



Our ref: **ReSPA/EC/SER/001-16** BASELINE ANALYSIS ON QUALITY MANAGEMENT IN PUBLIC ADMINISTRATION AND PUBLIC SERVICES (QM IN PA AND PS) IN THE WESTERN BALKANS

Request for clarifications from tenderers to ReSPA Evaluation Committee

Dear Sir/Madam,

Thank you for the interest you are showing in participating at the tender for the provision of mobile communication services. Below are the questions/request for clarification collected in the past period and our answers to the respective requests:

Question/ Clarification 1: Section 3.1 of the tender dossier refers to engagement of two experts (team leader and one another). Please confirm if the second expert will be selected from the pool of experts as there is no separate profile criteria for such position.

- **Clarification 1:** *Section 4.1 of the tender dossier refers in general to the key experts proposed for this tender, while the TOR section 5.1 identifies the key experts (Team Leader) requirements and pool of experts (national experts) minimum requirements stipulated in 5.2. Both categories of experts (Team leader and national experts - described in 5.1 and 5.2 of the TOR) are considered to be key experts necessary for fulfilment of the task.*

Question/ Clarification 2: Please confirm how many working days are estimated for this project.

- **Clarification 2:** *It is expected from the bidder, in the technical offer to present the plan and estimation of working days, which should be in line with the provided timeline for fulfilment of the tasks, stipulated in the TOR*

Question/ Clarification 3: Please confirm if the estimated budget of 51.000 EUR includes reimbursable expenses such as travel and subsistence costs.

- **Clarification 3:** *The estimated budget should encompass all related expenditures for fulfilment of the tasks prescribed in the TOR*

Question/Clarification 4: Please confirm if exclusivity will be required from the pool of experts.

- **Clarification 4:** *Signed statements of exclusivity are required for all key experts, including Team Leader and identified national experts from the pool of experts*

Date: 26th August 2016.

Yours Sincerely,

Mr. Vlatko NAUMOVSKI
ReSPA Operations Manager