

PROCUREMENT CALL:

Microlearning series for kickstarting business with UN organizations or larger NGOs.

1 PROCUREMENT PROCEDURE

This is a minor procurement that falls below the EU threshold value and national threshold value, so the provisions of the Act on Public Procurement and Concession Contracts (1397/2016) shall not be applied. The invitation to tender has been sent to 2-5 potential businesses and published online at Business Tampere and Central Baltic INGO -project webpage.

The Client shall select one tenderer (hereinafter *Service Provider*) that meets the suitability requirements specified in Section 4 to provide the service in accordance with Section 6, Selection and evaluation criteria.

The tender shall be rejected if the requirements specified in the invitation to tender are not met, if the tender does not otherwise correspond to the invitation to tender or if the tender is submitted late.

The Client reserves the right not to carry out the procurement.

2 BACKGROUND AND PURPOSE

The Interreg Central Baltic -program funded project “Export to International NGOs” (INGO) does have a project consortium including Business Turku (Finland) as a lead partner, and as project partners: Business Tampere (Finland), Tallinn Tehnopol (Estonia), Latvian IT Cluster (Latvia) and RISE (Sweden). All the project stakeholders jointly are aiming to accelerate SMEs to become more aware, active and successful to engage this funding scheme around UN organizations, development banks and other global Nong-Governmental Organizations.

Procurements from large international NGOs, like the United Nations, and other international donors, form a 20-billion-dollar annual market. The Central Baltic countries, however, are underrepresented. With the right activities this untapped potential can be harnessed for the benefit of SMEs to do more business with these organizations.

There is heavy global competition for the acquisitions these NGOs make, and the procurement processes can take a long time. The opportunities provided by the NGO markets is not very well known. The project sees that the SMEs need information how to access the tenders, training how to bid, help in forming consortia, and taken to international events to present their solutions to the INGOs so that they in turn can include these new technologies in their tenders.

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Cross-border co-operation is of key importance for the project. The INGOs have strict rules regarding neutrality and meeting companies. Jointly, the Central Baltic areas present in the project will form a large enough entity for the INGOs to be involved with, especially with the help of national authorities.

Key output will be SMEs entering these processes and 4-8 achieving sales/contracts. This will be achieved via activities in following Work Packages:

WP1 – Joint awareness rising and coaching Workshops to educate SMEs on the processes as well facilitate meeting with INGOs. 2-3 SME will achieve sales via entering INGO bids.

WP2 – INGOs' innovation programmes, consortia building, and travel to INGOs' events Facilitating deeper cooperation of SMEs & INGOs. There are three areas of activities in this WP: A) innovation programs run by INGOs' for startups and SMEs; and B) building joint cross-border consortia C) Travel to INGO events.

The project will facilitate deeper participation of SMEs, via INGOs' innovation programmes, consortia building, and travel to INGOs' international events, that will result in successful sales contracts for SMEs part of project activities.

3 ITEM TO BE PROCURED

Business Tampere and the INGO -project is procuring a microlearning series for kickstarting business with UN organizations or other NGOs. The goal of the microlearning is to provide SMEs with basic instructions, guidelines and the best concrete practices how start the journey without any or with just a little experience of doing business with UN. We are looking for a content that is based on companies real experiences and feedback on what works and what doesn't. Publicly available general procurement information can also used as supportive material. In other words, the methodology and approach of delivering microlearning series can be creatively designed by a service provider.

Following guidelines / instructions should be followed / met:

- The microlearning content should be delivered in the form that it is accessible to study online as self-learning
- No formal qualification, certificates etc. need to be granted after completing the content
- Emphasize should be concrete tips and tricks that help SMEs
- Focus is for UN but some basic info so other NGOs is seen as added value
- There is no minimum or maximum amount of content that should be included, its more about the quality
- Be able to provide at least one reference/example of creating some instructional / study content before
- Maximum price for this is procurement is 9 900 EUR (+ VAT).
- The content has to accessible free of charge for those SMEs that are interest to follow & attend INGO -project activities throughout the whole INGO -project (until 09/2026). After the project, the service provider may also use the material on their own activities, but not as direct commercial for-profit product.

4 QUALIFICATION OF THE TENDERER AND QUALIFICATION REQUIREMENTS

The Service Provider must be registered in the Trade Register or professional/trade register in accordance with the legislation of its domicile country and must belong to the Prepayment Register. The Service Provider has paid the necessary taxes, social security contributions and pension insurance premiums.

If the service to be tendered involves the processing of personal data, the Service Provider must follow the best practices for processing personal data and meet the requirements of the EU General Data Protection Regulation.

If the Service Provider cannot be considered to have the technical, financial or other prerequisites for carrying out the procurement or has failed to pay taxes or statutory social security contributions in Finland or in the country in which it is headquartered, it may be excluded from the competitive tendering process.

In addition to the above, the Client shall follow sections 80 and 81 of the Act on Public Procurement and Concession Contracts (1397/2016) as regards the exclusion criteria. By submitting the tender, the Service Provider declares that it is not encumbered with any of the exclusion criteria specified in the aforementioned sections of the Act.

The winner of the competitive tendering process may be requested to deliver the following certificates:

- Tax authority's certificate of paid taxes.
- Certificate from the employment pension fund and/or insurance company of the taking out of a pension insurance policy and of the payment of its premiums.
- Extract from the Trade Register or other professional/trade register.
- Information on the collective agreement or essential terms of employment applied to the work.
- Information on how statutory occupational health care has been arranged for the employees (name of the occupational health care provider).

The required certificates must not be older than three (3) months on the date of the deadline for tender submission. The required certificates may also be submitted using the Reliable Partner report. The Client recommends joining the [Tilaajavastuu.fi](https://tilaajavastuu.fi) service.

The aforementioned requirements and clarifications also apply to the subcontractors specified by the Service Provider in its tender. In its tender, the Service Provider shall specify the role of the subcontractors that are known or that are to be used in providing the service. The Service Provider shall be responsible for the subcontractor's actions as for its own.

In its tender, the Service Provider shall specify the name and e-mail address of a contact person who can be contacted for additional information about the tender as well as an e-mail address to which the procurement decision is to be sent after the competitive tendering and tender comparison process.

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The Client may use commercial services to determine eligibility, such as the services available from Asiakastiето Oy.

5 AGREEMENT PERIOD AND TERMS AND CONDITIONS

5.1 Signing the procurement agreement

A written agreement shall be made with the Service Provider selected. The agreement period starts when the procurement agreement has been signed. First agreement can be done maximum until August 2026 with the same service provider. Continuation is evaluated based on client experience if the service quality has responded the needs, and if together service provider and client find a mutual agreement to continue.

If the Client and the selected Service Provider cannot reach a sufficient mutual understanding for signing the agreement, the Client may continue the agreement negotiations with the Service Provider that submitted the second-best tender or may restart the competitive tendering process.

5.2 Terms and conditions

Including the Service Provider's own terms of delivery or any general terms and conditions of agreement in the tender may lead to the rejection of the tender due to terms that contradict the invitation to tender. If the Service Provider announces in its tender that it shall use its own terms of delivery or general terms and conditions, the tender must clearly indicate the extent to which these shall be applied.

If there are special terms and conditions for the Service Provider's funding that affect the project activities, these shall be further specified in the commission agreement. By submitting the tender, the Service Provider accepts that there may be special terms and conditions for the funding that shall be further specified when preparing the commission agreement.

5.3 Terms of invoicing and payment

The work ordered shall be paid for based on invoices in accordance with the agreement.

Invoicing, delivery or other surcharges, or travel expenses or daily allowances, shall not be approved. E-invoicing must be used. The Service Provider invoices the Client with an e-invoice stating the measures implemented and the parties implementing them. The e-invoice shall fall due for payment after 21 days from the date of an approved invoice.

5.4 Cancelling the agreement and resolving disputes

The Client reserves the right to cancel the agreement with immediate effect if the Client notes that the content of the service procured has been insufficient, inappropriate or of poor quality and if a quality meeting between the Client and the selected Service Provider cannot reach a mutual understanding on how to proceed. The Client is nevertheless obliged to inform the Service Provider immediately about any deficiencies in the service. The Client and the Service Provider shall agree on compensation for the work done before the agreement was terminated.

Disputes caused by or concerning the agreement shall be resolved by the Pirkanmaa District Court.

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6 SELECTION AND EVALUATION CRITERIA

The most cost-effective tender shall be selected. The evaluation process for determining the most cost-effective tender are provided below.

Following elements need to be delivered as baseline for evaluation:

- Content structure for microlearning topics
- Aimed learning outcome
- Planned methodology on delivering the content
- Trackrecord of working successfully with UN
- Estimate timeline for the how long it takes to have microlearning content ready
- Price

Price is not the most determined factor as the maximum purchase price has been announced. The focus is more of suggested content and structure of it, and how practically it can support SMEs. If needed the client will ask few statements from the pool of SMEs currently involved on project activities, on what they see the most valuable package.

Service provider must be prepared to organize a learning demo of the product for the client by demonstrating how he requested to arrange online demo of the product for the client to demonstrate how the microlearning content and process is planned to work in practice.

7 CONFIDENTIALITY

According to the legislation on the publicity of documents, procurement documents are mainly public. After the procurement decision is made, the concerned parties are entitled to receive information about all the procurement documents with the exception of confidential information. The latter includes information about another Service Provider's business or trade secrets with the exception of prices and their formation.

Tenderers must strive to prepare their tenders such that they do not include trade secrets. If including trade secrets in the tender cannot be avoided, this must be specifically indicated in the tender. Appendices and information to be kept confidential must be clearly indicated in the tender.

8 SUBMITTING THE TENDER

8.1 Documents to be submitted

The contents of the tender must be in accordance with the invitation to tender and include all the information requested. The tender and the appended documents shall be submitted in English. The tender must be sent as an e-mail attachment as specified below.

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8.2 Deadline and delivery address for tenders

The tender must be submitted by 23:59 23th May 2024.

The tender shall be signed with an electronic signature and sent to sami.puttonen@business tampere.com
The e-mail subject must be "INGO Microlearning offer"

8.3 Validity of the tender

The tender must be valid for one month after the deadline for tender submission.

9 CONTRACTOR'S OBLIGATIONS AND LIABILITY

The Act on the Contractor's Obligations and Liability when Work is Contracted Out (1233/2006) shall be applied to this procurement.

10 ADDITIONAL INFORMATION

Any questions regarding the preparation of the tender can be made by 19th May 23:59 2024 by e-mailing them to sami.puttonen@business tampere.com The e-mail subject must be "Request for information: INGO Microlearning Offer"

Answers to the questions shall be replied by email on Monday 20th May 2024 for all potential tenderers who has received this invitation to tender for the project. In order to ensure the equal treatment of the tenderers, we shall only answer questions about the invitation to tender jointly in the above manner.

Sami Puttonen, Project Manager

Tampere Region Economic Development Agency Business Tampere Oy