation of the design, terms of references and / or other documents used as a part of this solicitation.</p>	Confirm Yes ____; No ____
<p>10. UNOPS policy restricts companies from bidding on or receiving UNOPS contracts if a UNOPS staff member or their immediate family are an owner, officer, partner or board member or in which the staff member or their immediate family has a financial interest. Confirm that no UNOPS staff member or their immediate family are an owner, officer, partner or board member or have a financial interest in either the offeror or its sub-contractors.</p>	Confirm Yes ____; No ____

I, _____, certify that I am _____ of _____; that by signing this Proposal for and on behalf of _____ I am certifying that all information contained herein is accurate and truthful and that the signing of this Proposal is within the scope of my powers.

I, by signing this Proposal, commit my Offer to be bound by this Technical Proposal for carrying out the range of services as specified in the solicitation package.

(Seal)

(Signature)

(Printed Name and Title)

(Date)

Provide the name and contact information for the primary contact from your company for this solicitation:

Name:

Title:

Address:

Telephone Number

Fax Number:

Email Address:

Technical proposal submission form

The offeror's proposal must be organized to follow the format of this RFP. Each offeror must respond to every stated request or requirement and indicate that offeror confirms acceptance of and understands UNOPS stated requirements. The offeror should identify any substantive assumption made in preparing its proposal. The deferral of a response to a question or issue to the contract negotiation stage is not acceptable. Any item not specifically addressed in the offeror's proposal will be deemed as accepted by the offeror. The terms "offeror" and "contractor" refer to those companies that submit a proposal pursuant to this RFP.

Where the offeror is presented with a requirement or asked to use a specific approach, the offeror must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Failure to provide an answer to an item will be considered an acceptance of the item. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive. Where a statement of non-compliance is provided, the offeror must indicate its reasons and explain its proposed alternative, if applicable, and the advantages and disadvantages to UNOPS of such proposal.

Section		Offerors response
1.	Expertise of Firm/Organization/Consortium submitting Proposal (maximum 30 points)	
Q1.1.	<p>Experience of the organisation, general organizational capability and reputation of the firm which is likely to affect implementation of the campaign (description of the firm and background material to be provided):</p> <ul style="list-style-type: none"> Company with 3 year of experience in similar activities since registration date - 4 points From 4 to 7 years of experience in similar activities since registration date – additional 3 point More than 7 years of experience in similar activities since registration date - additional 3 points. <p>(maximum of 10 points)</p>	
Q1.2.	<p>Specialized knowledge, proven expertise and experience of the company in the following areas:</p> <ul style="list-style-type: none"> 3 contracts on either of the following topics: capacity development and training of educators, education, project management ... - 10 points From 4 to 5 contracts on either of the following topics: capacity development and training of educators, education, project management ... – additional 5 points 6 or more contracts on either of the following topics: capacity development and training of educators, education, project management ... – additional 5 points <p>(maximum 20 points)</p>	
2.	Proposed Work Plan and Approach (maximum 15 points)	
Q2.1.	Expected outcomes well described within the proposal and they are furthermore realistic, achievable and contribute to desired objectives (maximum 3 points)	
Q2.2.	Proposed methodology is appropriate, realistic, feasible, effective and promise efficient implementation of the campaign (maximum 9 points)	

Section		Offerors response
Q2.3.	Time schedule and manpower estimates well prepared and presented in a clear and understandable manner (maximum 3 points)	
3.	Personnel (maximum 25 points)	
Q3.1.	Qualifications of the combined expertise of the proposed team consisted of Team Leader, threeTeam Members/Core Experts and all other supporting personnel including their previous experience working as a team – 5 points	
Q3.2.	<p>Team Members The team members must have a minimum of a bachelor degree in a discipline relevant to required expertise and at least 5 years of relevant professional experience. He or she would be directly responsible for implementation of activities defined by this ToR. This will carry 10 points More than 5 years of relevant professional experience will carry 2 additional points for each year of experience up to maximum 20 points (maximum 20 points)</p>	

ANNEX D

Request for proposal Provision of services of Teaching Assistants to Local Teachers in Elementary Schools of Presevo and Bujanovac Teaching Serbian as Non-Mother Tongue RFP No.UNOPS-EP-2015-S-013

Financial proposal submission form

- a. This Financial Proposal Submission Form must be completed in its entirety.
- b. Financial proposals must be submitted in: RSD (Republic of Serbia Dinar)
- c. The entire Price Proposal must be placed in a separate envelope pre-addressed and marked:

Do not open! - RFP No UNOPS-EP-2015-S-013 - Provision of services of Teaching Assistants to Local Teachers in Elementary Schools of Presevo and Bujanovac Teaching Serbian as Non-Mother Tongue – Financial proposal- name and address of offeror.

- d. The completed Financial Proposal Submission Form constitutes Offeror's Financial Proposal and fully responds to Request for Proposal No**Error! Reference source not found.** I commit my Offer to be bound by this Financial Proposal for carrying out the range of services as specified in the solicitation package.

In compliance with this RFP the undersigned, propose to furnish all labour, materials and equipment in order to provide goods and services as stipulated in the RFP. This shall be done at the price set in this Schedule and in accordance with the Contract terms in this RFP.

_____	_____
(Signature)	(Name)
_____	_____
(Name of offeror)	
_____	_____
(Date)	(Address)
_____	_____
(Telephone No.)	(Fax No.)

(Email address)	

h

Financial proposal submission form

Currency: Republic of Serbia Dinar (RSD)

Name(s) of consultant(s) (a)	Number of working days (b)	Daily fee (c)	Daily subsistence allowance (d)	Total (e)=(b)x((c)+(d))
SUB TOTAL:				

International/National travels (a)	Quantity (b)	Cost (c)	Currency (RSD)	Total (e)=(b)x(c)
SUB TOTAL:				

Other Costs (description)	Cost (lump-sum)
SUB TOTAL:	

GRAND TOTAL:	
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ANNEX E

Request for proposal Provision of services of Teaching Assistants to Local Teachers in Elementary Schools of Presevo and Bujanovac Teaching Serbian as Non-Mother Tongue RFP No.UNOPS-EP-2015-S-013

UNGM vendor registration form

As part of the proposal, it is desired that the offeror goes to the United Nations Global Marketplace (UNGM) registration website: <https://www.ungm.org/Registration/RegisterSupplier.aspx> and fills out the registration. If the offeror is already registered with UNGM, please provide your UNGM registration number (_____). Please ensure that your firm's information on UNGM is current.

Offerors need to familiarise themselves with the United Nations Supplier Code of Conduct. UNOPS encourages all suppliers to subscribe to the United Nations Global Compact.

The offeror may still proposal even if not registered with the UNGM. However, if the offeror is selected for contract award, the offeror must register on the UNGM prior to contract signature.



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