

## Call for tenders

for a low value contract under Section 117 of Act no. 343/2015 Coll. on public procurement and on amendments to certain laws as amended (hereinafter the "Public Procurement Act")

### 1. Contracting authority

Deputy Prime Minister's Office for Investments and Informatization of the Slovak Republic (UPPVII)  
Štefánikova 15  
811 05 Bratislava  
IČO 50349287  
Contact person: Viera Hainzl  
Tel.number: +421 (0)2/2092 8244, +421 (0)940 504 238  
e-mail: viera.hainzl@vicepremier.gov.sk;  
address of the main contractor's website /URL/: <https://www.vicepremier.gov.sk/>

### 2. Classification of the procuring entity by law:

The contracting authority under § 7 par. (1) a) of the Public Procurement Act.

### 3. Name of the contract by the contracting authority

*Training and development of analyzes in the field of application of behavioural interventions in the public administration environment*

### 4. Type of order (goods / services / works)

Service contract.

### 5. Main place of delivery of the goods / services::

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

### 6. Result of public procurement (type of contract, duration of contract):

The conclusion of a service contract pursuant to the provisions of § 269 par. 2 of Act no. 513/1991 Coll. Commercial Code as amended.

The contract will be concluded for a period of 3 months from the effective date of the contract.

### 7. Description of the contract:

The contracting authority asks for the first training activity entitled in "*Establishing an Ecosystem for Behavioural Innovations*" in accordance with point F. *Education and Training of Public Administration Employees* of project "*Improving Digital Service in Public Administration through Behavioural Innovations*". In addition, the contracting authority also requires the provision of an Analysis of a selected specific problem and an expert transfer of knowledge in the field of identification methodology and possibilities of application of behavioural interventions to practice in a public administration environment.

Processing must inevitably build on the experience gained in applying behavioural interventions in public policies and governments.

#### Explanatory notes:

Behavioural innovations defined in this engagement are also thought to be innovations of public administration services that are built on the principles of Behavioural Sciences, i.e. theories dealing with human decision-making and aspects of irrational human behaviour in the decision-making process (for a project relevant in particular decision-making at the time of service information obtaining, service decision-making and service delivery). These are theories and experiments developed by world scientists and institutions such as Richard Thaler, American economist, professor of behavioural economics at Chicago University, Cass Sunstein Professor at Harvard Law School, Dan Ariely Professor at Duke University, Daniel Kahneman Israeli-American Psychologist as a professor at Princeton University, and The Behavioural Insights Team UK, Joint Research Center EC, and experiments recorded in their publications.

Behavioural innovations within the project 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;
- Modification and simplification of the service (especially better UX, simplification of descriptions and explanations, application once and more) ;
- 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 and RCT testing (Randomized controlled trials);
- Measure the usage of e-services and transparently publish the number of transactions;
- Feedback measurement for e-services (including rating, feedback options)

The purpose of the contract is to pass on the experience and best practice for selected civil servants in Slovakia who will be committed to behavioural innovations.

#### **8. Common procurement vocabulary:**

Main CPV: "Vocational training services" 80510000-2

"Feasibility Study, Advisory Service, Analysis" 71241000-9

#### **9. Overall scope of the contract:** The subject of the contract is:

## A) Professional training

### 1. Training materials:

- short introduction into behavioural innovation and application of interventions into public administration
- proposal of the framework for the theoretical part of the training (selection of the appropriate method and framework for use in public administration, methods of measuring and collecting data, organization of tests, examples of interventions, etc.)
- procedures for conducting experiments in public administration (Randomized control trials - RCTs)
- defining a practical part of the training

### 2. Course of training:

- intensive two-days training of 8 hours per day, including interactive work with participants and practical exercises during these 2 days
- the purpose of the training is to teach training participants to use behavioural knowledge in practice in the public administration environment, specifically in improving digital services, trained participants will then be able to disseminate the obtained information further in public administration environment

#### a) Theoretical part of the training:

- introduction to experimental methods of evaluating public policies and public services
- theoretical preparation of the exploration phase i.e. identify opportunities for behavioural intervention
- theoretical preparation of possibilities of application of different types of behavioural interventions into practice
- theoretical preparation of evaluation of solutions within public administration using experimental methods
- presentation of the foreign practical experience in specific applications of behavioural interventions in the areas of digital services or similar areas (at least 5 examples presenting the experimental method and the results achieved)

#### b) Practical part of the training:

- will represent the solution of the assigned task using the knowledge gained within the theoretical part
- the content of practical tasks will be prepared in advance by the contractor in cooperation with representatives of UPPVII's Behavioural innovations team and will be focused on solving real problem identified by UPPVII Behavioural innovations team in the area of digital services
- training participants can work in teams and the results can then be presented at the end of the practical part of the training with the evaluation
- the proposals will be further developed in following activity B)

Presumption of the range of works: **12 man days**

Required output: about **30 trained employees**

## **B) Analysis of specific problem and Transfer of expert knowledge (hereinafter "Analysis")**

Analysis and the Expert Transfer in the field of Methodology of identification and possibilities of application behavioural interventions into practice for public digital services area including design of experiment.

Analysis will take place in 3 phases:

- 1) Preparatory phase (problem area determination, time and content planning, preparation for discussion)
- 2) Implementation phase (discussion with business owners and ministries, analyses)
- 3) Evaluation phase (results and discussion)

### 1) Preparatory phase covers

- identification of possible problem areas by UPPVII followed by clarification of appropriate area and problem to be solved (validated by both sides)
- transfer of appropriate documents and materials by supplier to UPPVII, documents which will methodically cover the process and implementation of the experiment, protocol designs, way of evaluating the experiment, etc.
- set of questions and topics to be discussed with the individual representatives of the Ministries will be sent to the representatives of the Ministries before personal meetings to provide sufficient space for the preparation for personal meetings and to achieve the highest possible level of effectiveness - responsible for this part of the document has the contractor of this contract
- a schedule of personal meetings with representatives of individual departments as well as a plan for instructional meetings (explained below)

Output of this phase will be in written document.

### 2) Implementation phase

Within the implementation phase of the Analysis, the following shall be carried out:

- the above-mentioned personal meetings will be held, attended by representatives of each sector directly interested in the defined area, members UPPVII's behavioural innovations team and representatives of the contractor of this contract
- instructive meetings will be held, attended by members of UPPVII's behavioural innovations team and representatives of the contractor of this contract, which will serve to further transfer knowledge in the area

### 3) Within the evaluation phase, the following steps will be taken:

- evaluation of the results of the analysis and formulation of recommendations by the contractor of this contract
- submitting analysis results and recommendations by contractors to members of the UPPVII's behavioural innovations team in written form electronically
- responding to additional questions of UPPVII's behavioural innovations team regarding results to the contractor

- The number of involved and methodically trained training participants: 6 (these will be the same employees who attend the Professional training)
- Required Output: Analyzes of a specific problem and Transfer of expert knowledge of the Methodology of identification and possibilities of application of behavioural interventions to practice in the Public Administration Environment
- Assumption of the scope of work: approx. 43 man days (344 man hours) personal contact in Bratislava + preparation of the document and accompanying telephone and e-mail communication.

## **Summary of activities and outputs**

1. Training in behavioural science in public policy (lectures and interactive work with trainers)
2. Analysis of a specific problem and Expert transfer of knowledge in the field of identification methodology and possibilities of application of behavioural interventions into practice in the public administration environment

The total presumption of the range of works **during the contract period is 55 man days** which is **440 man hours**, (8 man hours = 1 man day).

		Range of Man days	Form of cooperation	Range of pages	Number of trained participants
<b>A)</b>	<b>Professional training</b>	<b>12</b>			
A.1	Preparation of training and materials, transfer of knowledge	10	by phone and email	80	<b>30</b>
A.2	Introduction to experimental methods of evaluating public policies, including training materials	2	in person in Bratislava, SK		
A.3	Presentation of practical examples and experiences from abroad and practical examples training				
<b>B)</b>	<b>Analysis of specific problem and Transfer of expert knowledge</b>	<b>43</b>			<b>number of methodically guided participants</b>
B.1	Material preparation, transfer of know-how (test protocols)	30	by phone and email	30	<b>6</b>
B.2	Preparation of the analysis in cooperation with UPPVII				
B.3	Meetings with identified entities with the participation of UPPVII for the purpose of research	3	in person in Bratislava, SK	30	
B.4	Instructive personal meetings of the supplier with the UPPVII behavioral innovation team - transfer of analytical procedures knowledge in the field and follow-up steps to the proposal for intervention				
B.5	Evaluation of analysis and formulation of conclusions	10	by phone and email	30	
B.6	Consultation of additional questions		by phone and email		
	<b>Grand Total</b>	<b>55</b>		140	

**10. Estimated value of the contract in EUR excluding VAT: 48 411,67 EUR**

The estimated value of the contract was determined on the basis of a market survey and in accordance with the provisions of Section 6 of the Public Procurement Act.

#### **11. Main financing conditions and payment arrangements:**

Based on vendor invoice. Invoice due within 30 days of delivery. The subject of the contract will be co-financed by the EIFF, the Efficient Public Administration Operational Program.

The project is in the preparation phase.

#### **12. Terms of participation:**

##### ***12.1 The personal status of tenderers and candidates, including requirements relating to enrollment in a professional or business register:***

The bidder must be entitled to provide a service in the subject matter of the contract. For the purpose of fulfilling this condition of participation in a personal status, the tenderer does not submit a document on the authorization to provide a service (for example, an extract from the commercial register or the Trade Register), the fact is verified by the contracting authority from the public administration information system.

The above applies to economic entities (tenderers) exhaustively listed in § 2 par. 2 of Act no. 272/2015 Coll. on Registers of Legal Entities, Entrepreneurs and Public Authorities and on Amendments to Certain Acts. In other cases (for example foreign entity), the tenderer is still required to provide evidence of compliance with the condition of participation in a personal status (for example, a statement from the trade register).

##### ***12.2 Technical or professional capacity of the applicant:***

###### ***a) The applicant submits:***

- at least three practical experiences with the implementation of training in behavioural interventions in public administration or in public interest or policy for the area to the extent that is described in point 9 of this call,
- at least three practical experience with the transfer of knowledge in the field of identification methodology and possibilities of application of behavioural interventions into practice in the public administration or in public interest or policy environment
- at least five practical experiences with implementing behavioural interventions in public administration or in public interest or policy.

The required level of standards shall be demonstrated by a list of the services provided previous three years, indicating the prices, delivery times and purchasers.

The minimum level of required list of services provided can be evidenced by one contract or combination of multiple contracts.

Justification of the requirements of the conditions of participation: The requirement stems from the provision of § 34 para. (1) a) of Act no. 343/2015 Coll. on public procurement.

###### ***b) Data on education and professional experience or professional qualifications of persons designated to perform the contract:***

***The tenderer shall indicate in the offer the experts responsible for the performance of the subject of the contract who must meet the following requirements:***

**Expert # 1, # 2, # 3: Expert on Behavioural Interventions**

Minimum 2 years of experience in behavioural innovations area in public administration or in public interest or policy area of a similar nature to the subject of the contract:

- designing methodical procedures for the implementation of behavioural interventions
- processing the results of experiments
- implementation of at least 3 experiments
- knowledge in behavioural psychology and economics

The expert must have experience in all of the above-mentioned areas.

In order to fulfill the conditions of participation, the applicant will submit an expert's resume with a list of relevant projects, including the name, surname, function, tel. number and email address to the contact person of the service client to verify the data.

Justification of the Requirements Binding to the Participation Conditions: The requirement stems from the provision of Section 34 (1) g) of Act no. 343/2015 Coll. on public procurement.

The contracting authority reserves the right to verify the information given in an expert's resume. For this reason, the expert is required to state the name and contact of the supervisor or manager who is able to verify the practical experience with the fulfillment of the similar subject of the contract together with the list of relevant projects. The expert listed in the successful bidder must participate in the performance of the contract. If the expert listed in the tenderer's bid is replaced by another expert, he / she must meet the requirements range at least in the same range.

The applicant submits the documents under this call point.

If the documents submitted cannot assess their validity or fulfillment of the conditions of participation, the contracting authority shall ask the tenderer to clarify or supplement the submitted documents. If the tenderer fails to meet the requirements under this point of the call for proposals, even after a call for clarification or addition of missing documents, he will be excluded from the procurement and as a successful tenderer will be evaluated tenderer who has ranked second.

### **13. Bid evaluation criterion:**

The lowest total price in EUR including VAT. All costs incurred by a tenderer in fulfilling the subject of the contract must be part of the bid price.

Where the tenderer is not a VAT payer, he shall provide the contracting authority with this fact.

### **14. Place for submission of tenders:**

Tenders are to be submitted exclusively electronically to the following email address:

[viera.hainzl@vicepremier.gov.sk](mailto:viera.hainzl@vicepremier.gov.sk); [magdalena.klucarova@vicepremier.gov.sk](mailto:magdalena.klucarova@vicepremier.gov.sk)

### **15. The deadline for submission of tenders shall expire on (date and time):**

December 06 2018 to 10:00 hour.

### **16. The offer must include:**

1. Evidence and documents by which the tenderer proves that the conditions for participation have been met in accordance with point 12.
2. Supplemented and signed Proposal for fulfillment of the criterion specified by the contracting authority for the evaluation of tenders - 17th

After awarding the bids, the contracting authority will send the tender evaluation information without delay to all tenderers. The contracting authority will contact the successful tenderer by e-mail immediately after the evaluation.

#### 17. Proposal to fulfill the criterion specified by the contracting authority for the evaluation of tenders

Názov		Maximum range (man hours)	Maximum range (man days)	Price excluding VAT	Price including VAT
A)	Professional training	96	12		
B)	Analysis of specific problem and Transfer of expert knowledge	344	43		
<b>Total price</b>		440	55		

#### 18. Language in which tenders can be submitted

Language in which tenders can be submitted: The state language of the contracting authority - Slovak language and English language.

If the applicant submits an offer in English, he is also required to submit an official translation of the offer into the Slovak language.

#### 19. The contract relates to a project / program financed by EU funds

Yes