



TERMS OF REFERENCE NO. 14/24

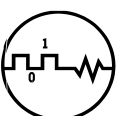
Consultant for Business Support and Mentoring Services for 5 Startups

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 main objectives of this Terms of Reference (TOR) is to secure the services of **one business support expert** that will provide targeted guidance and support to enhance the operational efficiency, strategic planning, and overall growth trajectory of each startup. The exercise aims to address the specific needs and challenges faced by each startup, thereby fostering their development, and maximizing their chances of success in the competitive business environment. Through tailored advisory services, the consultant will assist startups in identifying opportunities for expansion, optimizing resource allocation, and implementing effective business strategies. Ultimately, the primary goal is to empower these startups with the knowledge, tools, and guidance necessary to achieve sustainable growth and long-term viability in the healthcare industry.

3. Scope of work

The business development consultant is required to perform the following tasks:

3.1 Needs assessment, to include meeting with each startup team to discuss their progress, their objectives, and their operating environment. The business development consultant will conduct thorough assessments of the needs and requirements of each of the 5 startups. Through individual consultations and comprehensive analysis, the consultant will identify key areas for improvement and strategic focus within each startup.

Level of effort 2.5 days

3.2 Implementation of five 1-day clinics, focusing on the individual needs of each startup in order to provide targeted and tailored business support and mentoring. The clinics will be highly interactive and will be driven by inputs from beneficiaries, not taking the form of a training.

Level of effort 7.5 days





3.3 Submission of final report with recommendations for future action, to summarize progress and lay out concrete recommendations.

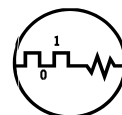
Level of effort: 2 days

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	The candidate is a senior professional with an advanced degree in business, economics, or other related field.	Individual profile should include a CV as well as a list of relevant references.
QUALIFICATION		

Previous Experience	The candidate must have at least 7 years of experience in providing business development and support services to emerging entrepreneurs, with at least three relevant assignments.	Submission of relevant documents confirming satisfactory delivery of results submitted.
Financial Standing	/	/





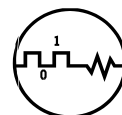
5. Deliverables and Payment Schedule

The Hub expects the assignment to be fully completed by 7th May, 2024., in line with the schedule below:

Assignment output	Deliverables	Payment %	Condition for Payment
Task 1: Needs assessment	Needs assessment report for the five startups	30%	Within thirty (30) days from the date of meeting the following conditions: a) Client's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice
Task 2: Implementation of five 1-day clinics	<ul style="list-style-type: none"> Customized business plans tailored to the unique objectives and challenges of the startups. 	70%	
Task 3. Submission of final report with recommendations for future action	<ul style="list-style-type: none"> Final report. 		

6. Submission Deadline

All interested candidates are to submit their bids to this call with all supporting documents from **02.04.2024., to 10.04.2024., 23:59 PM**. All bids are to be submitted electronically to the following email address: *info@ssst.edu.ba*, with the subject note: *Consultant for Business Support and Mentoring Services for 5 Startups, no. 14/24 Call for Bid Submission*.





Financial Proposal Form – 14/24

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

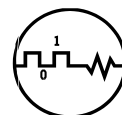
Description	UOM	Quantity	Unit Price	Total Amount
International flights	Trip			
Subsistence allowance	Day			
Miscellaneous travel expenses	Trip			
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
Subtotal Other Costs:				

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. 14/24

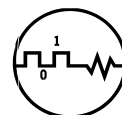
Konsultant za podršku poslovanju i mentorske usluge za 5 start-up timova

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

Glavni ciljevi ovog javnog poziva su osigurati usluge jednog stručnjaka za podršku poslovanju koji će pružiti ciljanu podršku i vođenje kako bi se unaprijedila operativna efikasnost, strateško planiranje i ukupna putanja rasta svakog startapa. Cilj vježbe je adresirati specifične potrebe i izazove s kojima se susreću svaki startap, čime se potiče njihov razvoj i maksimizira šanse za uspjeh u konkurentnom poslovnom okruženju. Putem prilagođenih savjetodavnih usluga, konzultant će pomagati startapima u identifikaciji prilika za širenje, optimizaciji alokacije resursa i implementaciji efikasnih poslovnih strategija. Konačni cilj je osnažiti ove startape sa znanjem, alatima i vođenjem potrebnim za postizanje održivog rasta i dugoročne održivosti u industriji zdravstva.

3. Obim posla

Konzultant za razvoj poslovanja dužan je obaviti sljedeće zadatke:

3.1 Procjena potreba, uključujući sastanak sa svakim timom startapa kako bi se razgovaralo o njihovom napretku, ciljevima i operativnom okruženju. Konzultant za razvoj poslovanja će provesti temeljne procjene potreba i zahtjeva svakog od 5 startapa. Kroz individualne konzultacije i sveobuhvatnu analizu, konzultant će identificirati ključna područja za unapređenje i strateški fokus unutar svakog startapa.

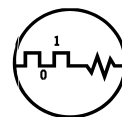
Napor: 2,5 dana

3.2 Implementacija pet jednodnevnih klinika, fokusiranih na individualne potrebe svakog startapa kako bi se pružila ciljana i prilagođena poslovna podrška i mentorstvo. Klinike će biti visoko interaktivne i bit će vođene ulazima korisnika, neće imati oblik treninga.

Napor: 7,5 dana

3.3 Dostavljanje završnog izvještaja sa preporukama za buduće radnje, kako bi se sažeo napredak i iznijele konkretne preporuke.

Napor: 2 dana

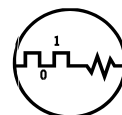




4. Minimalni kriteriji podobnosti i kvalifikacije

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	Kandidat je visokostručnjak sa naprednim stepenom obrazovanja iz poslovanja, ekonomije ili drugog srodnog područja.	Profil pojedinca trebao bi uključivati CV, kao i popis relevantnih referenci.
Kvalifikacije		
Prethodno iskustvo	Kandidat mora imati najmanje 7 godina iskustva u pružanju usluga razvoja poslovanja i podrške mladim poduzetnicima, sa barem tri relevantna zadatka.	Predaja relevantnih dokumenata koji potvrđuju zadovoljavajuću dostavu rezultata.
Finansijsko stanje	/	/





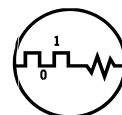
5. Zadaci i raspored plaćanja

Hub očekuje da će zadatak biti u potpunosti završen do 07.05.2024. godine, u skladu sa rasporedom u nastavku:

Rezultat zadatka	Isporuka	Plaćanje %	Uvjeti za plaćanje
Task 1: Procjena potreba	<ul style="list-style-type: none">Izveštaj o procjeni potreba za pet startapa.	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: Implementacija pet jednodnevnih klinika	<ul style="list-style-type: none">Prilagođeni poslovni planovi prilagođeni jedinstvenim ciljevima i izazovima startapa.	70%	
Task 3: Podnošenje konačnog izveštaja s preporukama za buduće djelovanje	<ul style="list-style-type: none">Konačni izveštaj.		

7. Rok za predaju

Zainteresovana pravna lica su dužna da dostave ponude na ovaj poziv sa svom pratećom dokumentacijom u periodu od **02.04.2024. godine do 10.04. 2024. godine, u 23:59 sati**. Sve ponude se dostavljaju elektronskim putem na sljedeću e-mail adresu: *info@ssst.edu.ba*, sa napomenom: *Konsultant za podršku poslovanju i mentorske usluge za 5 start-up timova, br. 14/24 Poziv za podnošenje ponuda*.





Obrazac finansijskog prijedloga – 14/24

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

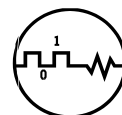
	Iznos(i)
Stručne naknade (iz tablice 2.)	
Ostali troškovi (iz tablice 3)	
Ukupni iznos finansijske ponude	

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)				





Co-funded by
the European Union



german
cooperation
DEUTSCHE ZUSAMMENARBEIT

Total ostalih troškova:	
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Tablica 4: Iznosi cijene po predmetu isporuke/aktivnosti

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

Potpis ovlaštene osobe:

Pečat

