

ANNEX II: TERMS OF REFERENCE

CEFTA 2017-08

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1. BACKGROUND INFORMATION

Beneficiary

The Signatory Parties of the Central European Free Trade Agreement (CEFTA) 2006 (“Agreement”)¹ (“CEFTA Parties”).

Contracting Authority

The Secretariat of the Central European Free Trade Agreement 2006 on behalf of the CEFTA Parties (“Secretariat”).

Country background

On December 19, 2006, Albania, Bosnia and Herzegovina, Croatia, Macedonia, Moldova, Montenegro, Serbia, and the UNMIK on behalf of Kosovo*² in accordance with the UNSC Resolution 1244, signed an Agreement to amend and enlarge the Central European Free Trade Agreement.

Following the necessary ratification processes, the Agreement entered into force on 26 July 2007 for five signatories (Albania, Macedonia, Moldova, Montenegro, and UNMIK/Kosovo*), for Croatia on 22 August 2007, Serbia on 24 October 2007 and for Bosnia and Herzegovina on 22 November 2007. The speed with which the Parties ratified this ambitious Agreement indicated its importance to economic development in the region. On 1 July 2013, Croatia withdrew from the Agreement to join the EU.

The Agreement’s main objectives are, inter alia, to expand trade in goods and services, and foster investment by means of fair, stable and predictable rules, eliminate barriers to trade between the Parties, provide appropriate protection of intellectual property rights in accordance with international standards and harmonise provisions of modern trade policy issues such as competition rules and state aid. It also includes clear and effective procedures for dispute settlement and facilitates the gradual establishment of the EU-Western Balkan countries zone of diagonal cumulation of origin, as envisaged in the EC’s Communication of 27 January 2006.

The Agreement fully conforms to the WTO rules and procedures and relevant EU acquis. Effectively implemented, the Agreement provides an excellent framework for the Parties to be prepared for EU accession, thus continuing the tradition of the original CEFTA, whose founding members are now in the EU.

CEFTA Structures

With the entry into force of the Agreement, the work on facilitating, managing, monitoring and promoting trade relations is managed through the CEFTA institutions. These institutions consist of:

CEFTA Joint Committee

The governing body of CEFTA is a Joint Committee (Article 40 of the Agreement). It is composed of Ministers of Trade and Economy of each CEFTA Party and its main function is to supervise and

1 Albania, Bosnia and Herzegovina, Macedonia, Moldova, Montenegro, Serbia, and the UN Interim Administration Mission in Kosovo* (UNMIK) on behalf of Kosovo* in accordance with the UNSC Resolution no: 1244.

2 * This designation is without prejudice to positions on status, and is in line with UNSC 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.

administer the implementation of the Agreement and adopt binding decisions regarding the commitments/obligations of the Parties stemming from the Agreement, if necessary. The Committee, as well as all CEFTA Subcommittees and activities so far carried out until the date of Joint Committee meetings, are reported and discussed by the Joint Committee. Joint Committee meetings are chaired by the Party which runs the CEFTA rotating Chairmanship in that respective year. The Chair in Office for 2017 is Serbia.

CEFTA 2006 Committee, Subcommittees and Working Groups

In accordance with Article 41.5, the Joint Committee has the power to establish appropriate organs such as committees, subcommittees and other bodies to support the implementation of the Agreement. The structure has developed gradually reflecting the needs from the implementation of the Agreement since 2007. To date, two committees, four subcommittees and six working groups have been established, their names and main objectives of which are listed below:

- **Committee of Contact Points**

Objective: to support the smooth functioning of the Agreement and the fulfilment of the decisions, conclusions and recommendations of the Joint Committee, both within the Contracting Party concerned and with all CEFTA stakeholders.

- **Committee of Trade Facilitation**

Objective: to address the issues which are related to facilitating regional trade in CEFTA with a view to reduce costs caused by the inefficient types of clearance procedures, while balancing trade facilitation with the increasing requirements for safety and security measures in the international and regional supply chain.

- **Subcommittee on Agriculture including Sanitary and Phytosanitary Issues**

Objective: to facilitate trade in agricultural products within the Region and ensure that protection of plant health, animal health and food safety and other measures applied in agricultural trade do not unjustifiably restrict trade.

- **Subcommittee on Customs and Rules of Origin**

Objective: to simplify and facilitate customs procedures, stimulate rapid implementation of the common rules of origin in the CEFTA Parties in line with Article 14 of the Agreement.

- **Subcommittee on Non-Tariff Measures**

Objective: to identify non-tariff measures, defined as policy measures other than ordinary customs tariffs that can potentially have an economic effect on international trade in goods, changing quantities traded, or prices or both, and classified as technical measures, non-technical measures, and exports related measures; review those identified non-tariff measures, and propose measures for elimination of non-tariff measures which constitute non-tariff barriers to trade among the Parties.

- **Subcommittee on Trade in Services**

Objective: to strengthen and deepen the intra-regional cooperation in the field of trade in services by facilitating the implementation of the commitments stipulated in Articles 26-29 of the CEFTA 2006. Main tasks are: coordinate, oversee and streamline the work of bodies established under the Subcommittee; monitor the progress on liberalisation of trade in services; facilitate and supervise the implementation of Additional Protocol on Trade in Services; exchange information on regulatory reform in services sectors and promote intra-regional cooperation between regulatory bodies, governmental agencies and professional associations in charge of services; identify, review and propose measures for elimination of barriers in trade in services among Parties.

- **Working Group on Trade in Services Statistics, FATS and FDI Statistics**

Objective: to improve the quality of international trade in services statistics across the CEFTA Region and harmonise statistics with those of the European Union. The main functions are: review the quality and coverage of available trade in services statistics, FATS and FDI statistics in the region and propose appropriate solutions for improvements; identify priorities for further developing statistics for commonly agreed sectors; provide necessary data in order to set up an operational reporting system to the Secretariat; assist the Secretariat in creating a sustainable platform for dissemination of statistical data on trade in services, FATS and FDI statistics; identify needs of users of statistics for purposes of analysis and communicate it to the relevant compilers authorities.

- **Joint CEFTA-RCC-ERISEE Working Group on Recognition of Professional Qualifications:**

Objective: to enhance the intraregional trade in services by facilitating recognition of professional qualifications with a view of encouraging overall labor mobility. The main tasks of the WG are: (1) developing processes for recognition of professional qualifications in selected professions of mutual interest, (2) exploring the potential for conclusion of mutual recognition agreements (MRAs), (3) enhancing transparency of national and regional arrangements on recognition of professional qualifications, and (4) enhancing regional data exchange on the mobility of professionals and future skills needs in selected professions.

- **Working Group on Technical Measures**

Objective: to provide working level forum to address exclusively non-tariff measures stemming technical measures, in particular sanitary and phytosanitary measures, and technical barriers to trade; to discuss at the expert level the methods and tools to eliminate the discriminatory measures constituting non-tariff barriers to trade in line with Article 12.2. and Article 13.2., and Article 13.5. of CEFTA 2006; to initiate exploratory talks to conclude mutual recognition agreements in the relevant areas of technical measures as foreseen by Article 12.3. and Article 13.4. of CEFTA 2006, conditional upon the full alignment with the relevant EU acquis and implementation of the aligned legislation in line with the EU and in line with WTO Agreements and other international agreements.

- **Working Group on Risk Management**

Objective: to develop and broaden cooperation among CEFTA Parties, according to Article 12, 13, and 14 of CEFTA 2006, particularly with a view to proposing the possibilities of taking joint actions related to the management of public authorities and agencies involved in clearance of goods at the regional level, as far as possible, aiming at facilitating the regional trade while improving the overall quality and deterrence of customs, security, and safety controls and inspections.

- **Working Group on Electronic Exchange of Information**

Objective: to develop and broaden cooperation among CEFTA Parties, according to Article 12, 13, and 14 of the CEFTA 2006, particularly to address the issues which are related to the functioning and sustainability of the existing or new IT capacities and tools to be created between the CEFTA Parties in the framework of CEFTA and CEFTA Management Information System; proposing solutions for the CEFTA Region with an aim to facilitate the regional trade, while improving the overall quality and deterrence of customs, security and safety controls and inspections.

CEFTA Secretariat

In accordance with Article 40.2 of the Agreement, the Joint Committee is supported by a permanent Secretariat located in Brussels. The overall role of the Secretariat is to provide technical and administrative support to the Joint Committee and to any committee, subcommittee, working group or other body established by the Joint Committee for the smooth implementation of the Agreement. The Secretariat headed by its Director employs two international technical experts and one executive assistant, two locally recruited part-time financial and IT administrator and four national seconded experts from CEFTA Parties.

CEFTA Project Facility

Given that CEFTA has entered into a phase where issues in all areas are getting both more technical and increasingly complex, the implementation of the Agreement requires permanent and efficient coordination among the Parties. Thus, timely identification and articulation of interest at the individual Party level, as well as at the multilateral one, has become a prerequisite to the successful implementation of the Agreement.

The deepened implementation, on the other hand, requires much stronger coordination with the EU alignment process. It obliges the CEFTA Structures to mobilise further international expertise – which might sometimes be mobilised quicker and more cost efficient than the ones ensured indirectly by the donors – while securing the regional contribution in technical activities to be undertaken according to CEFTA priorities. From all these implementation points of view, high quality analytical work and technical expertise to support the decision making processes of CEFTA are required, which in turn has put some budgetary pressure on the Parties.

Upon the needs above mentioned, the CEFTA Secretariat undertook preliminary talks with the European Commission to establish a project facility that might be used to financing such short term and small budget actions according to the CEFTA priorities. Once the positive response was given by the Commission, the formal application letter to the Commission for the CEFTA Project Facility was sent by Albania on 21 October 2011, as the CEFTA Chair in Office of the upcoming year. The Contribution Agreement creating the CEFTA Project Facility (CPF) was signed on 30 April 2012 between the Secretariat and the European Commission.

The second stage of CPF was signed in the end of 2013 and following its successful implementation the third stage was signed in April 2015.

Current situation in the sector

The mandate of CEFTA Secretariat was modified at the Joint Committee meeting held in Sarajevo on 20 November 2013, where the Secretariat was given a mandate to support the CEFTA Parties in the implementation of the trade related components of the South East Europe 2020 Strategy. The same decision of the Joint Committee has mandated the Secretariat to liaise with the European Commission and other relevant partners to secure and manage technical and financial assistance on behalf of the CEFTA Parties.

Related programmes and other donor activities

The South East Europe 2020 Strategy was adopted at the Ministerial Conference of the South East Europe Investment Committee in Sarajevo on 21 November 2013.

The goal of the SEE 2020 strategy is to improve living conditions in the region and bring competitiveness and development back in focus, closely following the vision of the EU strategy Europe 2020. It stresses out the shared vision of the SEE economies to open up to 1 million new jobs by 2020, by enabling employment growth from 39% to 44%, increase of total regional trade turnover by more than double from 95 to 210 billion EURO, the rise of the region's GDP per capita from current 36% to 44% of the EU average, and the addition of 300,000 highly qualified people to the workforce.

The SEE 2020 includes five different pillars. The Integrated Growth pillar, which is to be led by the CEFTA Structures as the dimension coordinator, foresees actions in relation to trade and investment.

The text of SEE 2020 strategy is available at the following link:

<http://www.rcc.int/pages/0/62/south-east-europe-2020-strategy>

The prioritisation in programming of areas to which the CPF Funds are to be allocated follows the priority actions of SEE 2020, in particular the actions under the Integrated Growth Chapter in which the CEFTA Secretariat is assigned as dimension coordinator.

2. OBJECTIVE, PURPOSE & EXPECTED RESULTS

Overall objective

The overall objective of the project of which this contract will be a part is to support the CEFTA Parties in the implementation of the Agreement and the trade related components of the South-East Europe 2020 Strategy. A leading objective of this assignment is to facilitate discussions on trade related issues among the CEFTA Parties as well as with other international organisations and relevant stakeholders, such as UNCTAD, WTO, ITC, EU Member States, etc.

The specific objective of the project is to manage, provide effective support in the organisation of travel arrangements and logistics for a tentative number of 17 (seventeen) CEFTA events, organised by the CEFTA Secretariat.

Purpose

The purpose of this contract is to ensure the successful and efficient organisation of a tentatively 17 (seventeen) regional CEFTA events.

Results to be achieved by the Contractor

- Approximately 17 regional CEFTA events are organised efficiently and successfully.

3. ASSUMPTIONS & RISKS

Assumptions underlying the project

- The CEFTA Parties continue the implementation of the CEFTA Agreement;
- CEFTA remains dimension coordinator of the SEE 2020 Strategy Integrated Growth pillar.

Risks

- The external financial assistance from the European Commission continues financing the CEFTA Project Facility;
- The CEFTA Secretariat continues the management of CPF III projects on behalf of CEFTA Parties.

4. SCOPE OF THE WORK

General

4.1.1. Description of the assignment

The Contractor is expected to deliver and ensure high quality service in the organisation and execution of travel arrangements and logistics related activities in the framework of this contract. In the framework of this assignment, the contractor is responsible for assisting the CEFTA Secretariat in the efficient and successful organisation of an approximate number of 17 (seventeen) regional events in CEFTA Parties or EU.

The main activities and responsibilities of the Contractor within the assignment comprise of, but are not limited to:

Organisation of travel arrangements, accommodation, airport transfers, catering, venue, technical equipment, interpretation, translation, and documentation.

All requests for services and other correspondence in the framework of this contract shall be made by the project manager appointed by the CEFTA Secretariat via email, and shall be addressed only to the project's contact person appointed by the contractor.

The assignment's tasks include, but are not limited to:

4.1.1.1. International travel

The contractor shall provide logistical support for air and international car travel.

The requirements below apply to the contractor when providing international travel services per mode of transport:

Air tickets

Book, purchase and deliver flight tickets based on requests submitted by the CEFTA Secretariat. The tickets must be economy class. Costs for air tickets include airport tax and where appropriate any charges for making tickets available for collection at the departure airport. Booking for any but the most direct routes and tickets for any class than economy, must be expressly authorised in writing beforehand by the Secretariat. Bookings with low-cost airlines must be avoided unless requested by the Secretariat or unavoidable due to flight schedules and prices.

When booking tickets, the contractor should give priority to:

- The most direct route;
- Minimum waiting time in case of flight change;
- Avoidance of booking early morning or late evening flights unless requested by the Secretariat or unavoidable due to flight schedules and prices.

Upon the request of the Secretariat, the contractor shall organise airport transfers.

Changes and cancellations: The contractor must provide the necessary assistance whenever changes need to be made to air tickets. The Secretariat must be notified immediately of any major changes to travel times. Its approval of such changes must first be obtained. Should there be no reaction by the Secretariat, the change cannot take place. The contractor must take whatever steps are necessary to ensure that all requests for cancellation are settled in the best interests of the Contracting Authority. Any additional outlay occasioned by negligence attributable to the contractor will be borne by the contractor. Regarding any modification to be made in a ticket, particularly due to change of name, the contractor will not claim reimbursement of any charges regarding that modification separately. The contractor is obliged to acquire a confirmation of the correct spelling of the name of the traveller prior to issuing a travel ticket.

Issuance and delivery of tickets: The final procurement and issuance of tickets is made once the participant gives their explicit approval of the proposed option in writing to the contractor and the CEFTA Secretariat. The contractor will contact participants as necessary to make the arrangements for delivering tickets (e.g. by email, post, collection at airport). As far as possible, the contractor should arrange electronic tickets.

Miscellaneous services: The contractor must also assist whenever possible with the arrangements where special assistance is required (e.g. physical handicap, assistance with lost luggage, special meals).

International car travel within the territories of CEFTA Parties

Organise international car travel based on requests submitted by the CEFTA Secretariat.

The final decision regarding the mode of transport to be used for each traveller remains with the Contracting Authority.

The CEFTA Secretariat will send an email to the contractor requesting the organisation of international car travel, where necessary. Upon the written confirmation by the Secretariat, the contractor shall make a reservation for a car plus a driver. The maximum persons per passenger car are three (the number of persons can be increased according to the class of the vehicle).

4.1.1.2. Accommodation bookings

Hotel reservations

These must be made in the category of minimum four star hotels and in the city and/or part of the city indicated in advance by the Secretariat (not farther than 2 km by shortest road route from the venue of the event to be attended by the participants, where applicable). Unless indicated otherwise, the rate charged for the room shall be on half board (HB) basis (breakfast and dinner). No extras (such as but not limited to minibar, local, national or international telephone calls) are to be covered by the current contract.

The contractor shall decide how many nights to reserve based on the flight schedule/international car travel of each participant and the information provided by the CEFTA Secretariat. However, where travel arrangements require participants to spend additional nights in the hotel, this must be authorised beforehand by the Secretariat. Each participant shall be contacted by the contact person assigned by the contractor to confirm their booking.

The contact person of the contractor shall coordinate all requests for reservations/cancellations with the CEFTA Secretariat without delay. The CEFTA Secretariat reserves the right to lay down a maximum/minimum rate per night of accommodation. The final list for bookings is to be confirmed by the CEFTA Secretariat.

Changes and cancellations: During the implementation of the contract, the contractor shall inform the Contracting Authority of the cancellation policies of each hotel proposed as an option. Regarding any modifications to be made in the reservation, the contractor shall not claim reimbursement of any charges regarding that modification separately.

Miscellaneous services: The contractor shall assist whenever possible with the arrangements where special assistance is required (e.g. physical handicap).

4.1.1.3. Event organisation and management

Book and hire the venue and facilities in consultation with the guidelines received from the CEFTA Secretariat. The event should preferably take place at the hotel chosen for participants' accommodation. The contractor shall rent appropriate technical equipment, including laptop, microphones (depending on the type of the event), flip charts, projector, screen and other equipment usually necessary for the organisation of meetings in seminar and workshop style. The event room must have a telephone line and internet access. The following facilities should be available in the hotel: computer with laser printer and appropriate software, reproduction equipment. The capacity of the event room should be equal to or more than the number of participants.

Where necessary, the contractor shall assist at the events: welcome participants, distribute badges and conference kits, assist with passing around the microphones during the event, etc.

Lunches (hot buffet style; incl. soft drinks) and refreshments (coffee breaks and water) shall be organised during the events. For each event, the Secretariat shall confirm the additional services to be delivered, including number of breaks, lunches and dinner, depending on the number of nights and duration of the event. Cultural, religious or personal specificities of the participants must be taken into consideration.

4.1.1.4. Visa

The contractor shall help the participants with necessary visa requirements in providing the full support in coordination with the CEFTA Secretariat.

4.1.1.5. Airport transfers

Organise return airport transfers for all participants to the events, who will travel by plane.

4.1.1.6. Event venue and technical equipment

Book and hire the venue and facilities in consultation with the guidelines received from the CEFTA Secretariat. The event should preferably take place at the hotel chosen for accommodation of the participants. The Contractor shall rent appropriate technical equipment incl. laptop, microphone, (fixed for speaker and floating for participants), flip charts, projector, screen and other equipment usually necessary for the organisation of meetings in seminar and workshop style. The event room must have a telephone line and internet access. The following facilities should be available in the hotel: computer with laser printer and appropriate software, reproduction equipment. The capacity of the event room should be equal to the number of participants.

4.1.1.2. Assistance at the event

Welcome participants, distribute badges and conference kits, and assist with passing around the microphones during the event.

4.1.1.7. Catering

Organise lunches (hot buffet style; incl. non-alcoholic drinks) and refreshments (coffee breaks) for all participants during the event. For each event, the Secretariat shall confirm the number of breaks, lunches and dinner depending on the number of nights and duration of the event. Cultural, religious or personal specificities of the participants must be taken into consideration.

4.1.1.8. Local transportation

Organise transfers between the hotel and meeting venue (if applicable) and between the meeting venue and restaurant for dinners (if applicable).

4.1.1.9. Name badges / conference kits

Prepare the badges, table tags, conference kits with information material for all participants. The documentation to be included and the details on the information to appear on the badges and the table tags will be provided by the CEFTA Secretariat well in advance.

The conference kits must bear the logo of the CEFTA Secretariat and of the European Commission according to the following link of the EU visibility and publicity guidelines: https://ec.europa.eu/europeaid/work/visibility/index_en.htm_en together with the event title, the place and the date of the event.

4.1.1.10. Prints

Print the documents for the conference kits. The documents will be provided by the CEFTA Secretariat well in advance and should be printed by the Contractor.

4.1.1.11. Event photographer

If required by the CEFTA Secretariat, recruit and pay a photographer (or video photographer) for the event and provide the subsequent imagery in a suitable manner.

4.1.1.12. Moderator

If required by the CEFTA Secretariat, recruit and pay a moderator for the event according to the request of the CEFTA Secretariat.

4.1.2. Geographical area to be covered

Not applicable.

4.1.3. Target groups

The main beneficiary of this assignment is the CEFTA Secretariat. The final beneficiaries are the CEFTA Parties.

Specific work / outputs

The contractor is expected to deliver and ensure high-quality service in the organisation and execution of logistics-related activities and travel arrangements in the framework of this contract.

The tasks to be undertaken to achieve the contract results are as follows:

For the duration of this contract, the contractor is expected to organise tentatively 17 (seventeen) events. The main services to be delivered include for each event are: international travel, accommodation reservations, airport transfers, event venue and technical equipment, and catering. Additional services may be requested by the Secretariat.

The dates, number of participants and services to be delivered for each event shall be confirmed by the CEFTA Secretariat well in advance to ensure their proper organisation.

The Secretariat will send an email to the contractor requesting the organisation of each event separately. **The duration of each event will be maximum 6 nights.**

Two types of events shall be organised during the duration of the contract:

- a) Tentatively 11 events for up to 10 persons per event to be held mainly in the CEFTA region
- b) Tentatively 6 events for more than 10 persons per event to be held in the CEFTA region and EU

The contractor shall send a confirmation email of the receipt of the request. Within 5 days the contractor must provide via email three scenarios for the organisation of the event, including three international air travel options per destination, an international car travel option per destination, and three accommodation options for all participants.

All written communication between the contractor and the participants must be in English.

The contractor shall put the project manager appointed by the CEFTA Secretariat in copy of all organisational communication between them and the participants to the events.

The Key Expert proposed by the contractor in their technical offer must be present at all events and assist with the organisation as necessary on the spot. The Key Expert shall be the sole contact between the contractor and the Contracting Authority.

In the Organisation and methodology (that will become Annex III to the contract), to be drawn up by the tenderer using the format in Annex III to the draft contract. In this document, tenderers shall present the List of Hotels and International Car Travel where they have preferential rates. These lists shall be prepared on the templates provided in this Annex III.

In the Organisation and methodology the tenderers are also required to propose a service fee to be applied for the event organisation. The service fees proposed by tenderers shall be included in the technical evaluation of tender offers under heading 'Strategy', and shall not go beyond 15% as per Request for Event Organisation in Annex I to the ToRs and Annex II: Proposal for Event Organisation

The Contracting authority reserves the right to ask additional justification from the Contractor to explain the fee rates in the context of complexity of events to be organised.

Project management

4.1.4. Responsible body

The Secretariat of the Central European Free Trade Agreement 2006 will be responsible for the management of the contract.

4.1.5. Management structure

The Director of the CEFTA Secretariat will oversee the implementation of the contract. The Project Manager of this contract on behalf of the Secretariat shall be appointed by the Director after the signature of the contract.

4.1.6. Facilities to be provided by the Contracting Authority and/or other parties

The CEFTA Secretariat will provide access to all relevant material and will assist as needed in the communication with various partners.

5. LOGISTICS AND TIMING

Location

The events shall take place in CEFTA Parties Region, in Brussels or in one of the EU/EFTA member states for each event the location shall be specified by the Contracting Authority in advance.

Start date & Period of implementation of tasks

The intended start date is 18 September 2017 and the period of implementation of the contract will be until 31 December 2017. Please see Articles 19.1 and 19.2 of the Special Conditions for the actual start date and period of implementation.

6. REQUIREMENTS

Staff

Note that civil servants and other staff of the public administration of the partner country, or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. The justification should be submitted with the tender and shall include information on the added value the expert will bring as well as proof that the expert is seconded or on personal leave.

6.1.1. Key experts

All experts who have a crucial role in implementing the contract are referred to as key experts. The profiles of the key experts for this contract are as follows:

Key expert 1: Team Leader

Qualifications and skills

- University degree in Tourism, Communications, Business Administration, or any other relevant field;
- Proficiency in English;
- Knowledge of at least one language from the CEFTA Region;
- Knowledge of more than one language from the CEFTA Region is an advantage;
- Full computer literacy.

General professional experience

- A minimum of 6 years' professional experience in the tourism sector, or any other relevant to the assignment sector.

Specific professional experience

- A minimum of 2 years' professional experience in organisation and/or management of events on an international level and in a multicultural environment.

All experts must be independent and free from conflicts of interest in the responsibilities they take on.

6.1.2. Other experts, support staff & backstopping

CVs for experts other than the key experts should not be submitted in the tender but the tenderer will have to demonstrate in their offer that they have access to experts with the required profiles. The Contractor shall select and hire other experts as required according to the needs. The selection procedures used by the Contractor to select these other experts shall be transparent, and shall be based on pre-defined criteria, including professional qualifications, language skills and work experience.

The cost for backstopping and support staff, as needed, is considered to be included in the tenderer's financial offer.

Office accommodation

Office accommodation for each expert working on the contract is to be provided by the contractor.

Facilities to be provided by the Contractor

The contractor shall ensure that experts are adequately supported and equipped. In particular, it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion.

Equipment

No equipment is to be purchased on behalf of the Contracting Authority as part of this service contract or transferred to the Contracting Authority at the end of this contract. Any equipment related to this contract which is to be acquired by the partner country must be purchased by means of a separate supply tender procedure.

7. REPORTS

Reporting requirements

The contractor will submit the following reports in English in one original via E-mail:

- **Interim reports:** For each event organised under this contract, the contractor shall send via email within 21 days of the end of the event's implementation, a technical (narrative) and financial (budget breakdown) summary of all services delivered and costs incurred. The technical part will include a list of the participants who attended (indicating the dates and number of nights of accommodation paid, the travel schedule, etc.) and will briefly describe the tasks carried out, the services rendered and, if relevant, make recommendations for future events. The financial part will summarise all the expenditure eligible for reimbursement that was incurred in organising the event and state the flat rates and fees that will be charged.

The CEFTA Secretariat may request additional information to be included in the report. Copies of all supporting documents, such as boarding passes, travel and accommodation invoices, etc., shall be included in the report.

The interim payments to this contract will be made in accordance with the outputs. The contractor may request a pre-financing. For every output (each event organised) the contractor shall submit a financial report as described above. The Contracting Authority shall authorise a request for an interim payment in accordance with the outputs delivered and payments already made in the framework of the contract.

- **Draft final report** of maximum 15 pages (main text, excluding annexes). This report shall be submitted no later than one week before the end of the period of implementation of tasks.
- **Final report** with the same specifications as the draft final report, incorporating any comments received from the parties on the draft report. The deadline for sending the final report is 14 days after receipt of comments on the draft final report. The final report must be provided along with the corresponding final invoice.

Submission and approval of reports

The reports referred to above must be submitted to the Project Manager identified in the contract. The Project Manager is responsible for approving the reports.

8. MONITORING AND EVALUATION

Definition of indicators

- Participants are satisfied with the services delivered by the contractor;
- The CEFTA Secretariat benefits from the support provided by the contractor.

Special requirements

Not appropriate.

9. ANNEXES

Annex I: Request for Event Organisation

ANNEX I

REQUEST FOR EVENT ORGANISATION (FROM the CEFTA Secretariat TO CONTRACTOR)

REFERENCE Request n°

(NAME OF EVENT)
(Date and location of event)

1. BACKGROUND INFORMATION

1. Number of participants and their departures and return points (see Annex A):
2. Start and end dates of event:
3. Total number of days:
4. Location of event:
5. Maximum budget:
7. Deadline for submission of Proposal:
8. Short summary of event (maximum 4/5 lines):

2. SCOPE OF THE WORK

2.1 TECHNICAL EXPERTISE

2.1.1 Tasks to be performed

The framework Contractor will be responsible for:

- ...
- ...

2.1.2 List of short-term experts to be available on ad-hoc basis

The Contractor will provide the list of the Key experts and attach their CVs to the Event Proposal.

2.2 LOGISTICS

- **Booking and purchase of tickets** YES NO
If yes, specify the following:

Number of tickets: ...

Date of arrival/departure for each participant (see Annex A)

Departure cities (see Annex A)

- **Accommodation reservations including catering** Yes No
If yes, specify the following:

Hotels reservation should be made in 4 star hotels, located in "name of city". The accommodation costs for each participant per night should not exceed EUR 120, except upon specific request by the CEFTA Secretariat. Upon submission of quotation, rooms should be booked as per dates specified in point 2 of background information of this request, unless otherwise specified in this section. Once participants are being contacted late check in and check out from hotel needs to be taken into consideration. Unless otherwise specified single rooms should be booked and breakfast should be included in the reservations. If lunch and dinner take place at the hotel, those should also be included

in the reservation. If lunch and dinner take place at/nearby the conference, those should be organised by the Contractor in accordance to the TORs.

- Lunch at the hotel If yes, specify the following:
Dates, no. of participants, personal preferences (vegetarian, halal, etc.) ...

- Dinner at the hotel If yes, specify the following:
Dates, no. of participants, personal preferences (vegetarian, halal, etc.) ...

- Lunch at/nearby the conference If yes, specify the following:
Dates, no. of participants, personal preferences (vegetarian, halal, etc.) ...

- Dinner at/nearby the conference If yes, specify the following:
Dates, no. of participants, personal preferences (vegetarian, halal, etc.) ...

- **Local transportation** Yes No
If yes, specify the following:
 - Arrange transfers from airport to hotel and vice versa.
 - Hire inter-city / intra-city transfers as part of the event programme

- **Local assistance** Yes No
If yes, specify the following:
 - Welcome participants at the airport upon arrival and accompany them upon departure
 - Welcome participants at their hotel
 - Welcome participants at the conference
 - Distribution of badges
 - Passing round the microphone
 - Distribution of conference kits
 - Other (Specify)

- **Booking and hiring of a conference room** Yes No
If yes, specify the following:
 - at the hotel at a different location
 - Conference equipment (Specify)
 - Interpretation (Specify Languages, no. of interpreters, no. of days, interpreters for deaf)
 - Others (Specify)

- **Preparation of badges and conference kits** Yes No

- **Meals, snacks and/or coffee breaks during the event** Yes No
If yes, specify the following:

Dates, no. of meals/snacks/coffee breaks per day and timing. If not available, specify expected no. of meals/snacks/coffee breaks per day.

- **Provide an event photographer** Yes No
- **Recruit moderator (s)** Yes No
- **Secretariat** Yes No
- **Reporting activities** Yes No
- **Other services** Yes No
If yes, please specify:

Location and date:	Name and signature of the CEFTA Secretariat:

Annex A: List of participants (name, title, organisation, date of arrival/departure and mode of transport – with point of departure and point of return) and timetable for meals/coffee breaks (if needed and/or available).

ANNEX II**PROPOSAL FOR EVENT ORGANISATION****(on Contractor's headed notepaper)****Name of Event:****Location:****Dates:**

1. MANAGEMENT COSTS OF THE CONTRACTOR (in EUR)			
Number of participants	Service fee		Total service fee / event
1.1. TEAM COMPOSITION			
Name of expert	Position	Dates of Availability	
	Key Expert 1: EVENT COORDINATOR		
2. REIMBURSABLE COSTS			
	Quantity	Unit/average price	Total price
International travel / name of airline company			
Accommodation including catering / name of hotel			
Airport transfers			
Conference facilities, equipment & related services (interpreters, rental, conference kits, etc.) / address and name of conference facilities			
Event lunches/dinners/coffee breaks/refreshments			
Event photographer(s)			
Others (acc. to the Request)			
Reserve (maximum 10% of the Reimbursable costs)			
TOTAL REIMBURSABLE COSTS			
GRAND TOTAL			

For the Contractor: date and signature

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