



## EU4BUSINESS: CONNECTING COMPANIES

Project funded by the European Union (EU)

EU Grant Contract, ENI/2019/411-865

### CALL FOR TENDERS

Selection of a service provider to organise a study visit in Belgium:  
The Open-door Mobility for Business Support Organisations (BSOs)

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## 1. BACKGROUND INFORMATION

### Background information

Eurochambres – The Association of European Chambers of Commerce and Industry – represents the interests of 1,700 Chambers and their 20 million member companies from all economic sectors across Europe ([www.eurochambres.eu](http://www.eurochambres.eu)). Eurochambres is a nonprofit international organisation headquartered in Brussels, Belgium. Its vision is an integrated, globally competitive Europe, fostering business prosperity and socio-economic progress.

One of Eurochambres' policy priorities is Neighbourhood and Enlargement, recognising the untapped potential in EU neighbouring countries. Eurochambres' engagement in **the Eastern Partnership (EaP) region** is reinforced through the implementation of the EU4Business: Connecting Companies (EU4BCC) project, among others.

### About the EU4BCC project

[EU4Business: Connecting Companies \(EU4BCC\)](#) is a project initiated by Eurochambres and funded by the European Union (EU) under the EU4Business initiative. It aims to foster sustainable economic development and job creation in the EaP countries – Armenia, Azerbaijan, Georgia, the Republic of Moldova, and Ukraine<sup>1</sup>, and promote business opportunities.

EU4BCC is organised on a sectoral basis targeting five economic sectors where the EaP SMEs have a significant growth potential – bio-/organic food, creative industries, textile, tourism and wine.

The activities implemented in the framework of EU4BCC include study visits, a mobility exchange programme, and business to business (B2B) meetings in different economic sectors, among others.

### Legal background

This call for tenders is launched in the framework of the grant contract (reference number ENI/2019/411-865) signed between the European Union and Eurochambres on 12 December 2019. Therefore, some of the provisions of the general conditions of the grant contract ENI/2019/411-865 as outlined in Annex 5 apply to subcontractors/service providers.

## 2. PURPOSE OF THIS CALL FOR TENDERS

### 2.1 Objective of the Call for Tenders

This call for tenders aims to identify a service provider to support Eurochambres in preparing, organising and assessing:

- A study visit – *The Open-door Mobility for BSOs* – to Brussels for 28 participants coming from the EaP countries.
- BSOs to BSOs meetings between these participants and EU-based BSOs and other relevant representatives from the EU Member States.

### 2.2 About the activity – The Open-door Mobility for BSOs

Eurochambres has designed an activity, the *Open-door Mobility for BSOs*, aiming to provide a unique and enriching experience for BSOs from the EaP. This one-week study visit to Brussels aims to empower EaP representatives in advocating for policies that promote economic growth, improve the business environment,

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<sup>1</sup> In line with the Council Conclusions of 12 October 2020 and in light of Belarus's involvement in the Russian military aggression against Ukraine, recognised in the European Council Conclusions of February 2022, the EU has stopped engaging with representatives of Belarus public bodies and state-owned enterprises. Should there be a change of the context this may be reconsidered. In the meantime, the EU continues to engage with and, where possible, has stepped up support to non-state, local and regional actors, including within the framework of this project.

and enhance their influence. The activity's ultimate goal is to contribute to the business development, foster economic growth, and better align with EU strategic objectives.

The *Open-door Mobility for BSOs* should represent an immersive experience for participants to reap several key benefits:

- Enhance Advocacy Skills: Provide lobbying training for effective engagement with policymakers.
- Improve Policy Outcomes: Support BSOs in influencing policies conducive to economic growth.
- Increase Networking Opportunities: Facilitate relationship building with key stakeholders.
- Elevate Credibility and Influence: Strengthen BSOs' standing as influential voices in the business community.
- Capacity Building: Empower BSOs to play an active role in shaping the business environment.
- Alignment with EU Initiatives: Assist EaP countries in aligning policies with EU standards.
- Transparency and Accountability: Emphasize ethical lobbying practices for good governance.

This initiative targets 28 BSOs, including 5 representatives of national Chambers of Commerce and Industries (CCI) from the EaP, with a focus on policy and advocacy work.

### 3. SERVICES TO BE PROVIDED

The services to be provided are twofold:

- Planning and organisation of the *Open-door Mobility for BSOs* between 10 and 16 March 2024 including programming, promotion, participant preselection, training session, brainstorming session, B2B meetings, and evaluation of results.
- Handling the logistical aspects of the *Open-door Mobility for BSOs*, including travel arrangements, accommodations, local transportation, and catering.

#### 3.1 Planning and organisation of the *Open-door Mobility for BSOs*

- a. **Agenda planning:** prepare a detailed agenda for the *Open-door Mobility for BSOs* tailored to the needs and expectations of the participants. At the minimum, the agenda should cover five days (from Sunday evening to Friday evening) and include the following:
  - A networking cocktail / dinner on Sunday evening to allow participants to get to know each other.
  - A full-day training session on policy: "*How to work with policymakers in shaping SME Policies*".
  - Facilitated brainstorming session to allow BSOs benefit from cross-pollination of ideas on new and innovative services to be proposed to their SMEs.
  - A structured guided session designed to support participants in drafting individual Advocacy Action Plans for their organizations.
  - BSOs to BSOs speed meetings.
  - Visit to the European Parliament<sup>2</sup>.
  - Visits to various BSOs in Belgium.

[ ! ] Eurochambres is planning a half-day Conference on Enlargement: *The perspective of the business community*, that is expected to take place in Brussels the same week as this activity. Applicants should prepare the agenda taking into account that Eurochambres might request the chosen service provider to dedicate a half day to the participation in this conference.

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<sup>2</sup> Visits of the Hemicycle can be organised for groups of 20 to 80 people and should be booked 2 months in advance. Requests are subject to the availability of rooms and speakers. For more details, see <https://visiting.europarl.europa.eu/en/visitor-offer/brussels/hemicycle>.

If the time allows, applicants may consider incorporating **additional activities** in the agenda such as visits to stakeholders in Belgium or participation in other relevant events.

- b. **Promotion:** ensure the promotion of the activity in the EaP countries and the EU through social media. On its side, Eurochambres will promote the event among the final beneficiaries of the EU4BCC project and will gather expressions of interest from potential participants and forward them to the service provider.
- c. **Application form:** prepare the application form that should be filled by interested participants.
- d. **Preselection of the participants:** compile a list of 28 participants working in EaP-based BSOs, ideally already doing policy work within their organisation, and interested in attending the *Open-door Mobility for BSOs*. The list of participants shall include a representative from each National CCI, and ideally the following distribution of participants:
  - 4 BSOs per each of the following EaP countries: Armenia, Azerbaijan, Georgia and Moldova
  - 7 BSOs from Ukraine

The profiles of the participants should be carefully revised to ensure they are in line with the event programme to maximise the outcome. The final list of participants will be subject to approval by Eurochambres.

- e. **Participant guidelines:** prepare an informational document for participants and distribute it electronically at minimum one week prior to the event. The document shall include at least the following items:
  1. Introduction:
    - Brief overview of the *Open-door Mobility for BSOs*
    - Introduction of the organising team
    - Contact details of organisers and assistance during the *activity*
  2. Event schedule with detailed itinerary, including dates, timing, and venues
  3. Meeting details:
    - Format and duration of the meetings
    - Tips on how to prepare for BSOs to BSOs meetings
  4. Logistics:
    - Venue details
    - Transportation information
    - Accommodation details
  5. Useful contacts: Medical facilities, embassies/consulates, support team, police, ambulance...
- f. **Online preliminary meeting(s)** with the participants to:
  - Present and explain the agenda and provide clarifications to the potential questions, including the BSOs to BSOs meetings.
  - Provide information about the format, opportunities and the requirements of the *Open-door Mobility for BSOs*.
  - Discuss the participants' expectations in terms of opportunities they are seeking.
  - Provide information about the learning outcomes of the participants.
  - Discuss the methodology and expectations for the Advocacy Action Plans that participant BSOs shall prepare (preferably, sharing the template prior to the departure).
- g. **Facilitation of the visit:** ensure the active participation of all attendees. This includes guiding each participant to follow the agenda, attend all the sessions and visits and actively engage in scheduled one-

to-one or group meetings. The service provider's representatives shall be available throughout the visit, promptly addressing any participant concerns and facilitating seamless communication when needed.

- h. **Facilitate visits to meet BSOs in Belgium:** identify and select BSOs in Belgium that could host the delegation from the EaP and share best practices in the policy and advocacy field. Preferably, the selected BSOs should play a prominent role in the European decision-making process. If necessary, Eurochambres will facilitate the connection with members who meet the specified requirements.
- i. **Coordinate a training session on policy and advocacy together with Eurochambres:** work closely with Eurochambres policy team in preparing and delivering a one-day high-level and interactive training on policy and advocacy. The training session aims to equip BSOs with the knowledge and skills needed to effectively collaborate with policymakers in shaping SME policies. The training curriculum should prioritise acquiring and/or reinforcing knowledge on the EU decision-making process in relevant policy areas affecting SMEs, showcase existing instruments and strategies that the BSOs can leverage to effectively employ their role and responsibility in representing the interests of member SMEs. The training programme should include modules on identification of key entry points for effective advocacy, exploration of policy areas impacting SMEs in the EaP, as well as lobbying techniques.
- j. **Facilitation of brainstorming session:** facilitate discussions on the engagement in the policy-shaping among the participants of the activity. Main focus of this activity should be cross-pollination of ideas among the BSOs that could lead to the creation of new and innovative services to be proposed to SMEs based in the EaP. At the end of the activity, the service provider should guide the participating BSOs in preparing individual Advocacy Action Plans that could be incorporated into their organisational strategy. The service provider should include the Advocacy Action Plans in the final technical report of the activity.
- k. **Visit to the European Parliament (EP):** organise a visit to the EP. Ideally, the service provider should also schedule meeting(s) with the relevant Members of the European Parliament.
- l. **If confirmed, facilitate the participation of the 28 BSOs in the Conference on Enlargement: The perspective of the business community:** integrate this activity into the proposed agenda and ensure the active participation of the representatives of the 28 BSOs. The Conference on Enlargement is a significant gathering that will bring together policymakers, BSOs, and SME representatives from the candidate and potential countries as well as the European Union. The agenda will focus on presenting the findings of the survey on Enlargement, fostering discussions on opportunities for economic growth of candidate and potential candidate countries as well as examining the conditions for improving their business environment and trade opportunities. Proposals should include a plan B in case this activity cannot be organised during the proposed week.
- m. **Secure and coordinate BSOs to BSOs meetings:** Ensure that the participants attend at least 84 meetings in total, i.e. about 3 meetings per participant with relevant BSOs from the EU.
  - Ideally, each participant should have individual personalised scheduled meetings according to their profiles and needs.
  - A signed list of the meetings, with indicated purpose for the meetings, should be included in the final report.
- n. **Venues:**
  - Eurochambres will offer the ground floor conference room (max. capacity 35-40 pax) for the selected service provider to conduct the training on policy and advocacy as well as for the brainstorming session.
  - Secure a designated area for the BSO2BSO matchmaking, either at the premises of other planned activities, or/and at a separate venue.

- o. **Experts' fees:** the applicants can insert in the budget the cost associated with engaging external experts in cases where in-house experts are not available.
- p. **Visibility rules:** the service provider shall ensure that the project's branding and visual identity are consistent and present across all produced materials, including social media platforms, brochures and stand displays during the event and in compliance with the visibility rules of the European Commission (Art. 6, Annex 5) and the New Visual Identity Guide (Annex 4).
- q. **Post event follow-up:**
  - Create and distribute a survey among the participants to collect feedback on the activities and better evaluate the concrete outcomes/benefits.
  - Identify and showcase success stories to be shared on the different social media platforms by Eurochambres.
  - Provide a final report summarising the *Open-door Mobility for BSOs*, including results, impact and challenges. The report should be submitted within 30 days following the end of this activity.

### 3.2 Logistical aspects of the open-door mobility for BSOs

The service provider should ensure meticulous organisation of travel, accommodation, meals and local transport for **a total of 28 BSO participants** from the EaP<sup>3</sup>. The following points should be taken into consideration:

- a. **Travel services** shall include transportation for 28 individuals. The transport may involve flights and/or other means of travel to/from the participants' respective countries. The service provider shall:
  - Ensure the most convenient and cost-effective route for the travellers. This includes offering non-stop flights for the required route. If non-stop option is not available, the service provider shall arrange an indirect flight consisting of a maximum of two subsequent flights and without an overnight layover in a transit country. For the Ukrainian participants, the service provider should cover an overnight stay in a transit country, if required.
  - Book and purchase round-trip tickets with 1 piece of registered luggage.
  - Cover all visa fees (if applicable), cancellation insurance, airport charges, agency fee and other related cost.<sup>4</sup>
  - In cases where indirect flights involve different airlines, the service provider shall assist participants who miss their connecting flight without their fault and find an optimal solution to reach the place of destination.
  - Send the reservation confirmation and other travel documents free of charge to the participants within 3 working days after the booking is confirmed. The lengthy procedure for obtaining visa for Armenian and Azerbaijan participants shall be considered by the service provider when booking the tickets.
  - Provide the travellers with all necessary documentation required to support the visa application, when necessary.
  - The service provider should gather the boarding passes and include them in the final report.
- b. **Accommodation** for 28 individuals for 6 or 7 nights (depending on the itinerary and travel schedule of the participants): the service provider shall arrange single room accommodations with breakfast for all participants in a 3-star hotel or above. Ideally, the selected hotel shall be within a walking distance (less

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<sup>3</sup> Travel costs for the representatives of the service provider, if applicable, should also be considered while planning the budget.

<sup>4</sup>Although travel insurance is strongly advised for all participants engaging in this activity, it is not mandatory for the service provider to procure it. Nevertheless, the recommendation to have a travel insurance in place during this activity shall be communicated in writing to each participant. Eurochambres may request proof of this notification.

than 1.5 km) of the BSOs to BSOs matchmaking and training venues. If not, local transportation should be organised.

**c. Catering** or DSA (when and if needed) for 28 persons for 6 days:

- The service provider shall provide catering services (lunch and dinner) for the participants in line with the established agenda. Catering may be provided in a single location or at different venues based on the meeting locations. The meals shall be prepared using high-quality, fresh ingredients and in line with proper food preparation processes and hygiene standards.
- The service provider shall ensure sufficient choices for the participants with special dietary requirements such as vegetarians, vegans, people with allergies and those with religious dietary restrictions.
- The purchase price shall cover catering cost per person, service charges, and other related cost.

**d. Local transport** for 28 individuals:

- The service provider shall arrange transportation for the participants during the activity.
- Transportation to/from the airport shall be provided when participants arrive overnight.
- When the walking distance is considerable (over 1.5 km), the service provider shall provide transportation for the participants to/from the European Parliament and the BSOs to BSOs matchmaking, the venue of the training session and the venue of the Conference on Enlargement (if confirmed) as well as any other local visit scheduled during this activity. The service provider shall ensure the necessary fleet capacity based on the needs of the participants.
- The purchase price shall be per person and include transportation services, and other related costs.

## 4. EXPECTED RESULTS

The service provider should be able to demonstrate the added value of the *Open-door Mobility for BSOs* for the participants, report and prove the following indicators:

- 28 participating BSOs from the EaP are trained on "*How to work with policymakers in shaping SME Policies*".
- At least 84 BSO2BSO meetings are organised and successfully conducted.
- 23 Advocacy action plans are created and submitted by the participating BSOs.

Should these above-mentioned figures not be reached, the service provider should provide justified explanations in the final report. Payment of the final balance, is subject to Eurochambres evaluation of the above outlined KPIs or approval of said justifications.

## 5. PROFILE OF THE SERVICE PROVIDER

### Eligibility criteria

The candidates shall be:

- Commercial or non-commercial legal entities.
- Registered in one of the Member States of the EU, or one of the five countries of the EaP (Armenia, Azerbaijan, Georgia, Moldova or Ukraine).
- Established for at least 3 years.
- Have extensive experience in delivering services similar to the ones object of the current Call for Tender, and experience in delivering services to SMEs and/or BSOs.
- Able to provide financial statements for the last 2 completed fiscal years.

### Exclusion criteria

To avoid the conflict of interest, the candidate applying for the call for tenders should not have had any involvement whatsoever in the EU4BCC project. This implies that applicants cannot be members of:

- Sectorial Consortia
- BSOs Partnerships that implemented the sub-grant actions (2021-2022)
- Board of Sectorial Experts

## Selection Criteria

Applicants should have the following professional experience and financial capacities:

### Professional experience

Applicants should be able to:

- Provide evidence of similar previous experiences, in particular, in organising events (e.g. study visits, conferences, festivals, workshops, matchmaking meetings), and facilitating highly interactive events (e.g. by using Participatory Leadership or other similar methods, co-active participation, use of collective intelligence to make decisions, set purpose-oriented and collectively agreed agenda, priorities and outcomes, engaging all participants, collectively defining and reaching out needs, etc.).
- Rely on a solid team to implement the activities and be able to involve experts with at least 3 years of experience in the policy and advocacy fields. CV of the members of the team in charge of the *Open-door Mobility for BSOs* shall be provided.

*Note! The tenderer shall not include previous experiences which led to a breach of contract and termination by a contracting authority as references for this application.*

### Financial capacity

To assess the financial capacity of the proposal, applicants are requested to provide financial statements for the last two completed fiscal years.

## 6. MAXIMUM BUDGET AVAILABLE FOR THE DELIVERY OF THE SERVICES

For the delivery of the services as describe in section 3 the maximum available budget is 83,900 euro (without VAT and other taxes). The budget should be proposed in EURO and should be all inclusive.

## 7. MODALITIES OF PAYMENT

Modalities of payment will be the following:

- First instalment: **30%** of the above-mentioned amount will be paid to the Contractor after the signature of the Contract and upon receipt of the invoice.
- Second instalment: **30%** will be paid after the approval of the agenda and the final participants list by Eurochambres and upon receipt of the invoice.
- Final payment: 40% will be paid after the implementation of the activities (outcomes should be fully reached) and within 45 days after approval of the final report and upon receipt of the invoice.

## 8. PROVISIONS OF THE GENERAL CONDITIONS OF THE GRANT CONTRACT ENI/2019/411-865 APPLICABLE TO THE SELECTED SERVICE PROVIDER(S)

The following provisions of the EU Grant Contract, ENI/2019/411-865 are applicable to the selected service provider(s) (see the full text in Annex 5):

- Article 3. Liability of the EU.
- Article 4. Conflict of interests and code of conduct.
- Article 6. Visibility of the EU.
- Article 16. Financial checks of the EU and record keeping.



## 9. PRIVATE DATA PROTECTION

The service provider must comply with all applicable data protection laws and shall process personal data of the applicants of the *Open-door Mobility for BSOs* solely for the purpose of the performance of the services as outlined herein and as permitted by the provisions of the GDPR<sup>5</sup> and according to the national data protection laws of their country, where appropriate. The service provider shall limit access and use of personal data to that strictly necessary for the performance, management and monitoring of the services as outlined herein and shall adopt all appropriate technical and organisational security measures necessary to preserve the strictest confidentiality and limit access to this data.

## 10. NUMBER OF APPLICATIONS

If, Eurochambres receives **only one offer** in response to the present Call for Tender, and it is administratively and technically valid, the contract may be awarded provided that the award criteria are met.

## 11. APPLICANTS' OFFER

The same applicant can only submit one offer. In case the applicant submits more than one offer, all applications in which that applicant has participated will be excluded.

Applicant offer must be written **in English** which is the working language of the EU contract. It should include the following information:

The offer should include the following documents:

- Tender submission form (See Annex 1).
- Filled in Organisation and Methodology (See Annex 2).
- Proposed budget (See Annex 3).
- CVs of the proposed team.
- Financial statements for the last two completed fiscal years.

Applicants should propose a tentative timeline for all the activities, starting from the planning phase and extending to the reporting stage. The timeline should be based on the expectations regarding the duration of each stage and necessary steps to implement the proposed approach and methodology.

If any of the services mentioned above are not directly available from/to the candidate, it must be clearly indicated in the methodology and an alternative solution should be proposed. The subcontractor is allowed to subcontract part of the service, provided that the subcontracting does not involve any of the core activities such as the organisation of the BSOs to BSOs meetings or the selection of the participants. For example, services that can be subcontracted may include travel and accommodation, local transportation, catering, etc.

## 12. HOW TO APPLY AND DEADLINE

Applicants are invited to submit offers for the organisation of *the Open-door Mobility for BSOs* **BY EMAIL** at the following email address [eu4bcc@eurochambres.eu](mailto:eu4bcc@eurochambres.eu) by **Wednesday, 10.01.2024 (17:00 CET)**, at the latest.

Applicants should use the following subject when sending the application email: ***Open-door Mobility for BSOs ENI/2019/411-865***. By submitting an offer, applicants accept to receive notification of the outcome of the procedure by electronic means.

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<sup>5</sup>Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) available at : [CL2016R0679EN000020.0001.3bi\\_cp 1..1 \(europa.eu\)](https://eur-lex.europa.eu/eli/reg/2016/679/oj).

Applicants may alter or withdraw their offers by written notification prior to the deadline for submission of tenders. No offers may be altered after this deadline.

For more information regarding this Call for Tender, please contact the project's team via email at [eu4bcc@eurochambres.eu](mailto:eu4bcc@eurochambres.eu). Any clarification requested by the bidder will be communicated to all applicants to ensure equal treatment.

## 13. SELECTION PROCESS

The received offers will undergo a thorough evaluation process based on the following steps:

1. Eligibility and administrative compliance: the Selection Committee will first assess the eligibility and administrative compliance of the received offers. Only eligible candidates will proceed to the next step of the evaluation.
2. Comprehensive evaluation: the evaluation committee will then evaluate the following components of the application and the applicant in this strict order:
  - The technical, professional and financial capacity (Annex 1 + supporting documents)
  - Technical offer (Annex 2 and Annex 3)
  - Financial offer (Annex 3)

### Award decision

Offers will be evaluated on the basis of the following award criteria and weighting:

1. Quality - 80%
2. Price - 20% (the price considered for the evaluation will be the total price of the tender).

## 14. TIMELINE

- Invitation to the tenders - 04.12.2023
- Deadline for requesting clarifications – 04.01.2024
- Deadline to submit applications – 10.01.2024
- Evaluation offers by the selection committee – 15.01.2024
- Notifying selected and non-selected applicants – 15.01.2024
- Signature of the service contract – 16.01.2024

## 15. ATTACHEMENTS

The following annexes are attached to the present call for tenders:

- ANNEX 1. Tender submission form
- ANNEX 2. Organisation and methodology template
- ANNEX 3. Budget template
- ANNEX 4. EU4BCC Visual Identity Guide (Nov 2023 version)
- ANNEX 5. Provisions of the General conditions of the EU grant contract applicable to subcontractors