

**BIDDING DOCUMENTS FOR**

**THE PROVISION OF WEB CONTENT MANAGEMENT AND PUBLIC  
RELATIONS SERVICES FOR THE STATE COMMISSION FOR PREVENTION  
OF CORRUPTION**

**FOR THE**

**OSCE MISSION TO SKOPJE**

**REQUEST FOR QUOTATION No. 638481**

**APRIL 2022**



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**DATE:** 22 April 2022 – RFQ 638481  
**FROM:** OSCE Mission to Skopje – Procurement Unit  
**PAGES:** 10 (ten) incl. cover page  
**SUBJECT:** Provision of web content management and public relations services for the State Commission for prevention of corruption

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**REQUEST FOR QUOTATION (RFQ)**

1. The OSCE Mission to Skopje (hereinafter called “the OSCE”) invites you to submit your price quotation for the **Provision of web content management and public relations services for the State Commission for prevention of corruption** specified in Annexes A – Terms of Reference (ToR).

2. *Offer will be evaluated and contract will be awarded to the bidder(s) offering the lowest technically compliant offer.*

**Due to the Corona-19 development situation, bids by e-mail are allowed.**

3. **Quotations must be delivered to the below specified address, only:**

**3.1 To the following secure e-mail address: [Tenders.MK@osce.org](mailto:Tenders.MK@osce.org)**

*(Maximum e-mail size is 20 MB)*

**DEADLINE: Monday, 09 May 2022 at 12:00 hrs. CEST**

4. Your quotation should be made in English language.
5. Your quotation should be submitted as per the following instructions.
  - (i) Please provide information as specified in the Terms of Reference (Annex A)
  - (ii) Prices quoted shall be **DDP Skopje**, according to the current edition of INCOTERMS published by the International Chamber of Commerce, Paris.
  - (iii) Prices shall be quoted in local currency Denar (MKD), as per the Price Schedule (Annex D).
  - (iv) **Prices shall be quoted excluding taxes (VAT).**
  - (v) Your quotation shall be valid for a period of 60 calendar days from the deadline for receipt of quotations.
  - (vi) The country of origin of the offered goods shall be specified.
6. The OSCE General Conditions of Purchase Agreement (to be viewed on <https://procurement.osce.org/key-procurement-documents>) shall apply to any contract/purchase order awarded as a result of this RFQ.
7. The OSCE reserves the right to accept or reject any quotation, and to annul, in whole or in part, or to suspend the process and reject all quotations at any time prior to the award, without thereby incurring any liability to the affected firm or firms or any obligation to inform the affected firm or firms of the reasons for the OSCE’s action.
8. Nothing in or relating to this RFQ shall be deemed a waiver, expressed, or implied, of any of the privileges and immunities of the OSCE.
9. Please note that the **OSCE will** notify the unsuccessful firms.

For those companies having obtained the Bidding Documents, please kindly inform the OSCE at the address below on whether you intend to submit a Proposal or abstain from participation. In case of non-participation, please kindly specify the reason(s).

Please address your queries or questions in writing at the address given below by:  
**Wednesday, 04 May 2022 (14:00 h)** and kindly, refrain from any telephone calls or personal visits.

**OSCE Mission to Skopje**  
Hyperium Building, Bulevar 8-mi Septemvri No. 16, MK-1000 Skopje  
**Attn: Dragan Malic, Procurement Assistant**  
**E-mail: [dragan.malikj@osce.org](mailto:dragan.malikj@osce.org)**

Sincerely yours,

Malic Dragan  
OSCE – Procurement Unit

Annex -A- Terms of Reference  
Annex -B- Schedule of Requirements  
Annex -C- Qualification Information Forms  
Annex -D- Summary of Costs

### Provision of web content management and public relations services for the State Commission for prevention of corruption

#### 1. Background

Transparency is one of the key principles of democratic governance. It refers to the obligation of public officials to allow public scrutiny of what they do while in public office, allowing citizens to obtain relevant and timely information and participate in the decision-making processes. As such, transparency is a very important element of the corruption prevention policy.

In 2020, the OSCE Mission to Skopje established formal co-operation with the State Commission for Prevention of Corruption (SCPC) by signing a Memorandum of Understanding for the period 2020-2022. Based on this partnership agreement, in 2020 and 2021 the Mission supported the SCPC to further strengthen its capacities in leading a preventive anti-corruption policy in North Macedonia. One of the very important components of the cooperation was to advance transparency of the SCPC work. In addition, the Mission facilitated translation of selected anti-corruption documents into Albanian language, which were uploaded on the SCPC website.

#### 2. Purpose

As a continuation of the activities implemented in 2021, the Mission will further support the SCPC to promote its proactive transparency in 2022. In the frames of its regular work, SCPC produces numerous documents, most of them neither adequately presented on the web page nor timely uploaded and made available for the public. Publication of official information deriving from the performance of the SCPC’s competences is also an obligation under the Law on Free Access to Public Information, as well as measure from the Open Government Partnership agenda. Also, for the purposes of its transparency and accountability, the SCPC needs regular and professional communication with the public. In 2021 human resources capacities of the SCPC have been strengthened with additional staff being employed, which need be trained to respond better to the needs for proactive transparency of the SCPC. In addition, in the beginning of 2022 SCPC intends to employ one PR person in the Unit for Sessions and Public Relations, who would be specialized in communications and public relations.

Taking into consideration the strategic partnership of the Mission with the SPCC and its commitment to strengthen corruption prevention practices in the country, the Mission decided to support the SCPC to further promote transparency of its work and enabling more information to be available in Albanian and English language on the SCPC website. The support of the Mission to the SCPC has the following objectives:

1. Increase transparency and openness of the State Commission for Prevention of Corruption, as a key democratic governance principle.
2. Regularly inform the public and all interested stakeholders about the work of the State Commission for Prevention of Corruption in 2022 through information available in Macedonian, Albanian and English language.
3. Build the capacity of the responsible staff at the State Commission for Prevention of Corruption on effective web content management, public relations and active transparency.

At the same time, the goal is to make the information presented at the SCPC web site more reader-friendly and make the access to relevant information easier.

#### 3. Scope of services

The SCPC will need the following services to be provided by a professional Service Provider:

##### 1. Operational consulting

- Consulting and regular coordination with the Client, personal meetings excluded (includes consulting on Client's request, as well as analyses and proposed reaction to media publications on daily basis with recommendations of the type and contents of the communication tools, as well as opening topics of interest in the media); on average, five to seven consultation per week would be necessary;
- Consulting/adaptation, revision and improvement of drafted documents (press releases, statements, interviews, speeches); on average, five consultation per week would be necessary;

- Consulting on concepts for media and other events (debates, conferences, trainings - defining steps for organizing, defining key people, defining the role of the media Following the online public debate, monitoring the flow of the event, recording key points of the speakers, summarizing key messages from the event, creating a document with key messages of the event); on average, four consultations per week would be necessary;
- Defining additional communications tools.

## **2. Press clipping**

- Daily media monitoring and delivery of clipping reports

## **3. Management of the content of the SCPC web**

- Periodical interventions upon SCPC needs/ requests.; on average, three consultations per month would be necessary;  
The SP will monitor, gave recommendation and consult SCPC on specific needs depending n the operational needs.

## **4. On the job training / coaching of the SCPC staff responsible for PR services**

- The SP should deliver all the services cooperating closely with the relevant staff from the SCPC. The designated PR staff (up to three newly employed) from the SCPC should pair up with the SP and get on the job training on all the services provided throughout the contract duration. In this way sustainability of the intervention would be ensured and internal capacities of the SCPC staff would be enhanced.

## **3. Period of implementation:**

The short-term assistance is needed in the period May to 15 November 2022. For the provision of the requested services, the Service Provider would be obliged to designate one person and ensure full-time support to the IT staff at the SCPC.

The SP should submit monthly reports on the delivered services to the OSCE Mission to Skopje.

## **5. Qualifications and experience**

The Bidders shall fulfil the following minimum requirements:

1. The service provider is a registered company in the area of public relations and/or information technology; as evidence, a certificate of incorporation / registration should be provided;
2. The service provider possesses previous experience of minimum 3 (three) years in the area of public relations/ web content management;
3. The service provider has a reference of at least 2 (two) years of providing public relations and information technology (web content management) services to state administration bodies in North Macedonia;
4. The service provider has at least 1 (one) key staff – employed member/expert engaged, who possesses expert knowledge and more than 3 (three) years of experience in the area of public relations and web content management services;
5. The service provider has at least 3 (three) employed support staff, who possess minimum 3 (three) years of proven experience in the area of public relations and web content management services;
6. The service provider is able to work in English language.

## **6. Project budget**

The bidders should provide a total budget and breakdown of costs by tasks. The costs for each task should be broken down by working days, number of staff, direct and indirect costs or any other parameter that would allow the Mission to get a clear understanding of the expenses.

## **7. The Bidders should submit:**

- Bidder's profile/portfolio, including information that supports how the Bidder meets the requirements regarding past experience (items 1-6 of Qualifications and Experience);
- Team composition and Task assignment: Key expert/project team along with the CVs of the proposed professionals; and
- Detailed project timeline.

**AN ITEM-BY-ITEM COMMENTARY ON THE TERMS OF REFERENCE DEMONSTRATING  
SUBSTANTIAL RESPONSIVENESS TO THE REQUIREMENTS**

The information on this table shall form an integral part of the technical evaluation. Reference can be made to annexes or other material in the Quotation

	<b>Mandatory Requirement</b>	<b>Compliance Remarks</b> <i>The Bidders are required to put item-by-item commentary or compliance on the Technical Specifications demonstrating substantial responsiveness:</i>
1.	The service provider is a registered company in the area of public relations and/or information technology; as evidence, a certificate of incorporation / registration should be provided	
2.	The service provider possesses previous experience of minimum 3 (three) years in the area of public relations/ web content management	
3.	The service provider has a reference of at least 2 (two) years of providing public relations and information technology (web content management) services to state administration bodies in North Macedonia	
4.	The service provider has at least 1 (one) key staff – employed member/expert engaged, who possesses expert knowledge and more than 3 (three) years of experience in the area of public relations and web content management services	
5.	The service provider has at least 3 (three) employed support staff, who possess minimum 3 (three) years of proven experience in the area of public relations and web content management services	
6.	The service provider is able to work in English language	

Company:

**Date:**

**Signature of Bidder:**

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**Annex B “Schedule of Requirements”**

<b>Schedule of Requirements</b>	
<b>Requirement</b>	<b>Information required (to be completed by the invited firm)</b>
<u>Acceptance of the OSCE General Conditions of Purchase Agreement/Services Agreement.</u>  <i>Please confirm acceptance.</i>	
<u>Acceptance of the OSCE payment conditions:</u> bank transfer payment after 30 days of the completion of works and receipt of the invoice.  <i>Please confirm acceptance.</i>	

Company:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Annex C “Qualification Information Form”

*Note to Bidders: The Bidder shall fill in and submit this Qualification Information Form as part of its Bid.*

### General Information

1. Name of Bidder:			
2. Street Address:	Postal Code:	City:	Country:
3. P.O. Box and Mailing Address:			
4. (Mobile) Telephone Number:			
5. Fax Number:			
6. E-mail Address:			
7. www Domain:			
8a. Contact Name:			
8b. Contact Title:			
9. Parent Company, if any (full legal name):			
10. Principal subsidiaries, associates, and/or representative(s), if any and relevant to the Services:			
11. Corporate Address:			
12. Type of Business:			
13. Year Established:			
14. Number of Staff Employed:			

### Financial Information

15. For the last three financial years:		
Year	Turnover (EUR)	Working Capital (EUR)

*[Bidder to attach the audited financial statements for the last year]*

### Experience

16. Contracts of similar scale/volume during the last three years:				
Customer Name and Contact Details	Value (EUR)	Year	Goods and Associated Services Provided	Country

Signature of Bidder: \_\_\_\_\_



**Annex D “Summary of Costs”**

Please use this form for the submission of your financial bid. Additional information can be supplied on a separate page.

<b>Cost Component (Summary of Costs)</b> <i>Please indicate detailed price breakdown in the table below:</i>	<b>Unit Price</b> <i>[MKD excl. VAT]</i>	<b>Quantity</b>	<b>Total Price</b> <i>[MKD excl. VAT]</i>
<b>Provision of web content management and public relations services for the State Commission for prevention of corruption</b>			
<b>Provision of web content management and public relations services for the State Commission for prevention of corruption</b>		<b>1</b>	
<b>Any additional cost, not listed above</b>			
<b>TOTAL PRICE in MKD [excl. VAT]:</b>			

Company:
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Signature: \_\_\_\_\_

Date: \_\_\_\_\_