

Service Request

Local Agency to provide full-service management of the POLICY ANSWERS WP 4 conference and accompanying activities - Sarajevo, September 13th, 2023

Title	Local Agency to provide full-service management of the POLICY ANSWERS WP4 Conference and accompanying activities
Type	Service contract
Reference/Contractor	POLICY ANSWERS
Contractor	GSI Helmholtzzentrum für Schwerionenforschung GmbH Address: Planckstrasse 1 64291 Darmstadt, Germany
Contacts	Project lead, contact for this Service request: Sanja Damjanovic (s.damjanovic@gsi.de)
Eligible:	Companies

BACKGROUND and INTRODUCTION

POLICY ANSWERS (R&I POLICY making, implementation AND Support in the WEStErn BalkanS) is a project funded by the European Union’s Horizon Europe research and innovation programme under grant agreement No 101058873.

POLICY ANSWERS supports policy coordination in the Western Balkans together with the EC and the EU. 14 partner organisations, representing network nodes in the region and EU expert organisations, support policy dialogue through formal meetings (such as ministerial and steering platform and ad-hoc policy meetings), monitoring and agenda setting, capacity building and implementation of the EU's Western Balkan Agenda, as well as the alignment of thematic priorities.

A special **conference** entitled ‘Policy Dialogue on Aligning Priorities in the Western Balkans – Digital/Green/Health Pathways – Vision 2030’, planned as one of the POLICY ANSWERS deliverables within its Work Package (WP) 4 “Aligning Priorities”, has the goal **to stimulate policy dialogue on how to align priorities in the Western Balkans with the focus on the policy-making and policy delivery function across three thematic areas – Digital Transformation, Green Deal and Healthy Societies**. The conference will be held on **13 September 2023 in Sarajevo**, Bosnia and Herzegovina.

The purpose of this service is to engage a **local Agency to provide full-service management of the conference and accompanying activities**. This service request and relevant activities are coordinated by the GSI Helmholtzzentrum für Schwerionenforschung GmbH (GSI) in cooperation with other partners within the Organization Committee of the WP4 Conference.

The concept of the conference is such that three sessions are planned. The first plenary session requires a room with a capacity of 100 conference participants. The following two

parallel sessions will be split into three rooms with about 35 participants each. The final concluding session will again be plenary with about 100 participants.

Description of the scope and purpose of the service

In detail, the local agency will be in charge of **performing the following Deliverables (D)**:

D1) Identify the appropriate location for the conference and provide the conference setting:

The choice of the location for holding the conference should be based on the following criteria:

- The space should be modern and suitable for organizing the event as outlined.
- The space should have a capacity for at least 100 conference participants who will be both in plenary sessions (together) and in three separate parallel sessions (three parallel rooms - the approximate capacity for each of these rooms should be around 35-40 participants).
- The space should be ideally located close to Sarajevo city centre (within up to 5 km from the Cathedral/Bascarsija), but at same time in a quiet area
- The conference rooms shall be prepared following the indications by Policy Answers (we expect rooms to be prepared in theatre style, with audio/video system to allow for projection of presentations and online participants)
- The conference rooms, adequately prepared, shall be ready for inspection on 12 September in the late afternoon/evening.
- On 13 September, the conference rooms should be then ready and available from 09:00 until 19:00

D2) Provide Meals and refreshments (everything to be organized in the conference venue)

- Coffee, refreshments (water/juices) and cookies, pastry, salty snacks, etc. for 100 people – registration – 09:30-10:00
- Coffee and refreshments (water/juices) and cookies, pastry, salty snacks, etc. for 100 people – 15:00-15:30
- Water should be available for speakers
- Lunch – buffet lunch with hot and cold dishes + water/juices for 100 people – 12:30-13:30
- Cocktail/fingerfood farewell reception + water/juices for 100 people – 17:30-18:30

D3) Provide Technical equipment and support

- Visual displays at the venue, screens, led screens for presentations and roll-ups. Adequate visual signage at conference venue to direct participants (like A4, A3 signage with logo and instructions, name of rooms)
- Sound system to allow for PowerPoint presentations setting in all conference rooms
- Table microphones (if applicable) and indicatively 1 microphone every 2 speakers, 2 WIFI microphones in all rooms,
- Lectern with microphone and conference branding
- Led screen and projector
- 1-2 laptops to support audio, presentations, and online part
- 1 onsite technician available for rehearsal before the event and for the whole duration
- Stable secured internet WIFI connection for all participants, equipment allowing also for remote participation (i.e. arranging a Zoom video conference for external participants)
- One web camera in the conference room
- Connections and access, including access and online presentations via Zoom
- Photographer and photo booth

D4) Provide transfer

- Transfers by car (if single arrivals) or mini-vans (for multiple arrivals at same time) from airport to the hotel and from the hotel to the airport for all participants who would be traveling by plane (expected number of participants arriving at the airport is up to 30. Participants will need to be informed of the arrangements available.
- Transfers by bus/minibus, for a total of 30 participants, from hotel/or other pre-agreed location in the city to the conference venue and from the conference venue back to the hotel/agreed-upon location in the city.

D5) Provide accommodation

- Accommodation for 50 participants of the conference (50 rooms, two nights, IN 12/09 – OUT 14/09, B&B). Please describe here also the expected type of hotel (3-4 stars, single stay occupancy)

Expected Deliverables

Please note that the materials used in the framework of this service shall be published on the project website (www.westernbalkans-infohub.eu) and, unless otherwise agreed upon in

writing, made available under open creative commons license CC-BY (see <https://creativecommons.org/licenses/by/2.0/>).

Implementation period

1 June 2023 to 30 September 2023 - Bilateral meetings between the Service provider and the contractor will be organized during the implementation period based on a need or request.

Indicative Timetable and Deliverables

Call opening	1 May 2023
Deadline for Submission	20 May 2023
Assessment	25 May 2023
Information on Assessment Results	28 May 2023
Signature of agreement	31 May 2023
Service Implementation	June 1- September 30, 2023
Interim Payment (30% of the total budget)	15 June 2023
Final Payment	30 September 2023

Deliverables related to service implementation

Deliverable to be achieved	Deadline
D1- D5 defined above	July-September 2023
D6 - Final report on realized activities defined by the description of the scope and purpose of the service	September 2023

Language

Working language is English

Quality assurance

The Service Provider shall perform the service with reasonable care and skills and in accordance with the best commercial practices and standards in the industry of similar services. Deliverables indicated above are used for performance evaluation. Each Deliverable has to be accepted by the Contractor before continuing the next activities. If the quality or progress do not match the agreed upon standards, the Contractor reserve the right to terminate the contract. In such cases, due payment will be calculated according to the completion of the work, as indicated in the Description of the Scope and Purpose of the Service and the agreed upon price for each of the Deliverables/Items defined. Unless otherwise is agreed upon with the Contractor, delays are not acceptable and will be considered as not achieving the quality criteria.

Funding and reimbursement and completion of the Service & Payment

The lump-sum budget for the above-described tasks within this service request includes the service fee, travel and daily allowances for the travel to the relevant events as well as VAT and any other taxes and duties. No additional payment will be made.

This Service will be funded by the POLICY ANSWERS project¹. This project has received funding from the European Union's Horizon Europe research and innovation programme under grant agreement No 101058873 for the project "R&I POLICY making, implementation and support in the Western Balkans" (POLICY ANSWERS).

Service will be carried out as outlined under **Indicative Timetable, Description of the Scope and Purpose of the Service and Deliverables**, and considering quality assurance. 30% of the total sum will be paid on 15 June 2023 as interim payment. If the contract has to be terminated during the service period due to not achieving one or more Deliverables and other quality concerns, then the payment will be done only for the completed work, according to the **Description of the Scope and Purpose of the Service and the price agreed upon for each of the Deliverables and its items defined**.

Application, selection, contracting and payment procedure

Required qualification/skills/experiences of the Service Provider

- Experience: Proven expertise based on successful examples of organizing similar events: conferences, congresses, ... and minimum 2 years of experience in this field.
- Language requirements: Excellent English skills both written and spoken and knowledge of the local language (Bosnia and Herzegovina).

¹ www.westernbalkans-infohub.eu

Submission of Application

Applications in English must be submitted until May 20, 2023 via e-mail to Sanja Damjanovic s.damjanovic@gsi.de and policy-answers@westernbalkans-infohub.eu containing both

- work experiences, skills and qualifications; Related references from previous work
- a price offer (see requirements above)

Deadline for the submission of the application as well as accompanying documents via e-mail with referencing to this Service Request is **May 20, 2023, 17:00 CET**

Selection

The selection will be based on the completeness of the application, price, corresponding competences of the applicant as well as a convincing implementation plan. References will be reviewed additionally. Telephone interviews with suitable candidates are planned to be held in the time period between 20 May 2023 and 28 May 2023, if deemed necessary.

The Contractor reserves the right not to place any order. Costs for preparation of the required documentation by the Applicants to this call for tender will not be reimbursed.

Contracting procedure for Service Provider

The selected expert will be informed until May 28, 2023 on the result of the selection procedure. The service provider will sign an agreement with the Contractor, at the latest by May 31, 2023. The duration of the contract will last from **June 1 until September 30, 2023**.