



## 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 for the Textile Sector

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## 1. BACKGROUND INFORMATION

### 1.1 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.

### 1.2 About the EU4BCC project

[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 to promote business opportunities.

EU4BCC is organised on a sectoral basis targeting five economic sectors where the Small and Medium sized Enterprises (SMEs) from the EaP region 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.

### 1.3 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 specific 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 for the textile sector to the Torino Fashion Week 2024 or an equivalent fashion show with similar topics and relevance for 30 participants coming from the EaP countries<sup>2</sup>.
- B2B meetings between the SMEs coming from the EaP and EU-based SMEs.

### 2.2 About Torino Fashion Week

[Torino Fashion Week](#) (TFW) is an annual international fashion event dedicated to emerging fashion designers, innovative brands, manufacturing companies and SMEs that require international visibility and promotion

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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.

<sup>2</sup> The delegation will be accompanied by a representative from Eurochambres, therefore the service provider needs to consider travel and accommodation for 31 participants in total.

through international channels and sectoral tools. TFW combines seasonless catwalk shows with emerging brands and SMEs from around the world, sectoral talks, brand promotional activities, and the TFW award, among others. Furthermore, alongside TFW, Torino Fashion Match is organized—a matchmaking event offering opportunities for companies, fashion designers, agents, producers, distributors, and brands active in the fashion and textile sector to meet potential business and technological partners. The event incorporates innovative and sustainable concepts of development for emerging companies interested in international connections.

Applicants are welcome to propose organising the Study Visit around a different fashion show, provided that the suggested alternative also revolves around the textile sector, and it is pertinent to the purpose of this activity.

## 2.3 About the activity – The Study Visit for the Textile Sector

Eurochambres has designed an activity – *The Study Visit for the Textile Sector* – aiming to empower EaP SMEs operating in the textile industry with the tools and insights needed to grow and internationalise.

This 5-day study visit has been designed to enable participants to enhance their brand visibility to an international audience and meet potential cooperation partners. Moreover, the activity aims to keep participants up to date with international fashion trends and to facilitate the sharing of knowledge, ideas, innovation, and inspiration.

The ultimate goal of this activity is to strengthen the region's business landscape, promote economic growth, and foster innovation and competitiveness in the textile sector.

The *Study Visit for the Textile Sector* should represent an immersive experience for participants to reap several key benefits:

1. **Improve international visibility for the EaP brands:** Participants should have the opportunity to showcase their brands to the international audience in the best way possible.
2. **Improve Business Opportunities for the EaP SMEs:** By participating in this study visit, participants should unlock a plethora of business opportunities and exposure to a broader market. These SMEs should have the opportunity to establish valuable connections, explore tangible collaborations, and expand their business horizons within the EU.
3. **Foster International Collaborations:** The active involvement in the international trade fair should allow participants to receive direct feedback from potential customers and partners, refine their marketing strategies, and understand market demands.
4. **Foster Skills Enhancement:** EaP SMEs should gain firsthand experience in showcasing their products and services to a global audience while learning from more knowledgeable EU-based players. By engaging with industry experts and potential clients, EaP SMEs can seize this opportunity to learn, adapt, and innovate, ensuring their products or services align with international standards and preferences.

This initiative aims at engaging **30 participants** - fashion designers, small and medium manufacturing companies and sustainable brands from the EaP countries willing to get international visibility. Additionally, a supervisor from Eurochambres will accompany the delegation for monitoring purposes.

## 3. SERVICES TO BE PROVIDED

The services to be provided are twofold:

- Planning and organisation of the *Study Visit for the Textile Sector* in June/July 2024 including programming, promotion, participant pre-selection, B2B meetings, visits to local stakeholders, active participation of the delegation in an international fashion show, and evaluation of results.
- Handling the logistical aspects of the *Study Visit for the Textile Sector*, including travel arrangements, accommodations, local transportation, and catering.

### 3.1 Planning and organisation of the Study Visit for the Textile Sector

- Agenda planning:** prepare a detailed agenda for the *Study Visit for the Textile Sector* tailored to the needs and expectations of the participants, and to the format of the selected international fashion show (ideally, the Torino Fashion Week). The agenda should cover five days and include the following:
  - A welcome cocktail/dinner on the first evening to allow participants to get to know each other.
  - Pre-arranged visits to the local textile companies.
  - Pre-arranged B2B meetings for the participating SMEs.
  - Active participation in the proposed international trade show and its side events.
- 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.
- Application form:** prepare the application form that should be filled out by interested participants.
- Preselection of the participants:** compile a list of 30 participants working in EaP-based SMEs and fashion designers, qualified and interested in attending the *Study Visit for the Textile Sector*. The profiles of the participants should be carefully revised to ensure they are in line with the programmes of the Study Visit and of the international fashion show to maximise the outcomes of this activity. The final list of participants will be subject to approval by Eurochambres.
- Participant guidelines:** prepare an informational document for the participants and distribute it electronically at least one week prior to the event. The document shall include at least the following items:
  1. Introduction:
    - Brief overview of the *Study Visit for the Textile Sector* and the international trade fair.
    - 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 B2B meetings.
  4. Logistics:
    - Venue details.
    - Transportation information.
    - Accommodation details.
  5. Useful contacts: Medical facilities, embassies/consulates, support team, police, ambulance...
- Online preliminary meeting(s)** with the participants to:
  - Present and explain the agenda and provide clarifications to potential questions, including the B2B meetings.
  - Provide information about the format, opportunities and the requirements of the *Study Visit for the Textile Sector* and the international trade show.

- Discuss the participants' expectations in terms of opportunities they are seeking.
  - Provide information about the expected outcomes of the activity.
- g. Facilitation of this activity:** ensure active engagement of all participants during the entire duration of the *Study visit for the Textile Sector*. This encompasses guiding each participant through the entire agenda, ensuring attendance at relevant sessions of the international trade show, and actively participating in scheduled one-to-one or group meetings and the visits to relevant local stakeholders. 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 relevant stakeholders:** identify and select SMEs or other relevant companies / organisations that could host the delegation from the EaP and share best practices in the fields of textile and fashion. Emphasising innovation and sustainability would be a plus.
- i. Secure and coordinate B2B meetings:** Ensure that the participants attend at least 250 meetings in total, i.e. about 8-9 meetings per participating SMEs with relevant counterparts from the EU.
- Ideally, each participant should have individual personalised scheduled meetings according to their profiles and needs.
  - A signed list of the B2B meetings, with indicated purpose and results of the meetings, should be included in the final report.
- j. Venues:** Secure a designated area for the B2B meetings either within the premises of the international fashion show, at one of the hosting companies or at a separate venue.
- k. Experts' fees:** the applicants can insert in the budget the costs associated with engaging external experts in cases where in-house experts are not available.
- l. Visibility rules:** the service provider shall ensure that the project's branding and the visual identity are consistent and present across all produced materials, including social media platforms, brochures and stand displays etc., during the event and thereafter, and in compliance with the visibility rules of the European Commission (Art. 6, Annex 5) and the New Visual Identity Guide (Annex 4).
- m. 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 *Study Visit for the Textile Sector*, including results, impact and challenges. The report should be submitted to Eurochambres within 30 days following the end of this activity.

### 3.2 Logistical aspects of the Study Visit for the Textile Sector

The service provider should ensure meticulous organisation of travel, accommodation, meals and local transportation for **a total of 30 participants** from the EaP plus a representative from Eurochambres<sup>3</sup>. The following points should be taken into consideration:

- a. Travel services** shall include transportation for 31 individuals. The transport may involve flights and/or other means of travel to/from the participants' respective countries. The service provider shall:

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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.

- Ensure the most convenient and cost-effective route for the travellers. This includes offering non-stop flights for the required route. If a 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 provide assistance to 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 31 individuals for 5 nights: 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 than 1.5 km) of the venue, and the places where the B2B matchmaking and training session will take place. If not, local transportation should be organised.
- c. Catering** or DSA<sup>5</sup> (when and if needed) for 31 persons for 5 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 the catering cost per person, service charges, and other related cost.
- d. Local transport** for 31 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 venues of the international conference, the B2B matchmaking, and the training session 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.

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<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.

<sup>5</sup> Daily subsistence allowance.

## 4. EXPECTED RESULTS

The service provider should be able to demonstrate the added value of the *Study Visit for the Textile Sector* for the participants, report and prove the following Key Performance Indicators (KPIs):

- 30 participants increased their brand visibility to the EU market (30 participants join the full agenda of the Study Visit for the Textile Sector);
- 30 participants were given opportunity to increase their international network (30 participants join the B2B matchmaking event);
- 250 meetings are organised and successfully conducted;
- At least 1 success story video is created;
- A minimum of 3 business opportunities are created. The term opportunities encompasses various trails such as sales contract, partnership agreements, letter of intents, or memoranda of understanding.

Should these above-mentioned figures not be reached, the service provider shall provide justified explanations in the final report. Payment of the final balance is subject to Eurochambres evaluation of the above outlined KPIs and/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 in delivering services to SMEs.
- 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 awarded to conduct 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 SME support and in the textile sector. CV of the members of the team in charge of the *Study Visit for the Textile Sector* 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 described in section 3 the maximum available budget is 80,000 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 within 30 days of receipt of the correct invoice.
- Second instalment: **30%** will be paid after the approval of the agenda and the final participants list by Eurochambres and within 30 days of receipt of the correct invoice.
- Final payment: **40%** will be paid after the implementation of the activities (outcomes should be fully reached) and after approval of the final report and justifications if any (please refer to section 4) and within 45 days of receipt of the correct 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 *Study Visit for the Textile Sector* solely for the purpose of the performance of the services as outlined herein and as permitted by the provisions of the GDPR<sup>6</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.

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<sup>6</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 : [CL2016R0679EN0000020.0001.3bi\\_cp 1..1 \(europa.eu\)](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32016R0679).



## 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. 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 an estimated 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. Prior written approval of Eurochambres, 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 drafting of the agenda, the selection of the participants, or the organisation of the B2B meetings. 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 Study Visit for the Textile Sector* **BY EMAIL** at the following email address [eu4bcc@eurochambres.eu](mailto:eu4bcc@eurochambres.eu) by **Friday, 16.02.2024 (17:00 CET)**, at the latest.

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

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 published on the [Call's website](#) to ensure equal treatment to all applicants. We strongly encourage applicants to regularly monitor this page for any updates and clarifications provided throughout the process.

## 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 - 17.01.2024
- Deadline for requesting clarifications – 12.02.2024
- Deadline to submit applications – 16.02.2024
- Assessment of the offers by the evaluation committee – 21.02.2024
- Notifying selected and non-selected applicants – 23.02.2024
- Signature of the service contract – 27.02.2024

## 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 (November 2023 version)
- ANNEX 5. Provisions of the General conditions of the EU grant contract applicable to subcontractors