

ANNEX II: TERMS OF REFERENCE
CPF III 2017-01

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1. BACKGROUND INFORMATION

1.1. Beneficiary

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

1.2. Contracting Authority

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

1.3. Country background

On December 19, 2006, Albania, Bosnia and Herzegovina, Croatia, Macedonia, Moldova, Montenegro, Serbia, and the UNMIK on behalf of Kosovo 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 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 2016 is Montenegro.

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

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.

- **Negotiating Group on Trade in Services**

Objective: to ensure progressive liberalisation and mutual opening of the services markets of CEFTA Parties. Key tasks refer to administering the negotiation of the Schedule of Specific Commitments on Trade in Services and conclusion of the Additional Protocol on Trade in Services.

- **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.

1.4. 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.

1.5. 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

2.1. Overall objective

The overall objective of the project is to support the CEFTA Parties in the implementation of the CEFTA Agreement and the trade related components of the South East Europe 2020 Strategy.

The specific objective is threefold: (i) provide effective support in the organisation of travel arrangements for CEFTA delegates to official CEFTA meetings; (ii) manage the organisation and logistics of a number of CEFTA technical regional events; and (iii) provide effective support in the organisation of the travel missions of CEFTA Project Facility III (CPF III) staff.

A leading objective of this project will be to facilitate discussions on trade-related issues among the CEFTA Parties, as well as with other international organisations such as UNCTAD, WTO, ITC, EU Member States and other relevant stakeholders.

2.2. Purpose

The purpose of this contract is to:

- Ensure the timely and efficient organisation of CEFTA delegates travel to official CEFTA meetings;
- Ensure the successful and efficient organisation of CEFTA technical regional events;
- Ensure the timely and efficient organisation of the travel missions of the staff of CEFTA Facility III.

2.3. Results to be achieved by the Contractor

- The travel arrangements for CEFTA delegates to attend official CEFTA meetings are successfully completed, in a timely manner.
- Approximately 5 CEFTA technical regional events are organised efficiently and successfully.
- The travel arrangements of the CEFTA Project Facility III staff are organised successfully, efficiently and in a timely manner.

3. ASSUMPTIONS & RISKS

3.1. Assumptions underlying the project

- The CEFTA Parties continue the implementation of the CEFTA Agreement.
- The CEFTA Secretariat continues being involved in the implementation of the Integrated Growth Component of the South East Europe 2020 Strategy.

3.2. Risks

- The CEFTA Secretariat continues the organisation of events on behalf of the CEFTA Parties.

4. SCOPE OF THE WORK

4.1. 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. The contract is

divided into three main assignments: (i) Official CEFTA meetings, (ii) Event organisation and (iii) CPF III staff missions.

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

- (i) **Official CEFTA meetings:** organisation of travel, accommodation and airport transfers. Official CEFTA meetings are always located in one of the capitals of the CEFTA Parties – Tirana, Sarajevo, Skopje, Chisinau, Podgorica, Belgrade and Pristina.
- (ii) **Event organisation:** organisation of travel arrangements, accommodation, airport transfers, catering, venue, technical equipment, interpretation, translation, and documentation. CEFTA Events are usually organised in the CEFTA Parties' capitals and/or in Brussels. On rare occasions, Events may be organised in another EU member state.
- (iii) **CPF III staff missions,** organisation of travel arrangements and accommodation. The most common destinations of CPF III staff missions are the CEFTA Parties' capitals. On some occasions, missions may be organised to Geneva, Paris or London.

The CEFTA Secretariat shall provide the necessary information for each individual assignment, such as meeting/event/mission dates, location, names and contact details of delegates/participants/staff, etc., through: assignment (i) Request for Services (Annex I); assignment (ii) Request for Event Organisation (Annex II); and assignment (iii) via email. The Contractor shall be responsible to contact each delegate/participant/staff and organise their travel, while taking into consideration their personal preferences (within the limits of the contract), under the full supervision of the CEFTA Secretariat. More information on the execution of this contract is provided in section 7. EXECUTION OF THE CONTRACT.

4.1.2. Geographical area to be covered

Not applicable.

4.1.3. Target groups

The main beneficiaries of this assignment are delegates from the CEFTA Parties, the CEFTA Secretariat and the CPF III staff. The final beneficiaries are the CEFTA Parties.

4.2. Specific work

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 Annex III Organisation and methodology, the tenderers are also required to propose a service fee to be applied to each assignment described in Annex II Terms of Reference of the draft contract during the implementation of the contract. The service fees proposed by tenderers shall be included in the technical evaluation of tender offers under heading 'Strategy', and shall not go beyond:

Assignment (i): Official CEFTA meetings – maximum 10% per Request for Services;

Assignment (ii): Event organisation – maximum 15% per Request for Event Organisation;

Assignment (iii): CPF III staff missions – maximum 5 % per mission.

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.

The Contractor is required to provide upon request the services described below.

4.2.1. International travel

The Contractor shall provide logistical support for air, train and international car travel. Air travel is the principal mode of transport. In the case of international car travel to be offered, the CEFTA Secretariat shall give its explicit consent. In rare occasions, travel by train may be offered which shall also be expressly approved by the Secretariat. The Contractor shall put the contact person appointed by the CEFTA Secretariat in copy of all communication to be made with the delegates.

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

4.2.1.1. Air and train tickets

Book, purchase and deliver travel tickets to the delegates/participants/staff on the basis of 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 participants 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 delegates or unavoidable due to flight schedules and prices.

Changes and cancellations: The Contractor must provide the necessary assistance whenever changes have to be made to tickets. The Secretariat must be notified immediately of any major changes to travel times and 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 with regard to that modification separately. The Contractor is obliged to acquire the confirmation from each delegate/participant/staff on the correct spelling of their name prior to issuing a travel ticket.

Issuance of tickets: The final procurement and issuance of tickets is made once the delegate/participant/staff gives their explicit approval of the proposed option in writing to the Contractor and the CEFTA Secretariat.

Delivering tickets: The Contractor will contact delegates/participants/staff as necessary to make arrangements for issuing 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).

The same rules will apply for the booking and purchase of ferry and bus tickets.

4.2.1.2. International car travel within the territories of CEFTA Parties

Organise international car travel for delegates/participants/staff on the basis of requests submitted by the CEFTA Secretariat. The Contractor is expected to offer a minimum of two international car travel companies in their tender offer (the template for International Car Travel is part of Annex III Organisation and methodology to the draft contract). The International Car Travel template requires the

Contractor to propose the prices and preferential rates of 14 travel routes between the CEFTA Parties located in the Western Balkans of minimum two car travel companies. Moldova is excluded from the car travel option due to the large distance between its territory and the territory of the other CEFTA Parties. The special travel rates proposed by the Contractor in the tender offer shall apply during the implementation of the contract.

The final decision regarding the mode of transport to be used for each delegates/participants/staff remains with the Contracting Authority.

In the case where international car travel is to be organised, following written confirmation by the Contracting Authority, a car plus a driver are to be provided by the Contractor for the transportation of the delegates/participants/staff who are to travel by car. There should be a maximum of three people per passenger car (the number of people can be increased according to the class of the vehicle). In its interim and final reports and invoices, the Contractor shall provide the name of the car-company and copies of the receipts for each car travel organised.

4.2.2. Accommodation bookings

The Contractor is expected to offer a minimum of three hotels per location in their tender offer (the template for the List of Hotels is part of Annex III Organisation and methodology, the annex is part of the tenderer's offer and will be part of the contract). The List of Hotels template requires the Contractor to propose hotels in Tirana, Sarajevo, Skopje, Chisinau, Podgorica, Belgrade, Pristina and Brussels.

During the implementation of the contract, the special accommodation rates proposed by the Contractor in the tender offer shall apply. If the Contractor is not able to propose the same special rates, a written justification must be provided explaining the reasons why the rates are not applicable. In this case, the Secretariat reserves the right to ask the Contractor to change the hotels proposed.

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 meeting/event to be attended by the delegates/participants/staff). Unless indicated otherwise, the rate charged for the room shall be: assignments (i) and (ii) on half board basis; assignment (iii) on bed and breakfast basis. 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 on the basis of the flight schedule/international car travel of each delegates/participants/staff and the information provided by the CEFTA Secretariat. However, where travel arrangements require delegates/participants/staff to spend additional nights in the hotel, this must be authorised beforehand by the Secretariat. Each delegates/participants/staff 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: The Contractor shall inform the Contracting Authority on 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 with regard to that modification separately.

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

4.2.3. Visa

The Contractor shall help the delegates/participants/staff with necessary visa requirements in providing the full support in coordination with the CEFTA Secretariat.

4.2.4. Airport transfers

Organise return airport transfers under assignment (i) and (ii). No airport transfers are to be organised under assignment (iii).

The Contractor is required to provide upon request the services described below in the implementation of assignment (ii) Event organisation. For each event, the necessary services shall be specified by the CEFTA Secretariat in the Request for Event Organisation (RfO).

4.2.5. 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.

4.2.6. Assistance at the event

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

4.2.7. 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.

4.2.8. Local transportation

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

4.2.9. 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.

4.2.10. 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.

4.2.11. 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.

4.2.12. Moderator

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

4.2.13. Reporting

The Contractor may be required to arrange the production of an audio and written (minutes) record of the event proceedings. These will be in the language(s) requested by the CEFTA Secretariat. The reporting requirements (number of copies, format and language(s)) of each specific event will be detailed in advance by the Secretariat.

Drafting, distributing, collecting and analysing questionnaires: the Contractor may be asked to prepare and distribute questionnaires (prepared in close collaboration with the CEFTA Secretariat) on various points, e.g. how participants rated the meetings/conference to all participants. The Contractor will be responsible for gathering and analysing the replies to the questionnaires, upon request from the CEFTA Secretariat.

4.3. Project management

4.3.1. Responsible body

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

4.3.2. Management structure

The Director of the CEFTA Secretariat will oversee the implementation of the contract. The Director shall appoint a Project Manager of this contract on behalf of the Secretariat.

4.3.3. 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 the various partners.

5. LOGISTICS AND TIMING

5.1. Location

The meetings/events/missions shall mainly take place either in the CEFTA Parties Region, in Brussels, where the CEFTA Secretariat is located, or in one of the EU member states. For each event, the CEFTA Secretariat will specify in advance the location.

5.2. Start date & Period of implementation of tasks

The intended start date is 30 January 2017 and the period of implementation of the contract will be 12 months from this date. Please see Articles 19.1 and 19.2 of the Special Conditions for the actual start date and period of implementation.

6. REQUIREMENTS

6.1. 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

Key expert 1: Project Coordinator

Qualifications and skills

- University degree;
- 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.

Specific professional experience

- A minimum of 2 years professional experience in the tourism sector.

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

6.2. Office accommodation

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

6.3. 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.

6.4. 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 Contracting Authority must be purchased by means of a separate supply tender procedure.

7. EXECUTION OF THE CONTRACT

7.1. General information

In the framework of this contract, the international car travel options within the territories of CEFTA Parties proposed by the Contractor should be, as much as possible, cheaper and faster than the flight options proposed by the Contractor to the same destinations.

The meeting/event/mission locations provided are tentative and can change during the implementation of the contract.

During the implementation of the Contract, the Contractor is committed to offer the same hotels and international car travel special rates mentioned in their tender offer.

The Contractor must copy the CEFTA Secretariat in all its correspondence with the delegates/participants/staff.

Assignment (i): Official CEFTA meetings

It is expected to have about 20 official CEFTA meetings in 2017. These meetings shall be held in the CEFTA Region and/or in Brussels. The majority of the meetings shall be held in Belgrade, Tirana and Pristina. For each official meeting, the Contractor is required to organise the travel, accommodation and airport transfers for **one delegate per CEFTA Party**.

Assignment (ii): Event organisation

In 2017, a maximum of 5 events shall be organised in the framework of this contract. The Chair in Office for the calendar year 2017 is Serbia. Therefore, the majority of the events are expected to be held in Belgrade.

Per event, the minimum number of nights to book for each participant is 2 nights and the maximum number of nights to book per participant is 4 nights. The minimum number of participants per CEFTA Party is 1 and the maximum number is 3 participants (3 x 7 CEFTA Parties).

Depending on the location of the event, the participants based in the host CEFTA Party or in Brussels will not travel and will not need accommodation but will attend and therefore have to be counted in the size of the event venue, the catering, coffee breaks, etc. (to be specified in the Request for Event Organisation). Consequently, the transfers from and to the airport will always be for 7 CEFTA Parties if the event takes place in Brussels and for 6 CEFTA Parties if the event takes place in the CEFTA Region.

The annual CEFTA Week event will take place in Belgrade in November/December 2017 and will have the maximum number of participants and accommodation nights.

Assignment (iii): CPF III staff missions

There are currently 6 CPF III staff. Two of these, the procurement officer and the project assistant, shall travel very rarely, if at all. The other four, the seconded national experts, are expected to have between 2 and 3 missions each in 2017. Most of these missions shall be to the CEFTA Parties. In rare cases, missions may be organised to Paris, London, Geneva or another EU member state.

The services to be provided by the Contractor for CPF III staff missions are travel and accommodation. No business class tickets or extra luggage are to be purchased under this assignment. Accommodation reservations shall be made only on bed and breakfast basis.

7.2. Specific procedure

Assignment (i): Official CEFTA meetings

For each official CEFTA meeting, the CEFTA Secretariat will prepare a Request for Services (RfS). The template of the RfS is Annex I to this Terms of Reference. In the RfS the Secretariat shall give information on the name, date, location and venue of the meeting to be attended by CEFTA delegates. The Request shall provide the number of delegates for whom travel arrangements, accommodation and airport transfers have to be made, the point of departure of each delegate and any other necessary information for the satisfactory provision of services. The names and contact details of the delegates shall be forwarded to the Contractor at the earliest convenience, but not later than two days before the services have to be delivered.

The Secretariat shall send the RfS via email to the project coordinator appointed by the Contractor. The project coordinator shall send a confirmation email of the receipt of the Request. Within 48h the Contractor must provide a Proposal (on Contractor's template) via email. The Proposal shall include:

- Three options for air travel per delegate;
- Two options for international car travel per delegate;
- Three hotel options (as much as possible nearby the meeting venue), among the List of Hotels proposed by the Contractor in their tender offer with the corresponding preferential rates; and
- Airport transfers.

Accommodation reservations under this assignment are to be made on half board basis.

The Secretariat shall approve/comment on the Proposal within 48h. Changes to the Proposal shall be made where necessary and if required by the Secretariat. The latter shall choose the most suitable travel option for each delegate and the hotel where the delegates shall be accommodated and will communicate its decision to the Contractor in a timely manner.

The Contractor will then contact each delegate individually and make the necessary arrangements for their travel in accordance with options chosen by the Secretariat. The final bookings of any services shall be made only after the explicit confirmation of the delegate and approval of the Secretariat.

Assignment (ii): Event organisation

For each event to be organised by the Contractor, the CEFTA Secretariat will send via email **at least 14 days in advance** a Request for Event Organisation (RfO) with the necessary information for the Contractor to prepare a technical proposal. The template of the RfO is Annex II to this Terms of Reference.

For each Event to be organised, the Request will provide the number of participants with their departure and return points, the date, duration and location of the event, and all the additional services that need to be provided by the Contractor. The Contractor must send an email acknowledging the receipt of the Request.

The Contractor will send to the CEFTA Secretariat **within maximum 5 working days**, a Proposal (Contractor's own template) for the specific event, with a detailed budget breakdown including:

- Three options for air travel per participant;
- Two options for international car travel per CEFTA Party;
- Three hotel options among the List of Hotels proposed by the Contractor in their tender offer with the corresponding preferential rates;
- All other services requested in the RfO.

The Contractor will send all the necessary supporting documents (detailed information on the hotels offered, travel schedules, airport transfer companies, etc.) as attachment to their Proposal. The CEFTA Secretariat shall decide on the preferred option and inform the Contractor accordingly within 2 days. If no option is chosen, the CEFTA Secretariat may ask for additional Proposals.

Once explicitly confirmed by email, the Proposal is validated and the services booked. The names and contact details of the delegates shall be forwarded to the Contractor at the earliest convenience, but not later than two days before the event. The Contractor should keep the correspondence record and include it in the interim report.

The Contractor will contact each participant individually and make the necessary arrangements for their travel in accordance with options chosen by the Secretariat. The final bookings of any services shall be made only after the explicit confirmation of the delegate and approval of the Secretariat.

Accommodation reservations under this assignment are to be made on half board basis for CEFTA delegates and on the basis of bed and breakfast for all other participants/speakers/experts.

Assignment (iii): CEFTA Project Facility III staff missions

For each CPF III staff mission, the CEFTA Secretariat will send an email to the project coordinator requesting the organisation of travel and accommodation necessary. In the email the Secretariat shall provide the name of the staff member and the dates and location of their mission. The project coordinator shall send a confirmation email of the receipt of the mission order. Within 48h the Contractor must provide via email:

- Three options for air travel;
- Two options for international car travel (if requested by the Secretariat);
- Three hotel options among the List of Hotels proposed by the Contractor in their tender offer with the corresponding preferential rates. If the location of the mission is different than the locations proposed in the List of Hotels, the Contractor must propose hotel options with rates which are in the best interests of the Contracting Authority.

Accommodation reservations under this assignment are to be made on the basis of bed and breakfast.

The Secretariat shall approve/comment on the options proposed within 48h and changes shall be made where necessary and if required by the Contracting Authority.

The Secretariat shall propose the most suitable travel and accommodation options to the staff member, acquire their confirmation and communicate the final decision to the Contractor in a timely manner.

The Contractor will then make the necessary travel and accommodation reservations in accordance with the options chosen by the Secretariat and send the reservation confirmations to the staff member.

8. REPORTS

8.1. Reporting requirements

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

- **Interim Reports** of maximum 12 pages to be produced within 2 weeks after each official CEFTA meeting and after each Event organised. Interim Reports on the CPF III staff missions shall be submitted by the Contractor only upon the explicit request by the Secretariat.

The interim report will comprise of a technical part and a financial part related to the assignment.

The technical part will include the CEFTA delegate/participant names, dates and number of nights of accommodation paid, the travel dates, a list of the participants who attended (if applicable). The

report 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 the execution of the activities under each assignment and state the flat rates and fees that will be charged.

The CEFTA Secretariat may request additional information to be included in the reports.

These interim reports are not connected to an interim payment. Payments to this contract shall be made in accordance with the payment schedule defined in the Special Conditions.

- **Draft final report** of maximum 12 pages (main text, excluding annexes). This report shall be submitted no later than 14 days 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 detailed analyses underpinning the recommendations will be presented in annexes to the main report. The final report must be provided along with the corresponding invoice.

8.2. **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.

9. **MONITORING AND EVALUATION**

9.1. **Definition of indicators**

- CEFTA delegates are satisfied with the services delivered by the Contractor.
- The events participants are satisfied with the services delivered by the Contractor.
- The CEFTA Secretariat is satisfied with the services delivered by the Contractor.

9.2. **Special requirements**

Not applicable.

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