



Establishment of One Stop Shops for support to businesses and issuance of building permits

REQUEST FOR PROPOSAL (RFP)

Date: 26 September 2011

Dear Sir/Madam,

Subject: Establishment of One Stop Shops for support to businesses and issuance of building permits

Project: 00075632

Project Title: PROGRES

Case reference: UNOPS-PROGRES-2011-S-035

1. The United Nations Office for Project Services (UNOPS) is seeking qualified offers for the above-mentioned services. Your company is kindly invited to submit your best technical and financial offer for the requested services. Your proposal could form the basis for a contract between your firm/institution and the United Nations Office for Project Services (UNOPS).
2. To enable you to submit a proposal, please find enclosed:
 - a) Annex I: Terms of Reference (TOR), containing a description of UNOPS requirements for which these services are being sought – Attachment I;
 - b) Annex II: Proposal Submission Form, to be completed and returned with your proposal; and
 - c) Annex III: "General Conditions for UNOPS Contracts for Professional Services".

This letter is not to be construed in any way as an offer to contract with your firm/institution.

A handwritten signature in black ink, consisting of a stylized 'C' followed by a flourish.

Manner of Submission

3. Your proposal shall be prepared in the English language.
4. Your proposal shall comprise the following documents:
 - a) Proposal Submission Form;
 - b) Technical Component; and
 - c) Price Component.
5. Your proposal shall be prepared in duplicate with one marked "Original" and the other TWO marked "Copy". In the event of any discrepancy between them, the original shall govern. The proposal shall be sealed in one outer and two inner envelopes, as detailed below.

The outer envelope shall be addressed as follows:

ATTN: Establishment of One Stop Shops for support to businesses and issuance of building permits
PROJECT: PROGRES
United Nations Office for Project Services
Timocka 4, 18 400 Prokuplje

Both inside envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Proposal" and contain the Proposal Submission Form and Technical Component of your proposal. The second inner envelope shall be marked "Price Proposal" and include your financial cover letter (paragraph 15, below) and Price Component.

6. Proposals must be received by UNOPS at the above address **on or before 31st October 2011**. Any proposal received after this date may be rejected. UNOPS may, at its discretion, extend the deadline for the submission of proposals, by notifying all prospective proposers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNOPS at its own initiative or in response to a clarification requested by a prospective proposer.
7. You are requested to hold your proposal **valid for 90 days** from the deadline for submission. UNOPS will make its best effort to select a firm/institution within this period.
8. Assuming that a contract can be satisfactorily concluded by November 2011, the assignment is expected to commence in November 2011.
9. If you consider that your firm/institution does not have all the expertise for the assignment, there is no objection to your firm/institution associating with another firm/institution, particularly from a developing country, to enable a full range of expertise to be proposed. UNOPS strongly encourages association with a local firm/institution in the country of assignment. However, any invited firm/institution may not participate in more than one consolidated proposal. Similarly, a local firm/institution may associate with only one invited firm/institution that is making a proposal.

Any consulting, manufacturing or construction firm/institution with which you might be associated may not be eligible to participate in proposing/bidding for any services, goods or works which may result from or be associated with the project of which this assignment forms a part.



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10. Please note that the cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.
11. Any requests for clarification should be referred to Procurement Unit, at the above address, e-mail progres.procurement@unops.org , telephone: **027/333-125**. Any written reply to a particular question may be copied to all other invited firms/institutions, at the discretion of UNOPS.
12. We would appreciate you informing us by e-mail or fax as to:
 - a) your receipt of this letter request for competitive proposals.
 - b) whether or not you will be submitting a proposal.
 - c) the date and mode of submission, in case you decide to submit a proposal.



Content of Proposal

Technical Component

13. The technical component of your proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

a) Description of the Firm and the Firm's Qualifications

A brief description of your firm/institution and an outline of recent experience on projects of a similar nature, including experience in the country and language concerned.
You should also provide information that will facilitate our evaluation of your firm/institution's substantive reliability and financial and managerial capacity to provide the services.

The following documents are to be submitted:

- Registration documents – Copy of the Certificate of State Registration;
- Annual Balance Sheets of the company and profit and loss statements for the 2008, 2009 and 2010;
- Company's relevant reference list (minimum five projects with details).
- List of completed projects (with the value of the projects) and list of contact persons of clients

b) Understanding of the Requirements for Services, including Assumptions

Include any assumptions as well as comments on the data, support services and facilities to be provided by the Government as indicated in the TOR, or as you may otherwise believe to be necessary.

c) Proposed Approach, Methodology, Timing and Outputs

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your firm/institution would respond to the TOR. You should include the number of person-months in each specialization that you consider necessary to carry out all work required.

d) Proposed Team Structure

The composition of the team which you would propose to provide in the country of assignment and/or at the home office, and the work tasks (including supervisory) which would be assigned to each. An organogram illustrating the reporting lines, together with a description of such organization of the team structure, should support your proposal.

e) Proposed Project Team Members

The curriculum vitae of the senior professional members of the team.

Price Component

14. Your separate price component must contain an overall quotation in a single currency, which may be either in US Dollars or in any convertible currency. If you opt for the latter and for evaluation purposes only, your proposal will be converted into US dollars using the United Nations rate of exchange in effect on the date submissions are due.
15. The price component shall have a cover letter wherein your firm/institution's authorized representative affirms the following:
 - a) a summary of the price; and
 - b) the period of its validity.In preparing your proposal, please note carefully from Annex III the various contract provisions regarding UNOPS policies on limitations on advance payments, retention, performance bonds, etc.
16. In addition, the price component must cover all the services to be provided and must itemize the following:
 - a) An all-inclusive rate per person-day (including honorarium and living expenses) for each team member to be assigned to the mission in the field and a rate for his/her work at the home office, if any.
 - b) An all-inclusive amount for international travel and related expenses (indicating number of round trips per team member).
 - c) An all-inclusive amount for local travel.
 - d) Other costs, if any (indicating nature and breakdown).
 - e) Summary of total cost for the services proposed. [N.B.: The remuneration received by your firm/institution and persons performing services for your firm/institution (other than nationals of the host country) normally will not be subject to tax liability in the host country].
 - f) A proposed schedule of payments, all of which must be expressed and will be effected in the currency of the proposal.
17. You should also indicate any comments or reservations to the draft form contract.

Payment Provisions

18. UNOPS' general policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract. Please refer to section 3.4 of the Model Contract for Services¹ that is enclosed as Annex III.
19. Please note that UNOPS' policy is not to grant advance payments except in unusual situations where the potential contractor/tenderer, whether a private firm, NGO or a government or other entity, specifies in the proposal that there are special circumstances warranting an advance payment. UNOPS, at its discretion, may however determine that such payment is not warranted or determine the conditions under which such payment would be made. In any case where an advance payment for \$100,000 or more is requested and subsequently approved, UNOPS will normally require a **bank guarantee** or other suitable security arrangement.

20. Any request for an advance payment is to be justified and documented and must be submitted with the financial proposal. This justification shall explain the need for the advance payment, itemize the amount requested and provide a time-schedule for utilization of said amount. In addition, you must submit documentation regarding your financial status - e.g. audited financial statements at 31 December of the previous year and include this documentation with your financial proposal. Further information may be requested by UNOPS at the time of finalizing contract negotiations with the selected proposer.

Evaluation of Proposals

21. A two-stage procedure will be utilized in evaluating the proposals, with evaluation of the technical component being completed prior to any price component being opened and compared. The Price Component will be opened only for those firms/institutions whose Technical Component meets the requirements for the assignment. The total number of points which a firm/institution may obtain for both components is [130].
22. The technical component, which has a total possible value of [100] points, will be evaluated using the following criteria:

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Company / Other Entity				
				A	B	C	D	E
1.	Expertise of Firm / Organization submitting Proposal	35%	35					
2.	Proposed Work Plan and Approach	45%	45					
3.	Personnel	20%	20					
Total			100					

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other Entity				
			A	B	C	D	E
Expertise of firm / organization submitting proposal							
1.1	Reputation of Organization and Staff (Competence / Reliability) – (At least 5 years of similar activities since registration date – 4 points; More than 5 years of similar activities: 1 point per every extra year (maximum 7 points))	7					
1.2	General Organizational Capability which is likely to affect implementation (i.e. loose consortium, holding company or one firm, size of the firm / organization, strength of project management support e.g. project financing capacity and project management controls)	7					
1.3	Reliability (References, and letters of recommendations) – minimum 3 from International Organizations or reputable worldwide or national companies or government entities	7					
1.4	Relevance of: - Specialized Knowledge - Experience on Similar Programme / Projects - Experience on Projects in the Region - Work for UN/major multilateral/ or bilateral	14					

programmes At least 5 and more similar national/ international projects – EU projects, technical assistance projects, bilateral aid agencies, regional development agencies and ministries (5 is a minimum requirement) – 9 points More than 5 similar projects: 1 points per every extra project but not more than 12 points Similar projects performed within UN system: additional 2 points but not more than 14 points						
	35					

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Proposed Work Plan and Approach							
2.1	To what degree does the Offeror understand the task?	9					
2.2	Have the important aspects of the task been addressed in sufficient detail?	9					
2.3	Time schedule and manpower estimates?	9					
2.4	Is the scope of task well defined and does it correspond to the TOR?	9					
2.5	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	9					
		45					

Technical Proposal Evaluation Form 3		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Personnel							
3.1	General Qualification						
	Suitability for the Project and educational background	5					
	Knowledge of the region	5					
	Professional Experience in the area of specialization	5					
	Language Qualifications	5					
		20					

23.

- The Price Component of any proposal will only be evaluated if the Technical Component of that proposal achieves a minimum of 70 points. Proposals failing to obtain this minimum threshold will not be eligible for further consideration.
- The maximum number of points for the Price Component is 30. This maximum number of points will be allocated to the lowest price proposal. All other price proposals will receive points in inverse proportion according to the following formula:
Points for the Price Component of a proposal being evaluated =

$$\frac{[\text{Maximum number of points for the Price Component}] \times [\text{Lowest price}]}{[\text{Price of proposal being evaluated}]}$$

24. Please note that the UNOPS is not bound to select any of the firms/institutions submitting proposals. Furthermore, since a contract will be awarded in respect of the proposal which is considered most responsive to the needs of the project concerned, due consideration being given to UNOPS's general principles, including economy and efficiency, UNOPS does not bind itself in any way to select the firm/institution offering the lowest price.

25. Supplier eligibility

Suppliers shall not be eligible to submit an offer when at the time of bid submission:

- a) Suppliers are already suspended by UNOPS, or,
- b) Supplier's names are mentioned in the UN 1267 Terrorist list issued by the Security Council resolution 1267, which establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban, or,
- c) Suppliers are suspended by the UN Procurement Division (UN/PD), or,
- d) Suppliers have been declared ineligible by the World Bank

Furthermore, as a condition of doing business with UNOPS it is necessary that suppliers, their subsidiaries, agents, intermediaries and principals cooperate with the Office of Internal Oversight Services (OIOS) of the United Nations, UNOPS Internal Audit and Investigations Group (IAIG) as well as with other investigations authorized by the Executive Director and with the UNOPS Ethics Officer (during preliminary reviews in line with UNOPS whistle blower policy) as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives, agents and assignees of the supplier; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNOPS to repudiate and terminate the contract, and to debar and remove the supplier from UNOPS's list of registered suppliers.

26. Information regarding Bid Protest can be found at:

<http://www.unops.org/english/whatwedo/services/procurement/Pages/Procurementpolicies.aspx>

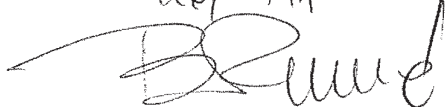
27. An invitation to submit proposals has also been sent to other firms: N/A

Yours sincerely,

Pre-cleared by:

Procurement Advisor
Bozidar Radivojevic
Procurement/HR Assistant

Date: 26/09/11



Approved by:

UNOPS Designated Officer:
Graeme Tyndall
PROGRES Programme Manager

Date:



ANNEX I: TERMS OF REFERENCES**ESTABLISHMENT OF ONE STOP SHOPS FOR SUPPORT TO BUSINESSES AND
ISSUANCE OF BUILDING PERMITS****I. Background:**

The European Partnership with Municipalities Programme – PROGRES is a joint action of the European Union, the Government of Switzerland and the Government of Serbia, striving to enhance stability and socio-economic development of the South and South West Serbia, two most underdeveloped areas of the country. The United Nations Office for Project Services (UNOPS) has been granted an initial budget of EUR 17.5 million for the Programme, which should be implemented in a timeframe of three years, starting in July 2010.

Cognizant of the needs of the public sector, which is characterised by poor governance, weak financial management and planning, as well as lacking municipal services, the PROGRES partners will aim to strengthen local governance by addressing: performance of the local authorities and management of public resources; participation of organised civil society groups and individual citizens in public sector decision making; partnerships between local authorities, civil society, and private sector units which will provide and produce local collective goods and services. Furthermore, the Programme will work on strengthening financial departments and improvement of the local institutions' budgeting and financial processes and the enhancement of project management capacities - in particular those concerning a systematic approach to development of environmental, economic and social infrastructure.

By focussing on four areas, through four components and eight results, the PROGRES will, in a holistic manner, endeavour to decrease poverty, lessen unemployment, improve inadequate infrastructure, work on re-establishment of social services and satisfactory education, accelerate growth and improve the overall living conditions:

Component 1: Good Governance

Result 1: Participatory, accountable and transparent governance, respecting human rights

Component 2: Municipal Management and Development Planning

Result 2: Municipal organizational effectiveness and efficiency improved and capacities to deliver services to citizens and business increased

Result 3: Capacities for planning municipal and regional sustainable development strengthened and relevant development documents created

Component 3: Physical, Economic and Social Infrastructure

Result 4: Projects and project documentation prepared for key economic, environmental and social projects

Result 5: Project financing facilitated through enabling contacts with ministries, donors and other projects

Result 6: Selected projects financed and implemented through the ESSWeSP

Component 4: Public Awareness and Branding of Areas

Result 7: Awareness of the need for, the logic of, and the effects of changes communicated to a broad public

Result 8: A plan to develop the areas' images and self-images as unique areas of Europe are established and implementation begun.

II. Justification of consultancy:

Focus of the PROGRES regarding municipal management is on strengthening two sets of municipal administration competencies that are vital to improving social and economic development. They are:

- Provision of effective and efficient services to the population and to businesses
- Production and implementation of development policies, strategies, and plans.

Municipalities in the South and South West Serbia have over the recent years, with the support of the European Union and other bilateral or multilateral funded development programmes, the Government, national associations (SCTM, NALED) and regional development entities (RDAs) engaged in creation of a business friendly environment. They have undertaken several activities to improve the investment climate and attract domestic and foreign investors in order to boost economic development and decrease the record unemployment rate.

However, the shortcomings in vertical and horizontal coordination, lack of initiative and cooperation and cumbersome legal requirement and procedures make Serbia and especially the local self-governments in the south a still not very popular destination for investors. This is very visible in the process of obtaining a building permit that can last up to a year, which for most investors is completely unacceptable. Add the cumbersome procedure for establishment of larger scale businesses of a more special nature, the investment climate, in spite of several Business Friendly Certified municipalities in the PROGRES area, is still on a very low level.

Most local governments in Republic of Serbia use outdated permitting models which contribute to time-consuming and disjointed permitting practices and procedures. Governments and public enterprises are responsible for a wide variety of permits and follow extensive procedures and processes mandated by state or local mandates and legislation.

Each of the entities involved in permitting have their own offices, requirements, systems which results in complex and often conflicting requirements. Hence, permitting processes can be lengthy and cumbersome requiring multiple visits by those seeking a permit to different government agencies and communal enterprises usually hosted in separate geographical location, which is time consuming and contributes to non-efficiency.

In order to overcome this situation, the One Stop Shop (OSS) concept is introduced. The aim of establishing One Stop Shop is to improve the daily operation of the municipal administration and services and establishes better cooperation between city-level, republic institutions and public utility companies, in line with EU standards, through the establishment of the One Stop Shop for the issuance of building permits.

One Stop Shop for support to investors and issuance of building permits (OSS) will represent a single point of contact of local government with investors. It will be a place where all individuals and legal entities will be able to obtain all necessary information about the possibilities and rules of construction in the city and submit the necessary requirements and documentation regarding the establishment of a new business and construction of necessary facilities.

One Stop Shop will provide faster and more efficient procedure for issuing the location and construction permits to investors, encompassing the work and activities of city and republic institutions. By physical merge of different departments and different levels of competence, the center will eliminate unnecessary and double activities in the process of issuing building permits.

In addition, the OSS should also be able to closely cooperate and provide support to already existing Local Economic Development (LED) offices through active promotion of the FDI attraction plans (if existing), supporting the investors in setting up their business through legal/financial/management advice and provision of HR support as an optional.

III. Development objective:

The development objective underlying the proposed consultancy is to support at least 2 (two) local self governments of PROGRES municipalities in establishing a One Stop Shop. In particular, the intention is to provide the municipalities with leadership, knowledge, tools and mechanisms for coordination, legal formalization, and active involvement in the process of OSS establishment.

The consultancy will have two stages: 1) Selection of 2 municipalities for OSS establishment and; 2) Implementation and establishment of a fully functional One Stop Shops.

IV. Immediate objective(s):

Transfer of knowledge, enhancement of competences of local self-government representatives and proposed model OSS establishment which will encompass:

- Improving employee efficiency in the permitting management processes
- Providing the opportunity to process more rapidly permit applications for project development and construction, including zoning and land use variance applications deriving from Urban plans and projects
- Providing more comprehensive and integrated building and development-related information to investors
- Facilitating timely and efficient exchange of permitting data and information among local government departments, agencies and communal enterprises
- Reducing the time and costs for review, processing and approval of building construction permits
- Providing a computerized permitting management and tracking system
- Promoting economic development projects and activities
- Minimizing the corruption levels commonly associated with the issuing of permits
- Reducing illegal construction
- Improving customer service by serving as the mechanism for the ongoing assessment of the permitting process.
- Promotion of investment plans or FDI attraction plans
- Support to HR needs of new businesses and coordination with the NES and local private employment agencies
- Coordination and cooperation with the LED and RDA.
- The recommended model for OSS establishment should also include considerations regarding the organizational model and place in the municipal systematization act, IT equipment needs, HR needs (trainings for OSS employees) and financial resources for sustainable function.

V. Outputs:

- Reports from meetings/workshops with relevant municipal representatives
- Research methodology in Serbian and English for selection of 2 municipalities for potential OSS establishment as part of the Inception Report.
- Copies of all completed assessments for each municipality
- Excel spreadsheet or SPSS-compatible database containing all assessment data
- A final recommendation/selection report, in English and Serbian, presenting and analysing outcomes and recommendations for selection of 2 municipalities.
- Detailed action plan and proposed approach for OSS establishment
- Reports from visits/meetings/workshops/coaching actions with selected municipalities and their relevant personnel during the consultancy period
- Regular monthly progress reports with updates on municipal status
- Copies of relevant documents and municipal decisions/bylaws showing proof of the activity progress and/or establishment One Stop Shop.
- Copies of municipal decisions and budgets showing that OSS is systematized and future activities are incorporated into the annual budgets
- Final report, in English and Serbian, presenting the results of the consultancy, containing an executive summary, detailed outline of actions and achieved results by municipality with lessons learnt and best practice section.

VI. Activities:

Activities include, but are not necessarily limited to these tasks:

- Understand the PROGRES Programme document
- Desk research and consultations with PROGRES during the initial filtering of potential candidate municipalities for OSS establishment
- Presentation of OSS concept and establishment steps in local self-government administrations.

- Development of approach and methodology for selection of 2 municipalities for the implementation of OSS.
- Based on the methodology approved by PROGRES, select and recommend 2 municipalities
- For the selected 2 municipalities provide training, hands-on-the-job consultancy, coaching and propose methodology on following topics :
 1. FDI attraction promotion
 2. Legal requirements (Law on planning and construction and all other relevant laws and by-laws)
 3. Creation of the City task force for OSS activities.
 4. Organizational models of OSS and selection of the most appropriate model.
 5. OSS Resources (equipment of the office or space, collection of information and contacts for a database, establishment of the communication system between the OSS and Republic and City institutions).
 6. Services to be provided by OSS, including, but not limited to: Information on legal procedures and steps to get a building license, quick and efficient communication with city and republic institutions (Public Companies and PUCs.) , issuance of needed approvals and permits, support in legal affairs, support in financial affairs and HR support (NES, schools, universities).
 7. Human resources, i.e. educated staff members with clearly defined tasks and obligations, well informed about legal procedures and timeframes for issuance of construction licenses as well as all relevant economic and investment climate affairs.
 8. IT equipment needs (computers, printers, scanners, copy machine, etc) and IT networking of City administration (OSS) with public utility companies (PUCs) and national institutions or private sector.
- Provide municipalities with electronic format of all training/coaching materials and proposed approaches and methodology
- Through a wide participatory approach (especially potential investors or the existing profit-making companies) identify gaps and adjust potential shortcomings of the concept.
- Provide leadership and facilitation for the establishment of OSS in close cooperation with the municipalities
- Produce regular reports and provide regular update of activities to the municipalities and PROGRES.

VII. Inputs:

Contribution from the beneficiary

The local self-governments will make available the background information and information material free of charge to the chosen Consultancy. In addition, the meeting and workshop facilities will be free of charge.

Consultant's Input

The selected Consultancy must have proven expertise and experience in:

- Socio-economic reviews in Serbia's municipalities or similar countries/regions
- Thorough knowledge and understanding of Serbia's LSG and LSG financing legal framework
- Deep understanding of the building permits issuance process and related obstacles in Serbia
- Modern approach to training and coaching of civil servants
- Analytical skills and experience in development studies
- Excellent understanding of Good Governance concept and principles
- Experience in implementation and facilitation of OSS establishment
- Expertise knowledge on LED issuance and FDI attraction
- Excellent communication and team building skills.

Major advantage would be previous experience of introduction and implementation of One Stop Shops in municipal administrations in Serbia. It will be a distinct advantage if the company possesses proven track record of a successful, sustainable functioning OSS for period longer than four years with proven track records of services provided to businesses.

The consultancy shall produce references for similar projects implemented in the past five years, as well as the CVs of the proposed individual consultants, members of the proposed team.

VIII. Timing:

The consultancy will be conducted over the period between September/October 2011 and December 2012.

IX. Reporting:

Electronic copies of all reports, presentations, collected data as well as relevant municipal decisions and legal acts will be made available to PROGRES/UNOPS, both in Serbian and English. In particular:

- Reports from meetings/workshops with relevant municipal representatives from all visited and considered municipalities submitted one week after the meetings/workshops are held in respective municipalities.
- Short summary narrative report for each municipality will be submitted two weeks after completion of each survey.
- All completed assessment recommendation for each municipality will be submitted as a part of the interim recommendation/selection report, submitted by end of month 3 of the consultancy latest.
- Copy of Power point presentation elaborating the recommendation/selection report will be given to the municipal staff, Programme Steering Committee, UNOPS PROGRES staff, and included in the final report
- Detailed action plan and proposed approach for establishment of a sustainable functional OSS will be submitted at latest one month after the recommendation/selection of municipalities is approved by PROGRES.
- Regular monthly progress reports with updates on municipal status containing info on visits/meetings/workshops/coaching actions with selected municipalities will be submitted at latest one week after each individual visit
- Copies of relevant documents and municipal decisions/bylaws showing proof of the established sustainable functional OSS will be submitted to PROGRES immediately upon adoption/endorsement by relevant municipal bodies.
- Copies of municipal budgets showing OSS action plan projects are incorporated into the annual budgets will be submitted to PROGRES in draft stage and immediately upon adoption.
- The final report, in a clear and easily understandable format, containing:
 - A comprehensive report of the assessment methodology, establishment of initial baseline and findings of the assessment
 - Separate report for each municipality
 - Copy of the overall consultancy work plan (final version)
 - Comparison of results between municipalities and recommendation on 2 most suitable municipal administration
 - Power point presentation (as above)
 - The report on the concrete work of the consulting company with the emphasis on: activities carried out, problems solved, lessons learned, best practice stories, the level satisfaction with this Term of Reference
 - Research methodology and questionnaires
 - Excel spreadsheet or SPSS-compatible database containing all relevant data

The entire methodology, data collected, analysis performed, reports, presentations and functioning models will remain the intellectual property of UNOPS.



Establishment of One Stop Shops for support to businesses and issuance of building permits

ANNEX II: PROPOSAL SUBMISSION FORM

Project No. 00075632

TO: United Nations Office for Project Services - PROGRES
Timocka 4, 18 400 Prokuplje

Dear Sir/Madam:

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply the required services for the sum as may be ascertained in accordance with the Price Component attached herewith and made part of this proposal.

We undertake, if our proposal is accepted, to commence and complete delivery of all items in the contract within the time frame stipulated.

We understand that you are not bound to accept any proposal you may receive and that a binding contract would result only after final negotiations are concluded on the basis of the Technical and Price Components proposed.

Dated this _____ day of _____ 20__.

Signature

(in the Capacity of)

Duly authorized to sign proposal for and on behalf of:



FINANCIAL OFFER

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

International/National travels (a)	Quantity (b)	Cost (c)	Currency (d)	Total (e)=(b)x(c)
GRAND TOTAL				

Other Costs (description)	Cost
Presentation of OSS concept and establishment steps in local self-government administrations (one day workshop for ~50 people, venue in South Serbia to be determined)	
GRAND TOTAL	



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ANNEX III: UNOPS General Conditions for Contracts for Professional Services

In the event of a contract the UNOPS General Conditions for Contracts for Professional Services will apply. They are available at:

<http://www.unops.org/english/whatweneed/Pages/Guidelinesforsuppliers.aspx>

