

REQUEST FOR PROPOSALS

Purchase of Goods: Equipment under Erasmus+ AL4Life Project

Mitrovica, 25 March 2024

Dear Sir/Madame,

1. **International Business College Mitrovica (IBC-M)** – hereinafter: Contracting Authority, Str. Bislím Bajgora nn, 40000 Mitrovica, with a Business registration no: 5200419-5 and Fiscal no: 601934442, represented by Ms. Mihone Kerolli Mustafa, Rector, was registered as an independent non-for-profit foundation in March 2018 with financial support of the European Union (Office in Kosovo) and EACEA (Education, Audiovisual and Culture Executive Agency, European Commission).

The Contracting Authority intends to apply a portion of the funds to eligible payments under the contract for which this Request for Proposals is being issued.

2. **IBC-M** invites offers to supply the following service: **Purchase of Goods: Equipment under Erasmus+ AL4Life Project - WESTERN BALKAN ENTREPRENEURIAL UNIVERSITY ALLIANCES – KEEPING IN TOUCH FOR LIFELONG RELATIONS, Project ID: 101083125.**

3. Minimum/Eligibility Requirements

- Offer should be submitted in English language only;
- Offer should provide full address and contact details of the bidder;
- Offer should provide bank account details of the bidder;
- Offer should have a number and must be dated;
- Offer should be stamped and signed by company director (or authorized person);
- Business Registration Certificate (copy) must be enclosed; and
- Fiscal number Certificate (copy) must be enclosed, if company possesses one.

4. Goods/Services to be supplied

Goods/Services as listed under Annex 1.

5. Financial Offer

The financial offer should be submitted following the template given in Annex 2. All prices specified in tender shall be stated in Euro (EUR), **exclusive VAT** (based on Article 33, point 3, sub-point 3.1 of Kosovo Law No. 05/L-037) and EACEA VAT exempt certificate provided as a separate attachment to this RFP.

The financial offer must be submitted based on the template within Annex 2 of this document. The template must be filled out and completed based on the instructions for each lot that each vendor is planning on applying for.

6. Award criteria

The bids will be evaluated by an IBC-M committee who will submit a recommendation to the director. The contract will be awarded to the company whose tender has been determined to be substantially responsive and has been determined to have the most favorable offer, provided further that the tenderer is being qualified to perform the contract satisfactorily.

The most favorable offer will be determined based on the following point system:

- The lowest price / best value for money (30%)
- Technical proposal (50%)
- Delivery time – speed and efficiency (20%)

IMPORTANT NOTE: A **technical assessment**, as a separate part of the evaluation, will be performed by checking the Technical Specifications Compliance (Annex I).

7. Submission and deadline

The offer should be submitted electronically, zipped, password encrypted, in PDF format, at the following email address: tender@ibcmirovica.eu not later than Monday **01 of April 2024 at 16.00h** or to be handed over in person, in a sealed envelope to the following address: IBC-M, Riverside campus, Bislim Bajgora nn, 40 000 Mitrovica.¹

Upon deadline expiration, the bidders will be asked to send the passwords of their encrypted offers, in order for Evaluation Committee to assess the best received offer.

In case that additional clarifications are needed, the questions might be sent to the same e-mail address as listed above, not later than Friday **29 March 2024 at 17.00h**.

8. Evaluation of the offers

The offers evaluation session will be held on **Wednesday 03 April 2024 at 14:00h** by an evaluation Committee who will choose the most favorable offer. Participating vendors will be informed in due time.

9. Grounds for disqualification

A company may be excluded from the evaluation and the award of a contract in the following cases:

1. is bankrupt or is being wound up, whose affairs are being administered by the court, who has entered into an arrangement with creditors, who has suspended business activities or who is subject of an injunction against running a business by the court;
2. is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court, or for an arrangement with creditors or of any other similar proceedings;
3. has been convicted of an offence concerning its professional conduct by a court;
4. has been found guilty of grave professional misconduct;
5. has not fulfilled obligations relating to payments of taxes or social security contributions.

¹ Due to an official holiday on 01 April 2024, the IBC-M campus will be closed, precluding the possibility of in-person offer delivery on this date. If you plan to deliver an offer in person, in a sealed envelope, please do it by Friday 29 April 2024 at 16h.

10. Tender procedure

The next procurement procedure/s will be followed: Erasmus+ Programme Guide, **Three offers required under Equipment chapter of CBHE projects**. For more information please visit:

https://erasmus-plus.ec.europa.eu/sites/default/files/2021-09/2021-erasmusplus-programme-guide_v3_en.pdf

Yours faithfully,


Mihone Kerolli Mustafa, PhD - Rector



ANNEX 1
TECHNICAL SPECIFICATIONS

Lot 1 Software			
Nr.	Item type	Amount	Technical specifications
1	Development of IBC-M Alumni Software/Platform	1	For technical specifications for Lot 1 – Software – Development of IBC-M Alumni Software/Platform
	Reasoning	<p>The International Business College Mitrovica (IBCM) is inviting proposals from qualified software development companies to develop an alumni engagement platform. Our aim is to deepen connections with our alumni by offering a dynamic and comprehensive suite of features that promote engagement, community feeling, and mutual support. This RfP outlines the specific requirements for the alumni features we wish to see developed and integrated into our existing system.</p>	
	Audience	<ul style="list-style-type: none"> • IBC-M Alumni 	
	Build/Design requirements	<ul style="list-style-type: none"> • Structure: <ol style="list-style-type: none"> 1. Alumni Profiles: Development of a feature allowing alumni to create, edit, and update their personal and professional information. 2. Alumni Directory: Implementation of a searchable and filterable directory of alumni profiles based on various criteria. 3. Event Management: A platform for managing alumni events, including creation, promotion, and RSVP functionalities. 4. Job Board: A job board feature for posting and accessing job opportunities within the alumni network. 5. Mentorship and Networking: Tools to facilitate mentorship connections, career advice, and networking opportunities among alumni. 6. Discussion Forums/Groups: Creation of online forums or groups for alumni to engage in discussions on a range of topics. 7. News and Updates: A feature to share important news, updates, and achievements within the alumni community. 8. Donations and Fundraising: A platform for alumni to contribute donations and participate in fundraising activities. 9. Alumni Stories and Testimonials: Showcasing alumni success stories and testimonials to inspire current and prospective students. 10. Alumni Email Newsletter: A system for distributing regular newsletters to alumni. 11. Social Media Integration: Allowing alumni to link their social media profiles for easier connectivity. 12. Private Messaging: Enabling direct, private communication between alumni members. 	

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		<ol style="list-style-type: none"> 13. Alumni Chapters: Support for the creation of regional alumni chapters or groups. 14. Alumni Surveys: Tools to collect feedback from alumni for continuous improvement. 15. Alumni Awards: Recognition of alumni achievements through an awards feature. 16. Photo and Video Galleries: Sharing of media from alumni events and activities. 17. Alumni Email Addresses: Provision of university-branded email addresses for alumni. 18. Alumni Login and Authentication: Secure authentication system for alumni access to exclusive features. 19. Privacy Controls: Allow alumni to manage their privacy settings and information sharing preferences. 20. Alumni Newsletter Signup: Option for alumni to subscribe to newsletters and updates based on interests. <p>(The Alumni module structure to be determined with the vendor. All of the above to be divided into user-friendly sections and/or subsections)</p>
	<p style="text-align: center;">Recommendations</p>	<p><u>Besides the above, the vendor will provide recommendations on the following:</u></p> <ul style="list-style-type: none"> • Appropriate Alumni visual elements (logos, headers, images, etc) • Technical aspects of Alumni platform implementation. • Details and assistance with the development of Alumni platform access, roles and approval workflows and website permissions. • Offer recommendations on implementing a multilingual Alumni platform (English, Albanian and Serbian) • A minimum of six months of support following the pilot phase to ensure successful implementation and operational continuity.
	<p style="text-align: center;">Integrations</p>	<ul style="list-style-type: none"> • With the IBC-M webpage.
	<p style="text-align: center;">Assumptions</p>	<ul style="list-style-type: none"> • Preference for a vendor with experience with higher education institutions, with solid references, and staff expertise. • Preference for a vendor that understands higher education and will provide guidance to IBC-M team from the website's start of operations through development and offer continuous support. • The design process will be a joint effort with the vendor to ensure the website is visually attractive and that it accurately reflects the Public International Business College Mitrovica. • The website with a straightforward and intuitive structure, with user-friendly navigation that is consistent across the site and adheres to the best design practices. • The website is user-friendly for our content editors and Marketing team to update it on regular basis. • The website is mobile, tablet and desktop Internet browsers friendly. • The website is optimized for fast loading (architecture, design and hosting options)

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	<ul style="list-style-type: none"> • Upon project completion, the Public International Business College Mitrovica will own all design, code, and content, with no proprietary code used throughout the project.
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Lot 2 Software			
Nr.	Item type	Amount	Technical specifications
2	Development of IBC-M webpage	1	For technical specifications for Lot 2 – Software – Development of College website, see the requirements set in the continuation.
	Reasoning		<p>The Public International Business College Mitrovica (IBC-M) website serves as the initial point of contact for current, potential students, HEI partners and stakeholders, playing an important role in the college's lead generation and communication efforts.</p> <p>A recent internal evaluation revealed that the website needs a complete redesign, is currently text, info and hyperlinks heavy, lacks a site-wide communication, lacks SEO approach for better visibility, and updated info on the college, its activities and academic programs. IBC-M's intention is to have a presentable website using modern web technologies to represent its mission and vision, enhancing brand interaction more accurately with the community.</p>
	Audience		<ul style="list-style-type: none"> • Individuals interested in graduate (Bachelor) and postgraduate (Master) programs • Families and parents of those considering the above-mentioned programs • Students from other countries considering studying at IBC-M • Current students • Current staff • Alumni • Donors • Businesses and potential employers • Various stakeholders
	Build/Design requirements		<ul style="list-style-type: none"> • Structure: <ol style="list-style-type: none"> 1. Homepage, 2. About, 3. Services, 4. IBC-M departments sections, 5. News page, 6. Academic courses listing page, 7. Admission section, 8. Projects section, 9. Campus directory, 10. College academic staff bios page, 11. College timetable page, 12. College calendar events page, 13. College management software (existing, integration of it into a new website)

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		<p>14. Digital library, 15. Gallery, 16. Search option index/results, 17. Social media integration, 18. and other as per consultations between IBC-M and the vendor. (The site structure is to be determined with the vendor. All of the above are to be divided into user-friendly sections and sub-sections)</p>
	Recommendations	<p><u>Besides the above, the vendor will provide recommendations on the following:</u></p> <ul style="list-style-type: none"> • Best possible (least complicated) way for migration of IBC-M old website content to a new webpage • Appropriate college visual elements (logos, headers, images, etc) • Technical aspects of website implementation. • Details and assistance with the development of website access, roles and approval workflows and website permissions. • Offer recommendations on implementing a multilingual website (English, Albanian and Serbian) • Suggest the best and most reliable long-term hosting options. • A minimum of six months of support following the pilot phase to ensure successful implementation and operational continuity.
	Integrations	<ul style="list-style-type: none"> • With the existing College Management software.
	Assumptions	<ul style="list-style-type: none"> • Preference for a vendor with experience with higher education institutions, solid references, and staff expertise. • Preference for a vendor that understands higher education and will provide guidance to the IBC-M team from the website's start of operations through development and offer continuous support. • The design process will be a joint effort with the vendor to ensure the website is visually attractive and accurately reflects the Public International Business College Mitrovica. • The website with a straightforward and intuitive structure, with user-friendly navigation that is consistent across the site and adheres to the best design practices. • The website is user-friendly for our content editors and Marketing team to update it on a regular basis. • The website is mobile, tablet and desktop Internet browser friendly. • The website is optimized for fast loading (architecture, design and hosting options) • Upon project completion, the Public International Business College Mitrovica will own all design, code, and content, with no proprietary code used throughout the project.

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IMPORTANT NOTE: Tenderers are required to send their offers **meeting the minimum technical specifications** prescribed in the table above. A **technical assessment**, as a separate part of the evaluation, will be performed by checking the Technical Specifications Compliance.


Co-funded by the
Erasmus+ Programme
of the European Union
ANNEX 2
FINANCIAL OFFER
OFFER NO: _____

LOT NO: _____

Nr.	Item	Warranty duration	Amount	Total Value (EUR)
1				
2				
3				
4				
5				
6				
7				
			Delivery Time Calendar days:	
			VAT	0.00
			TOTAL	

DATE: _____

SIGN AND STAMP: _____

NOTE: Bidders are allowed to send their own financial offer format containing all these elements: offer number, date, sign/stamp, delivery time in calendar days, warranty and price exclusive VAT.