

We would like to invite interested companies to submit quotations in MKD, VAT presented separately for the following services:

1. Re-printing of **Protocols and Electronic Version (CD)**;
2. Re-printing of **User Friendly Version of Protocols**;
3. Graphical design and printing of **User Friendly Version of CSR Handbook**,

as per TOR requirements specified below for each service separately, in a sealed envelope not later than **12 June 2012** to the following address:

UNDP
str.8ma Udarna Brigada 2
1000Skopje
RFQ20/2012 for Printing
"do not open before 12 June 2012"

TERMS OF REFERENCE

I. Background

Victims of DV in the country are entitled to adequate police protection, justice administration, health, legal and social services. Each of these services is provided by different institutions of the system and different sectoral Ministries are in charge of their implementation. An important weakness of the protection and services provision system in the country that requires attention is the quality of protection/attention services for the victims.

The leading cause of this inefficiency and absence of standardized quality of service provision is the absence of agreed and endorsed protocols--and/or their implementation--, that should enable the country to implement a unified practice in provision of services to the victims, on the one hand, and to ensure that services provided are tailored to the needs of the victims and are in line with human rights principles and norms, on the other.

Therefore, there is a lack of unified protocol practice among different service providers which contributes toward the inefficiency of the existing service provision system.

Once all line ministries' protocols were developed and harmonised, UNDP Project on Domestic Violence undertook activities for their publishing and distribution to all Centres for Social Work, Police Stations and line Ministries and institutions throughout the country, including NGO sector.

The existence of the Protocol within these institutions, dealing directly with victims of Domestic Violence has been proven as a very successful tool to guide and refer victims to the adequate services. In meantime, the need for additional copies of the Protocol has been highlighted by all abovementioned institutions¹. Thus, UNDP Project on Domestic Violence has reserved funds in order

¹ A Small Scale Survey has been conducted by the Ministry of Labour and Social Policy, on 178 professionals from 28 Municipalities and the results has shown that 35% haven't yet received the Umbrella Protocol and needed for their professional life.

to make sure that there are enough copies for the purposes of adequate service provision for the end users – victims of Domestic Violence.

On the other hand, Social Responsibility in Macedonia is a new concept which is not being practiced enough. Companies are basically uninterested in employment of vulnerable categories of persons, especially the category of victims of domestic violence. For this purpose, UNDP Project "Strengthening National Capacities to prevent Domestic Violence" has prepared a publication to address:

- raising awareness and knowledge among the real sector about the concept of social responsibility,
- highlighting the benefits that enterprises may realize from the application of this concept and organized integration of vulnerable groups in the business process
- break the stereotypes and prejudices that exist for certain categories of vulnerable groups, especially women victims of domestic violence,
- understanding and better use of stimulating measures that the Government makes through active employment measures and activities under the National Agenda for Social Responsibility.

In fact, this publication is part of the "promotional tools" provided by the UNDP Project "Strengthening National Capacities to Prevent Domestic Violence" in collaboration with the Ministry of Labour and Social Policy.

In terms of protection and direct support to women victims of domestic violence through this program for the first time in the country a model for economic empowerment of the victims was developed. This model was part of the Operational Plan of the Government in 2010 and 2011, and already in 2012 this category of users align with other vulnerable categories.

The program focused its activities on:

- education of prospective candidates for employment by organizing a series of specialized training depending on the needs of companies and
- awareness of the representatives of the private sector concept of social responsibility and the benefits they gain from the application of it.

In order to achieve the abovementioned, a reprinting of the existing Protocol and the production of a new Handbook on Corporate Social Responsibilities is required as follows:

1. RE-PRINTING OF PROTOCOLS AND ELECTRONIC VERSION (CD);

PROTOCOLS

The **ready-to-print Protocols (English, Macedonian and Albanian version)** will be provided by UNDP in PDF A4 format. The **Protocol** shall be printed in **two language versions (Macedonian and Albanian)**. It will be provided in ready-to-print PDF A4 format, Macedonian version 122 pages; and Albanian version 118 pages.

- **Macedonian Version – 1.000 Copies**
- **Albanian Version – 500 Copies**
- **ELECTRONIC VERSION – CD** : The **Electronic version** shall contain the printable versions of ENGLISH, MACEDONIAN and ALBANIAN Language versions of all provided materials.

Description of services required

Bidders should submit offers for provision of following services – price per each service item:

FOR THE PROTOCOLS:

1. Printing of the Protocols in Macedonian and Albanian ONLY - ***English Version shall require burning on CD only;***
2. Printing of the Protocols, **1500 copies** in total (1000 copies in Macedonian and 500 copies in Albanian language version), with following specification:
 - Paper weight: Cover page: laminated 1/0 kunsdruck 300 gr paper; 4/4 colour.
Contents: 115gr kunsdruck matt
 - Paper size: A4 (210 x 297 mm final dimensions)
 - Printing type: Colour 4/4
 - Finishing: Glued

ELECTRONIC VERSION (CD) CONTENTS:

1. Printable (final version) of English, Macedonian and Albanian language versions of Protocols;
2. CD Cover design that will include the title of the Protocol in three languages: English, Macedonian and Albanian
3. 1.000 CDs - Verbatim or similar quality

DISTRIBUTION:

The selected company will have to distribute all materials to Centres for Social Work, Police Stations, Public Health Institutions and the Civil Society Organizations in 30 Municipalities country wide and relevant Ministries in Skopje (Ministry of Labour and Social Policy, Ministry of Interior, Ministry of Health, Ministry of Education and Science). The list of Municipalities is presented as Annex 1.

NOTE: Number of copies to be distributed per institution and location will be additionally provided by UNDP.

2. RE-PRINTING OF USER FRIENDLY VERSION OF PROTOCOLS

USER FRIENDLY PROTOCOLS

The **User Friendly Protocol** shall be printed in **two language versions** (Macedonian and Albanian). It will be provided in ready-to print electronic (PDF) format, Macedonian and Albanian version.

- **Macedonian Version – 1.000 Copies**
- **Albanian Version – 500 Copies**

Description of services required

Bidders should submit offers for provision of the following services:

1. PRINTING OF THE USER FRIENDLY PROTOCOLS

1500 copies in total (1000 copies in Macedonian and 500 copies in Albanian language version), with following specification:

- Paper weight: Cover page: laminated 1/0 kunsdruck 300 gr paper; 4/4 colour.
Contents: 115gr kunsdruck matt
- Paper size: A5 (148 x 210 mm final dimensions)
- Printing type: Colour 4/4
- Finishing: Stapled

2. DISTRIBUTION:

The selected company will have to distribute all materials to Centres for Social Work, Police Stations, Public Health Institutions and the Civil Society Organizations in 30 Municipalities country wide and relevant Ministries in Skopje (Ministry of Labour and Social Policy, Ministry of Interior, Ministry of Health, Ministry of Education and Science).

The list of Municipalities is presented as Annex 1.

NOTE: Number of copies to be distributed per institution and location will be additionally provided by UNDP.

3. GRAPHICAL DESIGN AND PRINTING OF USER FRIENDLY VERSION OF CSR HANDBOOK

USER FRIENDLY CSR HANDBOOK

The **User Friendly CSR Handbook** shall be printed in **two language versions** (Macedonian and Albanian). It will be provided in MS Word (.DOC) format, Macedonian and Albanian version, approximately 30 pages A4.

- **Macedonian Version – 1.000 Copies**
- **Albanian Version – 500 Copies**

Description of services required

Bidders should submit offers for provision of the following services:

1. GRAPHIC DESIGN

Cover and contents graphic design and text fitting and preparation for printing of the Handbook in Macedonian and Albanian in electronic (PDF) format.

2. PRINTING OF THE USER FRIENDLY CSR HANDBOOK,

1500 copies in total (1000 copies in Macedonian and 500 copies in Albanian language version), with following specification:

- Paper weight: Cover page: laminated 1/0 kunsdruck 300 gr paper; 4/4 colour.
Contents: 115gr kunsdruck matt
- Paper size: A5 (148 x 210 mm final dimensions)
- Printing type: Colour 4/4
- Finishing: Stapled

III. Time and duration of the execution

Start date of provision of services should be indicated by the bidder, along with the expected duration. Preferred terms of delivery are below, but please specify your earliest.

- Date of preferred delivery of the final product to the final destination - "UNDP project office - Strengthening National Capacities to Prevent Domestic Violence" – ul. Dimitrija Cupovski 8, 1000 Skopje: **20.06.2012**.

Terms of delivery are preferred

Terms of payment: upon delivery

Validity of bids: 60 days

Evaluation method: lowest offer among technically responsive ones. Any query shall be sent in writing to: procurement.mk@undp.org No phone calls are accepted.

Late bids will be rejected and returned unopened, therefore please indicate the name of the company on the outer envelope

Thank you and best regards.

Procurement Unit