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| **PART A: INFORMATION FOR THE TENDERER** |

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| **Name and address of the contracting authority:** General Hospital ”Djordje Joanović” Zrenjanin, Dr Vase Savića 5, 23000 Zrenjanin Serbia  **Title of the tender:** Social media and web site operation  **Reference number:** RORS00008/GHZr/TD4  **Date of launching:** 12/11/2024 |

1. **INFORMATION ON SUBMISSION OF THE TENDERS**

Subject of the contract:

The subject of this tender is:

- Implementation of services as indicated in the technical information in the point 2 of this information;

Deadline for submission of the tenders:

The deadline for submission of tenders is 21.11.2024 at 12:00 hours. Any tender received after this deadline will be automatically rejected.

The Contracting Authority will provide answer to all questions received no latter then 3 days before the deadline and has to publish them on the same web sites where the tender was published. Questions regarding this procedure may be submitted to [zdravkostojanov@gmail.com](mailto:zdravkostojanov@gmail.com) until 15/11/2024 at 24.00h.

Financial information

The tenderers are reminded that the maximum available value of the contract is 3500 EUR excluding VAT.

The Financial offer must be presented as an amount in EUR or RSD with VAT excluded and must be submitted using the template for the global-price version of PART C: FORMAT OF FINANCIAL OFFER.

The contract shall be exempt from all duties and taxes (including VAT and custom taxes).

In case when the offers are submitted in RSD, the exchange rate to be used for checking financial compliance with available budget (during financial evaluation), shall be InforEuro exchange rate for the month when the tender is launched

The applicable tax and customs arrangements are specified in the draft contract in Part A of this tender dossier.

Variant solutions

Tenderers are not authorised to tender for a variant in addition to this tender.

Subcontracting

Subcontracting is not allowed.

Award criteria:

***In case more than one offer received***: best value for money, weighting 80% technical quality, 20% price.

Evaluation criteria for technical offer:

* Organization and methodology: 40 points
* Proposed inputs: 40 points
* Time frame: 20 points

TOTAL: 100 points

***In case one offer received***: the Contracting Authority shall check whether the offer is administratively, technically and financially compliant with the requirements set by this tender documentation.

Interviews:

No interviews are foreseen.

Award notification:

The successful tenderer will be informed of the results of the evaluation procedure in written form.

Contract award notice will be published on the programme web site. The estimated time of publishing is **7 days** after the date of contract signature.

Address and meanings for submission of the tenders:

The tenderers will submit their tenders using the **standard set of submission forms available in the Part B – Technical offer and the Part C - Financial offer**. Any other document supporting this invitation is sent for informational purposes only and is not to be modified nor submitted by the tenderer. The tender will be submitted in **1 original**. Any tenders not using the prescribed form may be rejected by the contracting authority.

In addition to the offer the tenderer is required to provide the following supporting documentation:

* Copy of legal registration (only if not publicly available from the Serbian Business Register Agency website)

The tenders will be submitted in sealed envelopes, containing the following information:

* Name and address of the tenderer
* Title of the tender: Social media and web site operation
* Reference number: RORS00008/GHZr/TD4
* The words: ‘’Not to be opened before the tender opening session’’ “Ne otvarati pre sastanka za otvaranje ponuda”

Tenders must be submitted using double envelope system, in an outer parcel or envelope containing two separate, sealed envelopes, one bearing the words "Technical offer”- part B and "Financial offer" -Part C. Any infringement of this rule (e.g. unsealed envelopes or references to price in the technical offer) is to be considered a breach of the rule, and will lead to rejection of the tender.

The tenders will be submitted in person, by post or courier service to the following address:

General Hospital ”Djordje Joanović” Zrenjanin, Dr Vase Savića 5, 23000 Zrenjanin Serbia

The tenderers are reminded that in order to be eligible the tenders need to be received by the contracting authority by the deadline indicated above.

1. **TECHNICAL INFORMATION**

The tenderers are required to provide services as indicated below. In the tenderer’s technical offer, the tenderers might indicate more details on the deliveries, referring back to the requirements below.

* 1. Title of activity 1 Social media and web site operation

Description of expected outputs / results to be achieved

The tenderer should provide services in accordance with the instructions from the CA - To design threelingual web page based on instruction given by the Contracting Authority, at most 10 working days after the Contract signing.

* Main page:
* Home ( Information for project, partners, general project info),
* About ( Project Objective, Project activities, Indicators)
* News
* Galery
* Contact
* create a mobile-friendly version of the website and ensure it adheres to the Visibility Guidelines of Interreg Romania-Serbia (<https://romania-serbia.net/implementation/visibility/>)
* Create at least social media page for the project promotion on at least one platform.
* Web page must be in according to Visibility Guidelines Interreg Romania-Serbia (https://romania-serbia.net/implementation/visibility/)
* Providing links to web page of all project partnes
* Also, the contractor is obliged to provide hosting server and domain. Maintainance and updating of the website and social network page during the duration of the project will be done by Contracting authority Contractor will provide neccessary training for designated person delegated by Contracting authority and provide all administrative rights after site completition .

Web site should be designed to meet the needs of users with disabilities

* Project or beneficiary web pages will be made accessible to the persons with disabilities using screen readers (e.g., screen reader or screen magnifier
* Web pages will contain means to augment written text
* Documents uploaded to web pages or distributed in electronic format will be made accessible to be read by users of screen readers (e.g., PDF text, text, or Word formats
* Enable navigation and website usage without a mouse: Ensure that all functions and links are accessible and usable using only the keyboard.
* Web page design should adapt to different screen sizes and provide a consistent experience on mobile and desktop devices.

For this Contract, the Contracting Authority is obliged:

* To provide all necessary information for design of the web page, at most 7 working days after the Contract signing
* To provide English and Romanian translation of the text
* To provide necessary photos

In the case of request for any changes in the material prepared for the web page, the Consultant is obliged to adopt them and to send revised material back to the Contracting Authority.

The Consultant is obliged to make a consultation with the Contracting Authority regarding web and social page upon request, by telephone, email or personally within working hours

Required inputs

Company experienced in web sites / pages designing and updating, with at least 1 contract for designing and updating of web site / page

Required time frame

*November 2024-June 2028*

1. **ADDITIONAL INFORMATION**

The unsuccessful/successful tenderers will be informed of the results of the evaluation procedure. In this sense the CA shall send a notification to the successful tenderer and post an announcement on the website with the name of the successful tenderer followed by the mentioning that “all other tenders were not administratively /technically/ financially compliant”.

Confidentiality

The entire evaluation procedure is confidential, subject to the Contracting Authority’s legislation on access to documents. The Evaluation Committee’s decisions are collective and its deliberations are held in closed session. The members of the Evaluation Committee are bound to secrecy. The evaluation reports and written records are for official use only and may be communicated neither to the tenderers nor to any party other than the Contracting Authority, the European Commission, the European Anti-Fraud Office and the European Court of Auditors.

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| NOT TO BE FILED IN BEFORE CONTRACT SIGNING  NOT TO BE SUBMITTED WITHIN THE OFFER!!! |

**FORMAT OF THE CONTRACT BETWEEN THE CONTRACTOR AND THE CONTRACTING AUTHORITY**

**CONTRACT TITLE:** Social media and web site operation

**REF:** RORS00008/GHZr/TD4

**Concluded between:**

General Hospital ”Djordje Joanović” Zrenjanin,

Dr Vase Savića 5, 23000 Zrenjanin Serbia

(Contracting Authority)

AND

<*Title>*

*<Address of the contractor>*

*<Official registration number/VAT number[[1]](#footnote-2)>*

(Contractor)

**Article 1: Subject of the contract**

The subject of the contract is the Social media and web site operation as indicated in the contractor’s offer – ‘’Part B: Format of offer to be provided by the tenderer’’

**Article 2: Contract value**

The total contract value for implementation of services indicated in the Article 1 is: <XXX EUR/RSD with VAT excluded.

The contract shall be exempt from all duties and taxes (including VAT and custom taxes)

Based on EU Regulation 2021/1060 Republic of Serbia will maintain the procedure of VAT exemption for projects (operations) valued EUR 5.000.000 and more. Contracting Authority will inform Contractor about the applicable procedures for VAT exemption for this Contract and relevant documents to be submitted prior to first payment.

**Article 3: Contracting documents**

The documents which form the part of this contract are (by the order of precedence):

* Contract agreement
* Contractor’s offer as provided in the tendering phase – ‘’Part B: Format of offer to be provided by the tenderer’’
* Contractor’s financial offer –“ Part C:Format of financial offer”
* Any other supporting documentation if applicable

For any issues not defined in this contract agreement the rules of General conditions will be applied

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| B8d | Draft contract : General conditions (Annex I) | <https://wikis.ec.europa.eu/download/attachments/44168995/b8d_annexigc_en.pdf> |

[https://wikis.ec.europa.eu/display/ExactExternalWiki/Annexes#Annexes-AnnexesB(Ch.3):Servicecontracts](https://wikis.ec.europa.eu/display/ExactExternalWiki/Annexes" \l "Annexes-AnnexesB(Ch.3):Servicecontracts)

**Article 4: Deliveries and payments**

The contractor will deliver without reservation the services indicated in the contractor’s offer ‘’Part B: Format of offer to be provided by the tenderer’’. The deliveries will be implemented within the indicated dates.

The contracting authority will pay to the contractor for the services in the amount indicated in the Article 2 of this contract document.

In case the contract is concluded in EUR, and payments are made in National currency, applicable exchange rate must be InforEuro exchange rate for the month of the issuing of invoice or pre-invoice in case of VAT exemption.

The payments will be issued by the following time schedule.

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| **Month** |  | **<EUR/RSD>** |
| 2 | Interim payment after promotion materials is printed and web site is operational | <95 % of the contract value> |
| 43 | Balance final payment | < 5 % of the contract value> |
|  | **Total** | <Total contract value> |

The contractor will provide contracting authority with the brief report on execution of the services, which will represent the basis for issuing interim and balance final payment

**Article 5: Duration of the contract**

The duration of the contract is until 25th June 2028.

Commencement date is Commencement date is date of signature of contract by both parties.

**Article 6: Resolving of disputes**

Any disputes arising out of or relating to this Contract which cannot be settled otherwise shall be referred to the exclusive jurisdiction of relevant Serbian Court of Law in accordance with the national legislation of the state of the Contracting Authority.

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| **For the Contractor** | | **For the Contracting Authority** | |
| Name: |  | Name: |  |
| Title: |  | Title: |  |
| Signature: |  | Signature: |  |
| Date: |  | Date: |  |

1. Where applicable. For individuals, mention their ID card or passport or equivalent document - number [↑](#footnote-ref-2)