

TERMS OF REFERENCE

FRAMEWORK CONTRACT

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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 harmonize 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

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

meetings are chaired by the Party which runs the CEFTA rotating Chairmanship in that respective year. The Chair in Office for 2017 is Serbia. The Chair in office for 2018 is Kosovo*².

CEFTA 2006 Committees, 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 Sub-Committee; 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,

² Kosovo* this designation is without prejudice on status, and is in line with UNSC 1244 and the ICJ Opinion in the Kosovo declaration of Independence.

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 mobilize further international expertise – which might sometimes be mobilized 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.

See also: <http://cefta.int/structures>

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. CONTEXT OF THE PROJECT

In the context of its activities, the CEFTA Secretariat organises events, workshops, conferences, meetings and travel missions in different countries to conduct an active dialogue with its working partners. For this reason, it needs different services.

Such services will consist of providing full logistical support to organise information events, workshops, conferences and meetings in the context of, mainly but not exclusively, CEFTA. Additionally, the services will consist of the organisation of travel missions of CEFTA staff. The services will be provided in CEFTA Parties, the European Union and Switzerland.

3. DESCRIPTION OF WORK TO BE CARRIED

3.1. Description of services

The framework contract is divided into two parts:

PART 1: Organisation of events, conferences, workshops and meetings

PART 2: Organisation of travel missions

3.2. Specific logistical and technical tasks

The Contractor will be responsible for the organisation, logistics and management of the planned events, conferences, workshops and meetings, as well as the organisation of the planned travel missions. These activities could include the following (this list is not exhaustive):

A. Booking, purchasing, modification and cancellation of travel tickets, including the dispatch to sponsored participants³ and speakers and CEFTA staff

Air tickets: Unless otherwise indicated in the specific request for services (see point 5 of these terms of reference), these are economy class tickets (and include airport tax and, where appropriate, any charges for making the tickets available for collection at the airport of departure). Flight tickets are to be arranged from the nearest available airport of the place of work/residence of the invitee and/or the capital city of the respective country to the airport of the city where the event takes place. Bookings for any but the usual routes, and tickets for any class other than economy, must be expressly authorised beforehand by the Contracting Authority. To face unforeseen ticket price increases, a special contingency of 10% of the flight

³ See point 3.3 (letter Q) of these terms of reference for definition.

costs will be foreseen in the estimate given in the reply to the request for services. As much as possible, the Contractor should provide electronic tickets.

Rail tickets: Where more appropriate (generally for journeys not exceeding a one-way distance of 400 km and not including a sea crossing which can only be made by boat), travel may be arranged by rail rather than air (second class for both international and for domestic journeys). Where the Contractor cannot fulfil these conditions and proposes an alternative, the Project Manager on behalf of the Contracting Authority must authorise the alternative beforehand.

Car travel: If a participant wants to travel to an event by car, the Contractor may organise a vehicle plus a driver for the return journey. If several participants from the same destination travel by the same car, the Contractor must organise a vehicle with the appropriate size in relation to the number of participants. There should be not more than three participants per passenger car. Where necessary the Contractor shall provide a van. Participants shall not be refunded the travel costs if they use their own vehicle.

Changes and Cancellations: The Contractor must provide participants with the necessary assistance whenever changes have to be made to tickets. Also, the Project Manager on behalf of the Contracting Authority must be notified immediately of any major changes to flight times and its approval of such changes must first be obtained. Should there be no reaction from the Project Manager, the change cannot take place. The Contractor must take whatever steps are necessary to ensure that any requests for cancellation are settled in the best interests of the Contracting Authority. Any additional costs owing to negligence attributable to the Contractor will be borne by the Contractor, such as, but not limited to, incorrect spelling of participants' names, etc.

Delivering tickets: The Contractor shall contact sponsored participants and speakers and CEFTA staff as necessary to make arrangements for sending electronic or paper tickets or making them available for collection at the airport/station of departure.

Travel arrangements shall be made on the basis of a list of participants transmitted to the Contractor by the Contracting Authority. Any changes requested by the Contracting Authority shall be notified to the Contractor as rapidly as possible. Should these changes result in extra costs, those costs shall be notified to the Contracting Authority and, if accepted, charged to the contract. The Contractor shall be responsible for all aspects of the travel arrangements including direct contacts with the sponsored participants and speakers and CEFTA staff.

B. Assistance with obtaining visas

The Contractor may be required to assist sponsored participants in obtaining in due time any visas they may need in order to travel to the venue of the event. Such assistance will consist of the provision of all the information and documentation (e.g. administrative forms) required by the participants in order to obtain the necessary visas. Whenever participant encounters problems obtaining a visa, the Contractor must inform the Contracting Authority immediately.

C. Event coordinator

The Contractor will nominate an event coordinator, who will be required for a conversation within a reasonable delay after the signature of specific contracts.

The presence of the event coordinator will be required in the margins of the dates of the events to supervise the smooth running and the logistics on the ground as well as the coordination of tasks that s/he allocates to local service providers.

D. Preparing name badges and conference/press kits and distributing them to participants

The event/press kits may be required to bear the CEFTA logo, the conference title, the place and date of the event and anything else that may be indicated in the specific request for services. These kits must include all the documentation specified by the Contracting Authority in the specific request for services and be in accordance with the EU's Communication and Visibility Manual for EU External Actions, where appropriate.⁴

The Contracting Authority will send relevant documents for the event/press kits by e-mail to the Contractor not later than 5 days prior to the date of the seminar.

E. Insurance

If specified by the Contracting Authority in the specific request for services, the Contractor shall ensure that participants are covered by a medical, accident and where appropriate, repatriation insurance.

F. Hotel reservations and accommodation

Reservations must be made in the category of hotel as specified in each request for services, in the city and/or part of the city indicated. Unless the Contracting Authority indicates otherwise, breakfast must be included in the rate charged for the room.

The request for services will indicate the approximate number of nights to be booked for participants. The final number of nights will be determined by the actual travel arrangements and itinerary. Where travel arrangements require that the participant must spend additional night(s) in the hotel or during transit, this must be authorised beforehand by the Contracting Authority.

The maximum rate per night of accommodation for each participant shall not exceed the amounts indicated in the request for services. Under exceptional circumstances, and only if duly justified by the Contractor in his estimate of the resources, the ceilings for accommodation provided for in the request for services may be exceeded by a maximum of 50%.

The Contractor shall settle the hotel bill for sponsored participants and speakers and for the CEFTA staff.

The Contracting Authority may also require the event to be held in the hotel where accommodation has been reserved. In this case the hotel must have an appropriate conference room.

If a sponsored participant is not willing to use the facility of reservation, s/he shall notify the Contractor in due course. If s/he decides to stay in a hotel different to the one selected by the Contractor at his/her own request, arrangements for another hotel shall not be done by the Contractor and shall not be covered by the CEFTA Secretariat, unless in case of unforeseen circumstances (e.g. unavailability of rooms in the selected hotel).

G. Local assistance

If specified by the Contracting Authority in the request for services, the Contractor shall be responsible for ensuring that local assistance is available throughout the event to carry out various duties such as:

- Welcoming participants at the airport and/or hotel upon arrival and accompanying them upon departure;

⁴ Communication and Visibility Manual for EU External Actions, April 2008. You may find this communication manual at http://ec.europa.eu/europeaid/work/visibility/index_en.htm

- Assistance at the event: such as welcoming participants, distributing badges, passing round the microphone, distributing conference kits; changing presentation slides;
- Secretarial assistance.

H. Local transport

If specified by the Contracting Authority in the request for services, the Contractor shall be responsible for ensuring that local transport is available throughout the event, for example:

- Arranging transfers between airport, hotel and conference venue;
- Arranging transfers between airport and hotel during transit;
- Hiring inter-city / intra-city transfers as part of the conference programme.

I. Booking and hiring of an appropriate conference/meeting room

In line with the Contracting Authority's indications of place, dates, duration and number of participants, the Contractor will hire the appropriate conference facilities. The Contractor must take into account accessibility and facilities for disabled participants. The Contractor shall as much as possible hire conference facilities in the hotel where the participants are accommodated.

J. Additional premises

At the Contracting Authority's request, the hire of additional premises for secretarial work during the event may be necessary. The premises must have a telephone line, internet access, a PC with laser printer and appropriate software, copying equipment, etc.

K. Hire of appropriate conference equipment

If specified by the Contracting Authority in the request for services, the Contractor shall be responsible for hiring appropriate conference equipment throughout the event. The conference equipment may cover the following:

- cabins and equipment needed for simultaneous interpreting;
- audio equipment: microphone(s), loudspeaker(s), etc.;
- projection devices: overhead projector(s), video projector(s), wide projection screen(s), television set(s), DVD player(s), VHS;
- transmission material for the deaf as well as translation/communication facilities for deaf or blind participants.

L. Provision of interpreters

If specified by the Contracting Authority in the request for services, the Contractor shall ensure the provision of interpreters needed to provide the conference interpreting. The Contracting Authority will communicate requirements beforehand (e.g. languages to be used by speakers). Interpreters for the deaf may be required.

The Contractor shall ascertain what language(s), if any, might usefully be provided in simultaneous interpretation to allow active participation of the participants. The languages shall be agreed with the Secretariat.

M. Lunches/dinners/cocktails/snacks/drinks for participants

If specified by the Contracting Authority in the request for services, the Contractor is responsible for organising meals throughout the event.

For the lunches or dinners, the Contractor shall make the necessary reservations for the appropriate number of people on the basis of hot buffet. The Contractor must take any cultural,

religious or personal specificity of participants into consideration and provide suitable food/drinks.

N. Selecting and recruiting moderators' services

The Contractor may be required to recruit one or more moderators whose task will be to moderate discussions at the conference.

The request for services for each assignment will specify the level of specific professional experience and skills, knowledge of the seminar subjects and languages required by each moderator to be engaged.

The moderator may be required to demonstrate some trade or other policy related knowledge. His/her CV has to be attached.

O. List of participants and speakers for registration purposes

For registration purposes the Contractor may be required to draw up a list of sponsored and non-sponsored participants, as well as speakers. For definitions, see the point 3.3 below.

3.3. Specific tasks related to the selection of the participants and speakers, contents of the event as well as advertising and assessment requirements

P. Non-sponsored participants

Non-sponsored participants are those whose travel, hotel and subsistence expenses shall not be reimbursed. These participants will be suggested by the Contracting Authority and may include state and nonstate actors and civil society representatives.

Q. Sponsored participants

Sponsored participants are those whose travel and hotel expenses are to be covered by this framework contract. The invitees will be suggested by the Contracting Authority. They may include state and non-state actors and civil society representatives.

R. Contents of the event

The contents of the event shall be adapted to the needs of the different participating organisations and the specific context of the event as defined in the specific request for services.

S. Speakers

The Contracting Authority will suggest the speakers. These may include state and nonstate actors and civil society representatives.

T. Advertising requirements

The Contractor shall take appropriate measures to advertise the event in timely fashion among interested stakeholders where requested. In consultation with the Secretariat, the Contractor shall liaise with the media and public administrations in the countries in which the event takes place in order to ensure appropriately targeted coverage of the event, including the preparation of press packs.

Participants must be made aware that the EU is financing the event. The EU logo must appear on all documents.

U. Communication activities

The Contractor may be required to record/tape the event discussions, produce audio-visual material (CD ROMs, DVDs etc) and provide USB keys containing speeches, paper and

presentations delivered at the event for distribution among the event participants. The Contractor may also be required to dispatch these documents by e-mail to the event participants and invitees.

The Contractor may also be required to provide other promotional material, such as T-Shirts, pens and posters.

V. Assessment

Each participant shall be asked to provide individual feedback concerning the quality and utility of each seminar. This feedback shall be analysed and the results, together with the recommendation to improve future similar events, shall be included in the final report.

All items (letters A to V) under points 3.2 and 3.3 are to be included in the tender form (Annex 1) as flat rates for the services directly rendered by the Contractor. Such amounts may vary depending on the number of participants.

In addition, the maximum costs of the services rendered to the Contractor by third parties in order to enable him to deliver the outputs required under the specific contracts and staff missions shall be specified in the financial estimate drawn up by the Contractor in reply to the request for services. Once approved by the CEFTA Secretariat, these costs shall be included in the lump sum to be paid to the Contractor under each specific contract and staff mission organised.

3.4. Management structure

A strong management structure shall be required to follow the events, to co-ordinate both the work of the event coordinator, its team and the relationship with the services of the Contracting Authority, and to ensure that the timetable and milestones of the project are met. The tenderer must clearly outline the proposed management structure in the tender.

The composition of the management team will be determined by the Contractor. However, it will comprise as minimum:

- One Project Manager who will have the overall responsibility for the running of the Framework Contract as well as for all Specific Contracts and staff missions.
The Project Manager will be the sole contact between the Contractor and the Contracting Authority.
- Event Co-ordinator: responsible for the appropriate outcome of the specific contracts. His presence is required at all events organised, unless otherwise decided by the CEFTA Secretariat. The Contractor may propose one event coordinator for all specific contracts or the Contractor may propose a different event coordinator for every event organised.

In particular, the management team shall ensure the provision of high-quality services throughout the assignment. It would also be responsible for the day-to-day management of the Framework Contract.

The CV of the Project Manager will form part of the Framework Contract. The CVs of the event coordinators will form part of each Specific Contract. CVs of event coordinators shall be submitted together with the Contractor's Tender but will not be part of the tender evaluation. Event coordinators' CVs will be part of Contractors' reply to request for services for each specific contract.

The CVs of the management team should clearly indicate their expertise in the work related to the tender (see tasks of the contractor listed under point 3 in this Terms of Reference).

3.5. Reporting requirements

3.5.1. For the Framework Contract

The Contractor shall provide

1) A **half-year report** will be provided to the CEFTA Secretariat within one month following each half year of operations starting with the signature of the contract. This synthetic report will indicate inter alia both positive and well-functioning aspects of the Framework Contract as well as problems and obstacles met. It will propose recommendations aiming to improve the administrative and/or operational aspects of the Framework Contract and/or individual assignments. The core part of the report will not exceed 15 pages. The report will also contain annexes which will provide information on a number of issues such as:

- Statistical data: number of requests received, number to which the Contractor has replied, number of Specific Contracts awarded, number of staff missions organised, amounts contracted and paid;
- Administrative data: attendance sheets for each event, copies of boarding passes for each mission;

2) A **final report** summarizing the aspects above among others will be required at the end of the Framework Contract. It must be delivered within one month following the end of the contract.

The Contracting Authority may organise a meeting inviting all Contractors to report on and analyse the functioning of the framework contract on a yearly basis. The participation of Contractors shall then be required; however, their related travel and accommodation costs will not be reimbursed by the Contracting Authority.

The Contractor must keep all the documents related to the framework contract implementation for a period of seven years following the closure of the Framework Contract.

3.5.2. For each Specific Contract

Frequent update following the request for services:

The event coordinator is required to provide an update of the preparations informally over e-mail and/or telephone to the project manager at least twice a week after the receipt of the request for services. This shall include, mainly, the confirmation of accommodation arrangements and travel details for invitees on the basis of in-coming registrations.

Final report:

The Contractor shall be required to provide a final report for each specific assignment.

In order for the final report to be accepted and evaluated, the following formal conditions must be satisfied:

- A final report shall be submitted by the Contractor no more than two weeks after the end of the specific assignment. An original of the final report must be received by the Contracting Authority, together with an electronic version submitted by e-mail.
- The report must contain the signature of the legal representative⁵ of the Contractor. The representative's name and his or her position/title in the contracting organisation should be given below the signature, which should be accompanied by the organisation's official stamp.

⁵ The legal representative is the person authorised to enter into legal and financial commitments on behalf of the organisation that s/he represents.

- The Contracting Authority shall have twenty days from receipt to approve or reject the final report, and the Contractor shall have ten days in which to submit additional information or a new report.

The **final report** is presented in two parts:

Part 1: Activities/Results

The first part of the report refers to the activities/results; the aim is to provide a detailed picture of the event and, to this end, shall include at least the following information which will enable a quantitative and qualitative analysis of both the project's activities and results:

- A summary of the activities;
- An indication of the problems encountered and possible solutions for future events.

Depending on the format of the event, the following information may be requested by the Secretariat within the specific contracts:

- The final programme, speeches, slides and documents distributed to the participants.
- The complete list of participants and speakers.
- Evaluation of the event from the participants view.

Please bear in mind that the purpose of the final report is to enable an overall evaluation of the service provided. Therefore, all activities shall be finalised before it is submitted.

Part 2: Financial Report

The financial report must give a clear and concise overview of all the expenditure claims related to the specific contract:

- The financial report shall be expressed in Euro.
- Originals of all invoices relating to reimbursable expenditure.
- Original attendance sheet.

If the report does not meet the above criteria, the CEFTA Secretariat reserves the right not to evaluate it until its formal presentation is correct.

The reporting language shall be English.

3.5.3. For staff missions

Frequent update following the request for services:

The project manager is required to provide an update of the preparations informally over e-mail and/or telephone to the project manager on behalf of the Secretariat at least three times a week after the receipt of the request for services. This shall include, mainly, the confirmation of accommodation arrangements and travel details for CEFTA staff.

Final report:

The Contractor shall be required to provide quarterly reports for the missions organised.

In order for the quarterly reports to be accepted and evaluated, the following formal conditions must be satisfied:

- A quarterly report shall be submitted by the Contractor no more than two weeks after the end of each quarter. An original of the quarterly report must be received by the Contracting Authority, together with an electronic version submitted by e-mail.
- The report must contain the signature of the legal representative⁶ of the Contractor. The representative's name and his or her position/title in the contracting organisation should be given below the signature, which should be accompanied by the organisation's official stamp.
- The Contracting Authority shall have twenty days from receipt to approve or reject the final report, and the Contractor shall have ten days in which to submit additional information or a new report.

The **final report** is presented in two parts:

Part 1: Activities/Results

The first part of the report refers to the activities/results; it shall include at least the following information which will enable a quantitative and qualitative analysis of both the project's activities and results:

- A summary of the activities;
- An indication of the problems encountered and possible solutions for future events.

Please bear in mind that the purpose of the final report is to enable an overall evaluation of the service provided. Therefore, all activities shall be finalised before it is submitted.

Part 2: Financial Report

The financial report must give a clear and concise overview of all the expenditure claims related to each staff mission.

- The financial report shall be expressed in Euro.
- Originals of all invoices relating to reimbursable expenditure.
- Correspondence between Contractor and staff where staff confirms the services to be delivered (tickets, accommodation, etc.).

If the report does not meet the above criteria, the CEFTA Secretariat reserves the right not to evaluate it until its formal presentation is correct.

The reporting language shall be English.

4. AWARD PROCEDURES: MULTIPLE FRAMEWORK CONTRACT

A multiple framework contract will be concluded with the three tenderers that are ranked best when the bids are evaluated and that have obtained the minimum number of points required (see point 19).

The term "multiple framework contract" refers to the situation whereby a framework contract is concluded separately between the CEFTA Secretariat and several service providers with a view to ensuring that a contract can be performed by one or other of the contractors.

The Contracting Authority shall send a request to provide services to a Contractor of its choice from the three tenderers with whom a framework contract was concluded. The Contracting Authority

⁶ The legal representative is the person authorised to enter into legal and financial commitments on behalf of the organisation that s/he represents.

reserves the right to send the request for services to one or both of the other contractors in any of the following situations:

- If the first choice of Contractor is unable to carry out the work by the deadlines set in the request to provide services;
- In the event of default in respect of the performance of earlier orders or specific contracts, but not entailing termination of the contract, as described in Article I.10 of the model framework contract;
- If the Contracting Authority does not approve the human and financial estimate submitted by the first choice Contractor (see point 5 below), and no agreement is found between the two parties within a reasonable deadline.

5. REQUEST FOR SERVICES

5.1. Procedures: PART 1 Organisation of events, conferences, workshops and meetings

Step 1: Creating and sending the request

For the organisation of every event, conference, workshop and meeting, the Contracting Authority shall prepare a request for services in the form of an email, describing the services to be delivered by the Contractor. The Project Manager shall send the request for offers to the 3 framework contractors.

Step 2: Confirmation of receipt

Framework contractors are obliged to confirm the receipt of the request within one working day following the sending of the request and to report any conflict of interest immediately, or any other possible discrepancies.

Step 3: Submission of offer

Framework contractors must submit an offer for the services via email within 3-5 calendar days, depending on the size of the event. The period for submission of offers for each event will be defined in the request for services (Step 1). The offer must include a detailed work plan as well as an estimate of the human resources needs and a budget estimate.

Step 4: Evaluation of offer

After the offers have been received, unless otherwise decided by the CEFTA Secretariat, three evaluators select the optimum cost/benefit offer based on the work plan and the human and financial estimates of the contractors.

Even if less than the requested number of offers is received, the evaluation takes place.

The CEFTA Secretariat selects the offer with the best value for money.

If no offers are received or none are administratively compliant or technically acceptable, it may appear appropriate to ask for clarifications or adapt the request for services and launch it anew.

Step 5: Notification of results

Once the evaluation is completed, the result of the evaluation, favourable or unfavourable, must be notified to the framework contractors within 2 calendar days from the deadline for submission of offers, even if the Specific Contract is not signed.

Step 6: Preparing and sending the Specific Contract

Once the notification is sent, the specific contract must be prepared by the Project Manager on behalf of the Secretariat. Two originals of this contract must be sent to the selected Framework contractor. The Specific contract signed by the CEFTA Secretariat must also

be sent scanned by email on the day it is signed. The specific contract enters into force on the day it is sent scanned or faxed, signed by the CEFTA Secretariat.

Step 7: Assessing the contractor's performance

When the assignment is finished and the final report approved, the Project Manager must finalise the assignment by informing the Contractor via email and finalising the Framework contractor's performance assessment after consultation with the latter. The assessment document, together with an optional comment by the Framework contractor, will be part of the documents recorded and available for consultation by the CEFTA Secretariat's authorised staff.

No implementation of any tasks may begin until the date on which the specific contract enters into force.

5.2. Procedures: PART 2 Organisation of travel missions

Step 1: Creating and sending the request

For the organisation of staff missions, the Contracting Authority shall prepare a request for services in the form of an email, describing the services to be delivered by the Contractor. The Project Manager shall send the request for offers to the 3 framework contractors. The services to be provided in this part of the assignment will be mostly, but not limited to, travel (by plane, train or car) and accommodation.

Step 2: Confirmation of receipt

Framework contractors are obliged to confirm the receipt of the request within one working day following the sending of the request and to report any conflict of interest immediately, or any other possible discrepancies.

Step 3: Submission of offer

Framework contractors must submit an offer for the services via email within 2 calendar days. The period for submission of offers for each mission request will start from the moment of confirmation of receipt of the request by the Contractor.

Step 4: Selection of offer

After the offers have been received, unless otherwise decided by the CEFTA Secretariat, the project manager will select the optimum cost/benefit offer. Even if less than the requested number of offers is received, the selection takes place.

The CEFTA Secretariat selects the offer with the best value for money.

If no offers are received or none are administratively compliant or technically acceptable, it may appear appropriate to ask for clarifications or adapt the request for services and launch it anew.

Step 5: Notification of results

Once the best offer is selected, the result, favourable or unfavourable, must be notified to the framework contractors within 1 calendar day from the deadline for submission of offers.

Step 6: Confirmation of services

The Contracting Authority must then explicitly confirm to the Framework contractor who had the best offer the services offered by him. The Contractor shall then make the necessary reservations and send the confirmations to the staff going on mission. The Contractor must keep the project manager in copy of all correspondence between him and the staff.

Details on the working procedure for requests for services can be found in Article I.4. of the model framework contract.

The correspondence related requests for services must be in English at all times during the implementation of the assignments.

6. GROUPS OF COMPANIES

The contractors will perform the work requested in close cooperation with the Contracting Authority.

Companies can consider two ways of collaborating in a tender offer: either as joint partners in the offer or through subcontracting. Offers may even combine both approaches. In any case, the tender must specify very clearly whether each company involved in the offer is acting as a partner in a joint offer or as a subcontractor (this also applies where the various companies involved belong to the same group or even where one is the parent company of the others).

The implications of these two modes of collaboration are radically different, they are outlined below.

Joint offers

Partners in a joint offer assume joint and several liabilities towards the CEFTA Secretariat for the performance of the contract as a whole. Therefore, statements such as that one of the partners of the joint offer will be responsible for part of the contract and another one for the rest, or that more than one contract should be signed if the joint offer is successful, are incompatible with the principle of joint and several liabilities.

The Secretariat will disregard any such statement contained in a joint offer and reserves the right to reject such offers without further evaluation on the grounds that they do not comply with the specification.

Joint offers will be assessed as follows:

- the exclusion criteria will be assessed in relation to each company individually;
- the selection criteria for economic and financial capacity and for technical and professional capacity as well as the evaluation criteria will be assessed in relation to the tendering group as a whole.

If you intend to tender with a partner and have already set up a consortium or similar entity to that end, you should mention this fact in your offer, together with any other relevant information in this connection.

If you intend to submit a joint offer, you should be aware that, if you are awarded the contract, the CEFTA Secretariat will require you to give a formal status to the proposed association before the contract is signed. This can take the form of:

- an entity without legal personality but offering sufficient protection of the Secretariat's contractual interests (this may be, for example, a consortium or a temporary association);
or
- the signature by all the partners of a "power of attorney" based on the annexed model, which provides for a form of cooperation.

Subcontracting

Certain tasks provided for in the contract may be entrusted to subcontractors, but the main Contractor retains full liability towards the CEFTA Secretariat for performance of the contract as a whole. Accordingly:

- the Secretariat will treat all contractual matters (e.g. payment) exclusively with the main Contractor, whether or not the tasks are performed by a subcontractor;
- under no circumstances can the main Contractor avoid liability towards the Secretariat on the grounds that the subcontractor is at fault.

If your offer envisages subcontracting, your file must include, in relation with the concrete elements of your tender:

- a document stating clearly the roles, activities, reporting lines and responsibilities of the subcontractor(s) and specifying the volume/proportion for each subcontractor;
- a letter of intent by each subcontractor stating its intention to collaborate with you if you win the contract.

Offers involving subcontracting will be assessed as follows:

- The exclusion criteria and selection criteria will be assessed in relation to the tenderer and each proposed subcontractor.
- The evaluation criteria will be assessed in relation to the tender.

During execution of the contract, the Contractor will need the CEFTA Secretariat's express prior written authorisation to replace a subcontractor with another and/or to subcontract tasks for which subcontracting was not envisaged in the original offer.

The signature of a specific contract is deemed to constitute such authorisation.

7. STABILITY OF SERVICES

The CEFTA Secretariat and the Contractor shall communicate to each other the information needed for the services to be provided. For the duration of the framework contract they will maintain the required level of information and make it available to the other party for the purpose of providing the services. The updating and exchange of information will not give rise to any payment.

For the duration of the framework contract the Contractor shall ensure that the elements necessary for the stability of the service and the proper performance of the orders or the specific contracts are maintained. The Contractor is required to inform the Secretariat without delay of any new factor affecting the technical capacity on the basis of which he was selected.

To that end, the Contractor shall, where necessary, replace staff gradually and shall organise the transfer of information required for the services to be provided, the cost of which will be borne by him. In no event will the Contractor invoke a change of staff as a reason for not meeting one of his obligations, in particular with regard to deadlines and quality.

For all tasks with a low degree of substitutability, e.g. project management, the Contractor shall ensure that staff are changed only in the event of force majeure.

8. PLACE OF PERFORMANCE OF SERVICES

PART 1: Organisation of events, conferences, workshops and meetings.

PART 2: Organisation of travel missions.

The specific request for services for each assignment will clearly specify the location of each event and the destination of each mission.

9. DURATION OF THE CONTRACT

The framework contract shall be concluded for a period of one year from when it is signed, and may be renewed three times by means of a supplementary contract. The total duration of the framework contract may not exceed four years from when it is first signed. The specific contracts must be returned signed before the framework contract to which they refer expires.

10. BUDGET

The estimated amount for the four-year period is EUR 800,000.

Total estimated contract amount per year: EUR 200,000.

All the reimbursable expenses are included in this amount.

The CEFTA Secretariat may cancel the tendering procedure before the framework contract is signed, without the tenderers being authorised to claim compensation.

The tenderer should however be aware that the contract award criteria are based on the most economically advantageous tender.

11. PAYMENT PROCEDURE

Payments shall be made in Euro (€).

Payments of staff missions organised will be made on quarterly basis following approval of quarterly reports.

Payments of specific contracts under the framework contract will be made in accordance with Article II.4 of the framework contract. They will be executed only if the Contractor has fulfilled all his contractual obligations by the date on which the invoice is submitted. Payment requests may not be made if payments for previous staff missions organised or specific contracts have not been executed as a result of default or negligence on the part of the Contractor.

11.1. Pre-financing

The Contractor may request a pre-financing payment of 30% of the total cost of the specific contract.

11.2. Payment of the balance

The balance will be paid after performance of the service by the Contractor and acceptance thereof by the Contracting Authority within 30 days of receipt of the request for payment.

The request for payment of the balance will be admissible if accompanied by

- the final report in accordance with the instructions laid down in the order or specific contract;
- statements of reimbursable expenses in accordance with Article II.7 of the framework contract, if appropriate;
- the relevant invoices, indicating the reference number of the framework contract and of the specific contract to which they refer.

The balance corresponding to the relevant invoices will be paid within 30 days of the date on which the report is approved.

12. SUSPENSION OF THE RIGHT TO RECEIVE A REQUEST FOR SERVICES

Without prejudice to its right to adopt any of the measures provided for in Article II.1.9. of the model framework contract, the Contracting Authority may suspend by registered letter the award of up to the next three services to the Contractor who has been found to have inadequately performed his contractual obligations under previous orders or specific contracts.

This measure shall only be adopted after the Contracting Authority has previously informed the Contractor of its intention to use this right and the reasons thereof, and the Contractor has been given the opportunity to contest within ten days.

13. PRICE REVISION

The prices shall be firm and not subject to revision for the first one-year period of the framework contract. Subject to renewal for the second, third or fourth one-year period, each price may be revised upwards or downwards, where such revision is requested by one of the contracting parties by registered letter no later than three months before the first, second and third anniversaries respectively of the date on which it was signed. The Secretariat will purchase on the basis of the prices in force on the date on which orders or specific contracts are signed. Such prices are not subject to revision.

14. CONTRACTUAL CONDITIONS

In drawing up his bid, the tenderer should bear in mind the provisions of the framework contract. This contract will be proposed to the successful tenderer. By submitting an offer, the tenderer accepts the conditions of this contract.

Initiation of a tendering procedure imposes no obligation on the Contracting Authority to award the contract. The Secretariat shall not be liable for any compensation with respect to tenderers whose tenders have not been accepted. Nor shall it be so liable if it decides not to award the contract.

15. THE TENDERER MUST INCLUDE (SEE TENDER DOSSIER FOR THE STANDARD FORMS TO BE USED):

- Tender submission form and tenderer's declaration;
- All the information and documents required for the appraisal of tenders on the basis of the exclusion, selection and award criteria set out at points 17, 18 and 19;
- Description of the methodology and planning of the works, including the delay for delivery of each report and document;
- The CV of the Project Manager proposed to provide the services and statement of exclusivity and availability;
- The CV(s) of the Event Coordinator(s);
- A fixed price: using the quotation form in Annex 1, the Contractor will provide a total cost for the honoraria;
- A duly completed legal entity form;
- A duly completed financial identification form;

Wherever the tenderer is a consortium of firms or groups of service providers with a distinct legal personality, the tender should clarify the legal status of the consortium and specify the role,

qualifications and experience of each member or group. The above mentioned legal entity form and tenderer's declaration should be provided for each member or group.

16. QUOTATION OF PRICES

Prices must be quoted in EUR (€).

Prices must be fixed amounts that are non-revisable.

Prices shall be quoted free of all duties, taxes and other charges, including VAT, as the CEFTA Secretariat is exempt from such charges. Exemption is granted to the Secretariat by the governments of the Member States and the CEFTA Parties by immediate exemption. The successful tenderer shall be given the necessary instructions by the CEFTA Secretariat.

The tenderer may indicate any price reduction he is prepared to grant in the event of being awarded a contract.

17. EXCLUSION CRITERIA

Tenderers will be excluded from participation in this procurement procedure if:

- a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- c) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- d) they have not fulfilled their obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- e) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Secretariat's financial interests;
- f) they have been the subject of an administrative penalty for being guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the procurement procedure or failing to supply an information, or being declared to be in serious breach of his obligation under contract covered by the budget.

Contracts may not be awarded to tenderers who, during the procurement procedure:

- a) are subject to a conflict of interest;
- b) are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information;
- c) find themselves in one of the situations of exclusion, referred to at the beginning of point 11 (letters (a) to (f)).

Tenderers must provide a declaration on honour that they are not in one of the above-mentioned situations.

Only the tenderer to whom the contract is to be awarded shall be required to submit, before signing the Contract, evidence confirming his declaration on honour, by providing:

- for points (a), (b) or (e): a recent extract from the judicial record or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied.
- for point (d), a recent certificate issued by the competent authority of the State concerned.

Where no such documents or certificates are issued in the country concerned, they may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

Depending on the national legislation of the country in which the tenderer or candidate is established, the documents referred to in the above two paragraphs shall relate to legal persons and/or natural persons including, where considered necessary by the contracting authority, company directors or any person with powers of representation, decision-making or control in relation to the candidate or tenderer.

Wherever the tenderer is a consortium of firms or groups of service providers, the above-mentioned information must be provided for each member or group.

18. SELECTION CRITERIA

Tenderers must provide evidence of their economic, financial, professional and technical capacity. Tenderers who do not provide the documentation specified or who are judged, on the basis of the documentation provided, not to have fulfilled the criteria specified below may be excluded from the tender procedure. Only those proposals which meet all the selection criteria will be carried forward for assessment under the award criteria.

Where the tenderer wishes to sub-contract or otherwise rely on the capacities of other entities, it must in that case prove that it will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal.

In the case of tenders submitted by a consortium, these selection criteria will be applied to the consortium as a whole, if not specified otherwise. The selection criteria will not be applied to natural persons and single-member companies when they are sub-contractors.

The following information concerning the service provider's own position and the information and formalities necessary for an appraisal of the minimum economic, financial and technical standards required, should be supplied:

18.1. Economic and financial capacity of the tenderer

The reference period which will be taken into account will be the last three years for which accounts have been closed.

- The candidate's average annual turnover for the last three years must exceed the indicative annual budget indicated in point 10 (evidence of the tenderer's financial and economic capacity to perform the tasks involved in this Terms of Reference).

The Secretariat will conclude a contract following this tender with a single legal counterpart. Where the tenderer that will complete the contract represents a consortium of firms or groups

of service providers, the above mentioned financial information must be provided for each member or group.

18.2. Professional capacity of the tenderer

The reference period which will be taken into account will be the last three years from submission deadline.

- At the date of the application the candidate must employ minimum 5 permanent staff.

18.3. Technical capacity of the tenderer

The reference period which will be taken into account will be the last five years from submission deadline.

Previous experience which would have led to breach of contract and termination by a Contracting Authority shall not be used as reference. This is also applicable concerning the previous experience of experts required under a fee-based service contract.

- The tenderer is requested to submit a list of maximum 15 principal similar projects carried out under the applicant's direct responsibility during the past 3 years proving merit and experience in the field of the services requested (see Tender Submission form, part of the tender dossier). The references should include event organisation in minimum 3 CEFTA Parties.

In particular with regard to languages, the tenderer must demonstrate his ability to work in English. In order to demonstrate this ability, he must supply examples of work already produced in languages other than his own.

19. AWARD CRITERIA FOR THE CHOICE OF FRAMEWORK CONTRACTOR

The contract will be awarded to the most economically advantageous tender.

Criteria to be applied to Contractor's Tender are:

Price: estimated according to the provisions of Annex 1. It will be calculated by taking the average of all the prices indicated in that table (40% of the weighting),

and

Quality in terms of technical quality of the offer (60% of the weighting) including:

- project methodology and team management (30 %)
- quality of the logistical arrangements and the administrative support (30 %)
- organisation of local suppliers (30 %)
- level of innovation (10 %)

Award criteria for the qualitative evaluation of the tender

<i>Award criterion</i>	<i>Detailed information to be provided</i>
<i>Project methodology and team management</i> (30 %)	Tenderers should describe the proposed approach to day-to-day work management and explain how they intend to establish a working relationship with the CEFTA Secretariat, and describe the tools and organisation they intend to put in place to ensure efficient collaboration. Tenderers should describe the composition, qualifications and organisation of the team proposed to ensure maximum efficiency in terms of the costs, speed, flexibility, language capacity and quality of the services requested. Tenderers will also describe the approach they intend to adopt to ensure an effective contribution from the staff as a whole and the mechanisms proposed to control the quality of work performed by them.
<i>Quality of the logistical arrangements and the administrative support</i> (30 %)	Tenderers should describe in detail the approach proposed to attain the Secretariat's objectives, namely to provide at all times the most efficient organisation and management of events and missions as described in the tender. They must also: <input type="checkbox"/> explain the key indicators and the approach that will be taken to guarantee the quality of the services and/or the products requested; <input type="checkbox"/> identify the major challenges/difficulties to achieve the objectives; make any suggestions (where necessary) to ensure attainment of the set objectives.
<i>Organisation of local suppliers</i> (30 %)	Tenderers should explain how they intend to work with local suppliers; they should explain the proposed mechanisms to identify who will deliver the services under the best conditions, notably in terms of the quality/price ratio (e.g. conference room, translation company, transport company, caterer, etc.). They should also explain fall back arrangements in case of deficiency of one or several local suppliers.
<i>Level of innovation</i> (10 %)	Tenderers should describe which particular and innovating actions they foresee in order to give an added value to the events. Those actions cannot be invoiced separately, they must be included in the fixed price for the event.

A maximum of 100 % can be obtained for the general approach proposed.

Tenders scoring less than 65 % in the overall quality score or less than 50% for a single quality criterion shall be excluded from the rest of the assessment procedure.

The sum of the price and quality criteria will result in a numerical score (e.g. 75%).

Formula for the award criterion

$$S = 0,6 Q' + 0,4 P'$$

where

S is the score of the offer

Q' is the relative quality score of the offer

P' is the relative price score of the offer

and

$$Q' = 100 * Q / Q_{\max}$$

with Q the total quality score of the offer

Q_{max}..... the highest quality score among all offers

and

$$P' = 100 * P_{\min} / P$$

with P..... the price of the offer

P_{min}..... the lowest price among all offers

ANNEX 1: QUOTATION FORM FOR PRICE

Tenderers are required to quote a flat rate for all of the following tasks

		Number of sponsored participants, including speakers					Average
		1 to 15	16 to 50	51 to 100	101 to 200	201 onwards	
A	Booking, purchasing, modification and cancellation of travel tickets, including the dispatch to sponsored participants and speakers and CEFTA staff						
B	Assistance with obtaining visas						
C	Event coordinator						
D	Preparing name badges and conference/press kits and distributing them to participants						
E	Insurance						
F	Hotel reservations and accommodation						
G	Local assistance						
H	Local transport						
I	Booking and hiring of an appropriate conference/meeting room						
J	Additional premises						
K	Hire of appropriate conference equipment						
L	Provision of interpreters						
M	Lunches/dinners/cocktails/snacks/drinks for participants						
N	Selecting and recruiting moderators' services						
O	List of participants and speakers for registration purposes						
P, Q and S	Submission of a list of sponsored and non-sponsored participants and speakers						
R	Contents of the event						
T	Advertising requirements						
U	Communication activities						
V	Assessment						

The flat rate should cover all the Contractor's honoraria in order to manage the contract as well as the Contractor's commercial margin. Therefore, it covers inter alia the management team and supporting staff costs, all administrative costs (offices, communications, etc.), but it does not include the costs of the services rendered to the Contractor by third parties in order to enable him to deliver the outputs required under order or specific contracts.

The flat rate proposed by the tenderers is the maximum amount that may be charged in each individual assignment.

The maximum costs of the services rendered to the Contractor by third parties in order to enable him to deliver the outputs required under the order or specific contracts shall be specified in the financial estimate drawn up by the Contractor in reply to the request for services. Once approved

by the Contracting Authority, these costs shall be included in the lump sum to be paid to the Contractor under each order or specific contract.