

## REISSUE of Notice: Request for Proposals

The development of the e-Social Registry System in the Federation of BiH.

Millennium Partners is implementing the US Agency for International Development (USAID) funded E-Governance Activity in Bosnia and Herzegovina (BiH) to improve transparency, efficiency, and accountability of government-led processes. Millennium Partners reissues a request for proposals (RFP) from organizations for the provision of services for the development of an information system for the implementation of social protection and social policy development in the Federation of BiH, and the upgrade of the Unified Beneficiary Register. A fixed-price contract will be issued to the selected organization.

Interested applications must meet the RFP's minimum eligibility criteria as described below:

1. Proof of at least one successful implementation of an e-Social Registry System that has been in production for at least two years.
2. Proof of a contract for support/maintenance of an e-Social Registry System in the last five years.
3. A written letter (on an institution letterhead) of recommendation by the institution where the e-Social Registry System was successfully implemented.
4. At least 500.000 USD in annual revenue per year in the last three years (2021, 2020, 2019)- please submit a copy of the annual business income statement. The dollar exchange rate on the last day of the year will be used (December 31).
5. The Bidder needs to provide a copy of a valid and active certificate for at least the following quality standards:
  - a. ISO 9001: 2015, the international standard for established Quality Management System
  - b. ISO 20000-1: 2018, the international standard for established IT Service Management Systems
  - c. ISO 27001: 2013, the international standard for established Information Security Management

Millennium Partners reserves the right to verify submitted information. All documents should be signed, sealed, scanned, and delivered by e-mail.

To obtain the RFP, send an email request containing the proof of eligibility criteria to [info@usaidega.ba](mailto:info@usaidega.ba) with the subject line "RFP FBiH e-Social Registry System" by Tuesday, July 5, 2022, at 17:00h. **Late submissions will not be accepted.**

The detailed RFP will be issued to the qualified bidders no later than Friday, July 8, 2022.

Millennium Partners may modify the RFP and may reject any offer. Issuing the RFP does not constitute an award commitment on the part of Millennium Partners or USAID.