



## 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 Closing Conference for the EU4BCC  
Project in Chişinău, Moldova

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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 the 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.

Launched in December 2019, EU4BCC continues its mission until the project's completion in December 2024.

### 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 EU 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 back-to-back to subcontractors/service providers.

## 2 PURPOSE OF THIS CALL FOR TENDERS

### 2.1 Objective of the Call for Tenders

This call for tenders seeks to identify a service provider to assist Eurochambres in preparing and organising the closing conference for the EU4BCC project. The selected service provider shall:

- Support Eurochambres in setting up the agenda, reaching out to potential stakeholders, facilitating the conference, and ensuring the visibility of the results.
- Manage the entire logistical process to ensure the meticulous organisation of the conference, including travel, accommodation, meals, venue arrangements, and networking dinner, among other tasks.

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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.

## 2.2 About the activity – Closing Conference for the EU4BCC project

Eurochambres has designed an activity – *the Closing Conference for the EU4BCC project* – to wrap up the five-year initiative and to bring together the business ecosystems of the EaP countries more closely to that of the EU.

The *Closing Conference*, to be implemented in a **hybrid format**, will summarise all project activities, showcase achievements, and reinforce established connections between the EU and the EaP businesses. It will provide a platform for networking, experience sharing, and highlighting best practices and lessons learned in sectors like bio-/organic food, creative industries, textiles, tourism, and wine, among others.

The event aims to bring together policymakers, business representatives, and other stakeholders, alongside project beneficiaries, to celebrate their contribution to the project's success, reflect on the lessons learnt and set the roadmap for future cooperation. The overall objective of the event is to ensure that the project's impact is maximised, and its legacy continues to benefit the EaP and EU regions in the years to come.

The *Closing Conference* should offer participants an immersive experience, allowing them to reap several key benefits:

1. **Results dissemination:** The conference shall allow for the dissemination of project outcomes, best practices, and lessons learned to a wide audience, fostering knowledge exchange among participants.
2. **Networking:** Participants, both in-person and online, shall have the opportunity to build and reinforce networks with key stakeholders from the EU and EaP countries, potentially leading to future collaborations and partnerships.
3. **Inspiration:** The conference shall showcase success stories and case studies to inspire SMEs, BSOs, and project actors to continue their work and strive for excellence in their respective fields.
4. **Showcasing local impact:** The conference shall include testimonials from local final beneficiaries demonstrating the real-world impact of the project on businesses in Moldova, providing tangible evidence of success.
5. **Strengthened EU-EaP relations:** The conference shall foresee the presence of representatives from the EU Delegation and the EC to reaffirm the commitment to cooperation with the EaP, foster stronger diplomatic ties and regional integration.
6. **Awareness and visibility:** The conference shall raise awareness about the project's achievements, promoting its visibility and potentially attracting further support or partnerships for future endeavours.
7. **Roadmap for future work:** The conference shall provide the opportunity to reflect, learn and set the future goals ensuring continued progress and success in bringing the EaP business environment closer to the EU.

This event aims to engage a **minimum of 152 participants**, comprising **62** travelling attendees, **40** local participants from Moldova, and over **50** attendees joining online. Additionally, it is expected that **4** members of Eurochambres team will be present (proposals shall not include the accommodation or travel costs of the project team but they should be taken into account in the catering service).

## 3. SERVICES TO BE PROVIDED

The services to be provided are twofold:

- Support Eurochambres in planning and organising the *Closing Conference* on Thursday, 24 October 2024 including programming, promotion, outreach, stakeholders' involvement, communication, facilitation, and evaluation of results.
- Handling the logistical aspects of the *Closing Conference*, including conference venue, travel arrangements, accommodation, local transportation, audiovisuals, IT and catering.

## 3.1 Planning and organisation of the Closing Conference

- a. Agenda planning:** The service provider shall support Eurochambres in preparing a detailed agenda for the *Closing Conference*. The conference's agenda demands careful consideration to ensure it maximises its benefits offering a robust platform for reflection, knowledge sharing, and future collaboration. The agenda should cover the entire day of the conference and include the following:
- Morning session:
    - Networking coffee
    - Welcome address and introduction
    - Keynote speeches
    - Overview of the project achievements and impact
    - Showcase of success stories and case studies from final beneficiaries
  - Networking lunch.
  - Afternoon session:
    - Presentations from the project stakeholders and industry representatives
    - Roundtable discussions
    - Presentation of upcoming opportunities for future collaborations.
  - Networking dinner.
- b. Outreach:** support Eurochambres in their outreach efforts, especially in Moldova, to reach out to and invite key stakeholders to the conference.
- c. Promotion:** ensure the promotion of the activity in the EaP countries and the EU through social media, TV or any other means of communication or media. On its side, Eurochambres will promote the event among the final beneficiaries of the EU4BCC project.
- d. Application form:** Prepare the application form that should be filled out by interested participants.
- e. Preselection of the participants:** support Eurochambres in preparing a list of potential participants.
- f. 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 the following items:
1. Introduction:
    - Overview of the project and the *activity*.
    - Introduction of the organising team.
    - Contact details of organisers and assistance during the *activity*.
  2. Event schedule including timing, transportation, accommodation, and venue.
  3. Detailed agenda with speakers' information.
  4. Useful contacts: Medical facilities, embassies/consulates, support team, police, ambulance...
  5. Any other important information as requested by Eurochambres.
- g. Facilitation of this activity:** ensure active engagement of all participants during the *Closing Conference*. The service provider's representatives shall be available throughout the event, promptly addressing any participant concerns and facilitating seamless communication when needed.
- h. Conference venue:** secure a venue for the conference accommodating a minimum of **130** participants (guests and organisational team):

- **Accessibility:** The venue should be easily accessible by both public and private transportation. Ideally, it should be the same hotel where the participants are staying.
  - **Facilities:** It should provide adequate facilities for presentations, roundtables, and networking. This includes appropriate seating arrangements (Chevron style seating is preferred), a stage or podium fitting up to 5 participants at a time, audiovisual equipment (projectors, screens, microphones, sound systems), Wi-Fi connectivity, and streaming capabilities.
  - **Catering:** The venue must offer catering services including provision for tea/coffee breaks and lunch.
- i. **Organise the event on Zoom** using the account provided by EU4BCC team, distribute the access link to registered participants in advance, and manage communications and interactions with online participants throughout the event.
  - j. **Online connectivity:** equipment and technical support should be provided to facilitate online participation. Online participants are not expected to engage in the discussion directly but should be able to ask questions to the speakers if needed, an intermediary should help liaise with the speakers.
  - k. **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).
  - l. **Photo and video:** the service provider shall ensure the availability of photo and video services. At the end of the event, the service provider shall provide a summary video considering the following:
    - **Duration:** the video should be concise, effectively capturing the key highlights of the event with a total duration of max 3 min. A shorter version (1 min.) of the same video shall also be provided.
    - **Content:** the video should include a brief introduction of the EU4BCC project and the Closing Conference, shall highlight the main activities and discussions that took place during the event, include short interviews or testimonials from the participants, highlight achievements, and incorporate engaging visuals.
    - **Quality:** the video should be produced in high-definition (HD) quality. It should ensure a high-quality video and include subtitles. The final products (3 min. and 1 min. videos) shall be professionally edited.
    - **Project visibility:** The visibility rules of the EU project shall be respected (see Annex 4. EU4BCC Visual Identity Guide).
    - **GDPR:** The applicable data protection regulations and laws, including the GDPR, need to be respected.
  - 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.
    - Create a business article to be published on the project's website and newsletter.
    - Provide a final report summarising the *Closing Conference*, 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 Closing Conference

The service provider should ensure meticulous organisation of travel, accommodation, meals and local transportation for **a total of 62 participants** from Armenia, Azerbaijan, Georgia, Ukraine and from the Member States of the European Union<sup>2</sup>. The following points shall be taken into consideration:

- a. **Travel services** shall include transportation for 62 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 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.
  - Book and purchase round-trip tickets with a cabin luggage.
  - Cover all visa fees (if applicable), cancellation insurance, airport charges, agency fee and other related cost.<sup>3</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.
  - 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 62 individuals for 2 nights: the service provider shall arrange single room accommodations with breakfast for all participants in a 4-star hotel or above. Ideally, the selected hotel shall be at the same location or within a walking distance (less than 1.5 km) of the conference venue. If not, local transportation should be provided.
  
- c. **Networking dinner** for 110 individuals:
  - The service provider shall organise a networking dinner for the conference participants.
  - The dinner venue should be within the same facility as the conference, or within the close proximity to accommodate ease of access for participants.
  - The venue should have capacity to comfortably host 110 participants, providing suitable space for dining and networking, with appropriate mix of standing and seating arrangements that facilitate conversations and interactions.
  - A high-quality catering service should be arranged to provide a diverse and appealing menu, accommodating various dietary restrictions and preferences (vegetarian, vegan, people with allergies, religious restrictions, etc.).
  - The dinner should include a selection of starters, main courses, desserts, and beverage (both non-alcoholic and alcoholic).
  - The service provider shall schedule the dinner at a convenient time after the conference to allow participants to unwind.
  
- d. **Local transport**  
The service provider shall arrange transportation for the participants, including:
  - Transportation to/from the airport/train or bus station for the 62 participants plus the 4 representatives of the project team.

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<sup>2</sup> Travel costs for the representatives of the service provider, if applicable, should also be considered while planning the budget).

<sup>3</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.

- When the walking distance is considerable (over 1.5 km), the service provider shall provide transportation for all the participants to/from the Conference venue and dinner location.
- 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 *Closing Conference* for the participants, report and prove the following Key Performance Indicators (KPIs):

- 62 participants of the EU4BCC project travel to Chisinau, Moldova to join the full agenda of the Closing Conference;
- 102 participants attend the *Closing Conference* physically and are given opportunity to increase their international network;
- Over 50 participants join the *Closing Conference* virtually;
- Videos summarising the Closing Conference, one 3 minutes long and one 1 minute long videos.

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.
- 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 (conferences, festivals, matchmaking meetings, and industry event), and facilitating highly interactive events in hybrid format.
- Rely on a solid team to implement the activities with at least 3 years of experience in event organisation. CV of the members of the team in charge of the *Closing Conference* 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 2 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 79,500 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: **60%** 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.
- 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.
- 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 *Closing Conference* solely for the purpose of the performance of the services as outlined herein and as permitted by the provisions of the GDPR<sup>4</sup>. The service provider shall strictly follow the instructions of Eurochambres and 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. More stringent obligations in line with the legal requirements of a data processor will be outlined in the contract.

## **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>4</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/eli/reg/2016/679/oj).



## 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.

Subcontracting is allowed for travel, accommodation, local transportation, and catering.

## 12. HOW TO APPLY AND DEADLINE

Applicants are invited to submit offers for the organisation of *the Closing Conference* **BY EMAIL** at the following email address [eu4bcc@eurochambres.eu](mailto:eu4bcc@eurochambres.eu) by **Friday, 19.07.2024 (17:00 CET)**, at the latest.

Applicants should use the following subject when sending the application email: ***The Closing Conference for the EU4BCC Project - 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 – 02.07.2024
- Deadline for requesting clarifications – 16.07.2024
- Deadline to submit offers – 19.07.2024
- Assessment of the offers by the evaluation committee – 24.07.2024
- Notifying selected and non-selected applicants – 29.07.2024
- Signature of the service contract – 02.08.2024

## 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