

Sarajevo, 14.03.2022.

QUESTIONS and ANSWERS for
The Grants Management Platform Procurement
Reference number NO001 02/2022

1. The technical and financial offer should be presented as separate documents: one containing the Technical Proposal and Implementation timetable and another for the Financial Offer in EUR (VAT inclusive) or should it be only one document containing all three parts?

Please submit your offers in PDF format in two parts: 1. Technical offer, including timetable and 2. Financial offer in EUR (VAT inclusive).

Regarding the size of your email, please adhere to the same policy as published in the public call.

The maximum email size can be 10 MB. In case the attached documents are larger than 10 MB, distribute the documents in several e-mails, with the following in the SUBJECT field: in the first e-mail, enter the Offer for the grant management platform - NO. 001 02/2022 (applicant's name) x / #, enter the serial number of the e-mail instead of the "x" mark, and enter the total number of e-mails to be sent instead of the "#" mark. In the body of the email, provide a numbered list of all attached documents in that email.

2. In case it should be presented in 2 separate documents, these should be sent in 2 different emails or one?

If the size of the documents that make up your offer can fit in 1 email, you do not need to separate the documents. Keep in mind that the maximum email size can be 10 MB. In case the attached documents are larger than 10 MB, distribute the documents in several e-mails, with the following in the SUBJECT field: in the first e-mail, enter the Offer for the Grant Management Platform - NO. 001 02/2022 (applicant's name) x / #, enter the serial number of the e-mail instead of the "x" mark, and enter the total number of e-mails to be sent instead of the "#" mark. In the body of the email, provide a numbered list of all attached documents in that email.

3. The SUBJECT e-mail should be Technical and financial offer, NO 001 02/2022 (name of the applicant) or you have other specific formulation that we should use?

In the SUBJECT field please state: Offer for the Grant Management Platform - NO 001 02/2022 (applicant's name) x / # (enter the serial number of the e-mail instead of the "x" mark and enter the total number of e-mails to be sent instead of the "#" mark. In the body of the email, provide a numbered list of all attached documents in that email)

4. Is two-factor authentication required or preferable security requirement of the web application?

Please include single-factor authentication (SFA) in your offer. You might also include an information on additional payment in case of two-factor authentication methods (2FA) option.

5. Are there specific requirements in regard to personal data protection? In accordance with the national laws of countries involved? GDPR?

We are expecting that all offers and included technical solutions will comply with the GDPR, data protection and privacy standards. We expect that your teams will adopt such a framework and standardized data protection measures, including data capturing consent, security measures to protect data, option for classification of private and confidential data, thus locating introduction of privacy and data sharing notices, still giving us the opportunity to manage required confidential/personal data.

6. Are different options allowed in submitting the financial element of the quote? E.g., one option including more advanced (more expensive) and second option including less advanced (less expensive) hosting system? If allowed, how many options are allowed?

Since this is a specific subject of procurement, to have comparable offers, it is important that you prepare your offer in the form of a package for specific solution (technical offer with time schedule and financial offer), and not in the form of price lists for individual features and options.

7. Please confirm (it was answered during the ZOOM session, but not to full clarity): system is not expected to record/store individual financial transactions in supported projects of NGOs (e.g., for any individual supported NGO project: invoice for electricity for October 2022, Salary payment for Project Manager for October 2022, and so on)? Instead, it is to enable upload of financial report in Excel format, read the data from that spreadsheet and enable interface to merge multiple reports (e.g., all NGO project within the same public call/grant program) into one report at the grant program level (e.g., 50 NGO projects in one report)

It is envisaged that reporting on the Grant Management Platform (in section 6. My Project) be prepared for individual NGOs, not for the generation and consolidation of all projects from different NGOs.

Reporting interface is designed in such a way that it should review the approved budget, have the option of reporting by periods (month or quarter) and calculate the remaining amount until the end of the Project for an NGO.

In addition, the same interface should offer options for storing documentation in excel (detailed financial report), word (narrative report) and pdf (supporting documents).

Best regards,

SMART Balkans Project Team