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FUTUREMINDS LAB INITIATIVE
REQUEST FOR PROPOSALS 81-26-25
Extended call

Development of Service Lines for Innovative Entrepreneurs in Bosnia and Herzegovina

Location: Bosnia and Herzegovina

Reporting to: Project Manager, FutureMinds Lab Initiative

Type of Contract: Service - Company or other Qualified Legal Entity

LOT 1 – Access to Financing for Emerging Entrepreneurs

LOT 2 – Access to Intellectual Property Protection (IPP)

LOT 3 – Access to Research & Development Infrastructure

Level of Effort for LOT 1 – Access to Financing for Emerging Entrepreneurs: 35 working days

Level of Effort for LOT 2 – Access to Intellectual Property Protection (IPP): 35 working days

Level of Effort for LOT 3 – Access to Research & Development Infrastructure: 35 working days

1. Background

The FutureMinds Lab (FML) Initiative is implemented by the University Sarajevo School of Science and Technology (SSST) under the EU4Private Sector Development (EU4PSD) Initiative in Bosnia and Herzegovina, co-funded by the European Union and the Government of the Federal Republic of Germany (BMZ). The activities build upon previous results and the University's engagement in the its4Health Digital Innovation Hub. The FutureMinds Lab aims to strengthen the innovation and startup ecosystem in Bosnia and Herzegovina by supporting early-stage innovators, building entrepreneurial skills, and increasing access to key development resources. Despite promising potential, innovative entrepreneurs in Bosnia and Herzegovina often face systemic barriers that prevent them from successfully developing and scaling their solutions. Among the most significant challenges are accessing appropriate financing mechanisms, understanding how to protect intellectual property, and identifying pathways toward research collaboration and prototype development. These gaps hinder competitiveness, reduce technology transfer, and limit commercialization of innovation. These findings were also confirmed through the Innovation Enabling Environment Assessment carried out under the FutureMinds Lab Initiative.

In line with the Project's objective, the Project's Work Package 2 focuses on strengthening the innovation-enabling environment by providing both targeted training and specialized business support services. As part of this effort, the Project will establish three dedicated business support service lines designed to address structural gaps in the entrepreneurial landscape and to provide tailored assistance for startups and SMEs at different stages of development. The Project will operationalize the concept of service lines



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by focusing on three priority areas identified through the Innovation Enabling Environment Assessment: access to financing, intellectual property protection, and research and development infrastructure.

To address these challenges, University SSST will establish digital service lines hosted on the platform. These will provide structured, practical, and continuously accessible resources that support entrepreneurs in obtaining the right assistance at the right stage of development. The service lines will leverage SSST's digital and physical infrastructure, including access to virtual clinics, expert consultations, and specialized tools developed through the its4Health Digital Innovation Hub. They will combine both online and in-person components to ensure accessibility, continuity, and high-quality support for users across the country.

The service lines are expected to incorporate advanced technological resources, drawing on expertise in artificial intelligence, data analytics, and digital business tools to support product and business development. These services will be available not only to emerging innovators but also to established SMEs seeking to introduce new products, improve competitiveness, or adopt green and digital solutions.

2. Terms of Reference

2.1. Objective

To design and deliver three comprehensive digital service lines that strengthen the innovation-enabling environment and provide innovation-driven entrepreneurs in Bosnia and Herzegovina with practical access to:

1. Financing opportunities, tailored to growth stage and sector
2. Intellectual property protection (IPP) resources and advisory support
3. Research and development infrastructure, particularly for prototype design and development

These resources must be developed as public-facing, plain-language, and scalable digital tools in a format suitable for integration into the platform, enabling continuous use and ease of updates.

2.2. Scope of Work

The assignment is divided into three lots:

- LOT 1: Access to Financing for Emerging Entrepreneurs
- LOT 2: Access to Intellectual Property Protection (IPP)
- LOT 3: Access to Research & Development Infrastructure.

Each service line must include a clearly defined digital structure and modular logic that allows seamless integration into the platform, ensuring intuitive navigation and long-term usability.



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LOT 1: Access to Financing for Emerging Entrepreneurs

The Service Provider shall develop a comprehensive digital resource that maps all relevant financing opportunities for startups and innovation-driven SMEs in Bosnia and Herzegovina. This includes public and private funding instruments such as grants, innovation vouchers, concessional loans, equity investment, angel networks, accelerator programmes, crowdfunding schemes, and donor-supported initiatives.

The Service Provider will analyse each financing opportunity and document eligibility requirements, funding amounts, application procedures, evaluation criteria, documentation required for submission, deadlines, and direct contact links to issuing parties. Particular attention must be given to aligning financing options with different business development stages (idea, early-stage, validation, growth).

In addition, the Service Provider will produce a *Finance Navigation Guide*, written in clear and accessible language, helping entrepreneurs understand how to identify the right financing type, assess readiness, avoid frequent application errors, and obtain additional advisory support where required. The Guide should be inclusive and highlight access opportunities for women founders and underrepresented groups.

LOT 2: Access to Intellectual Property Protection (IPP)

The Service Provider shall map resources and services that support entrepreneurs in obtaining and managing intellectual property protection in Bosnia and Herzegovina and abroad. This includes national IP pathways and available support through institutions such as BOIP, EUIPO, and WIPO, including relevant online portals, assistance programmes, legal support service providers, and technology-transfer offices.

The Service Provider will also prepare an *IPP Navigation Guide*, written in plain language for first-time users. The guide must explain when and why IP protection is necessary, how entrepreneurs can decide which type of protection is most appropriate, how to prepare required documentation, and what risks need to be considered during development and commercialization. It must also explain the value of early-stage advisory assistance from certified legal/IP professionals.

LOT 3: Access to Research & Development Infrastructure

The Service Provider shall identify and document opportunities for entrepreneurs to collaborate with research institutions, prototyping facilities, technology parks, Digital Innovation Hubs (DIHs), and private providers offering resources for prototype design and development. The focus is on engineering and productization pathways, such as CAD design support, additive and manufacturing prototyping, and applied research support.



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The Service Provider will describe available facilities, equipment capabilities, support services, applicable processes, pricing structures if publicly available, booking procedures, and typical collaboration models between startups and academic/industrial institutions.

Similarly, the Service Provider will prepare a *Prototype Design and Development Guide*, explaining the full process of preparing and scoping a prototype project, defining functional and technical requirements, establishing realistic time and cost expectations, considering design for manufacturing, and protecting intellectual property during co-development. The guide must assist founders with little or no technical background in making informed decisions.

Each LOT shall result in two key outputs: a mapping report and a navigation guide, both delivered in digital format and suitable for public use.

The three LOTs may be implemented simultaneously or sequentially, depending on the bidder's proposed methodology.

2.3. Methodology and Quality Requirements

The bidder shall propose a clear, step-by-step methodology for the implementation of each LOT included in their application. The methodology must demonstrate a coherent and credible approach to:

- collecting and analysing data from primary and secondary sources;
- identifying and selecting relevant stakeholders, institutions and service providers;
- conducting consultations and interviews (minimum five per LOT), including criteria for selection and documentation of insights;
- validating information and reference to verifiable sources;
- structuring each service line into a digital, modular and user-friendly format suitable for integration into the platform;
- preparing draft and final versions of all outputs;
- ensuring accessibility, equity, gender sensitivity and inclusive language throughout all materials.

The methodology must outline the full workflow for each LOT, including:

a) Inception Phase

- kick-off meeting with University SSST;
- submission of an inception report outlining the refined methodology, workplan, structure of each service line and proposed consultation list.

b) Research and Data Collection

- systematic mapping of institutions, mechanisms and resources;
- verification of information through credible, up-to-date and publicly accessible sources;

c) Draft Development



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- preparation of draft service line content, including narrative text, structured modules and proposed navigation logic.

d) **Validation**

- delivery of a validation workshop for each LOT;
- incorporation of feedback.

e) **Finalization**

- final preparation of bilingual deliverables (BCS and English);
- formatting of outputs for public accessibility, readability and integration into the platform;
- submission of editable files (e.g. Word/Google Docs) and optimized PDFs.

All work must adhere to the highest quality standards, ensuring clarity, accuracy, neutrality, inclusiveness and full traceability of information used.

2.4. Deliverables

For each LOT for which they are applying, the Service Provider shall deliver the following outputs:

- Inception Report (including a refined methodology, detailed work plan, proposed consultation list, and the draft structure/outline of the digital service line)**
- Mapping Report containing systematically collected, verified, and categorized information relevant to the LOT, including:**
 - list of institutions, mechanisms and resources;
 - eligibility criteria, processes, procedures and access pathways;
 - verified sources and references;
 - summary of stakeholder consultations (minimum five per LOT).
- Draft of service line including:**
 - structured content;
 - modular logic and navigation flow;
 - digital architecture suitable for integration into the platform;
 - bilingual versions (BCS and English).
- Validation workshop delivered for each LOT (including Workshop report with participant list, key inputs and incorporated feedback).**
- Final service line, fully edited, bilingual, formatted and ready for public use, including:**
 - Editable files (Word/Google Docs) and optimized PDF versions;
 - Final mapping report (if any adjustments from the draft stage);
 - Content package prepared for handover to University SSST for publication on the platform.

All deliverables become the property of University SSST upon submission.



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2.5. Timeline

The duration of the assignment is estimated at three (3) months, commencing from the date of contract signing.

Bidders shall propose a detailed timeline in their Technical Proposal. The timeline must cover all phases listed in the Methodology and ensure timely delivery of all outputs. At minimum, the following indicative milestones must be respected:

Deliverable	Due Date
Inception Report	within the first 2 weeks
Mapping Report	by the end of Month 1
Draft of Service Line	no later than mid-Month 2
Validation Workshop	by the end of Month 2
Final Service Line	by the end of Month 3

Final deadlines and internal milestones will be agreed during the inception meeting.

2.6. Qualifications

Eligible bidders must meet the following criteria:

- Be a legally registered local entity in Bosnia and Herzegovina.
- Demonstrate relevant experience in relevant thematic areas of the LOT(s) applied for, evidenced by relevant contracts.
- Demonstrate prior experience in conducting mappings.
- Prior engagement with donor-funded projects or programs supporting startups and SMEs.
- Ability to work collaboratively with multiple stakeholders.
- Strong project management and reporting capacities.
- Subcontracting is permitted only with prior written approval from University SSST.
- Fluency in English.

Bidders may apply for one or more LOTs, depending on their expertise and capacity. Each LOT will be evaluated and awarded independently.



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2.7. Application requirements

Applicants should submit:

a) **Technical Proposal (maximum 10 pages) including:**

- a methodology and work plan for each LOT for which the bidder is applying;
- a description of the bidder's understanding of the assignment;
- relevant experience of the firm in the thematic area(s) of the selected LOT(s);
- qualifications and CVs of proposed key experts;
- up to three comparable references from similar assignments conducted in the past five years.

b) **Financial Offer submitted using Financial Proposal Form attached to this RfP.**

Bidders applying for multiple LOTs shall submit a separate financial offer for each LOT.

c) **Company Registration Documentation**

Valid proof of legal registration in BiH.

d) **Additional Documents (recommended)**

- samples of previous work (e.g., mappings, studies, guides);
- a statement confirming acceptance of the Terms and Conditions stated in this RfP.

2.8. Selection criteria

Proposals will be evaluated separately for each LOT. The following criteria and weights apply:

Criterion	Weight
Technical approach, methodology, realism of work plan including the proposed approach to delivering the required outputs	40%
Relevant experience of the firm and proposed experts in the LOT(s) applied for	40%
Financial proposal	20%

2.9. Language of the Assignment

All deliverables must be produced in Bosnian/Croatian/Serbian and English language. Project communication will be conducted in BCS.

3. Submission Deadline

All interested legal entities are to submit their bids with all supporting documents no later than **January 11, 2026, 23:59**. All bids are to be submitted electronically to the following email address: *info@ssst.edu.ba*, with the subject line: *81-26-25 Development of Service Lines for Innovative*



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Entrepreneurs in Bosnia and Herzegovina. Any inquiries regarding the opportunity may be directed to the same address and subject line.

4. Terms and Conditions

University SSST reserves the right to:

- Request clarification
- Award one or multiple LOTs to different bidders
- Cancel the procurement process at any stage without liability.

All deliverables submitted become the exclusive property of University SSST. All data collected during implementation is to remain confidential until publication.



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Financial Proposal Form – 81-26-25

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
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Bidders are required to prepare their financial proposals, excluding VAT, following the below format and submit it with the technical offer.

Any financial information provided in the technical proposal shall lead to the Bidder's disqualification. The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Currency of the proposal: BAM

Table 1: Summary of Overall Prices

	Amount(s)
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees

Name	Position	Fee Rate <i>A</i>	No. of Days/months/ hours <i>B</i>	Total Amount <i>C=AxB</i>
In-Country				
Home Based				
Subtotal Professional Fees:				

Table 3: Breakdown of Other Costs

Description	UOM	Quantity	Unit Price	Total Amount
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
Subtotal Other Costs:				



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Table 4: Breakdown of Price per Deliverable/Activity

Deliverable/ Activity description	Time (person days)	Professional Fees	Other Costs	Total
Deliverable 1				
Deliverable 2				
Deliverable 3				
.....				

Signature of authorized person:



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INICIJATIVA FUTUREMINDS LAB
POZIV ZA DOSTAVLJANJE PONUDE 81-26-25
Produženi poziv

Razvoj servisnih linija za inovativne preduzetnike u Bosni i Hercegovini

Lokacija: Bosna i Hercegovina

Izvršavanje: Projektni menadžer, Inicijativa FutureMinds Lab

Vrsta ugovora: Usluga – kompanija ili drugo kvalifikovano pravno lice

LOT 1 – Pristup finansiranju za nove preduzetnike

LOT 2 – Pristup zaštiti intelektualnog vlasništva (IPP)

LOT 3 – Pristup istraživačko-razvojnoj infrastrukturi

Angažman za LOT 1 – Pristup finansiranju za nove preduzetnike: 35 radnih dana

Angažman za LOT 2 – Pristup zaštiti intelektualnog vlasništva (IPP): 35 radnih dana

Angažman za LOT 3 – Pristup istraživačko-razvojnoj infrastrukturi: 35 radnih dana

1. Pozadina

FutureMinds Lab (FML) inicijativu implementira Univerzitet Sarajevo School of Science and Technology (SSST) u okviru Inicijative za razvoj privatnog sektora u Bosni i Hercegovini (EU4PSD), koju sufinansiraju Evropska unija i Vlada Savezne Republike Njemačke (BMZ). Aktivnosti se nadovezuju na prethodne rezultate i angažman Univerziteta u okviru its4Health Digital Innovation Hub-a. FutureMinds Lab (FML) ima za cilj jačanje inovacijskog i startup ekosistema u Bosni i Hercegovini kroz podršku inovatorima u ranoj fazi razvoja, izgradnju preduzetničkih vještina i povećanje pristupa ključnim razvojnim resursima. Uprkos značajnom potencijalu, inovativni preduzetnici u Bosni i Hercegovini često se suočavaju sa sistemskim preprekama koje ih sprječavaju da uspješno razvijaju i skaliraju svoja rješenja. Među najznačajnijim izazovima su pristup adekvatnim mehanizmima finansiranja, razumijevanje postupaka zaštite intelektualnog vlasništva i identifikacija puteva za istraživačku saradnju i razvoj prototipa. Ovi nedostaci umanjuju konkurentnost, usporavaju transfer tehnologija i ograničavaju komercijalizaciju inovacija. Ovi nalazi su dodatno potvrđeni kroz Procjenu inovacijskog okruženja provedenu u okviru FutureMinds Lab inicijative.

U skladu s ciljevima projekta, Radni paket 2 projekta fokusira se na jačanje okruženja koje omogućava inovacije kroz pružanje ciljanih obuka i specijaliziranih poslovnih servisnih usluga. U okviru ovih aktivnosti, projekat će uspostaviti tri namjenske poslovne servisne linije osmišljene da adresiraju strukturalne nedostatke u preduzetničkom pejzažu i pruže prilagođenu podršku startupima i malim i srednjim preduzećima (MSP) u različitim fazama razvoja. Projekat će operacionalizirati koncept servisnih linija fokusiranjem na tri prioritete oblasti identifikovane kroz Procjenu inovacijskog okruženja: pristup finansiranju, zaštitu intelektualnog vlasništva i istraživačko-razvojnu infrastrukturu.



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Kako bi odgovorili na ove izazove, Univerzitet SSST će uspostaviti digitalne servisne linije koje će biti smještene na platformi. One će pružati strukturirane, praktične i kontinuirano dostupne resurse koji pomažu preduzetnicima da dobiju odgovarajuću podršku u pravoj fazi razvoja. Servisne linije će koristiti digitalnu i fizičku infrastrukturu SSST-a, uključujući pristup virtuelnim klinikama, konsultacijama sa stručnjacima i specijaliziranim alatima razvijenim kroz its4Health Digital Innovation Hub. Kombinovat će online i lične (in-person) komponente kako bi se osigurala dostupnost, kontinuitet i visok kvalitet podrške korisnicima širom zemlje.

Očekuje se da servisne linije uključe napredne tehnološke resurse, oslanjajući se na ekspertizu iz oblasti vještačke inteligencije, analitike podataka i digitalnih poslovnih alata u cilju podrške razvoju proizvoda i poslovanja. Ove usluge bit će dostupne ne samo inovatorima u ranoj fazi, već i etabliranim malim i srednjim preduzećima koja žele uvesti nove proizvode, unaprijediti konkurentnost ili usvojiti zelena i digitalna rješenja.

2. OPIS PROJEKTOG ZADATKA

2.1. Cilj angažmana

Cilj angažmana je dizajnirati i isporučiti tri sveobuhvatne digitalne servisne linije koje jačaju okruženje pogodno za inovacije u Bosni i Hercegovini i inovativnim preduzetnicima omogućavaju praktičan pristup:

1. mogućnostima finansiranja, prilagođenim fazi razvoja i sektoru,
2. resursima i savjetodavnoj podršci iz oblasti zaštite intelektualnog vlasništva (IPP),
3. istraživačko-razvojnoj infrastrukturi, posebno za potrebe dizajna i razvoja prototipa.

Ovi resursi moraju biti razvijeni kao javno dostupni, jednostavno napisani i skalabilni digitalni alati, u formatu pogodnom za integraciju na platformu, kako bi se osigurala kontinuirana upotreba i jednostavno ažuriranje.

2.2. Obim angažmana

Angažman je podijeljen u tri LOT-a:

- **LOT 1:** Pristup finansiranju za nove preduzetnike
- **LOT 2:** Pristup zaštiti intelektualnog vlasništva (IPP)
- **LOT 3:** Pristup istraživačko-razvojnoj infrastrukturi

Svaka servisna linija mora sadržavati jasno definisanu digitalnu strukturu i modularnu logiku koja omogućava nesmetanu integraciju na platformu, osiguravajući intuitivnu navigaciju i dugoročnu upotrebljivost.

LOT 1: Pristup finansiranju za nove preduzetnike



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Pružalac usluga dužan je razviti sveobuhvatan digitalni resurs koji mapira sve relevantne mogućnosti finansiranja za startupe i inovativna mala i srednja preduzeća (MSP) u Bosni i Hercegovini. To uključuje javne i privatne instrumente finansiranja, kao što su grantovi, inovacijski vaučeri, povoljni krediti, ulaganja putem vlasničkog kapitala, mreže angel investitora, akceleratori programi, crowdfunding modeli i inicijative koje podržavaju donatori.

Pružalac usluga će analizirati svaku priliku za finansiranje i dokumentovati uslove podobnosti, iznose finansiranja, procedure prijave, kriterije evaluacije, potrebnu dokumentaciju, rokove i direktne kontakt linkove nadležnih institucija. Posebna pažnja mora biti posvećena usklađivanju opcija finansiranja sa fazom razvoja poslovanja (ideja, rana faza, validacija, rast).

Pored toga, Pružalac usluga će izraditi *Vodič za navigaciju kroz mogućnosti finansiranja*, napisan jasnim i pristupačnim jezikom, koji pomaže preduzetnicima da identifikuju odgovarajući tip finansiranja, procijene spremnost, izbjegnu česte greške pri apliciranju i dobiju dodatnu savjetodavnu podršku kada je potrebna. Vodič treba biti inkluzivan i naglasiti mogućnosti pristupa za žene preduzetnice i nedovoljno zastupljene grupe.

LOT 2: Pristup zaštiti intelektualnog vlasništva (IPP)

Pružalac usluga će mapirati resurse i usluge koje podržavaju preduzetnike u sticanju i upravljanju zaštitom intelektualnog vlasništva u Bosni i Hercegovini i inostranstvu. To uključuje nacionalne postupke zaštite i dostupnu podršku kroz institucije kao što su BOIP, EUIPO i WIPO, uključujući relevantne online portale, programe podrške, pružaoce pravnih usluga i kancelarije za transfer tehnologije.

Pružalac usluga će pripremiti i *IPP vodič za navigaciju*, napisan jednostavnim jezikom za korisnike koji se prvi put susreću sa IP zaštitom. Vodič mora objasniti kada i zašto je zaštita intelektualnog vlasništva potrebna, kako preduzetnici mogu odlučiti koju vrstu zaštite odabrati, kako pripremiti potrebnu dokumentaciju i koje rizike treba uzeti u obzir tokom razvoja i komercijalizacije. Također treba pojasniti značaj rane savjetodavne podrške od strane certificiranih pravnih/IPP stručnjaka.

LOT 3: Pristup istraživačko-razvojnoj infrastrukturi

Pružalac usluga će identificirati i dokumentovati prilike za saradnju preduzetnika sa istraživačkim institucijama, prototipskim laboratorijama, tehnološkim parkovima, Digital Innovation Hub-ovima (DIH-ovima) i privatnim pružiocima usluga koji nude resurse za dizajn i razvoj prototipa. Fokus je na inženjerskim i produktnim procesima, uključujući podršku za CAD dizajn, aditivne i proizvodne prototipe te podršku za primijenjena istraživanja.

Pružalac usluga će opisati dostupne kapacitete, mogućnosti opreme, vrste podrške, relevantne procedure, strukture cijena (ako su javno dostupne), procedure rezervacije i tipične modele saradnje između startup-a i akademskih/industrijskih institucija.



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Također, Pružalac usluga će pripremiti *Vodič za dizajn i razvoj prototipa*, koji objašnjava cjelokupan proces pripreme i definisanja prototipskog projekta, uključujući definisanje funkcionalnih i tehničkih zahtjeva, postavljanje realističnih očekivanja u pogledu vremena i troškova, razmatranje dizajna za proizvodnju, te zaštitu intelektualnog vlasništva tokom zajedničkog razvoja. Vodič mora pomoći osnivačima sa malo ili nimalo tehničkog iskustva da donesu informirane odluke.

Svaki LOT mora rezultirati sa dva ključna ishoda: Izvještaj o mapiranju i Navigacijski vodič, u digitalnom formatu, pogodan za javnu upotrebu.

Sva tri LOT-a mogu se provoditi istovremeno ili sekvencijalno, u zavisnosti od metodologije koju predloži ponuđač.

2.3. Metodologija i zahtjevi kvaliteta

Ponuđač treba predložiti jasnu, korak-po-korak metodologiju za implementaciju svakog LOT-a uključenog u njihovu prijavu. Metodologija mora pokazati koherentan i vjerodostojan pristup:

- prikupljanju i analizi podataka iz primarnih i sekundarnih izvora;
- identifikaciji i odabiru relevantnih aktera, institucija i pružalaca usluga;
- provođenju konsultacija i intervjuua (minimalno pet po LOT-u), uključujući kriterije za odabir i dokumentovanje dobijenih uvida;
- validaciji informacija i upućivanju na provjerljive izvore;
- strukturiranju svake servisne linije u digitalni, modularni i korisnički prilagođen format pogodan za integraciju na platformu;
- pripremi nacrtu i finalnih verzija svih outputs-a;
- osiguravanju pristupačnosti, jednakosti, rodne osjetljivosti i inkluzivnog jezika u svim materijalima.

Metodologija mora obuhvatiti kompletan tok rada za svaki LOT, uključujući:

a) Inicijalna faza

- kick-off sastanak sa Univerzitetom SSST;
- dostavljanje inception izvještaja koji sadrži unaprijedenu metodologiju, plan rada, strukturu svake servisne linije i predloženu listu konsultacija.

b) Istraživanje i prikupljanje podataka

- sistematsko mapiranje institucija, mehanizama i resursa;
- verifikaciju informacija kroz pouzdane, ažurne i javno dostupne izvore.

c) Razvoj nacrtu

- pripremu nacrtu sadržaja servisne linije, uključujući narativni tekst, strukturirane module i predloženu navigacijsku logiku.

d) Validacija

- organizaciju validacijske radionice za svaki LOT;
- inkorporiranje povratnih informacija.



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e) Finalizacija

- finalnu pripremu dvojezičnih outputs-a (BHS i engleski jezik);
- formatiranje materijala radi javne dostupnosti, čitljivosti i integracije na platformu;
- dostavljanje editabilnih datoteka (npr. Word/Google Docs) i optimiziranih PDF verzija.

Sav rad mora biti usklađen s najvišim standardima kvaliteta, osiguravajući jasnoću, tačnost, neutralnost, inkluzivnost i potpunu provjerljivost korištenih informacija.

2.4. Rezultati angažmana

Za svaki LOT na koji se prijavljuje, Pružalac usluga je dužan dostaviti sljedeće outputs-e:

a) Inception izvještaj

(uključujući unaprijeđenu metodologiju, detaljan plan rada, predloženu listu konsultacija i nacrt strukture/outline digitalne servisne linije)

b) Izvještaj o mapiranju, koji sadrži sistematski prikupljene, verifikovane i kategorizirane informacije relevantne za dati LOT, uključujući:

- listu institucija, mehanizama i resursa;
- kriterije podobnosti, procese, procedure i puteve pristupa;
- verifikovane izvore i reference;
- sažetak konsultacija sa dionicima (minimalno pet po LOT-u).

c) Nacrt servisne linije, uključujući:

- strukturiran sadržaj;
- modularnu logiku i navigacijski tok;
- digitalnu arhitekturu pogodnu za integraciju na platformu;
- dvojezične verzije (BHS i engleski jezik).

d) Validacijsku radionicu za svaki LOT

(uključujući izvještaj sa radionice sa listom učesnika, ključnim uvidima i ugrađenim povratnim informacijama).

e) Finalnu verziju servisne linije, potpuno uređenu, dvojezičnu, formatiranu i spremnu za javnu upotrebu, uključujući:

- editabilne datoteke (Word/Google Docs) i optimizirane PDF verzije;
- finalnu verziju izvještaja o mapiranju (ukoliko sadrži izmjene u odnosu na nacrt);
- kompletan sadržaj pripremljen za predaju Univerzitetu SSST radi objave na platformi.

2.5. Vremenski okvir isporuke

Trajanje angažmana procjenjuje se na tri (3) mjeseca, počevši od datuma potpisivanja ugovora.

Ponuđači trebaju u svojoj Tehničkoj ponudi dostaviti detaljan vremenski plan. Vremenski plan mora obuhvatiti sve faze navedene u Metodologiji i osigurati pravovremenu isporuku svih outputs-a. Minimalno, moraju se ispoštovati sljedeće indikativne prekretnice:



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Rezultati

Inicijalni izvještaj
Izvještaj o mapiranju
Nacrt servisne linije
Validacijska radionica
Finalna servisna linija

Rok za isporuku

Prve dvije sedmice
Do kraja 1. mjeseca
Najkasnije do sredine 2. mjeseca
Do kraja 2. mjeseca
Do kraja 3. mjeseca

2.6. Kvalifikacije

Prihvatljivi ponuđači moraju ispunjavati sljedeće kriterije:

- biti pravno registrovano lokalno lice u Bosni i Hercegovini;
- demonstrirati relevantno iskustvo u tematskim oblastima LOT-a/LOT-ova na koje se prijavljuju, što se dokazuje odgovarajućim ugovorima ili referencama;
- imati prethodno iskustvo u provođenju mapiranja;
- imati prethodno iskustvo u projektima ili programima finansiranim od donatora, posebno onim koji podržavaju startupe i mala i srednja preduzeća;
- imati sposobnost za efikasnu saradnju sa različitim zainteresovanim stranama;
- posjedovati snažne kapacitete za upravljanje projektima i izvještavanje;
- podugovaranje je dozvoljeno samo uz prethodno pisano odobrenje Univerziteta SSST;
- poznavati engleski jezik.

Ponuđači se mogu prijaviti na jedan ili više LOT-ova, u skladu sa svojom stručnosti i kapacitetom. Svaki LOT će se evaluirati i dodjeljivati nezavisno.

2.7. Zahtjevi za prijavu

Ponuđači trebaju dostaviti sljedeću dokumentaciju:

a) Tehnička ponuda (maksimalno 10 stranica), uključujući:

- metodologiju i plan rada za svaki LOT na koji se ponuđač prijavljuje;
- opis razumijevanja zadatka;
- relevantno iskustvo kompanije u tematskoj oblasti odabranog LOT-a/LOT-ova;
- kvalifikacije i CV-e ključnih eksperata;
- do tri uporedive reference iz sličnih angažmana provedenih u posljednjih pet godina.

b) Finansijska ponuda

Dostavlja se na obrascu za finansijsku ponudu priloženom uz ovaj RfP. Ponuđači koji se prijavljuju na više LOT-ova moraju dostaviti posebnu finansijsku ponudu za svaki LOT.



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c) Dokumentacija o registraciji kompanije

Važeći dokaz o pravnoj registraciji u Bosni i Hercegovini.

d) Dodatna dokumentacija (preporučeno)

- primjeri prethodnih radova (npr. mapiranja, studije, vodiči);
- izjava o prihvatanju Uslova i odredbi navedenih u ovom RfP-u.

2.8. Kriteriji za evaluaciju

Ponude će se evaluirati odvojeno za svaki LOT. Primjenjuju se sljedeći kriteriji i ponderi:

Kriterij	Ponder
Tehnički pristup, metodologija i realističnost plana rada, uključujući predloženi pristup isporuci traženih outputs-a	40%
Relevantno iskustvo firme i predloženih eksperata u LOT-u/LOT-ovima na koje se ponuđač prijavljuje	40%
Finansijska ponuda	20%

2.9. Jezik angažmana

Sve isporuke moraju biti izrađene na bosanskom/hrvatskom/srpskom i engleskom jeziku. Komunikacija na projektu odvijat će se na BHS jeziku.

3. Rok za dostavu ponuda

Sva zainteresovana pravna lica trebaju dostaviti svoje ponude, zajedno sa pratećom dokumentacijom, najkasnije do **11. januar 2026. godine u 23:59**. Ponude se dostavljaju elektronski na sljedeću e-mail adresu: info@ssst.edu.ba, uz naslov e-maila: *81-26-25 Development of Service Lines for Innovative Entrepreneurs in Bosnia and Herzegovina*. Svi upiti u vezi s ovim pozivom dostavljaju se na istu adresu i pod istim naslovom.

4. Uslovi i odredbe

Univerzitet SSST zadržava pravo da:

- zatraži dodatna pojašnjenja;
- dodijeli jedan ili više LOT-ova različitim ponuđačima;
- otkáže proces nabavke u bilo kojoj fazi bez ikakve odgovornosti.

Svi rezultati angažmana podnesenei u okviru angažmana postaju isključivo vlasništvo Univerziteta SSST. Svi podaci prikupljeni tokom implementacije moraju ostati povjerljivi do njihovog javnog objavljivanja.



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Forma finansijske ponude – 81-26-25

Ime ponuđača	[ime ponuđača]	Datum:	Odaberi datum
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Ponuđači su obavezni pripremiti svoje finansijske prijedloge, isključujući PDV, prema dole navedenom formatu i dostaviti ih zajedno sa tehničkom ponudom. Svaka finansijska informacija koja bude pružena u tehničkoj ponudi rezultirat će diskvalifikacijom ponuđača.

Finansijski prijedlog treba biti usklađen sa zahtjevima iz Projektnog zadatka i tehničkom ponudom ponuđača.

Valuta ponude: KM

Tabela 1: Sažetak ukupnih cijena

	Iznos(i)
Profesionalne naknade (iz Tabele 2)	
Ostali troškovi (iz Tabele 3)	
Ukupni iznos finansijskog prijedloga	

Tabela 2: Raspodjela profesionalnih naknada

Ime	Pozicija	Tarifa	Broj dana/mjeseci/sati	Ukupni iznos
		<i>A</i>	<i>B</i>	<i>C=AxB</i>
U zemlji				
Kod kuće				
Podzbir profesionalnih naknada:				

Tabela 3: Raspodjela drugih troškova

Opis	Jedinica mjere	Količina	Jedinična cijena	Ukupni iznos
Troškovi lokalnog transporta	Paušalni iznos			
Troškovi "iz džepa"				
Ostali troškovi: (molimo navedite)				
Podzbir drugih troškova:				



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Tabela 4: Raspodjela cijene po isporuci/aktivnosti

Isporuca/Opis aktivnosti	Vrijeme (osoba/dani)	Profesionalne naknade	Ostali troškovi	Ukupno
Isporuca 1				
Isporuca 2				
Isporuca 3				
.....				

Potpis ovlaštene osobe: