**Section II**

**Schedule of Requirements**

**Request for Quotation**

Provision of Services for Production of two Online

Training Programmes for Local Self-Governments’ Employees in Republic of Serbia

**e-Sourcing reference:** RFQ/2024/52308

**UNOPS reference:** UNOPS-PRO-2024-S-011

# Terms of Reference (TOR)

for the provision of Services for Production of two Online Training Programmes

for Local Self-Governments’ Employees in Republic of Serbia

**1. The Background**

The Joint UN Programme "PRO - Local Governance for People and Nature" contributes to improving the quality of life of citizens through the improvement of local governance, social inclusion and environmental protection in 110 cities and municipalities throughout Serbia. The Programme is jointly implemented by the United Nations Agencies in Serbia - UNOPS, UNICEF, UNFPA and UNEP, in cooperation with the Government of Serbia, and with the financial support of the Government of Switzerland, in the period from 1 January 2023 to 31 December 2026.

To achieve the Programme’s Objective, the intervention will focus on three key Pillars and Outcomes:

1. Pillar Good Governance, Outcome 1: LGs improve capacities and apply good governance principles in practice;
2. Pillar Social Inclusion, Outcome 2: LGs and other relevant local actors improve capacities and develop evidence-based local social protection policies;
3. Pillar Environmental Governance, Outcome 3: LGs improve capacities and apply environmental governance processes in practice.

The key stakeholders at the local level are also direct users of support: local governments (cities and municipalities), including their administrations/staff, other relevant local organisations and institutions (Centres for Social Work - CSWs, Primary Health Centres - PHCs, pre-school institutions and schools), and local Civil Society Organisations (CSOs). The final users of support will be the citizens from participating LGs, especially those from left behind groups, with a focus on people with disabilities, Roma, children and families, youth and older people. The support will be provided to a certain number of informal waste pickers as well.

All Programme activities will be undertaken in partnership with the Government of Serbia, especially the Ministry of Public Administration and Local Self-Governments (MPALSG), the Ministry of Labour, Employment, Veteran and Social Affairs (MLEVSA), the Ministry of Environmental Protection (MEP).

The Programme will coordinate its activities with the key line national-level institutions while observing the national strategies, laws and relevant development documents, which will contribute to sustainability, ensure national ownership and develop national capacities.

**2. Introduction to the Intervention**

Professional development of employees in local self-government units (LSG) is defined by the [Law on Employees in Autonomous Provinces and Local Self-Government Units](https://www.paragraf.rs/propisi_download/zakon_o_zaposlenima_u_autonomnim_pokrajinama_i_jedinicama_lokalne_samouprave.pdf)[[1]](#footnote-0) and is based on programmes that set out the forms and contents of their professional development. The umbrella programme is the General Training Programme for LSG, which is adopted for each year and implemented to ensure increase in knowledge, skills, and abilities of employees to perform LSG tasks according to predetermined needs. The General Training Programme consists further of the General and the Sectoral Programmes of Continuous Professional Development.

The Sectoral Programme of Continuous Professional Development is part of the original mandate of the LSG, and it is prepared and developed by the Republic of Serbia Government’s Council for Professional Development of Employees in LSGs, in cooperation with the National Academy for Public Administration (NAPA), and implemented, as a rule, by the LSG.

The NAPA’s Learning Management System Platform (LMS Platform), offers civil servants, who register on the Platform, the opportunity to access online courses. The LMS platform provides for flexibility of time and space, individualised learning of participants, various educational materials, interactivity in communication, measurement of learning effects and reduced costs when conducting training.

With the aim of supporting NAPA in attaining further capabilities to offer and provide new topics for advancing professional and technical capacities and competencies of LSGs officials and employees, the PRO Programme **developed and designed the teaching content and instructional design** of two online courses:

1. **Online Course 1: Protection of the rights of persons with disabilities** from the The Sectoral Programme of Continuous Professional Development in LSGs for 2023, with associated thematic units (Please refer to [General Training Programme for LSG Employees in 2023](https://www.napa.gov.rs/extfile/sr/4566/Op%C5%A1ti%20program%20obuke%20zaposlenih%20u%20JLS%20%202023.pdf), page 547), and
2. **Online Course 2: Inter-municipal cooperation in practice, within the competencies of local self-governments** from the Sectoral Programme of Continuous Professional Development in LSG for 2023, with associated thematic units (Please refer to [General Training Programme for LSG Employees in 2023](https://www.napa.gov.rs/extfile/sr/4566/Op%C5%A1ti%20program%20obuke%20zaposlenih%20u%20JLS%20%202023.pdf), page 409).

The next step - and the subject of this ToR - is the production of the multimedia content, based on the above mentioned, already developed contents, and uploading of the two courses on the NAPA’s Learning Management System (LMS)/Moodle platform.

**3. Objectives of the Intervention**

**The Overall Objective** is to contribute to enhanced professional development of employees in local self-governments in Serbia.

**The Specific Objective** is to enhance capabilities of NAPA for providing the required online training programmes for LSGs employees.

**4. The Scope of the Intervention**

The contracted implementer will plan and carry out the activities that include the following:

**The Inception Phase:**

* Consultations with the PRO Programme and NAPA in order to acquire the necessary understanding of the activity’s context and objectives;
* Consultations with the course contents developer, in order to agree on the communication and cooperation during the production of two online courses;

**The Implementation phase:**

* Filming (audio-video recording) of lecturer(s) in a bidder’s studio using two Full HD (1080p) cameras and professional audio and lighting equipment (in close cooperation with the NAPA and course content developer);
* Production of relevant graphics, titles and basic animation elements (for the exercises, quizzes, and problem-solving activities, embedded in the lessons), based on NAPA’s requirements and suggestions, in cooperation with the course content developer;
* Selection of photos to be used in production, in coordination with the course content developer;
* Editing and post-production of the material into final video elements. Total length of video material: 5-10 minutes (average duration 7-8 minutes) per lesson. Video lessons in mp4 format with a maximum size of up to 500 megabytes per lesson. Production of subtitles in Serbian language (Latin and Cyrilic) in SRT and VTT format;
* SCORM 1.2 programming, editing and production - completion of the final deliverable which consists of a single SCORM archive for each of the two courses, compatible with all Learning Management Systems that support this standard (in cooperation with the course content developer);
* The method of voice monitoring of the texts is mandatory (video material) and it is part of all programmes - the texts should be read and pronounced by a professional speaker;
* For each course/training programme, it is necessary to foresee: Navigation previous/next page with menu, Lock content preview until previous content is previewed, the possibility of continuing the review of the material from the position the attendee reached the previous time and the possibility to review the material again, and the access to additional materials, via the links embedded in the text.

**The Final Phase**:

* Uploading of the two courses on the NAPA’s Learning Management System (LMS)/Moodle platform;
* Final testing of the produced online courses, in cooperation with the customer and course content developer.

**Note**: All materials must be compatible with the latest Moodle release.

**5. Deliverables**

The contracted implementer is expected to produce a minimum of the following:

**The Inception Phase**

* A detailed work plan for the implementation of the assignment, with a detailed time schedule, discussed and agreed with the course developer, NAPA and UNOPS;
* An outline of possible obstacles/risks in project implementation and a mitigation plan.

**The Implementation Phase**

* SCORM 1.2 files for the online course **Protection of the rights of persons with disabilities**, including the video/sound recordings, entire visual design, additional materials and animations;
* SCORM 1.2 files for the online course **Intermunicipal cooperation in practice, within the competencies of local self-governments**,including the video/sound recordings, entire visual design, additional materials and animations;

**The Final Phase**

* Uploaded course **Protection of the rights of persons with disabilities** on the LMS/Moodle Platform;
* Uploaded course **Intermunicipal cooperation in practice, within the competencies of local self-governments** on the LMS/Moodle Platform.

**6. Timeframe**

The contract with the implementer is expected to be signed in July 2024 and its planned duration is three (3) months, with one month for the Inception phase included.

**7. Monitoring and Reporting**

The contracted implementer will remain in close contact with the PRO Programme personnel during the entire process and will discuss and agree on all relevant points/steps both during the planning and implementation stages.

The electronic copies of all reports or any other materials related to the intervention will be made available to PRO Programme/UNOPS in English.

The contracted implementer will be submitting to the PRO Programme:

* The Inception report within the first month of the implementation.
* The Milestone narrative report upon completion of the Implementation Phase in line with the ToR, and
* The Final report after the completion of all activities.

The methodology, data collected, analyses, reports, recommendations and other products of this intervention, will remain the intellectual property of PRO Programme/UNOPS.

**8. Visibility**

All activities performed in public must fully comply with the Communication and Visibility guidelines of the PRO Programme which will be provided to the contracted implementer by the Programme.

**9. Final Considerations**

The working language when contacting PRO Programme/UNOPS is both English and Serbian. However, all official correspondence with the PRO Programme/UNOPS should be in English only. The working language of the contracted implementer, including the language that will be used for the produced materials, will be Serbian.

**10. Payment**

* 20% - Upon completion of the Inception Report;
* 40% - Upon completion Milestone Narrative Report upon completion of the Implementation Phase in line with the ToR;
* 40% - Upon completion of the Final Report after the completion of all activities

# Tender evaluation criteria

Bidders which apply to this RFQ will be assessed as per the criteria set out in the tender.

Consortiums are eligible to apply. When the Bidder is a joint venture (consortium), each of its members must meet the eligibility requirements described therein, and the same applies to subcontractors. All the formal and qualification requirements will be considered as mandatory and eliminatory (pass/fail). Qualification criteria refer to all joint venture (consortium) members combined.

Each requirement must be verifiable during the evaluation process. UNOPS reserves the right to perform additional background checks of the information presented in the submission or to require the translation of the submitted documents into English.

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

**Eligibility and formal criteria**

* Bidder is eligible as defined in the document 1 RFQ Section I Instructions to bidders
* Bidder accepts UNOPS General Conditions of Contract as specified in 4 RFQ Section IV Contract Forms
* Completeness of the Bid. All required Questionnaires (if any), Returnable Bidding Forms and other documentation requested under the Document Checklist section have been submitted
* The bid validity is 90 calendar days or more / Form A

**Qualification criteria**

* The Bidder is a registered legal entity in continuous business for at least three years prior to the bid submission deadline

*/ Certificate of incorporation/business registration issued by the*

*relevant government body (for each member, in case of consortia)*

* The Bidder has a proven track record of substantial business/operational experience in implementation of activities and provision of services related to video production.

*/ Form D - Past Contracts Form with a minimum of two contracts for provision*

*of the video production services over the past five years (lead member, in case of consortia)*

*/ Description of the company (free-form) and Portfolio of projects / presenting general capability,*

*technical and professional capacities, management and personnel structure, types of activities etc.*

* The Bidder has operational and technical capacities to perform the tasks as defined in this ToR, as well as human resources with the expertise and experience in a discipline relevant to this ToR. The proposed team must consist of a Team Leader and a minimum of two team members. The Team members can be permanently employed or be engaged as consultants with the Bidder.

*/ Work Plan with time schedule and manpower estimate (this Work Plan will be*

*an integral part of the Contract with the selected Service Provider)*

**Technical criteria**

**A Team Leader** would be directly responsible for the delivery of the expected outcomes and activities defined by this ToR.

* The team leader must have a minimum of a bachelor degree in an expertise discipline relevant to this ToR, at least five (5) years of professional experience in the area relevant for this ToR, and previous engagement on at least two different projects related to video production.

*/ Form E2: Format for Resume of the Team Leader*

* The team leader may be engaged on the project 50% of his or her total working hours.

*/ Form F: Statement of Exclusivity and Availability*

**Team Members** (at least three members) can be permanently employed or be engaged as consultants with the Bidder. They would be directly responsible for implementation of activities defined in this ToR.

* Team of at least three members, with at least three (3) years of professional experience in the area relevant for this ToR and previous engagement on at least two different projects related to the tender requirements

*/ E1: Key personnel proposed, List of team members which would be engaged*

*in providing services as per this tender, with description of roles/tasks*

* At least one team member must have experience in video and video post-production;
* At least one team member must have experience in audio production;
* At least one team member must have experience in professional voice over production

where one member can possess expertise in multiple areas listed

*/ Form E2: Format for Resume of each of the proposed team members*

* Bidder (or members of consortium) will show that the equality, opportunity, diversity and inclusion requirements are complied to within the company

*/ Form G: Sustainability Statement is to be submitted with details on how diversity and inclusion / anti-discrimination is ensured in the organisation.*

*The statement should include details of the approach to ensuring equal*

*opportunity, diversity and inclusion within the organisation*

*(e.g. equal pay policy, parental leave, the ratio of female to male employees,*

*% of females in management positions, grievances disaggregated by gender,*

*transparency of promotion criteria, sexual harassment policies etc.)*

1. Official Gazette RS, No.21/2016, 113/2017, 95/2018, 114/2021, 113/2017 - other law, 95/2018 - other law, 86/2019 - other law, 157/2020 - other law and 123/2021 - other law [↑](#footnote-ref-0)