

Call for tenders

1. Contracting authority

Deputy Prime Minister's Office for Investments and Informatization of the Slovak Republic
Štefánikova 15

811 05 Bratislava

IČO¹ 50349287

Contact person: Ing. Viera Hainzl

Tel.: 02/2092 8244

E-mail: viera.hainzl@vicepremier.gov.sk;

address of the contracting authority's home page /URL/: <https://www.vicepremier.gov.sk/>

2. Classification of the contracting entity by law:

The contracting authority pursuant to §7, section 1, letter a) of the Public Procurement Act no. 343/2015 Coll.

3. Contract name by contracting authority

Realization of Experiment by RCT (Randomized controll trials) and creation of expert methodological materials - for application of Behavioral interventions

4. Type of contract (goods / services / construction work)

Contract for provision of services

5. Main place of delivery of goods / provision of services / execution of construction works:

Deputy Prime Minister's Office for Investments and Informatization of the Slovak Republic,
Štefánikova 15, 811 05 Bratislava.

6. Outcome of the procurement (type of contract, duration of contract):

Conclusion of a contract for work and the provision of services according to § 536 and seq. §269 section 2 of the Act no. 513/1991 Coll., the Commercial Code as amended.

The contract will be concluded for a definite period of time until the obligations of both contracting parties have been fulfilled, and the period of performance is 10 months from the date of entry into force of the contract.

7. Description of the contract:

The contract shall cover the activity of "B. Realization of Randomized Controlled Trial (RCT)" from the third main activity "Realization of Innovations". This is the project "Improving digital public administration services through behavioral innovations" of Deputy Prime Minister's Office for Investments and Informatization of the Slovak Republic (hereinafter referred to as "UPVII").

Behavioral innovations within the project and randomized controlled trial understands, for example are:

- Modifying the "digital service choice architecture" and setting "success criteria" for electronic service;
- Editing of texts and wording of letters / mail / SMS texts;

¹ Company Registration Number

- Modification and simplification of the service (especially better UX, simplification of descriptions and explanations, application of rule once and enough) ;
- Editing forms (content and structure) ;
- Modify the web pages (content and structure) ;
- Addition of the notification system and its form to the citizen / entrepreneur
- Navigation proposal for citizen / entrepreneur;
- Introduction of proactive elements for e-services;
- Introducing customization options for e-services;
- Enhance interactive navigation for e-services (to make clear what steps to follow in the life situation and why);
- Completion of the monitoring of the state of the electronic service equipment;
- Testing service variants through A/B testing
- Measure the usage of e-services and transparently publish the number of transactions;
- Feedback measurement for e-services (including rating, feedback options)

Randomized Controlled Testing is a method also known as Randomized Controlled Trial (RCT). RCTs allows you to compare the effectiveness of a new intervention against what would happen if we hadn't changed anything by using a randomized control sample to test it. The tests are run on a selected target group of the subjects (the sample). The subjects are randomly assigned to a control group and to intervention groups. The subjects in the intervention groups are exposed to different intervention treatments and the subjects in the control group are without treatment. It is important that the obtain measurements and results from the experiments have statistical significance so we can tell if an intervention (e.g. a digital service or a policy) works. RCTs have been used mainly in medicine as a tool for testing medical treatments and the same principles can be applied in social sciences and public administration.

The subject of the contract is:

1. Provision of the Service
2. Execution of the Work

1. Provision of the Service

Provision of the Service represents expert support in the implementation of the Randomized Controlled Experiment to determine the impact of behavioral intervention (hereinafter referred to as “Experiment”). The implementation of the Experiment through a controlled experiment should lead to the achievement of the set goal. The aim of provision of the Service is to conduct the entire Experiment together with the Behavioral Innovation Unit, provide guidelines and procedures to the Unit on how to conduct a similar Experiment in the future, and conduct appropriate meetings with the Experiment Partner and the Unit during the Experiment preparation and implementation steps. The Unit of Behavioral Innovation will then be able to carry out further experiments on its own and to spread the acquired knowledge in the public administration environment of the Slovak Republic.

The objective of behavioral intervention and identification of the topic (area of a specific public policy agenda) to which the objective and provision of the Service will be addressed will be determined by the UPVII Behavioral Innovation Unit. Once the topic has been identified, the Experiment partner will also be designated. The Partner will be designated by the resort, which will be represented by selected representatives (hereinafter referred to as “Partner”).

Further specification of the subject of the contract:

The provided service will include:

A. Support and Coaching for the following phases of the experiment:

- Support and coaching in the design of the Experiment implementation process, including the assignment of roles to the Experiment (ie, UPVII Behavioral Innovation Unit members and Partner members).
- Support and coaching to identify and prioritize issues that we will address with the Experiment.
- Support and coaching in an in-depth, behavioral analysis of the addressed problem.
- Support and coaching in selecting appropriate, behavioral intervention.
- Support and coaching in the design of potential interventions.
- Support and coaching in the preparation of experimental testing by RCT method in collaboration with the Partner, including support in setting up the necessary measurement as well as selecting and providing the appropriate test sample.
- Professional coaching during the Experiment implementation process.
- Support and coaching in the design of a detailed, quantitative and qualitative procedures of evaluation process to demonstrate causality within the Experiment.
- Support and coaching in analyzing results and making draft recommendations.

B. Provision of supporting expert materials (expert theoretical support):

- a) necessary for carrying out the individual steps of the preparation and realization of the Experiment by the Randomized Control Trials (RCT) method. These are generally used procedures in the field and procedures structured in the form of a manual (Scope: 15 standard pages),
- b) providing information on at least 3 other similar case study experiments with the aim of transferring practical experience of past experiments carried out by the provider or having analyzes available for such experiments. The case studies will analyze procedures and methods, discuss the process of implementation of these particular cases, including a description of how progress has been made, what has been done, what were the potential problem areas, what solutions to potential problems were proposed, how the results were measured and what results were actually achieved. These are documents that are not normally publicly available. (Scope 10 standard pages).

Supporting expert materials will be provided in writing to the extent of **at least 15 standard pages to point a) and at least 10 standard pages to point b) within three months from the date of entry into force of the contract free of charge.**

The time period of provision of the Service is set at a total of **40 man-days for part A. and B.**

2. Execution of the Work

The execution of the Work consists in submitting the final report, which will consist of the following parts:

- a) Description of the preparation and realization of the Experiment by the method of experimentation. It will be a description of the set objective, target group, time schedule, chosen procedure and possible problem areas.
- b) Description of the initial situation of the experiment.
- c) Problem identification procedure and description of problems themselves.

- d) Used procedures and findings of an in-depth, behavioral analysis of the problem,
- e) Procedure for identifying appropriate, behavioral intervention;
- f) Procedure of the design and the design of behavioral intervention itself;
- g) The chosen method of measuring the impact of the intervention on the addressed problem, together with the justification of the selected method of measurement and the available, measurable indicators;
- h) How to use and keep the assumptions of the experimental and RCT method (design of the experiment);
- i) The method of evaluation and evaluation of the effectiveness of the tested intervention;
- j) The method of evaluation and the evaluation of the added value of the intervention itself;
- k) Description of the results of the Experiment carried out by the method of experimentation. These will be statistical evaluations of experimentation and achieved results, description of obtained data and evaluations, formulated concrete conclusions of experimentation, graphical representation of results, comparison of test group or test groups if defined in the experiment against the remaining base addressed in standard / original way - control group, defined eventual problem areas of the Experiment, described selected target groups, justification of selected criteria and tools for carrying out the Experiment, justification of results, etc.
- l) Description of further, potentially effective proposals for behavioral interventions but not provided within provision of the Service, in the context of priority issues identified in the implementation of the Experiment.
- m) Description of the design of experimental RCT testing and the added value of the design of further potential behavioral interventions for identified priority problems not realized within the implementation of the Experiment.
- n) The conclusions and recommendations of the Experiment.

The output of the Work will be provided in writing to the extent of at least 30 standard pages no later than 4 weeks before the termination of the contract.

The delivery time of the Work is set to a total of **10 man-days**.

Overall summary of activities and outputs for provision of the Service and execution of the Work:

Summary of activities and outputs of the subject of the Contract	Maximum range in man-days	Approximate range in standard pages, minimum	Schedule for service delivery and handover
1. Provision of the Service			
A. Support and Coaching (including discussion)	40	Without standard pages	For the entire duration of the contract (10 months)
B. Provision of supporting expert materials (professional theoretical		a) Supporting expert materials in the range of 15 standard pages	Within 3 months of the entry into force of the contract

support):		b) Supporting expert materials in the range of 10 standard pages	Within 3 months of the entry into force of the contract
1. Execution of the Work			
Submission of the final report	10	30	No later than 4 weeks before the termination of the contract

The submission of requests will be carried out continuously by the Unit of Behavioral Innovations (according to their needs) by oral (in the form of working meetings), by telephone as well as by electronic form (e-mail), whereas the execution of the requirements, i.e. the provision of services, will be documented by the Provider every calendar month.

8. TERMS OF PARTICIPATION

8.1. Personal status of tenderers:

The tenderer must be authorized to provide the service in the area of the subject matter of the contract according to § 32 section 1 letter e) of the Public Procurement Act. For the purpose of fulfilling the condition of participation, the tenderer does not submit proof of entitlement to provide the service (for example, an extract from the Commercial Register or the Trade Register), this fact shall be verified by the contracting authority from the public administration information system.

This applies to entities referred to in § 2 section 2 of the Act no. 272/2015 Coll. on the Register of Legal Entities, Entrepreneurs and Public Authorities and on Amendments to Certain Acts. In other cases, the tenderer shall continue to provide a document proving his entitlement to provide the service in the field of the subject of the contract.

If the tenderer or candidate has its registered office, place of business or usual residence outside the territory of the Slovak Republic and the State of its registered office, place of business or usual residence does not issue any of the documents referred to in paragraph 2 or does not issue equivalent documents, they may be replaced by an affidavit in accordance with the rules in force in the State of their registered office, place of business or usual residence.

If it is not possible to assess the validity or fulfillment of the condition of participation from the submitted documents, the contracting authority shall ask the tenderer to explain or complete the submitted documents. If the tenderer fails to meet the requirement under this point of the invitation to tender, even after the call to explain or complete the missing documents, he will be excluded from the tender and the second-ranked tenderer will be evaluated as successful.

The tenderer must fulfill the condition of participation according to § 32 section 1 letter f) of the Public Procurement Act, i.e. it must not have a ban on participation in public procurement confirmed by a final decision in the Slovak Republic or in the country of registered office, place of business or usual residence (this fact will be verified by the contracting authority).

The contracting authority will not sign a contract with the tenderer for whom there is a reason for exclusion according to § 40 section 6 letter f) of the Public Procurement Act (a conflict of interests that cannot be resolved by other effective arrangements).

8.2. Technical or professional competence of the tenderer according to § 34 section 1 letter a) of the Public Procurement Act:

The tenderer must prove that for the last previous three years since the launch of the public procurement procedure, carried out:

- at least three practical experience in conducting an experiment in the field of behavioral interventions to the similar extent as the subject of the contract,
- and at least one practical experience of knowledge transfer in the field of methodology of identification and possibilities of applying behavioral interventions into practice.

The required level of standards shall be demonstrated by a list of provided services for the last previous three years since the launch of the public procurement procedure, indicating prices, delivery times and customers and copies of relevant references with the name and contact details of the person responsible for provision of the service on the part of tenderer (document is reference if the client was the public organization or a contracting entity according of the Public Procurement Act).

The minimum level of the required list of provided services provided must be a minimum of EUR 50,000.00 without VAT, and the tenderer may prove this by a single contract or combination of several contracts.

8.3 Technical or professional capacity of the tenderer in accordance with § 34 section 1 letter g) of the Public Procurement Act - information on the education and professional experience or professional qualifications of the persons assigned to perform the contract or of the managerial staff:

Expert No.1 and No.2: Expert in behavioral interventions

At least 2 years of experience with projects of a similar nature to the subject of the contract:

- processing the results of experiments in the field of behavioral interventions, and
- carrying out at least 2 experiments in the field of behavioral interventions (not required for project management), and
- knowledge of behavioral innovations.

Experts must have experiences in all the areas mentioned.

In order to fulfill the condition of participation, the tenderer shall submit an expert's CV with a list of relevant projects, which will also include the name, surname, position, phone number and email address of the customer's contact person for data verification. The contracting authority reserves the right to verify the information contained in the CV. For this reason, when submitting a CV, the expert is obliged to state the name and contact details of the project manager and / or contact person. A manager whose practical experience with the performance of a similar subject of the contract can be verified. The experts listed in the successful tenderer's bid must be involved in the performance of the

contract. In the event that the person indicated in the tenderer's offer is replaced by another person, that person must meet the scope of the requirements at least to the same extent as the person he is replacing.

If the tenderer uses another person's technical and professional capacity to demonstrate compliance with the technical or professional capacity, irrespective of their legal relationship, the tenderer must prove to the beneficiary that it will actually use the capacity of this person in the project. According to the previous sentence, the tenderer proves by a written affidavit (promise) of such other person that, if necessary, the tenderer will be available to perform the subject of the contract for the whole duration of the contractual relationship or by a written contract concluded between the tenderer and the person professional competence. The person whose capacities are to be used to prove the fulfillment of the conditions for participation in technical or professional capacity must prove the fulfillment of the conditions of participation relating to personal status pursuant to § 32 para. 1, par. (e) the PPAs in respect of that part of the subject-matter of the contract for which capacity has been granted to the tenderer. At the same time, the person whose capacities are to be used to prove the fulfillment of the conditions for participation in technical or professional competence must prove the fulfillment of the condition of participation relating to personal status pursuant to § 32 para. 1, par. f) ZVO (does not have a ban on participation) and there must be no reason for exclusion according to § 40 para. 6 letter. (f) PPAs (conflicts of interest cannot be resolved by other effective measures).

9. Common procurement vocabulary:

79419000-4 Evaluation consultancy services

73200000-4 Research and development consultancy services

75112100-5 Administrative development project services

10. Total scope of the subject of the contract:

Up to 50 man-days (1 man-day = 8 man-hours), providing support materials in the range of min. 25 standard pages and elaboration of outputs of at least 30 standard pages for a contract period of 10 months from the date of entry into force of the contract.

11. Estimated value of the contract in EUR without VAT: 41 163,75 EUR

The estimated value of the contract was determined by market research in accordance with §6 section 1 of the Public Procurement Act.

12. Main financing conditions and payment arrangements:

For the provision of services on the basis of the invoice (once in the previous calendar month based on the reported man-days / man-hours) of the Provider and for the execution of the work after the handover of the output based on the invoice (based on the reported man-days / man-hours) of the Provider. The invoice is due within 30 days of delivery. The subject of the contract will be co-financed from ESIF funds - Operational Programme Effective Public Administration.

13. Tender evaluation criterion:

The lowest total price in EUR, including VAT for the consideration provided. The tender price for the subject of the contract must include all costs incurred by the tenderer in performing the subject of the contract. Where the tenderer is not a VAT payer, he shall inform the contracting authority of this fact. The suggested price will be set as a maximum price. All costs and expenses incurred in preparing and

submitting a tender shall be borne by the tenderer without financial claim against the contracting authority and irrespective of the outcome of the procurement.

14. The deadline for submission of proposals expires on (date and time):

19.11.2019 till 12:00 Proposal submitted after the deadline for submission will not be considered.

15. Place for submission of proposals:

Proposals shall only be submitted electronically to the email address:

viera.hainzl@vicepremier.gov.sk; katarina.mrazova@vicepremier.gov.sk

16. The proposal must include:

1. All documents proving the fulfillment of the conditions of participation (point 8 of this call for this proposal), if relevant.
2. Completed and signed Proposal to fulfill the criterion determined by the contracting authority for the evaluation of tenders - according to point no. 18 of this call.

17. Evaluation of tenders

The evaluation of the tenders for the conditions of participation and the evaluation of the tenders for the fulfillment of the requirements for the subject of the contract shall be carried out after the evaluation of the tenders on the basis of **tender evaluation** criterion, in the case of the tenderer ranking first. If the tenderer's offer does not contain all the particulars required by this call, the tenderer will be asked to explain or complete the submitted documents. If the tenderer or its tender is excluded, the tenderer's next fulfillment of the tender conditions and requirements for the subject of the contract shall be evaluated in such a way that the tenderer placed first in the newly assembled order meets the tender conditions and subject-matter requirements. After the evaluation of the tenders, the contracting authority shall immediately send information on the evaluation of tenders to all tenderers electronically. The contracting authority will contact the successful tenderer by e-mail immediately after the evaluation. The service contract will be concluded with the successful tenderer.

18. Proposal to fulfill the criterion set by the contracting authority for the evaluation of tenders

Title	Number of man-days, number of standard pages	Price without VAT	Price with VAT
Part 1 - Provision of the Service	40 man-days, 25 standard pages		
Part 2 - Execution of the Work	10 man-days, 30 standard pages		
Total			
In.....	Date.....	Name and surname of the tenderer statutory representative or person authorized by him	Signature

19. Language in which tenders may be submitted

State language, i.e. Slovak language

20. The contract concerns a project / program financed by EU funds

Yes, OP EVS

21. The call sent date

7.11.2019