



TERMS OF REFERENCE NO. 12/24

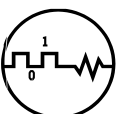
Technical assistance for 5 start-up teams

1. Background

With digitalization no longer merely a contributor to business growth but a critical precondition for continued competitiveness of corporate entities across all industries, there is growing global realization of the need to allocate greater resources to enable and expedite the processes of digital transformation, adaptation, and innovation. Nonetheless, the level of both digital awareness and uptake in Bosnia and Herzegovina remains limited with little organic demand for transformational assistance and the deployment of digital technologies. The healthcare sector represents an illustrative case study in the cost of dismissing digital enablers and innovation in general, with demand for healthcare services - in both volume and scope - growing alongside the further diminishing of available resources. At the same time, healthcare is among the most carbon-intensive industries in the world.¹ It is responsible for close to 5% of greenhouse gas emissions worldwide, largely stemming from fossil fuel combustion, exacerbating the existing public health crisis with atmospheric pollution very much contributing to the high instance of chronic diseases in Bosnia and Herzegovina.

The introduction of green and digital technologies and innovations offer both improved patient outcomes, as well as greater efficiency in operation for both public and private healthcare providers. There is, however, a pressing need to ensure that the coming digital transformation and innovation journeys are properly supported and resourced. This entails, at a minimum, a basic level of awareness of the benefits offered through both green and digital transformations as well as the skills needed to fully exploit the available opportunities. This will enable healthcare businesses and public institutions alike to make informed decisions about moving their organizations forward. In addition to this basic level of awareness and knowledge of digitalization as an enabler in healthcare, there is further need to provide interested providers with on-site support and tailor-made assistance in assessing the needs of their organizations and charting the way forward. Finally, innovations in healthcare, as in any other sector, will require the development of a supporting enabling environment that will generate new and advanced healthcare services and solutions. This will include prototype development, testing and product, and business, design.

The its4Health Digital Innovation Hub (the Hub) offers an integrated package of services, ranging from facilitating digital and green transformation of partner healthcare SMEs and public providers, through enabling the emergence of innovative products, to incubating and developing businesses around the innovations. The Hub is unique in its approach as it aims to provide significant added value to society at large through making a tangible contribution to improving the performance of the country's struggling health sector.





The Hub aims to grow into a unique country-wide platform for enhancing and enabling cooperation between businesses, public institutions, and scientific entities, helping improve the performance, and the continued resilience, of the healthcare sector in the post-pandemic setting. The establishment and inception of the Hub represent the initial steps in accelerating the adoption and diffusion of new technologies by the healthcare industry, building on the existing healthtech ecosystem in Bosnia and Herzegovina, and exploiting the opportunities presented by the coming green and digital transitions.

The project for establishing digital innovation hubs is part of the broader project EU4DigitalSME, jointly funded by the European Union and the Federal Ministry for Economic Cooperation and Development of the Federal Republic of Germany (BMZ).

Setting up and supporting the development of DIH (Digital Innovation Hub) services is one of the key activities of the EU4DigitalSME project, all aimed at contributing to the development of an ecosystem for digitalization, automation, and innovation in small and medium-sized enterprises (SMEs) in Bosnia and Herzegovina.

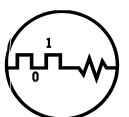
2. Objective

The objective of the Terms of Reference (TOR) is to provide timely and effective technical assistance to five start-up teams, focusing on ensuring the stability and functionality of their technical solutions. Through tailored support and guidance, the TOR aims to enhance the performance and reliability of the start-up teams' technical solutions, thereby enabling them to navigate challenges more effectively and achieve sustainable growth in their respective industries.

3. Scope of work

Task 1: Conduct consultations with 5 start-up teams:

Task 1 involves planning and conducting individual consultations with each of the 5 start-up teams. The goal of these consultations is to gain a deeper understanding of the specific needs, objectives, and challenges faced by the teams. During these consultations, the service provider will provide support, listen to the teams' ideas and suggestions, and gather key information to identify areas of focus to ensure successful project implementation. The consultations are expected to be interactive and participatory, providing an opportunity for teams to express their needs and actively engage in the planning and development process of the project. By the end of this task, each team is expected to have a clear understanding of how the project will impact their activities and how it will support them in achieving their goals.



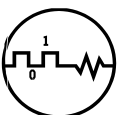


Task 2: Conduct 5 1-day clinics with each of the 5 star-up teams and provide feedback:

In Task 2, the service provider will organize and facilitate five 1-day clinics, each tailored to one of the five start-up teams. These clinics will serve as intensive sessions aimed at addressing specific technical challenges, providing guidance, and offering hands-on assistance to the start-up teams. During these clinics, technical experts will work closely with each team to troubleshoot issues, optimize their technical solutions, and provide personalized feedback to enhance their overall performance. The clinics will involve interactive discussions, practical exercises, and demonstrations tailored to the unique needs and goals of each start-up. Additionally, the service provider will gather feedback from the teams to evaluate the effectiveness of the clinics and identify areas for improvement. By the end of Task 2, each start-up team is expected to have received targeted technical support, acquired new skills, and gained valuable insights to further develop and refine their technical solutions.

Task 3: Provide a report to project team on assessing of technical liability of solutions and recommendations on future steps to be taken

In Task 3, the service provider will compile and deliver a comprehensive report to the project team detailing the assessment of the technical viability of the solutions implemented by the start-up teams. This report will include an in-depth analysis of the technical aspects of each solution, evaluating factors such as scalability, reliability, performance, and adherence to industry best practices. Based on this assessment, the service provider will provide clear and actionable recommendations to the project team on the next steps to be taken. These recommendations may include suggestions for further development, optimization, or refinement of the solutions, as well as potential strategies for addressing any identified technical challenges or shortcomings. The report will serve as a valuable tool for the project team to make informed decisions and guide the ongoing technical support efforts for the start-up teams.



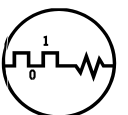


4. Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a private individual.	Candidate must not be registered as a legal entity, but a private individual.
Individual Profile	Bidder information.	Personal information. Confirmation of citizenship and CV.
QUALIFICATION		

Previous Experience	Minimum 1 contract of similar nature and complexity implemented over the last 5 years.	Contracts/client statements on satisfactory performance/other relevant documents confirming satisfactory delivery of results submitted
Financial Standing	/	/

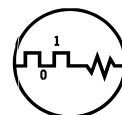




5. Deliverables and Payment Schedule

The Hub expects the assignment to be fully completed by 15th May, 2024., in line with the schedule below:

Assignment output	Deliverables	Payment %	Condition for Payment
<p>Task 1: Conduct consultations with 5 start-up teams</p>	<ul style="list-style-type: none"> • Consultation Reports: Detailed reports summarizing the discussions and outcomes of the consultations with each of the 5 start-up teams. • Action Plans: Individualized action plans outlining specific steps and recommendations for each start-up team based on the consultations. 	<p>30%</p>	<p>Within thirty (30) days from the date of meeting the following conditions:</p> <p>a) Client’s written acceptance (i.e., not mere receipt) of the quality of the outputs; and</p>
<p>Task 2: Conduct 5 1-day clinics with each of the 5 star-up teams and provide feedback</p>	<ul style="list-style-type: none"> • Clinic Reports: Comprehensive reports summarizing the content and outcomes of each 1-day clinic conducted with the 5 start-up teams. • Feedback Documentation: Detailed documentation of the feedback provided to each start-up team during the clinics. • Actionable Recommendations: Individualized recommendations tailored to the specific needs and circumstances of each start-up team. • Clinic Materials: Any materials used or distributed during the clinics. • Evaluation Reports: Reports summarizing the evaluation of each clinic session, 	<p>50%</p>	<p>b) Receipt of invoice</p>





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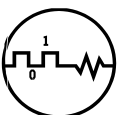


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	<p>including feedback from participants, observations on the effectiveness of the clinic format and content.</p>		
<p>Task 3: Provide a report to project team on assessing of technical liability of solutions and recommendations on future steps to be taken</p>	<ul style="list-style-type: none"> • Technical Liability Assessment Report: A detailed report assessing the technical liability of the solutions implemented by the start-up teams. • Recommendations for Future Steps: Actionable recommendations outlining the next steps to be taken based on the findings of the technical liability assessment. • Roadmap for Implementation: A structured roadmap or plan outlining the proposed actions and timeline for implementing the recommended changes or improvements. • Documentation of Technical Assessments: Documentation of all technical assessments conducted during the evaluation process, including any methodologies, tools, or frameworks used, as well as detailed findings and observations from each assessment. 	<p>20%</p>	

6. Submission Deadline

All interested candidates are to submit their bids to this call with all supporting documents from **01.04.2024., to 09.04.2024., 23:59 PM**. All bids are to be submitted electronically to the following email address: *info@ssst.edu.ba*, with the subject note: *Procurement of Technical assistance for 5 start-up teams, no. 12/24 Call for Bid Submission*.





Financial Proposal Form – 12/24

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
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The Bidder is required to prepare the Financial Proposal following the below format and submit with the Technical. Any Financial information provided in the Technical Proposal shall lead to 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: [Insert Currency]

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

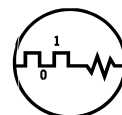




Table 3: Breakdown of Other Costs

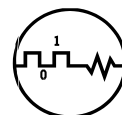
Description	UOM	Quantity	Unit Price	Total Amount
International flights	Trip			
Subsistence allowance	Day			
Miscellaneous travel expenses	Trip			
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
Subtotal Other Costs:				

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:

Stamp:





POZIV ZA DOSTAVLJANJE PONUDA BR. 12/24

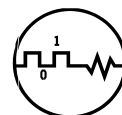
Tehnička podrška za 5 start-up timova

1. Pozadina

Kako digitalizacija više ne doprinosi samo rastu poslovanja, već je i kritičan preduslov za kontinuiranu konkurentnost korporativnih subjekata u svim industrijama, sve je veća globalna spoznaja potrebe za izdvajanjem većih resursa kako bi se omogućili i ubrzali procesi digitalne transformacije, adaptacije i inovacija. Bez obzira na to, nivo svijesti o digitalnoj tehnologiji u Bosni i Hercegovini i dalje je ograničen sa malom potražnjom za transformacijskom pomoći i primjenom digitalnih tehnologija. Sektor zdravstvene zaštite predstavlja ilustrativnu studiju slučaja o troškovima odbacivanja digitalnih pokretača i inovacija općenito, pri čemu potražnja za zdravstvenim uslugama raste zajedno sa daljnjim smanjenjem raspoloživih resursa. U isto vrijeme, zdravstvo je među industrijama s najintenzivnijom emisijom štetnih gasova u svijetu. Odgovorno je za skoro 5% emisija stakleničkih plinova širom svijeta, koje u velikoj mjeri proizilaze iz sagorijevanja fosilnih goriva, pogoršavajući postojeću krizu javnog zdravstva sa zagađenjem atmosfere gdje doprinosi visokoj instanci hroničnih bolesti u Bosni i Hercegovini. Uvođenje zelenih i digitalnih tehnologija i inovacija nude poboljšane ishode pacijenata, kao i veću efikasnost u radu kako za javne tako i za private pružaoce zdravstvenih usluga. Međutim, postoji hitna potreba da se osigura da nadolazeća digitalna transformacija i inovacijska putovanja budu adekvatno podržani i opremljeni resursima. To podrazumijeva, u najmanju ruku, osnovni nivo svijesti o prednostima koje se nude kroz zelenu i digitalnu transformaciju, kao i vještine potrebne za potpuno iskorištavanje dostupnih mogućnosti. Ovo će omogućiti zdravstvenim preduzećima i javnim institucijama da donose informirane odluke o kretanju svojih organizacija naprijed. Pored ovog osnovnog nivoa svijesti i znanja o digitalizaciji kao pokretaču u zdravstvu, postoji daljnja potreba da se zainteresiranim pružiocima pruži podrška na licu mjesta i pomoć u procjeni potreba njihovih organizacija i planiranju puta naprijed. Inovacije u zdravstvu, kao i u svakom drugom sektoru, zahtijevat će razvoj poticajnog okruženja koje će generirati nove i napredne zdravstvene usluge i rješenja. Ovo će uključivati razvoj prototipa, testiranje proizvoda i poslovanja, te dizajn. Its4Health Digital Innovation Hub (The Hub) će ponuditi integrirani paket usluga, u rasponu od olakšavanja digitalne i zelene transformacije partnerskih MSP-a i javnih pružatelja zdravstvenih usluga, preko omogućavanja pojave inovativnih proizvoda, do inkubacije i razvoja poslovanja oko inovacija. Hub je jedinstven po svom pristupu jer ima za cilj pružiti značajnu dodatnu vrijednost društvu u cjelini kroz davanje opipljivog doprinosa poboljšanju učinka zdravstvenog sektora u zemlji. Hub ima za cilj da preraste u jedinstvenu platformu širom zemlje za unapređenje i omogućavanje saradnje između preduzeća, javnih institucija i naučnih subjekata, pomažući poboljšanju performansi i kontinuiranu otpornost zdravstvenog sektora u postpandemijskom okruženju.

Koristeći već postojeću anketu s pažljivo osmišljenim pitanjima kao temeljem, Pružatelj usluga će istražiti digitalnu pismenost među zdravstvenim radnicima. Rezultati će postaviti temelje za osmišljavanje usmjerene obuke i razvojnih inicijativa za poboljšanje digitalnih kompetencija u sektoru zdravstva.

Projekat uspostavljanja centara za digitalne inovacije dio je šireg projekta EU4DigitalSME, koji zajednički finansiraju Evropska unija i Savezno ministarstvo za ekonomsku saradnju i razvoj SR Njemačke (BMZ).





Uspostavljanje i podrška razvoju DIH (Digital Innovation Hub) usluga je jedna od ključnih aktivnosti EU4DigitalSME projekta, a sve ima za cilj da doprinese razvoju ekosistema za digitalizaciju, automatizaciju i inovacije u malim i srednjim preduzećima (MSP) u Bosni i Hercegovini.

2. Cilj

Cilj Javnog Poziva je pružiti pravovremenu i efikasnu tehničku podršku pet timova startapova, fokusirajući se na osiguranje stabilnosti i funkcionalnosti njihovih tehničkih rješenja. Kroz prilagođenu podršku i vođenje, Javni Poziv ima za cilj unaprijediti performanse i pouzdanost tehničkih rješenja start-up timova, omogućavajući im da efikasnije prevladaju izazove i postignu održiv rast u svojim industrijama.

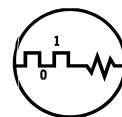
3. Obim posla

Task 1: Sprovesti konsultacije sa 5 start-up timova:

Zadatak 1 uključuje planiranje i sprovođenje individualnih konsultacija sa svakim od 5 timova startapova. Cilj ovih konsultacija je sticanje dubljeg razumijevanja specifičnih potreba, ciljeva i izazova sa kojima se timovi suočavaju. Tokom ovih konsultacija, pružalac usluga će pružiti podršku, slušati ideje i prijedloge timova, te prikupiti ključne informacije kako bi identifikovao oblasti fokusa radi uspješne implementacije projekta. Očekuje se da konsultacije budu interaktivne i participativne, pružajući priliku timovima da izraze svoje potrebe i aktivno učestvuju u planiranju i razvoju projekta. Do kraja ovog zadatka, očekuje se da će svaki tim imati jasno razumijevanje kako će projekat uticati na njihove aktivnosti i kako će ih podržati u postizanju njihovih ciljeva.

Task 2: Sprovesti 5 klinika u trajanju od 1 dan sa svakim od 5 start-up timova i pružiti povratne informacije:

U zadatku 2, pružalac usluga će organizovati i voditi pet jednodnevnih klinika, svaka prilagođena jednom od pet timova startapova. Ove klinike će služiti kao intenzivne sesije usmjerene na rješavanje specifičnih tehničkih izazova, pružanje smjernica i pružanje praktične pomoći timovima startapova. Tokom ovih klinika, tehnički stručnjaci će tesno sarađivati sa svakim timom kako bi riješili probleme, optimizirali njihova tehnička rješenja i pružili personalizovane povratne informacije radi poboljšanja njihove ukupne performanse. Klinike će uključivati interaktivne diskusije, praktične vježbe i demonstracije prilagođene jedinstvenim potrebama i ciljevima svakog startapa. Dodatno, pružalac usluga će prikupiti povratne informacije od timova kako bi procijenio efikasnost klinika i identifikovao oblasti za poboljšanje. Do kraja zadatka 2, očekuje se da će svaki tim startapa dobiti ciljanu tehničku podršku, steći nove vještine i steknuti vrijedne uvide kako bi dalje razvili i usavršili svoja tehnička rješenja.





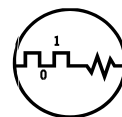
Task 3: Pružiti izvještaj timu projekta o ocjeni tehničke odgovornosti rješenja i preporukama za buduće korake koji treba preduzeti:

U zadatku 3, pružalac usluga će sastaviti i dostaviti sveobuhvatan izvještaj timu projekta koji detaljno opisuje ocjenu tehničke izvodljivosti rješenja implementiranih od strane timova startupova. Ovaj izvještaj će uključivati dubinsku analizu tehničkih aspekata svakog rješenja, ocjenjujući faktore kao što su skalabilnost, pouzdanost, performanse i pridržavanje najboljih praksi u industriji. Na osnovu ove procjene, pružalac usluga će pružiti jasne i operativne preporuke timu projekta o sljedećim koracima koji treba preduzeti. Ove preporuke mogu uključivati sugestije za dalji razvoj, optimizaciju ili usavršavanje rješenja, kao i potencijalne strategije za rješavanje identifikovanih tehničkih izazova ili nedostataka. Izvještaj će služiti kao vrijedan alat timu projekta za donošenje informisanih odluka i vođenje daljih napora tehničke podrške za timove startupova.

4. Minimalni kriteriji podobnosti i kvalifikacije

Podobnost i kvalifikacija će se ocjenjivati na osnovu statusa zadovoljava/ne zadovoljava.

Predmet	Kriterij	Zahtjev za podnošenje dokumenta
PODOBNOST		
Pravni status	Ponuđač je fizičko lice	Ponuđač nije registrovan kao pravno lice, već uslugu pruža kao fizičko lice.
Profil fizičkog lica	Informacije o ponuđaču.	Personalne informacije. Dokaz o državljanstvu I CV.
Kvalifikacije		
Prethodno iskustvo	Najmanje 1 ugovorslične prirode i složenosti implementirana u posljednjih 5 godina.	Dostavljene izjave klijenata o zadovoljavajućem učinku/druga relevantna dokumentacija koja potvrđuje zadovoljavajuću isporuku rezultata
Finansijsko stanje	/	/

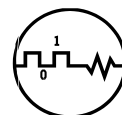




5. Zadaci i raspored plaćanja

Hub očekuje da će zadatak biti u potpunosti završen do 15.05.2024. godine, u skladu sa rasporedom u nastavku:

Rezultat zadatka	Isporuka	Plaćanje %	Uvjeti za plaćanje
Task 1: Sprovesti konsultacije sa 5 start-up timova	<ul style="list-style-type: none">Izveštaji o konsultacijama: Detaljni izvještaji koji sažimaju rasprave i rezultate konsultacija sa svakim od 5 timova startapova.Akcioni planovi: Individualizirani akcioni planovi koji definišu specifične korake i preporuke za svaki tim startapova na osnovu konsultacija.	30%	U roku od trideset (30) dana od dana ispunjenja sledećih uslova: a) Klijentovo pismeno prihvatanje (tj., ne puko primanje) kvaliteta rezultata; i b) Prijem računa od Dobavljača usluga.
Task 2: Sprovesti 5 klinika u trajanju od 1 dan sa svakim od 5 start-up timova i pružiti povratne informacije	<ul style="list-style-type: none">Izveštaji o klinikama: Sveobuhvatni izvještaji koji sažimaju sadržaj i rezultate svake jednodnevne klinike održane sa 5 timova startapova.Dokumentacija povratnih informacija: Detaljna dokumentacija povratnih informacija pruženih svakom timu startapova tokom klinika.Konkretni predlozi: Individualizirani predlozi prilagođeni specifičnim potrebama i okolnostima svakog tima startapova.Materijali klinike: Svi materijali korišteni ili distribuirani tokom klinika.Izveštaji o evaluaciji: Izveštaji koji sažimaju evaluaciju svake sesije klinike, uključujući povratne informacije od učesnika, opservacije o efikasnosti formata i sadržaja klinike.	50%	
Task 3: Pružiti izvještaj timu projekta o ocjeni tehničke odgovornosti rješenja i preporukama za buduće korake koji treba preduzeti	<ul style="list-style-type: none">Izveštaj o procjeni tehničke odgovornosti: Detaljni izvještaj koji ocjenjuje tehničku odgovornost rješenja implementiranih od strane timova startapova.Preporuke za buduće korake: Konkretni prijedlozi koji definišu sljedeće korake na osnovu nalaza procjene tehničke odgovornosti.Plan realizacije: Strukturirani plan koji definiše predložene akcije i vremenski	20%	





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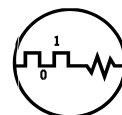
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	okvir za sprovođenje preporučenih promjena ili unapređenja. • Dokumentacija tehničkih procjena: Dokumentacija svih tehničkih procjena sprovedenih tokom evaluacionog procesa, uključujući metodologije, alate ili okvire korištene, kao i detaljne nalaze i opservacije iz svake procjene.		
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7. Rok za predaju

Zainteresovana pravna lica su dužna da dostave ponude na ovaj poziv sa svom pratećom dokumentacijom u periodu od **01.04.2024. godine do 09.04. 2024. godine, u 23:59 sati**. Sve ponude se dostavljaju elektronskim putem na sljedeću e-mail adresu: *info@ssst.edu.ba*, sa napomenom: *Tehnička podrška za 5 start-up timova, br. 12/24 Poziv za podnošenje ponuda*.





Obrazac finansijskog prijedloga – 12/24

NAZIV PONUĐAČA:	Datum:
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Ponuđač je dužan pripremiti finansijsku ponudu u formatu navedenom u nastavku i dostaviti je zajedno s ostalim traženim dokumentima.

Valuta ponude: (navesti valutu)

Tablica 1: Sažetak ukupnih cijena

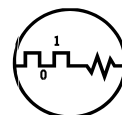
	Iznos(i)
Stručne naknade (iz tablice 2.)	
Ostali troškovi (iz tablice 3)	
Ukupni iznos finansijske ponude	

Tablica 2: Iznosi profesionalnih naknada

Naziv	Pozicija	Stopa naknade	Br. dana/mjeseci/ sati	Ukupni iznos
		A	B	C=A-B;
U zemlji				
Ukupan iznos profesionalnih naknada:				

Tablica 3: Iznosi ostalih troškova

Opis	UOM	Količina	Jedinična cijena	Ukupni iznos
Međunarodni letovi	Putovanje			
Terenski dodatak	Dan			
Drugi putni troškovi	Putovanje			
Troškovi lokalnog prijevoza	Okvirni iznos			
Gotovinski izdaci				
Ostali troškovi: (navesti)				
Total ostalih troškova:				





Tablica 4: Iznosi cijene po predmetu isporuke/aktivnosti

Rezultat	Vrijeme			
Opis aktivnosti	osoba/dani	Profesionalne naknade	Ostali troškovi	Ukupno
Rezultat 1				
Rezultat 2				
Rezultat 3				
.....				

Potpis ovlaštene osobe:

Pečat

