

PART A: INFORMATION FOR THE TENDERER

Name and address of the contracting authority: Development – Guarantee Fund of Brčko District BiH

Title of the tender: Development and context design, launching and updating StartupTalkyWalky (Start-up Toki Voki)

Reference number: 10-23

Date of launching: 28.5.2024.

1. INFORMATION ON SUBMISSION OF THE TENDERS

Subject of the contract:

The subject of this tender is:

- Implementation of services as indicated in the technical information in the point 2 of this information;

Deadline for submission of the tenders:

The deadline for submission of tenders is **05.06.2024 at 12:00 hours**. Any tender received after this deadline will be automatically rejected.

Financial information

The tenderers are reminded that the maximum available value of the contract is 5.000 EUR/ 9.779,15 BAM (VAT excluded).

The Financial offer must be presented as an amount in BAM and must be submitted using the template for the global-price version of PART C: FORMAT OF FINANCIAL OFFER.

The applicable tax and customs arrangements are specified in the draft contract in Part A of this tender dossier.

Variant solutions

Tenderers are not authorised to tender for a variant in addition to this tender.

Subcontracting

Subcontracting is not allowed.

Award criteria:

In case more than one offer is received: best value for money, weighting 80% technical quality, 20% price.

Evaluation criteria for technical offer:

- Organization and methodology: 40 points

- Proposed inputs: 40 points

- Time frame: 20 points

TOTAL: 100 points

In case one offer is received: the Contracting Authority shall check whether the offer is administratively, technically, and financially compliant with the requirements set by this tender documentation.

Interviews:

No interviews are foreseen.

Award notification:

The successful tenderer will be informed of the results of the evaluation procedure in written form.

Address and meanings for submission of the tenders:

The tenderers will submit their tenders using **the standard set of submission forms available in Part B – Technical Offer and Part C - Financial Offer**. Any other document supporting this invitation is sent for informational purposes only and is not to be modified nor submitted by the tenderer.

The tender will be submitted in 1 original. Any tenders not using the prescribed form may be rejected by the contracting authority.

In addition to the offer the tenderer is required to provide the following supporting documentation:

- Copy of legal registration,
- Reference list with contact information for consulting services performed in the last three years (2020-2023),
- Evidence of paid taxes not older than 90 days from this tender launching date or agreement with the relevant authority on payment of taxes.

The tenders will be submitted in sealed envelopes, containing the following information:

- Name and address of the tenderer: Development – Guarantee Fund of Brčko District BiH / Unit for Implementation of International Projects
- Title of the tender: Development and context design, launching and updating StartupTalkyWalky (Start-up Toki Voki)
- Reference number: 12-23
- The words: "Not to be opened before the tender opening session" and "Ne otvarati prije sastanka za otvaranje ponuda"

Tenders must be submitted using a double envelope system, in an outer parcel or envelope containing two separate, sealed envelopes, one bearing the words "Technical offer"- part B and "Financial offer" - Part C. Any infringement of this rule (e.g., unsealed envelopes or references to price in the technical offer) is to be considered a breach of the rule and will lead to rejection of the tender.

The tenders will be submitted in person, by post or by courier service to the following address:

Development – Guarantee Fund of Brčko District BiH / Unit for Implementation of International Projects

Cvijete Zuzorić bb, 76120 Brčko

n/r Indira Muharemović

The tenderers are reminded that in order to be eligible the tenders need to be received by the contracting authority by the deadline indicated above.

2. TECHNICAL INFORMATION

The tenderers are required to provide services as indicated below. In the tenderer's technical offer, the tenderers might indicate more details on the deliveries, referring back to the requirements below.

INFORMATION ABOUT THE PROJECT

In the past, both Bosnia and Herzegovina and Serbia have developed a culture of raising engineers, experts, highly valuable individuals and companies, while, the last two decades was reserved for the interest in technology. This interest of spreading to the IT sector and service provision grew about 10 times faster than in other sectors in both countries. The situation in this sector is very similar in the Brčko District and City of Loznica – who are beneficiary localities of the proposed Action. two cities on two neighbourhood rivers, Sava and Drina have a lot of common. First of the commonalities of Brčko and Loznica is high unemployment amongst youth, geo-strategic position of both cities, both Brčko and Loznica have business infrastructure support underdeveloped, and of both locations have Youth Policies/Action Plans and Youth Offices whose priorities are related to the development of youth entrepreneurship. These four main commonalities above presented also represent main challenges in the development of these locally progressive communities, that the Project partners jointly decided to address. Defining above presented three main challenges in the sector and cross-border region, the team from Development – Guarantee Fund of Brčko District BiH (concretely Unit for Implementation of International Projects- please see <https://rgfbd.com/>) and City of Loznica (please see <http://www.loznica.rs/>) jointly decided to address these issues. Having in mind the specific target group of the Project, both partners decided to involve one more CSO partner, a well-recognized think thank from Serbia, Institute for Progress and Innovations – IRI (please see <https://iri.rs/projekti/>). Discussing Project interventions presented further in the text, are result of a very detailed context analysis (as it can be seen from the background information above), whose main summary is presented here. One of the main answers **to the needs and challenges defined above are entrepreneurship Centres, accelerators, incubators, and coworking spaces, that are already appearing on the map of Serbia and BiH for last two decades.**

For this reason, project partners have designed project titled as: „NEwly established Start-up Enterprise SERvices“ – abbreviation NESESER – as a project designed and approved by Cross-border Programme Serbia-Bosnia and Herzegovina 2014-2020 implemented under the framework of the Instrument of Pre-accession Assistance (IPA II) and is the result of joint planning efforts made by the governments and other stakeholders of the two countries. IPA II supports cross-border cooperation with a view to promoting good neighborly relations, fostering European Union integration and promoting socio-economic development. The project contract number 48-00-162/2021-28-5 was signed on December 16th 2022 and has officially stated on February 1st 2023. Overall project budget is € 235,881.36, out of which, € 179,128.36 (75.94%) has been awarded by Cross-border Programme

Serbia-Bosnia and Herzegovina 2014-2020. The project has been implemented by project consortium consisted of Development – Guarantee Fund of Brčko District from BiH and City of Loznica and Institute for Development and Innovation (Institut za razvoj i inovacije) Belgrade from Serbia. Project details are presented in the table below:

Overall objective:	Fostered the cross-border joint economic self employment potential through improvement of entrepreneurship environment for youth and women-led start-ups
Specific objective(s) or project purpose:	Stimulated economic growth and employment in Brčko district BIH and Loznica SRB through increase of vulnerable groups entrepreneurship abilities and skills and improvement of the cross-border
Estimated results:	<p>Output 1.1 Cross-Border Project is successfully implemented, monitored and reported toward Contracting Authority in line with contemporary project cycle and result based management methods</p> <p>Output 1.2 Established and functional Enterprise Centres and Business Incubators in Brčko District and Loznica</p> <p>Output 1.3. Government and business associations representatives in cross-border area raised their capacity, capability and awareness for business environment and business enterprise Centres and incubators</p> <p>Output 1.4. Best practices in business enterprise Centres and incubators operation and functionality shared in cross-border region</p> <p>Output 1.5. Sustainability – Feasibility Study (SFS) and Business plans for business enterprise Centres and incubators in Brčko District and Loznica developed and presented in cross-border region</p> <p>Output 1.6. Youth and/or women businesses/start-ups are using business enterprise Centres and incubators services in Brčko District and Loznica on a daily basis</p> <p>Output 1.7. Youth and/or women businesses/start-ups improved their business turnover</p> <p>Output 1.8. Youth and/or women businesses/start-ups and business enterprise Centres and incubators in Brčko District and Loznica networked and clustered into regional networks, such as European Enterprise Network</p> <p>Output 1.9. Web-based support within business enterprise Centres and incubators for all SMEs in Brčko District and Loznica established and functional</p> <p>Output 1.10. Cross-border project and business enterprise Centres and incubators in Brčko District and Loznica promoted and visible widely in the region.</p>

Above presented expected outputs and outcome will lead to the impact where it is envisaged that the Project will “Foster the cross-border joint economic self-employment potential through improvement of entrepreneurship environment for youth and women-led start-ups. The intervention logic behind the Project led to the definition of the following Activity Clusters:

Activity Cluster 1. Cross-border project management, implementation, monitoring and reporting (related to Output 1.1.) that will include: A1.1. Nomination of the Cross-Border Project Team – CBPT, A1.2. Establishment of Cross-Border Advisory Team – CBAT, A1.3. Organisation of the regular and ad hoc (if needed) meetings of the Cross-Border Project Team – CBPT on a monthly basis, A1.4. Implementation of the internal review on a 6-months basis as an input for bi-annual reports to CBAT and Contracting Authority, A1.5. Organization of the Cross-Border Advisory Team – CBAT meetings on a 6-months basis and A1.6. Financial verification / audit and Action impact evaluation.

Activity Cluster 2. Capacity building activities for government and business associations representatives in start-up development, enterprise “incubation” and business environment (related to Output 1.2.) that will include A2.1. Development of ToR and selection of the external expert/company according to PRAG, A2.2. Capacity building in start-up development, enterprise “incubation” and business environment for government representatives and A2.3. Sharing of experiences and best practices with similar business environment and business enterprise Centres and incubators BiH-Serbia-Croatia.

Activity Cluster 3. Implementation of business pre-incubation phase in Brčko and Loznica (related to Output 1.3.) that will include A3.1. Development of Cross-Border Sustainability - Feasibility Study (SFS) for Brčko District and Loznica, A3.2. Development of business plans for Business Entrepreneurial Centres and Incubators (BECI) in Brčko District and Loznica, A3.4. Presentation of Cross-Border Sustainability - Feasibility Study (SFS) and business plans for Business Entrepreneurial Centres and Incubators (BECI) in Brčko District and Loznica.

Activity Cluster 4. Implementation of business incubation phase in Brčko and Loznica (related to Outputs 1.4. and 1.5.) that will include A4.1. Definition of the criteria, public call, selection and contract signature for the first start up “residents” of the Business Entrepreneurial Centres and Incubators (BECI) in Brčko District and Loznica, A4.2. Equipping Business Entrepreneurial Centres and Incubators (BECI) in Brčko District and Loznica , A4.3. Capacity building of Business Entrepreneurial Centres and Incubators (BECI) staff in Brčko District and Loznica and A4.4. Business Entrepreneurial Centres and Incubators (BECI) service provision in Brčko District and Loznica.

Activity Cluster 5. Establishment, implementation and web-based support and connection of Business Entrepreneurial Centres and Incubators (BECI) in cross-border region and European Union (related to Output 1.6. and 1.7.) that will include A5.1. Development and selection of vendor for development of the web-based application, A5.2. Development and context design, launching and updating Start-upTalkyWalky (Start-up Toki Voki), A5.3. Networking and clustering start-ups from Business Entrepreneurial Centres and Incubators (BECI) in Brčko and Loznica with the European Union, including networking within European Enterprise Network, Activity Cluster 6. Cross-border Project promotion, visibility and advocacy for further expanding of business enterprise Centres and incubators services (related to Output 1.8. and all other Outputs), A6.1. Organisation of the NESESER kick-off meeting, A6.2. Procurement and implementation of Visibility and Communication Services and A6.3. Organization and implementation of Cross-Border 1st Start-up Business Forum (CBC1stSBF).

In other words, the Project is aimed to develop **the capacity of government representatives + implement preincubation and incubation phase + accept start-up “residents” + built their capacity + offer free of charge services + network start-ups with EU based networks, which will all be reflected in minimum 30 youth self-employed from both side of the border by end of the project, minimum 15 women self-employed from both side of the border by end of the project, minimum 30 new jobs created through establishment of new youth and women-led start-ups from both side of the border by end of the project and create minimum 20 new business services available in the market in the last month of the project implementation from both side of the border.**

Description of expected outputs/results to be achieved

This activity is aimed to provide and simplify processes for Start-up-s in general using web based support within business enterprise Centres and incubators for all SMEs in Brčko District and Loznica. Namely, the idea that is already tested in Germany, Austria and many other EU countries is that the professional services within Business Entrepreneurial Centres and Incubators (BECI) for their “residents” are not enough to support business development and entrepreneurship initiatives. Therefore, based on the best practices, the project partners will develop ToR and procure services for development of joint cross-border web-based application for start-ups that we titled tentatively as Start-upTalkyWalky (Start-up Toki Voki). The aim of the web-based support within business enterprise Centres and incubators for all SMEs in Brčko District and Loznica is to offer online services for development of vulnerable groups entrepreneurship abilities and skills, which will improve cross-border (social) entrepreneurship environment and self-employment initiatives.

This activity is dedicated toward “real” development and context design of the Start-upTalkyWalky (Start-up Toki Voki) application. Application should be open and designed for all entrepreneurs, and to those that would like to become one. It should contain all necessary tutorials, testimonials, on-line support from Business Entrepreneurial Centres and Incubators (BECI) staff (online chat), various webinars on different topics, such as marketing, establishment of the businesses, incentives for development, women entrepreneurship (at least 20 webinars) etc. However, more importantly, the Start-upTalkyWalky (Start-up Toki Voki) will serve as a catalyst for (at the beginning) exchange of experience and lessons learned amongst start-ups from Business Entrepreneurial Centres and Incubators (BECI) “residents” from Brčko and Loznica and will eventually (by end of the Action) extent to at least 200 SMEs in the cross-border region.

The application is expected to have following technical specification:

By offering a range of innovative features, StartupTalkyWalky aims to create a vibrant ecosystem that nurtures entrepreneurship, fosters cross-border connections, and promotes self-employment initiatives.

Features:

1. **User Profiles:**
 - Personalized profiles for companies and team members
 - Showcase company products, services, and achievements
2. **Communication Tools:**
 - Real-time messaging and chat rooms for private and group conversations
 - Discussion forums for sharing ideas, asking questions, and providing feedback
3. **Networking Hub:**
 - Directory of companies and members for easy discovery and connection
4. **Educational Resources:**
 - Library of curated educational videos, articles, and resources for startups
 - Ability to upload and share company-specific training materials

Technical Specifications:

- **Frontend:** React.js or Angular for dynamic and responsive user interface
- **Backend:** Google Firebase for efficient server-side processing
- **Database:** Firebase Firestore for storing user data, content, and analytics
- **Authentication:** Firebase Authentication for secure user authentication and authorization

- **Hosting:** Firebase Hosting for scalable and reliable hosting
- **Mobile app version for the on-the-go access**

Security Measures:

- Data encryption in transit and at rest
- Regular security audits and vulnerability assessments
- Compliance with GDPR and other relevant data protection regulations

Future Enhancements:

- Cyber space for project collaboration for joint ventures and partnerships
- File sharing and document collaboration tools
- Customizable notifications for important updates, messages, and events
- Email and in-app alerts to keep members informed and engaged
- Dashboard with analytics on user engagement, resource usage, and networking activities
- Reports on the impact of collaboration and educational initiatives
- Event calendar to promote and RSVP to networking events, workshops, and meetups
- Third-Party integrations: Zoom or Google Meet for video conferencing; Slack or MS Teams for messaging integration
- Integration with CRM (Customer Relationship Management) and project management tools
- AI-powered recommendations for networking and content

StartupTalkyWalky is poised to transform the startup landscape in Brcko distrikt and Loznica. By providing a platform that fosters collaboration, learning, and growth, StartupTalkyWalky aims to empower startups and SMEs, drive innovation, and create a thriving entrepreneurial ecosystem. With its innovative features and user-centric design, StartupTalkyWalky is set to become the go-to platform for startups looking to succeed in the competitive world of entrepreneurship.

3. ADDITIONAL INFORMATION

The unsuccessful/successful tenderers will be informed of the results of the evaluation procedure. In this sense the CA shall send a notification to the tenderers with the name of the successful tenderer followed by the mentioning that “all other tenders were not administratively /technically/ financially compliant”

Confidentiality

The entire evaluation procedure is confidential, subject to the Contracting Authority’s legislation on access to documents. The Evaluation Committee’s decisions are collective and its deliberations are held in closed session. The members of the Evaluation Committee are bound to secrecy. The evaluation reports and written records are for official use only and may be communicated neither to the tenderers nor to any party other than the Contracting Authority, the European Commission, the European Anti-Fraud Office and the European Court of Auditors.

NOT TO BE FILED IN BEFORE CONTRACT SIGNING
NOT TO BE SUBMITTED WITHIN THE OFFER!!!

FORMAT OF THE CONTRACT BETWEEN THE CONTRACTOR AND THE CONTRACTING AUTHORITY

CONTRACT TITLE: title of the contract

REF: reference number

Concluded between:

<Title>

<Address of the contracting authority>

(Contracting Authority)

AND

<Title>

<Address of the contractor>

<Official registration number/VAT number¹>

(Contractor)

Article 1: Subject of the contract

The subject of the contract is the <service> as indicated in the contractor's offer – "Part B: Format of offer to be provided by the tenderer"

Article 2: Contract value

The total contract value for implementation of services indicated in the Article 1 is: <XXX EUR/NC>, (VAT excluded)².

Article 3: Contracting documents

The documents which form the part of this contract are (by the order of precedence):

- Contract agreement
- Contractor's offer as provided in the tendering phase – "Part B: Format of offer to be provided by the tenderer"
- Contractor's financial offer – "Part C: Format of financial offer"
- Any other supporting documentation if applicable (* - in case of asking for registration of company or other information)

For any issues not defined in this contract agreement the rules of General conditions will be applied

¹ Where applicable. For individuals, mention their ID card or passport or equivalent document - number

² In accordance with the Law on ratification of Framework agreement between the Government of Republic of Serbia and the Commission of the European Communities on the rules for co-operation concerning EC financial assistance to Montenegro in the framework of the implementation of the assistance under the Instrument for pre-accession assistance (IPA), Community financed contracts for services, supplies or works carried out by contractors registered in Republic of Serbia or Montenegro shall be exempted from VAT for services rendered, goods supplied and/or works executed by them under EC contracts.

b8d	Draft contract : General conditions (Annex I)	
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<https://wikis.ec.europa.eu/display/ExactExternalWiki/ePRAG> PRAG 2021.0

Article 4: Deliveries and payments

The contractor will deliver without reservation the services indicated in the contractor's offer "Part B: Format of offer to be provided by the tenderer". The deliveries will be implemented within the indicated dates.

The contracting authority will pay to the contractor for the services in the amount indicated in the Article 2 of this contract document.

In case the contract is concluded in EUR, and payments are made in NC, applicable exchange rate must be InforEuro exchange rate for the month of the issuing of invoice or pre-invoice in case of VAT exemption.

The payments will be issued by the following time schedule.

Day/Month		<EUR/RSD>
< Day/Month >	Interim payment (*if applicable)	<XX% of the contract value / Absolute amount >
< Day / Month >	Balance final payment	< XX% of the contract value / Absolute amount>
	Total	<Total contract value>

* - The contractor will provide contracting authority with the brief report on execution of the services, which will represent the basis for issuing interim and balance final payment

Article 5: Duration of the contract

The duration of the contract is <XX days/months>.

Commencement date is <dd/mm/yyyy>

Article 6: Resolving of disputes

Any disputes arising out of or relating to this Contract which cannot be settled otherwise shall be referred to the exclusive jurisdiction of (* - specify responsible court or arbiter body) in accordance with the national legislation of the state of the Contracting Authority.

For the Contractor

Name:

Title:

Signature:

Date:

For the Contracting Authority

Name:

Title:

Signature:

Date: