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**INTERNEWS**

**e-Gov Project**

# **TENDER DOCUMENTATION**

## **e-Learning courses for the Civil Servants Agency**

**Date of issue: 26<sup>th</sup> July 2006**

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## INTRODUCTION

*The USAID funded e-Gov Project* is implemented by Internews Network and registered in Macedonia as *Internews Network Representative Office in Skopje*, registration number 1343. Further information about *the e-Gov project* can be found on the webpage [www.e-gov.org.mk](http://www.e-gov.org.mk)

The e-Gov Project and the Civil Servants Agency will develop and introduce two e-Learning courses which will be used for the benefits of the civil servants as well as for candidates interested in working as civil servants. Both courses will be used for training civil servants and for candidates who will prepare for taking the general exam, which is obligatory in the process of recruiting new civil servants.

*The e-Gov project* is hereby inviting bids regarding the development of two separate e-Learning courses. The courses shall follow the specifications in this tender documentation. More features may be added later on to the contents and they must consequently be flexible enough to allow such modifications.

### 1. WHO MAY BID?

This tender is organized as a *Local Procurement of Professional Services*. Any interested company registered as a legal entity in the Republic of Macedonia may submit bids. If the bidding company has a co-operation with a non Macedonian company at least 51% of the total cost must be related to labour cost for Macedonian citizens. The bidding company may be asked to demonstrate how the percentage of the cost has been calculated.

The deliverables can not in any part originate from any of the countries with which the US is prohibited from contracting for supplies and services, as defined by USAID regulations (Cuba, Iran, Libya, North Korea, Sudan and Syria).

### 2. TASKS TO BE COVERED BY THE BID

The prime task for the contractor will be to design and develop the electronic courses as specified in this document to be installed on the existing LMS infrastructure of the Civil Servants Agency. Details of the Learning Management System are elaborated in 6. Description of Environment and Standards.

The contractor will be requested to undertake maintenance of the developed courses and provide a warranty as further specified in 10.7 and 10.8. These obligations will be part of the contract to be signed between *the e-Gov project* and the contractor.

The contractor will furthermore be requested to organise training as specified in 10.9 *Training*.

### 3. TIME TABLE

The tender announcement is published on the *e-Gov project* Web Site 26<sup>th</sup> July 2006.

Enquires regarding the tender will be accepted until Monday 14<sup>th</sup> August 2006 at 15.00 local time and the answers shall be published on Wednesday 16<sup>th</sup> August 2006.

Bids shall be received by *the e-Gov project* at the latest Friday 25<sup>th</sup> August 2006 at 15.00 local time.

It is expected that the *e-Gov project* will have concluded the evaluation in time to sign a contract with the selected company within three weeks thereafter.

The courses shall at the latest be installed at the Civil Servants Agency within 60 days after the signing of the contract. The exact date will be specified in the contract.

The testing shall begin directly after the installation and be done in close cooperation with CSA. The testing shall be concluded within two weeks. The contractor should inform the e-Gov Project when the testing will be concluded. Testing tool, as explained below in this document, shall be used for the testing.

The training of IT experts from the Civil Servants Agency shall be done in parallel with the testing.

Possible necessary modifications to the courses shall be concluded within one week after the completion of the testing.

*The e-Gov project* will decide within five working days thereafter if the courses functions satisfactorily and inform the contractor of the decision.

The source code shall be delivered to the e-Gov project on a CD within two working days after the acceptance of the software.

The dates specified are dates the Bidder must be prepared to meet. Bids based on later delivery dates will not be accepted.

### 4. TERMS AND CONDITIONS

#### 4.1. Price and Currency

The requested price for the product and training shall be quoted in USD. The payment will be done by *the e-Gov project* in denar equivalent to the average exchange rate of the Central Bank on the day the payment is done. The price shall include VAT. All invoices shall specify the VAT.

#### 4.2. Ownership of licences for the courses

*The e-Gov project* shall receive the developed courses without any restrictions regarding number of users or their identity.

*The e-Gov project* shall have the unrestricted right to use and to modify the source code and to pass on this right to the Civil Servants Agency without any restrictions.

The contractor may not without specific consent from the e-Gov Project display its name on any website or any other product directly related to the application.

#### 4.3. Costs

The bidder shall, irrespective of the result of this invitation, carry all costs for the preparation and submission of the bid.

#### 4.4. Conditions for payment

The e-Gov project will pay 40% of the total contracted price, including VAT, on signing of the contract.

The remaining 60% for the development of the courses and the training will be paid when the e-Gov project has decided that the courses function satisfactorily.

The contractor will carry the cost of any bank fees related to the payments.

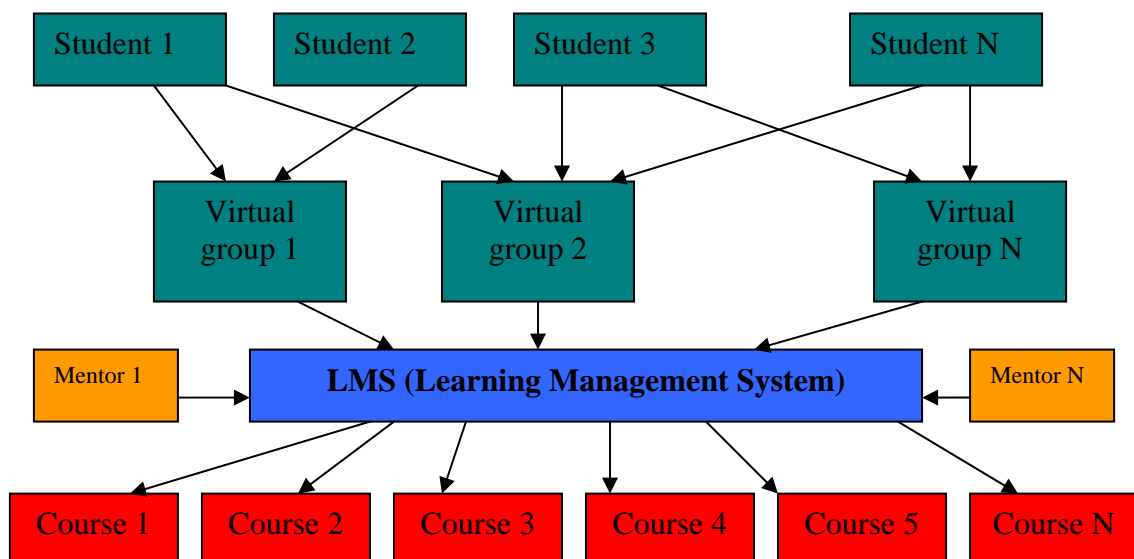
For both payments the contractor must provide an invoice before the payment can be made.

### 5. DESCRIPTION OF ENVIRONMENT AND STANDARDS

One of the greatest challenges today is the implementation of long-distance learning systems. Following up with the world's trends, within the frames of the national legislative regulations, the Civil Servants Agency of the Republic of Macedonia has established a process of implementing such a system. These systems are comprised of two parts:

- Learning Management System (LMS) as ceiling (server) application of the system
- Content (learning contents) or courses

The users of the system (students) log on the LMS through their computers with Internet connection by using the Web browser, in order to attend the attached courses.



The Civil Servants Agency is equipped with an LMS, currently installed on CSA's server platform and completely administered by the IT Department.

### ***5.1. Description of the current LMS***

The existing Learning Management System (LMS) of the Civil Servants Agency is an e-Learning model which covers set of functions designed for delivery, monitoring, notification and administering of the learning content, development of the users, as well as interactions between the user and the mentor and interactions among other users. This complex software is essential for the application. Listed below are the functions of the LMS:

- **Registration**

This function registers, verifies and authorizes the users to access the e-Learning platform.

- **Managing the process**

This programmed function manages the process of delivery of the training (lecture, module and course). The process is as follows: the authorized user via e-learning launches certain module or course; the LMS searches for the desired module or course and calls its first SCO (Sharable Content Object); the LMS allocates the animations of the requested module as well as other stored elements of SCO.

- **Testing**

Quiz questions from the lessons are the first level of conducting the testing. The second level are the tests for certain number of lessons or modules, or the overall course.

- **Mentoring and monitoring**

Mentoring and monitoring will enable the mentor to run the course, i.e. managing the virtual classroom or the improvement and development of the individual. The Mentor:

- Determines the members of the class;
- Monitors the development of each member of the virtual classroom (based on the tests statistics);
- Communicate with all members of the virtual classroom or individual users.

Monitoring gives basis for creating the statistics. It observes the structure of correct and wrong answers at a level of lecture, module or course, which facilitates the tracking of the success of the user. All data are recorded in the database.

- **Users' functions**

These functions will enable the user to plan and monitor his/her own development. This is done by virtue of educational chains, communication with the mentor, the coordinator or other members of the group. It also tracks the most relevant statuses of the account, work statistics, as well as auxiliary functions, such as technical support, on-line assistance, dictionary etc.

- **Administrators' functions**

Administrators' functions cover activities, such as control of the content, records and evidence, monitoring and reporting, communication, maintaining the reports/reviews of modules and courses, maintaining the educational chains, back-up etc.

LMS available to the CSA has been developed with Dot.Net technologies and is using a MS SQL 2000 Server as a database. It is fully SCORM compatible and certificated.

- **SCO**

A SCO (Sharable Content Object) represent a single launchable learning resource which communicates with the LMS. A SCO represents the lowest level of granularity of a learning resource that is tracked by the LMS. The SCOs are intended to be subjectively small units, such that potential reuse across multiple learning contexts is feasible.

### ***5.2. Description of the SCORM standard***

The SCORM (Sharable Content Object Reference Model) is a frequently used standard in the area of E-Learning.

Key aspects of the standard are:

- Multiply content reusability;
- Interoperability of different systems;
- Contents' accessibility for different vendors;
- Durability.

The most important features defined by SCORM are the following:

- Manner of communication between the LMS and the content;
- Variables and types of data (data model) for communication between the LMS and the content;
- XML Schemes of documents which serve the description of the content (course) and the SCOs. Mandatory XML document to each course is imsmanifest.xml.

Additional information about the standard is available at <http://www.adlnet.gov>

## **6. DEVELOPMENT TOOL**

The electronic courses should be developed with Macromedia Authorware version 6.5. Additional information about the tool is available at [www.adobe.com](http://www.adobe.com)

## **7. DESCRIPTION OF THE CONTENT**

The selected bidder will need to develop the scenarios for the courses and the electronic courses using the material provided by the e-Gov Project and the Civil Servants Agency (You can download examples of this material from our website which are also relevant to section 10.11 Demo).

The selected bidder should not limit using the pictures and diagrams provided in the material. The developer is encouraged to incorporate other images and animations as well as interactive exercises within the lessons.

### ***7.1. Course 1: Content related to the legislation in Republic of Macedonia***

The content has been separated in eight areas:

<b>AREA I</b>
1. General legislation terms and the Constitution of the Republic of Macedonia
2. Sovereignty
3. Fundamental freedoms and rights of the individual and the citizen
4. Political environment, elections and political parties
<b>AREA II</b>
1. Types of political systems and organization of authorities in the Republic of Macedonia
2. Assembly of the Republic of Macedonia (position, mandate, composition, authorities, organizational structure, procedure of adopting legislation regulation)
3. President of the Republic of Macedonia (position, authorities, election and responsibilities)
4. Government of the Republic of Macedonia (definition, types of governments, position, authorities, election, responsibilities, relations to the president)
5. State administration bodies (position, types, organization, authority, monitoring, management, acts)
6. Judiciary (position and organization, constitutional directions, status of judges)
7. Public prosecution (position, authority, organization)
8. Constitutional Court of the Republic of Macedonia (position, authorities, election, composition)
9. Ombudsman (position, authorities, election)
10. Communities relation Committee (authorities, composition)
11. Security council of Republic of Macedonia (authorities, composition)
12. Local self-government (characteristic, European Charter, concept, Law on local self-government)
<b>AREA III</b>
1. Public Administration system (Definition, European administrative area and public administration principles)
2. Civil Servant (models of civil service, definition and classification, establishment and termination of civil servants employment, lights and obligation, ethics, promotion and salary system, assessment, training, responsibilities)
<b>AREA IV</b>
1. Administrative procedure (definition, types, characteristics, inspection, court procedures)
<b>AREA V</b>
1. Budgeting and tax system (budgeting system, financial control, audit, taxes and tax system)
<b>AREA VI</b>
1. Personal data protection and transparency for data of public interest (Law on personal data protection, free access to data of public interest, law on classified information)
<b>AREA VII</b>
1. European Union (EU development, institutional system of EU, institutional system of Macedonia in the process of EU integration)
<b>AREA VIII</b>
1. Office and archiving matters

*Estimated length of this course is equivalent to 30 hours of classical classroom training.*

## 7.2. Course 2: Content related to ICT basics

<b>AREA I: BASIC CONCEPTS</b>	
1. Office equipment	<ul style="list-style-type: none"> <li>- Obtaining information from the internet</li> <li>- Distance Learning</li> </ul>
2. Hardware	<ul style="list-style-type: none"> <li>- Peripheral component</li> </ul>
3. Networks	<ul style="list-style-type: none"> <li>- The role of networks</li> <li>- Data transmission in the networks</li> <li>- Types of networks</li> </ul>
4. Data management	<ul style="list-style-type: none"> <li>- Files and documents</li> <li>- Folders (directories)</li> <li>- Categories of data</li> <li>- Storing devices</li> </ul>
5. Software types and legal use	<ul style="list-style-type: none"> <li>- Software types</li> <li>- Legal use of computer programs (software)</li> </ul>
<b>AREA II: COMPUTER USE</b>	
1. Software	<ul style="list-style-type: none"> <li>- Operating System</li> </ul>
2. Office Suite	<ul style="list-style-type: none"> <li>- Text Editors</li> <li>- Spreadsheet software</li> <li>- Databases</li> <li>- Presentations</li> <li>- Organizers</li> <li>- E-mail</li> <li>- Browsers</li> <li>- Graphics software</li> <li>- Winzip and Winrar</li> </ul>
3. The Internet	<ul style="list-style-type: none"> <li>- Searching the WEB</li> <li>- Choosing the favorite web pages</li> <li>- Keeping evidence of the visited Web pages</li> <li>- Saving web pages</li> <li>- Downloading files from the Internet</li> <li>- Electronic mail (e-mail)</li> <li>- Mailing lists, Forums, Blogs, Newsgroups</li> <li>- Chat, VOIP (Voice over Internet Protocol)</li> <li>- FTP (File Transfer Protocol)</li> <li>- Peer-to-peer network</li> </ul>
<b>AREA III: EFFICIENT ADMINISTRATION OF THE COMPUTER RESOURCES</b>	
1. Document organizing and flow	<ul style="list-style-type: none"> <li>- useful tips</li> <li>- distribution of information</li> <li>- finding information</li> <li>- using the computer for personal purposes</li> </ul>
2. Organizing e-mails	<ul style="list-style-type: none"> <li>- information administration</li> <li>- junk mail and avoiding it</li> <li>- archiving e-mails</li> <li>- rules on using electronic mail</li> <li>- useful recommendations for e-mail correspondence</li> </ul>
3. Administrating the space on the disk	<ul style="list-style-type: none"> <li>- space on the disk</li> <li>- programme installing and uninstalling</li> </ul>

	- disc scanning - defragmenting the hard-disk - archives and safety copies
4. Security and confidentiality	- risks - tips for computer security - confidentiality
<b>AREA IV: E-GOVERNMENT AND E-DEMOCRACY</b>	
1. E-government - phases in building e-government solutions	
2. E-democracy	
3. M-government	
<b>AREA V: MACEDONIAN IT RELATED LEGISLATION</b>	
1. Law on data in electronic form and electronic signatures	
2. Law on personal data protection	
3. Law on classified information	
4. Law on free access to information	

*Estimated length of the e-learning course is equivalent to 30 hours of classical classroom training.*

## **8. TECHNICAL SPECIFICATIONS OF THE COURSES**

### ***8.1. Compatibility with e-Learning standards***

The courses should be completely in line with the SCORM standard version 1.2 or newer. The course is considered to be SCORM 1.2 compatible if it will pass the following ADL SCORM compliance tests:

- SCO (lessons) Run-Time Environment Conformance Test (for each lesson)
- Content Package Conformance Test

Free tools for testing SCORM 1.2 compatibility - SCORM Version 1.2 Conformance Test Suite Version 1.2.7 (Self Test), and also the tools for SCORM compatibility for the newer versions of the standards can be found on the official ADL website (<http://www.adlnet.gov/index.cfm>).

### ***8.2. Audio support***

Lessons can be supported with a voice of the speaker who will read the content or explain options how to proceed with the course. It is up to the bidder to suggest when and how the voice can be used.

The user should have an option to mute the voice or to start the course without any voice to save the bandwidth.

### ***8.3. Optimization for slow Internet connection***

The courses should be designed to be used without disruption through a single ISDN line – 64kbps or higher. The users should be notified when the content is downloaded to avoid confusion for the idle time.

### ***8.4. Testing the user***

The bidder should outline when and how users should be tested (either at the end of each lesson or at the end of each area). All bidders should provide details of the method

they suggest to test i.e. through exercises, multiple choice etc. The testing can be developed as separate components or can be an integral part of the course.

The selected bidder will need to develop the content of the tests based on the course content.

Each test should be followed by:

- **Passed** – the user has enough points to pass the test;
- **Failed** – the user did not achieve sufficient number of points to pass the test;
- **Incomplete** – the user did not complete the test;
- **Completed** – the user completed the testing, but the testing was not evaluated (if the exercise requires human evaluation)

At the end of every test it is necessary to send to the LMS information about the points achieved. If the lesson sends points to the LMS, it must be executed with the standard SCORM field *cmi.core.score.raw*, with a special attention to settling the minimum and maximum number of points with assistance of the standard SCORM fields *cmi.core.score.min* and *cmi.core.score.max*.

A composition of objectives can be used as alternative to the lesson system of points. The status of the objectives should be sent to the LMS with assistance of the standard SCORM fields *cmi.objectives*.

It should also send information about the time spent on a test.

#### ***8.5. Time spent on a lesson***

At the end of each lesson, information should be sent to the LMS on the time that the user spend on it. It must be done with assistance of the standard SCORM variable *cmi.core.session\_time*.

#### ***8.6. Source Code and Technical Documentation***

The e-Learning Content (courses) should be delivered in SCORM compatible format which can be directly installed on the LMS system (executable files with .aas and .aam extension).

The package (CD) for each course should contain XML file written by the SCORM specifications which can be used during the import of the course into the LMS.

The technical documentation delivered with the courses should comprehend descriptions of the variables used, functions, manuals, multimedia and graphical files, etc.

### **9. REQUIREMENTS REGARDING THE BIDDING**

#### ***9.1. Submission of bids***

Bids shall be delivered to *the e-Gov project* on-line at the following e-mail address: [tender@e-gov.org.mk](mailto:tender@e-gov.org.mk) and structured as specified in ***10.1 Structure of the bidding document***.

Bids shall be received by *the e-Gov project* at the latest at **15.00 hours on Friday 25<sup>th</sup> August 2006**. If the bid is received thereafter but having been sent before the specified time, the electronically registered time regarding sending the bid is decisive.

The bidder may not add to or modify the bid thereafter. Bids may be changed within this deadline through submitting a new bid that entirely replaces the first one submitted. It is not permitted to replace only a part of the bid.

*The e-Gov project* will send a confirmation to the bidder specifying at what date and time the bid has been received, without at that time confirming that the bid also meets the requirements.

Bids that are received after the specified deadline or in any other way than as prescribed in this invitation will not be considered and the bidder will be informed accordingly.

## **9.2. Language**

The bid shall be written in English. The courses should be developed in Macedonian.

## **10. STRUCTURE AND CONTENT OF THE BID**

### ***10.1. Structure of the bidding document***

The bid shall be submitted in five (5) separate files covering respectively;

1. Company registration information (10.2)
2. Information about competence and capacity (10.3)
3. List of references (10.4)
4. Technical description of the courses, delivery time, training and demo (10.5-10.10)
5. Requested remuneration (10.11)

### ***10.2. Company Registration Information***

The bidder must provide relevant information about the bidding company by completing the Software Company Registration Information Form which can be downloaded from documents section of the Project's website <http://www.e-gov.org.mk/documents.htm> as a separate Microsoft Word document named Registration Information.doc.

The information regarding official registration and that the company is not under bankruptcy shall in the bid only be provided as a confirmation made by the bidder. No official documents shall be attached in any form at this stage. The selected Contractor will be requested to submit the formal and official proof before the contract will be signed, fully respecting the time specified for signing the contract in *3. Time Table*.

### ***10.3. Information about Competence and capacity***

The e-Learning development team usually consist of: project manager, content expert, scenario designer, graphic designer, programmer and testing team.

The bidder shall provide list of all necessary experts listed above, except for the content expert, who will be provided by the e-Gov Project for both courses.

The bidder shall provide information about the number of staff it intends to engage for this project and the role of the each staff member. The information shall also include the level of competence the individual developer has such as specific certificates related with the proposed platform only. The information shall be specified in a time schedule, detailed enough to assess the number of man-hours expected for the work.

The bidder is also invited to inform about possible extra resources that can be used, if need be.

#### ***10.4. List of references***

The bidder shall provide a list of reference containing three (3) separate “multimedia” projects the company has developed, including contact information regarding persons within the entities that are using the products. The bidding company should provide this information by completing the Reference List Form that can be downloaded from the documents section of the Project’s website <http://www.e-gov.org.mk/documents.htm> as a separate word document named Reference List.doc.

#### ***10.5. Technical Description of the courses***

As response to specifications requested in this document, the bidder should include a technical description of the proposed courses solution. A simple confirmation of the requested features in the functional description that is part of this document, given as guidelines for the bidders, will not be sufficient.

The technical description should enclose all relevant system functions and give insight to the application architecture, listing all prerequisites regarding hardware and software if any. Intended software platform, specific program tool, Data Base if needed and any other technologies essential for the development of the solution should be stated in this part.

#### ***10.6. Delivery time***

The bidder must confirm that the courses can be delivered in accordance with the specified timetable.

The bid should include an implementation plan of the project, with clearly defined and explained tasks and phases of the project, time table and resources available for timely execution of the project.

#### ***10.7. Warranty obligations***

The bidder shall confirm that the company will undertake warranty obligations if selected as the contractor. The warranty shall cover the validity and functionality of the product and that it has no defects arising from design, materials or workmanship.

The warranty shall remain valid for one year after final acceptance by *the e-Gov project* of the software. The warranty will be an integrated part of the contract to be signed by *the e-Gov project* and the contractor.

#### ***10.8. Upgrade and maintenance***

The bidder must confirm that the company will undertake, as a contractor, the obligation to maintain the product during a period corresponding to the warranty at no additional cost. Maintenance is understood to mean keeping the system functional at the

level it had when initially developed and accepted by *the e-Gov project*.

The contractor will be responsible for making good any defect in or damage to any part of the product which may appear or occur during the warranty period and which results from faulty workmanship or development of the software, or any act or omission of the developer.

The contractor will be committed to, at its own cost, urgently make good the defect or damage.

In emergencies, where the contractor cannot be reached immediately or, having been reached, is unable to take the measures required, *the e-Gov project* will have the right to carry out the work at the expense of the contractor.

The contractor must be ready to administer the product during a period corresponding to the warranty.

The contractor shall be prepared to upgrade the developed product on request by *the e-Gov project*. The contractor will be separately remunerated for such additional work. The work to be done will be assessed in percentage of the work to develop the software. The remuneration will then be calculated as the same percentage of the total contracted price for the software.

If no agreement can be reached between *the e-Gov project* and the contractor, *the e-Gov project* retains the right to use any other software developer for any upgrades or other modifications.

### **10.9. Training**

The bidder must confirm its capacity to organise training as specified below:

Organize and conduct training for 3 (three) IT experts from the CSA. The focus of this training shall be put on the transfer the knowledge regarding the development tool.

The training regarding the development tool should be designed in such a manner to provide the CSA employees the ability to modify the content of the courses and to be able to create scenarios for other courses.

Manuals should be created for the needs of the training, both in paper and electronic form.

The training should be conducted at the CSA premises parallel with the testing of the developed contents.

The bidder shall also propose a time table for the training, based on the proposed delivery of the courses. The bidder must however be prepared to modify the proposed timetable in accordance with relevant considerations by the procurer.

### **10.10. Demo**

Demo version of both courses should be submitted together with the bid via the email. The demo should be created in accordance with section 8. Technical specifications of

the courses using the course material which can be downloaded from the documents section of the Project's website <http://www.e-gov.org.mk/documents.htm>. Each demo shall include one lesson and one test or exercise for each course. The content of the demo should be:

- Course 1, AREA II, lesson 5: State administration bodies;
- Course 2, AREA II, lesson 3: The Internet

#### ***10.11. Requested remuneration***

The bidder must separately specify the requested remuneration for the development of the courses and the training respectively. To the extent the remuneration for the training is depending on the number of participants, this should be duly specified by the bidder.

The requested remuneration shall be stated including VAT.

### **11. METHOD OF EVALUATING THE BIDS**

#### ***11.1 General information***

Bidders will be evaluated on the basis of the information that has been received by the expiry of the tender period. It is not possible for the bidder to supplement the bid after the expiry of the tender period on its own initiative. However, *the e-Gov project* may request further information from the bidder at any stage.

In selecting the contractor *the e-Gov project* will, within the USAID procurement rules, take into consideration the bidder that receives the highest total number of points as calculated according to *11.3 The second phase* but retains the right to base the decision on other considerations as well if deemed necessary by *the e-Gov project* in order to fulfil the tasks and obligations of *the e-Gov project*. The bidder must accept that *the e-Gov project* might not provide information about such other considerations used in the evaluation.

*The e-Gov project* retains the right not to select any contractor.

The decision by *the e-Gov project* regarding the selection can not be contested.

The examination of the bids properly submitted will take place in two phases.

#### ***11.2 The first phase***

In the first phase *the e-Gov project* will examine if the bidder meets the specified criteria, including country of registration and that all requested information has been duly submitted as prescribed in *10.1 Structure of the bidding document*.

The bidder's technical competence and capacity to develop the courses will be examined. In this context it will be assessed if the bidder has devoted enough competence and capacity to develop the courses to the expected quality within the specified time period.

All bidders that meet the specified criteria and requirements will continue to the second phase. No ranking between the bidders will take place within the first phase.

### **11.3 The second phase**

During the second phase the bidders will be evaluated and ranked.

*The e-Gov project* will assess:

- The quality of the bid with regard to clarity and quality of the information provided. Points will be given; 1 for acceptable, 3 for medium and 6 points for high quality.
- The quality of the proposed technical description of the courses considering graphical design and interactivity. Points will be given; 1 for acceptable, 6 for medium and 12 for high quality.
- The quality of the demo delivered. Points will be given: 1 for acceptable, 3 for medium and 6 for high quality.
- The quality of the proposed training. Points will be given; 1 for acceptable, 3 for medium and 6 points for high quality.
- The requested remuneration. Although the requested remuneration for developing the courses and for the training shall be specified separately, *the e-Gov project* will use the combined requested remuneration for the evaluation. 6 points will be given to the lowest requested price followed by a continued decreasing scale down to a minimum of zero points, reflecting the percentage of increase in price, where for every 10% in increase 1 point will be deducted. The increase will be rounded to the nearest 10% figure. As an example; if the second cheapest bid is 17 % more expensive than the cheapest bid 4 points will be given to that bidder.

If the requested price is regarded by the evaluation team to be excessive in relation to the work to be done by the contractor, that bid will not be further taken into consideration.

## **12. ENQUIRIES AND INFORMATION**

*The e-Gov project* will only accept enquiries concerning this invitation and its proceedings that have been submitted through an e-mail to [info@e-gov.org.mk](mailto:info@e-gov.org.mk). Responses will be submitted as a reply e-mail. All enquiries thus received will subsequently be published together with all responses on *the e-Gov project's* homepage <http://www.e-gov.org.mk>. Bidders are therefore advised to continuously read the information that *the e-Gov project* may provide by publication on the webpage. *The e-Gov project* is not committed to publish questions in extenso but may rephrase the text.

Enquiries will only be accepted and answered as prescribed in the time table.

Enquires regarding the tender will be accepted until Monday 14<sup>th</sup> August 2006 and the answers shall be published on Wednesday 14<sup>th</sup> August 2006.

Enquiries received after 15:00 local time on Monday 14<sup>th</sup> August 2006 will not be considered and thus not published either.

*The e-Gov project* will not at any stage provide any information about the content of the bids. That information, in its entirety, will be regarded by *the e-Gov project* as commercial information belonging to the respected bidder, which may at its own discretion provide the information but has no obligation to do so.

### **13. RIGHTS AND LIABILITIES OF *THE E-GOV PROJECT***

*The e-Gov project* retains the right to revoke the tender for any reason considered by *the e-Gov project* to necessitate a revocation. *The e-Gov project* is not obligated to publicly announce the reason for a possible revocation.

Regardless of the obligation on the bidder to submit price proposal for both the courses development and the training, *the e-Gov project* retains the right to purchase only the courses from the winner of the tender.

*The e-Gov project* undertakes no liabilities of any kind outside those specifically covered by the contract when duly signed by *the e-Gov project* and the contractor.

### **14. PENALTIES**

The contract to be signed by *the e-Gov project* and the contractor will contain penalty clauses that will come into effect if the contractor doesn't meet its contracted obligations. The contract will reflect the undertakings specified in this Invitation to Bid.

### **15. DISPUTE SETTLEMENT**

Possible disputes between *the e-Gov project* and the contractor shall be settled through arbitration within the Economic Chamber of the Republic of Macedonia. Macedonian national laws and regulations will be applicable.