



Request for Quotation (RFQ) for Services

Provision of Training and Professional Mentorship Support to the European PROGRES Beneficiaries from Support to Women Entrepreneurship and Support to Youth Self-employment sub-projects

RFQ Ref No: UNOPS-EP-2016-S-071

Invitation letter

Dear Sir/Madam,

Subject: Request for Quotations for Provision of Training and Professional Mentorship Support to the European PROGRES Beneficiaries from Support to Women Entrepreneurship and Support to Youth Self-employment sub-projects
RFQ Case No.: UNOPS-EP-2016-S-071

The United Nations Office for Project Services (hereinafter referred to as UNOPS) is pleased to invite prospective bidders to submit a quotation for the provision of goods/services in accordance with the UNOPS General Conditions of Contract and the Schedule of Requirements as set out in this Request for Quotation (RFQ).

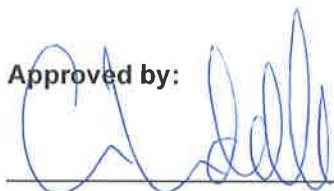
The RFQ consists of the following:

- This RFQ Invitation Letter
- Section I: RFQ Particulars
- Section II: Instructions to Bidders
- Section III: Schedule of Requirements
- Section IV: Returnable Bidding Forms
 - Form A: Quotation Submission Form
 - Form B: Price Schedule Form
 - Form C: Technical Quotation Form
 - Form D: Previous Experience Form

If you are interested in submitting a quotation in response to this RFQ, please prepare your quotation in accordance with the requirements and process as set out in this RFQ and submit it to UNOPS by the deadline for quotation submission set out in the Section I: RFQ Particulars.

We look forward to receiving your quotation.

Approved by:



Name: Graeme Tyndall
Title: UNOPS Serbia Operations Centre Manager
Date: 15/08/2016

Section I: RFQ Particulars

Scope of Quotation	This RFQ refers to the provision of Provision of Training and Professional Mentorship Support to the European PROGRES Beneficiaries from Support to Women Entrepreneurship and Support to Youth Self-employment sub-projects , as further described in Section III: Schedule of Requirements.
Contact person for correspondence, notifications and requests for clarifications	All correspondence, notifications and requests for clarifications in relation to this RFQ shall be sent to the following e-mail address: srpc.procurement@unops.org United Nations Office for Project Services Republic of Serbia Operations Centre Šumatovačka 59 11000 Belgrade, Serbia ATTENTION: quotations shall not be submitted to the above address but to the address for quotation submission as set out below.
Clarifications	Requests for clarification from bidders will not be accepted by any later than 24 August 2016 . Responses to requests for clarification will be communicated at LBHT web site (http://www.sagradimodom.org) and European Progres website (www.europeanprogres.org) under RFQ Case UNOPS-EP-2016-S-071 (Public Calls) .
Quotation validity period	Quotations shall remain valid for acceptance by UNOPS for ninety 90 days for RFQ from the Deadline for Quotation Submission.
Quotation Currenc(ies)	Quotations shall be quoted in RSD (Republic of Serbia Dinars). UNOPS reserves the right not to reject any bids submitted in another currency than the mandatory bidding currency stated above.
Duties and Taxes	All quotations shall be submitted net of any direct taxes, customs duties and indirect taxes and VAT.
Language of quotations	All quotations, information, documents and correspondence exchanged between UNOPS and the Bidders in relation to this RFQ process shall be in English.
Deadline for Quotation Submission	All quotations must be submitted by 12:00, CET on 29 August 2016
Quotation submission	Quotations must be submitted as follows: Quotation form must be completed signed and returned to UNOPS. The quotations must be made in accordance with the instructions contained in this request. All quotations must be submitted to the following address Address: Šumatovačka 59, 11000 Belgrade, Serbia Or to E-mail: srpc.bids@unops.org Contact person: Hana Ajdarpasic Quotations submitted shall be binding and valid for a period of ninety (90) days from the due date stated herein. Any prices accepted during this period will be considered firm/fixed for the resulting purchase order. The supplier agrees to acknowledge the purchase order in the form provided upon award, under the terms and conditions stated therein, and for the agreed amount.

Evaluation method and criteria

Quotations shall be evaluated to determine the lowest price most technically acceptable offer. Evaluation shall be conducted as follows:

1. **Preliminary Examination.** The following eligibility and formal criteria will be reviewed for compliance:

- Bidder is eligible as defined in Instructions to Bidders, Article 3
- Completeness of the Quotation. All Returnable Bidding Forms and other documentation requested have been provided and are complete
- Bidder accepts UNOPS General Conditions of Contract
- Registration, financial and legal documents:
 - Registration Document from Business Registers Agency;
 - Certified Financial Statements and/or for the last three years;
- Other relevant documents:
 - List of team members which would be engaged in providing services as per this RFQ. In case the bidder is selected within this procedure, this list will be attached to the Contract as its integral part.
 - Brief proposal demonstrating work plan and methodology/approach of training curriculum and mentorship support. In case the bidder is selected within this procedure, the work plan and methodology approach will be attached to the Contract as its integral part.
 - Time schedule and manpower estimate
 - Brief overview of the Bidder's portfolio;
 - Reference letters supported by the contracts from minimum 3 clients in the last 3 years, issued to the Bidder – as specified in the TOR of this RFQ;
 - CVs and reference letters and/or contracts (or decision of appointment), from minimum 3 clients in the last 3 years, issued to the proposed Team of Trainers – as specified in the TOR of this RFQ;
 - CVs and reference letters and/or contracts (or decision of appointment), from minimum 3 clients in the last 5 years, issued to the Lead Trainer – as specified in the TOR of this RFQ;

2. **Qualifications of the Bidder** will be assessed as per below qualification criteria:

- Bidder should be legal entities that are registered for a minimum of three years – provable by the Document from Business Registry Agency;
- Bidder should have an annual turnover/budget for the last three years of a minimum 1,500,000 RSD per each year, justifiable by certified Financial Statements for the past three years (2013,2014,2015);
- Bidder should be in continuous business in the past three years (2013,2014, 2015) and have proven track record of substantial business/operational experience in implementation of activities of support to the development of entrepreneurship, designing and delivery of trainings for business running and provision of professional mentorship services to entrepreneurs and the beginners in business (start-ups).
That experience should be specified in the Brief overview of the Bidder's portfolio and justified with the reference letters from minimum three clients in the last three years – as specified in the TOR of this RFQ – as well as with the list of major clients engaged for provision of services relevant for this TOR (Previous Experience Form of this RFQ);
- Bidder should have human & technical capacities relevant to this ToR – provable by the provided CVs, reference letters and/or contracts (or decision of appointment), as specified in the TOR of this RFQ.

	<p>3. Technical compliance of the offered goods/services. The following technical criteria will be reviewed for compliance compared to UNOPS requirements:</p> <ul style="list-style-type: none"> • Goods/services offered in the quotation are compliant compared to the requirements in Section III: Schedule of Requirements – Terms of Reference <p>4. Financial evaluation. Quotations that are found to be technically acceptable shall be evaluated based on price and UNOPS will award the contract as per the lowest priced, most technically acceptable offer evaluation methodology.</p> <p>At any time during the evaluation process UNOPS may request clarification or further information in writing from Bidders. The Bidder's responses shall not contain any changes regarding the substance, including the technical and financial part of their quotation. UNOPS may use such information in interpreting and evaluating the relevant quotation.</p>
Partial quotations	Partial quotations shall not be allowed. Bidders must quote prices for the total goods and/or services for the total requirement requested under Section III: Schedule of Requirements. Evaluation will be done for the total requirement.
<ul style="list-style-type: none"> • Documents comprising the Quotation 	<p>Bidders shall include the following documents in their quotation – as specified in the TOR of this RFQ:</p> <ul style="list-style-type: none"> • Form A: Quotation Submission Form • Form B: Price Schedule Form • Form C: Technical Quotation Form • Form D: Previous Experience Form • Registration, financial and legal documents: <ul style="list-style-type: none"> ○ Registration Document from Business Registers Agency; ○ Certified Financial Statements for the years 2013, 2014, 2015; • Other relevant documents: <ul style="list-style-type: none"> ○ A list of the proposed personnel; ○ Reference letters supported by the contracts issued to the Bidder – as specified in the TOR of this RFQ; ○ CVs and reference letters and/or contracts (or decision of appointment), issued to the Lead Trainer and the Team of Trainers – as specified in the TOR of this RFQ; ○ Brief overview of the Bidder's portfolio; ○ Brief proposal demonstrating work plan and methodology/approach of training curriculum and mentorship support. ○ Time schedule and manpower estimate
Type of Contract to be awarded	UNOPS will sign the following contract with the awarded Bidder(s): Small Services Contract
General Conditions of Contract	<p>In the event of an order, the following conditions of contract will apply: UNOPS General Conditions of Contract for goods</p> <p>The conditions are available at: http://www.unops.org/english/Opportunities/suppliers/how-we-procure/Pages/default.aspx</p>
Signing of Contract	UNOPS plans to award the Contract by 15 June 2016 .
UNGM registration	<p>Any Contract resulting from this RFQ exercise will be subject to the supplier registration on United Nations Global Marketplace (UNGM) website. Vendors can register their company by accessing the website at www.ungm.org.</p> <p>The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to Contract signature</p>

Section II: Instructions to Bidders

1. SCOPE OF QUOTATION

Bidders are invited to submit a quotation for the goods and/or services specified in Section III: Schedule of Requirements, in accordance with this RFQ.

2. INTERPRETATION OF THE RFQ

This RFQ is an invitation to treat and shall not be construed as an offer capable of being accepted or as creating any contractual, other legal or restitutionary rights.

This RFQ is conducted in accordance with the applicable provisions of UNOPS Procurement Manual (latest version of which can be accessed at: <https://www.unops.org/english/Opportunities/suppliers/how-we-procure/Pages/default.aspx>) and other relevant Organisational Directives and Administrative Instructions that are referred to in the Procurement Manual. In case of contradictions between this RFQ and the UNOPS Procurement Manual, the UNOPS Procurement Manual shall prevail.

3. BIDDER ELIGIBILITY

Bidders may be a private, public or government-owned legal entity or any association with legal capacity to enter into a binding Contract with UNOPS.

A Bidder shall not be eligible to submit a quotation if and when at the time of quotation submission, the Bidder:

- i. is included in the Ineligibility List, hosted by UNGM, that aggregates information disclosed by UNOPS (UNOPS Ineligibility List) and other Agencies, Funds or Programs of the UN System;
- ii. is included in UN/PD's suspended and removed vendors list;
- iii. is included in the Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list;
- iv. is included in the World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals;

All Bidders 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.

4. CLARIFICATION OF THE RFQ

Bidders may request clarification in relation to the RFQ or bid process by submitting a written request to the contact stated in the **Section I: RFQ Particulars**, until the time stated in **Section I: RFQ Particulars**. Explanations or interpretations provided by personnel other than the named contact person, will not be considered binding or official.

5. REMUNERATION FOR AND COSTS OF QUOTATIONS

Bidders shall not be entitled to any remuneration or compensation for the preparation and submission of their quotation.

6. QUOTATION CURRENCY(IES)

The quotation shall be made in the currency(ies) stated in **Section I: RFQ Particulars**. If applicable, for comparison and evaluation purposes, UNOPS will convert the quotations into USD at the official United Nations rate of exchange in force at the time of the deadline for quotation Submission.

UNOPS reserves the right not to reject any quotation submitted in a currency other than the mandatory bidding currency(ies). UNOPS may accept quotations submitted in another currency than stated above if the Bidder confirms during clarification of quotations in writing that it will accept a Contract issued in the mandatory quotation currency and that for conversion the official United Nations operational rate of exchange of the day of RFQ deadline as stated in Section I: RFQ Particulars shall apply. Regardless of the currency of quotations received, the Contract will always be issued and subsequent payments will be made in the mandatory bidding currency above.

Rates in quotations shall be fixed. Quotations with adjustable rates shall be disqualified.

7. DUTIES AND TAXES

Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNOPS as a subsidiary organ, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in **Section I: RFQ Particulars**.

8. PAYMENT TERMS

UNOPS will ordinarily effect payment within 30 days after receipt of the goods/services and on submission of payment documentation. Time in connection with discounts offered for accelerated payment will be computed from the date of receipt of payment documents by UNOPS. Payment discounts will not be considered in the financial evaluation.

9. PUBLICATION OF CONTRACT AWARD

UNOPS shall publish in its website (<https://data.unops.org>) information regarding the purchase order(s) awarded as a result of this RFQ.

10. ETHICS AND PROSCRIBED PRACTICES

UNOPS requires that all Bidders observe the highest standard of ethics during the entire RFQ process, as well as the duration of any Contract that may be signed as a result of this process. Therefore, all Bidders shall represent and warrant that they:

- (i) have not unduly obtained, or attempted to unduly obtain, any confidential information in connection with the RFQ process and any Contract that may be signed as a result of this RFQ process;
- (ii) have no conflict of interest that would prevent them from entering into a Contract with UNOPS, and shall have no interest in other parties involved in this RFQ process or in the project underlying this RFQ process;
- (iii) have not engaged, or attempted to engage, in any Proscribed Practices in connection with this RFQ process or the Contract that may be awarded as a result of this RFQ process. For the purposes of this provision, Proscribed Practices are defined in the UNOPS Vendor Sanctions Procedures, and include: corrupt practice, fraudulent practice, coercive practice, collusive practice, unethical practice and obstruction.

11. AUDIT

UNOPS may conduct investigations relating to any aspect of the Contract award at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any relevant documentation for such purposes at reasonable times and on reasonable conditions and to grant to UNOPS access to the Contractor's premises at reasonable times and on reasonable conditions in connection with such access to the Contractor's personnel and relevant documentation. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNOPS hereunder

12. BID PROTEST

Any Bidder that believes to have been unjustly treated in connection with this RFQ process or any Contract that may be awarded as a result of such RFQ process may submit a complaint to UNOPS' General Counsel. More information about bid protests can be found on UNOPS' website at www.unops.org.

Section III: Schedule of Requirements - Terms of Reference

For Provision of Training and Professional Mentorship Support to the European PROGRES Beneficiaries from Support to Women Entrepreneurship and Support to Youth Self-employment sub-projects

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 Piroć 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. Background

The European PROGRES' approach to design and implementation of the Programme's activities was always characterised by its conviction that any developmental programme must have deep understanding of sustainable development as a process that is intrinsically linked to good governance and human rights. This conviction is transposed in the Programme as its cross-cutting, transversal themes – Good Governance, Gender Equality and Social Inclusion, in all of its activities, wherever pertinent and meaningful.

One of the Programme's key focuses is on vulnerable and marginalised groups. The Programme's been paying special attention to these groups by designing, funding and implementing many projects for unemployed, women, minorities, Roma, etc. The two recent Calls for Proposals¹, however, stand out for their ambition and complexity.

The Call for project proposals for the **support to women entrepreneurship** through start-up grants was advertised in 2015 and procurement and delivery of equipment to beneficiaries is in progress. A total of 45 women from 22 municipalities from the South East and South West of Serbia gained the opportunity to start their own businesses, thus improving their socio-economic situation. The Programme beneficiaries will be provided with trainings and professional mentorship support for business start-up in the areas of business running, marketing and other areas according to beneficiaries' needs.

The Call for project proposals for the **support to youth self-employment** through start-up grants aims at one of the highest group of unemployed in Serbia today² (up to 47% are unemployed within this group). The Call was published in April 2016 and it is expected that 22 youth start-up businesses will be supported by the end of evaluation process. Beneficiaries of this public call will be provided with training and professional mentorship support according to prior defined needs for business start-up and further business sustainability.

In an endeavour to provide additional support to the businesses start-ups, thus increasing chances of their survivability during the critical phase, the Programme will select a competent legal entity for the provision of professional mentorship services and training delivery for women and young entrepreneurs.

3. Objective of the Intervention

The overall objective of this intervention is to provide a specific set of skills and knowledge through trainings and professional mentorship support to the beneficiaries of the Calls for Proposals, thus improving the expected outcomes and increasing overall impact and sustainability of the Programme intervention.

4. The Scope of the Intervention

The contracted legal entity will plan, develop and implement the following activities for the support to 45 beneficiaries of the Call related to women entrepreneurship and 22 beneficiaries of the Call for the support to youth self-employment:

- Drafting of questionnaire for needs assessment for trainings and professional mentorship support services.
- Drafting of training curriculum, and mentorship plan based on the results obtained from the questionnaire results.
- Training curriculum should, *inter alia*, include the following topics adjusted to beneficiaries' needs based on the questionnaire and should be tailored to the business start-up level:
 - o Legal framework for small businesses in Serbia

¹ For full description of the three Calls, please visit <http://www.europeanprogres.org/>

² http://webrzs.stat.gov.rs/WebSite/repository/documents/00/02/01/40/Trendovi_decembar_2015.pdf

- Small-business management skills
- Small-businesses planning and development
- Marketing and sales for small businesses
- Finance for small businesses (incl. basics of bookkeeping)
- Business communication and e-commerce
- Delivery of training curriculum for business running:
 - A one-to-one on-job, full two days training in first three months of their business, for up to 67 beneficiaries of the Calls (a total of 134 full working days). The list of beneficiaries will be provided by the Programme within two weeks after signing of the contract and will be based on the expressed interests of beneficiaries for the delivery of trainings.
- Delivery of professional mentorship support and consulting for business running:
 - Drafting of individual short-term business activity plan for further business improvement, which will be agreed and prepared during the trainings with beneficiaries and based on identified needs. Individual short-term business activity plan should have up to three pages and should list the specific activities for the next three months period.
 - Provision of mentorship online counselling and support according to beneficiaries' requirements with up to 50 working days.
 - Organisation of half-day meetings with up to 67 beneficiaries (up to 34 full working days) with the aim to check implemented short-term business activities plan and provide recommendations for further work and business improvement.
- Drafting of conclusions review and recommendations for start-up business based on business evaluation and work with beneficiaries, which will include business effects and sustainability.

5. Outputs

The Implementer is expected to produce minimum the following outputs:

- A detailed work plan for implementation of activities, which will include visits to beneficiaries for delivery of two-day trainings (with an efficient and effective planned itinerary) and professional mentorship support to beneficiaries with the follow up activity plan (meetings or half-day visits to beneficiaries).
- Questionnaire for needs assessment for trainings and provision of professional mentorship/consulting services developed, and previously reviewed and approved by the Programme. Feedback from beneficiaries collected, compiled and results delivered to the Programme.
- Training curriculum with elaborated topics (contents, presentations) and evaluations/tests developed.
- A one-to-one on-job training for 67 beneficiaries held (up to 67 beneficiaries, two-day visits – in total 134 working days)
- Evaluation questionnaires from trainings and feedback from beneficiaries collected, compiled and submitted to the Programme.
- Mentorship support plan developed, previously reviewed and approved by the Programme.
- Half-day meetings held with beneficiaries (up to 34 full working days).
- Prepare and submit monthly narrative report (including comments, suggestions and recommendations from site visits/trainings and mentorship support) and financial reports to the European PROGRES.
- Prepare and submit the European PROGRES final narrative and financial report, including overview of conclusions and recommendations about start-up businesses, in accordance to the terms from the Contract.

6. Requirements

Bidders which apply to this RFQ will be assessed as per below qualification criteria:

- that are registered for a minimum of three years – provable by the Document from Business Registry Agency;
- that have an annual turnover/budget for the last three years of a minimum 1.500.000 RSD per each year, justifiable by certified Financial Statements for the last three years (2013,2014,2015);
- that are legal entities in continuous business and continually active in the past three years (2013,2014, 2015) and have proven track record of substantial business/operational experience in implementation of activities and provision of services of support to the development of entrepreneurship, namely designing and delivery of trainings for business running to beneficiaries and provision of professional mentorship services to entrepreneurs and the beginners in business (start-ups). The work in this area with beneficiaries from vulnerable groups (youth and women) will be highly desirable;

That experience should be specified in the Brief overview of the Bidder's portfolio, as well as in the list of major clients which have engaged the bidder for provision of services relevant for this TOR (Previous Experience Form of this RFQ);

The substantial business/operational experience must be justified with the contracts supported with reference letters from at least three different clients which have contracted the bidder over the past three years (2013, 2014, 2015) to design and deliver trainings for business running to beneficiaries and to provide professional mentorship support in entrepreneurship and start-up businesses (references and contracts must include provision of both types of services as defined in this TOR, in the ratio 2 + 1).

- with human and technical capacities relevant for this ToR.
 - The lead trainer must have a minimum of ten years of work experience in the area of economics and bachelor degree in economic sciences and must have proven experience in designing and delivery of trainings for business running and professional mentorship support in entrepreneurship and start-up businesses.

This experience needs to be justified with a CV and reference letters and/or contracts (or decision of appointment or confirmation letters from the employer/client), from minimum three clients which have engaged the trainer for provision of the above mentioned services in the last five years. All references and contracts must include provision of both types of services as defined in this TOR, in the ratio 2 + 1.

He/she would be directly responsible for the delivery of expected results and activities defined by this ToR.
 - The team of trainers should be composed of at least two trainers with at least five years of experience in provision of services related to drafting of curriculum and delivery of trainings for business running to beneficiaries, as well as of professional mentorship support in entrepreneurship and start-up businesses. This experience needs to be justified with CVs, reference letters and/or contracts (or decision of appointment or confirmation letter from the client/employer), from minimum three clients which have engaged the trainer for provision of the above mentioned services in the last three years (2013, 2014, 2015). References and contracts must include provision of both types of services as defined in this TOR, in the ratio 2 + 1).

He/she would be directly responsible for the implementation of activities defined by this ToR.
 - The proposed team members can be permanently employed or be engaged as consultants on contract bases with the legal entity (the bidder). Submitted CVs and current service contracts, or Letter of intent for engagement, must be related to provision of specific services of designing and delivery of trainings for business running and professional mentorship support in entrepreneurship and start-up businesses.
 - In case the lead trainer and/or the team members have been engaged on the basis of a permanent contract by the same client/employer over the past five years, the engagement must include provision of the above specified services on at least two different projects. The

term project refers to a contract between the trainer's client/employer and the legal entity which has requested such services. The experience must be proved by the relevant documentation, such as decision of appointment or the confirmation letters from the client/employer, supported by the contracts stipulated between the trainer's client/employer and the legal entity which has requested such services. In case the contract itself contains the name of the proposed trainer, there is no need to provide the decision of appointment or confirmation letter.

By submission of the quotation, UNOPS is authorized by the Bidder to conduct a verification of the facts and information provided within the quotation and reserves the right to perform such verification, if found necessary.

7. Other Important Considerations

- The Implementer will be in charge of designing, preparing, organising and delivering of training programme, including organised visits to beneficiaries (67 beneficiaries, two working days – 134 working days), as well as for the provision of professional mentorship/consulting services (up to 50 full working days) and delivery of a half-day meetings with beneficiaries (up to 34 full working days). This should be included in the financial proposal with the application. Trainings must be organised in beneficiaries' municipalities, i.e. in beneficiaries' workplaces, where conditions allow for such activity. In case that meetings are held outside the workplace (according to conditions), adequate meeting rooms must be found in beneficiaries' municipalities.
- Financial proposal should include costs of accommodation and travel costs of team members during the delivery of trainings, visits/ meetings with beneficiaries, activities of professional mentorship support, while professional fee and overheads of the implementer should be presented separately. The provided financial proposal should be based on the format provided as the Form B of this RFQ. UNOPS shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties agree to a contract amendment on the future.
- In addition to forms provided within this RFQ, the Implementer is also obligated to supply the following underlying documentation with the application:
 - List of team members which would be engaged in providing services as per this RFQ. In case the bidder is selected within this procedure, this list will be attached to the Contract as its integral part.
 - Brief proposal demonstrating work plan and methodology/approach of training curriculum and mentorship support. In case the bidder is selected within this procedure, the work plan and methodology approach will be attached to the Contract as its integral part.
 - Time schedule and manpower estimate

8. Timeframe

The contract with the implementer will start in mid-September 2016 and it will end in May 2017 (one month for preparation of the final report included).

9. Monitoring and Reporting

The 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
- Summary reports, in a format previously agreed with the European PROGRES, will be submitted on regular monthly basis

- The final report, in a format previously agreed with the European PROGRES, no later than a month after the completion of all activities.

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

10. Visibility

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

11. 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 Implementer, including language that will be used for materials and trainings, will be Serbian.

Section IV: Returnable Bidding Forms

Note to Bidders: Instructions to complete each Form are highlighted in blue in each Form. Please complete the Returnable Bidding Forms as instructed and return them as part of your quotation.

The following returnable forms are part of this RFQ and must be completed and returned by bidders as part of their Quotation.

Form A: Quotation submission form

Bidders are requested to complete this form, sign it and return it as part of their bid submission. The bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Date: [Insert submission date] _____

Subject: Quotation for the supply of [Insert a brief description of goods/services] in [Name of country/city],
 RFQ Case No. [insert RFQ ref number] _____, dated [insert date] _____.

We, the undersigned, declare that:

- a. We offer to supply in conformity with the bidding documents, including the UNOPS General Conditions of Contract.
- b. Our quotation shall be valid for the period of time of [insert number of days which shall not be less than the specified in Section I: Bid Particulars, Period of Validity of Bids] _____ from the date fixed for the bid submission deadline as set out in the RFQ, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- c. We have no conflict of interest in any activity that would put it, if selected for this assignment, in a conflict of interest with UNOPS;
- d. Our firm confirms that the offeror and 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;
- e. Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the Contract—has not been declared ineligible by UNOPS, nor is included in the suspended/ineligibility list of the UN/DP, other UN Agencies, the UN Security Council, and the World Bank, in accordance with Instructions to Bidders Article 3, Eligibility;
- f. We embrace the UN Supplier Code of Conduct and adhere to the principles of the UN Global Compact
- g. We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
- h. We have not offered and will not offer fees, gifts and/or favours of kind in exchange for this RFQ and will not engage in any such activity during the performance of any Contract awarded.

I, the undersigned, certify that I am duly authorized by [insert full name of bidder] _____ to sign this quotation and bind [insert full name of bidder] should

UNOPS accept this quotation:

Name: [complete] _____

Title: [complete] _____

Signature: _____

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

Name: [complete] _____

Title: [complete] _____

Email address: [complete] _____

Telephone: [complete] _____

Form B: Price Schedule Form

Bidders shall fill in this Price Schedule Form in accordance with the instructions indicated.

RFQ reference no: [insert RFQ reference No.]

Cost breakdown per component

Bidders are requested to provide the cost breakdown for the above given prices based on the following format. UNOPS shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties agree to a contract amendment on the future.

Currency	RSD (Republic of Serbia Dinars)
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Provision of Training and Professional Mentorship Support to the European PROGRES Beneficiaries from Support to Women Entrepreneurship and Support to Youth Self-employment sub-projects, as specified in the ToR				
Cost component adjust as necessary]	Unit of measurement	Quantity	Remuneration per Unit	Total Rate for the Period
Personnel				
Sub-total Personnel				
Other expenses				
Sub-total Other expenses				
TOTAL				

NOTES:

- 1) The offered prices are net of any direct taxes, customs duties and indirect taxes and VAT.
- 2) Partial quotations shall not be allowed. Bidders must quote prices for the total services for the total requirement requested under Section III: Schedule of Requirements. Evaluation will be done for the total requirement.
- 3) At the time the Contract is awarded, UNOPS reserves the right to vary the quantity of the associated services specified above, provided this does not exceed +/- 20%, without any change in the unit prices or other terms and conditions of the RFQ.

Payment terms 30 days accepted: Yes

a) List of subcontractors or suppliers

Bidder must identify the names of all subcontractors/suppliers who will be providing good/services under this Contract and the type of work being subcontracted, if applicable.

[Full legal name and address of subcontractors]

- (A) _____
- (B) _____
- (C) _____

b) List of legal entities associated to the Bidder

Bidder must also identify and disclose any information regarding all associated legal entity/s, if any, by providing full legal name and address of the associated entity/s.

[Full legal name and address of the associated legal entity]

- (A) _____
- (B) _____
- (C) _____

Should there be no related entities, the Bidder must sign the following statement to that effect:

[Delete or cross out if not applicable]:

I, the undersigned, certify that there are no legal entities associated to the **[insert full name of Bidder]**

c) Authorization to sign quotation

I, the undersigned, certify that I am duly authorized by **[insert full name of Bidder]**

_____ to sign this quotation and bind

_____ **[insert full name of Bidder]** should UNOPS accept this quotation:

Name : _____
Title : _____
Date : _____
Signature : _____

Form C: Technical Quotation Form

RFQ reference no: [insert RFQ reference No.] _____

Name of Bidder: [insert name of Bidder] _____

Delivery requirements — Comparative Data Table

UNOPS Requirements		Is quotation compliant? Bidder to complete	Details Bidder to complete Insert details
Delivery time	The contract with the implementer will start in September 2016 and it will end in May 2017 (one month for preparation of the final report included). The exact date and time for the organisation of the trainings will be subsequently communicated by the Programme.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Prices and payment	Prices are net of any direct taxes, customs duties and indirect taxes and VAT. Advance payments are NOT allowed.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Consignee details	UNOPS RSOC Sumatovacka 59 11000 Belgrade Serbia	<input type="checkbox"/> Yes <input type="checkbox"/> No	
UNOPS Right to vary requirements	At the time the Contract is awarded, UNOPS reserves the right to vary the quantity of the associated services specified above, provided this does not exceed +/- 20%, without any change in the unit prices or other terms and conditions of the RFQ.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

The offered services are in accordance with the required specifications and requirements specified in **Section III: Schedule of Requirements – Terms of Reference**

Yes No

ANY DEVIATION MUST BE LISTED BELOW:

Name : _____

Title : _____

Date : _____

Signature : _____

Form D: Previous experience form

RFQ reference no: [insert RFQ reference No.] _____

Name of Bidder: [insert name of Bidder] _____

Description of services/goods	Country	Total amount of Contract	Contract Identification and Title and Contact details of Client: (Name, Address, telephone, email, fax)	Year project was undertaken

Name : _____

Title : _____

Date : _____

Signature : _____