ANNEX III: Organisation & Methodology

**CEFTA 2022-11**

**To be completed by the tenderer**

Please provide the following information:

# Rationale

* Any comments you have on the terms of reference for the successful execution of activities, in particular regarding the objectives and expected results, thus demonstrating the degree of understanding of the contract. Your opinion on the key issues related to the achievement of the contract objectives and expected results.
* An explanation of the risks and assumptions affecting the execution of the contract.

# Strategy

The Tender must demonstrate **a clear understanding** of the objectives and assignments, project management, organisation of the project team and communication, work plan and timelines. The tenderer must submit its Technical Offer (maximum 30 pages) describing at least the following points:

* The organisation of the project team and operational structures the tenderer will put in place to ensure the timely provision of high-quality services listed in Section 3;
* A description of how the Project Manager by the Tenderer (in case of consortia the lead consortium partner) is ensured for all services covered in this FWC. The PM will be the interface with CEFTA;
* The approach to project management: coordination of tasks with sub-contractors (if applicable), coordination of expertise required and the strategy to manage different activities in the given timeline;
* The internal and external technical expertise the tenderer will employ to support the implementation of the contract;
* The way the tenderer will manage the information flow during the stages of event preparation and organisation, during the event and reporting after the event, to keep the CEFTA Secretariat and all parties involved well informed and to ensure quality performance;
* The way the tenderer will manage the volume of events, i.e. organising separate events simultaneously;
* The way the availability of services will be guaranteed, including during peak seasons and under time constraints, in cases, where multiple requests come from CEFTA simultaneously;
* Quality assurance system to ensure excellent customer service including:
* Selection of subcontractors: A description of criteria for selection of reliable and qualified subcontractors - Risk management: A description of potential risks, risk-control and risk-response strategies
* Consistency of management: How the consistency of management from planning to execution will be ensured, including the system of hand-over and back-up (Contingency planning),
* Response timing: How the Tenderer will ensure the ability to quickly react to requests from CEFTA;
* Cancellation policy for events/packages of events;
* The way the services included under the FWC will be ensured at European and international level.
* Include CV of the Project Manager and the team
* Include a list of hotels in the CEFTA Parties capital (at least 2 proposal per city) and in Brussels, walking distance from the CEFTA Secretariat, included rate (preferential)

# Backstopping

* A description of the support facilities (back-stopping) that the contractor will provide to the team of experts during execution of the contract. The back-up function will be assessed in the evaluation and should be carefully explained in the organisation and methodology, including the list of staff, units, capacity of permanent staff regularly intervening as experts on similar projects, provision of expertise in the region/country or origin as well as partner countries, organisational structure, etc. which are supposed to ensure that function, as well as the available quality systems and knowledge capitalisation methods and tools, within the respective members of the consortium.
* A description of any subcontracting arrangements with a clear indication of the tasks that will be entrusted to subcontractors and a statement by the tenderer guaranteeing the eligibility of subcontractors.

# involvement of all members of the consortium

* If a tender is submitted by a consortium, a description of the input from each member of the consortium and the distribution and interaction of tasks and responsibilities between them. Furthermore, the involvement of all members of the consortium will be considered added value in the tender evaluation. If the tender is submitted by a single company, the total of available points for this part in the evaluation grid will be allocated.

# Timetable of work

* The timing, sequence and duration of the proposed tasks.
* The identification and timing of major milestones in executing the contract, including an indication of how the achievement of these would be reflected in any reports, particularly those stipulated in the terms of reference.
* The methodologies contained in the offer should include a work plan indicating the envisaged resources to be mobilised.

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