



Tirana, 15 June 2026

INVITATION TO TENDER

“Framework agreement for the provision of accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Serbia”

This is an invitation to tender for the establishment of a framework agreement for the above-mentioned services. Please find enclosed the following documents, which constitute the **Tender Dossier**:

- A. Contract notice**
- B. Instructions to tenderers**
- C. Draft framework agreement**
- D. Terms of References**
- E. List of required documents**
- F. Annexes**

We look forward to receiving your tender, which must be sent no later than the submission deadline at the e mail address specified in the instructions to tenderers.

Sincerely,

Regional Youth Cooperation Office (RYCO)

A: SERVICE CONTRACT NOTICE

1. **Title:** Framework agreement for the provision of accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Serbia.
 2. **Type of procedure:** Open procedure.
 3. **Type of the framework agreement:** Single service provider,
 4. **Contracting authority:** Regional Youth Cooperation Office (RYCO).
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CONDITIONS OF PARTICIPATION

5. **Eligibility:** Participation in this tender procedure is open to all legal entities (Companies) that are duly registered for performing the type of activities described in the Terms of References in **Serbia**, participating either on their own or as a consortium.
 6. **Number of tenders:** No more than one tender can be submitted by an Economic Operator. If an Economic Operator submits more than one tender, all tenders in which that tenderer has participated will be excluded.
 7. **Sub-contracting:** Sub-contracting is allowed.
 8. **Grounds for exclusion:** As part of the tender, tenderers must submit a signed declaration, included in the tender form, to the effect that they are not in any of the exclusion situations listed.
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PROVISIONAL TIMETABLE

9. **Provisional commencement of the framework agreement:** July 2026.
 10. **Duration of the framework agreement:** The framework agreement will have a duration of one (1) year from the date of signature by both parties. Upon completion of this period, it may be renewed once for an additional period of up to one (1) year subject to a satisfactory performance evaluation followed by the mutual written agreement of the Parties.
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SELECTION AND AWARD CRITERIA

11. Selection criteria

The following selection criteria will be applied:

A. Professional suitability

- The Company must be a duly registered entity carrying out the type of activity subject to this procurement procedure in Serbia.

**Documentary evidence required:**

1. Valid proof of registration with the competent authorities in Serbia confirming that the company is legally established and authorized to perform the relevant professional activities covered by the contract (e.g. extract from the business register or equivalent official document), including the company's date of establishment.
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B. Technical and professional capacity

- The tenderer must have at least three (3) years of proven professional experience in the relevant field. Failure to meet this minimum requirement will result in the tender being considered non-compliant and excluded from further evaluation.
- The tenderer must demonstrate sufficient technical and professional capacity to perform the contract.

Documentary evidence required:

1. Technical proposal describing the implementation approach, including proposed response times, applicable cancellation/modification policy, and free-of-charge cancellation or modification terms.
 2. Company profile including information on years of activity in the relevant field, a list of clients and/or projects demonstrating experience in similar services, an overview of the company structure, including the number of employees, and membership in relevant professional associations.
 3. Curriculum Vitae of the Key Manager(s) to be assigned to the implementation of the framework agreement.
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C. Financial capacity

- The Company must be financially sound and stable.

Documentary evidence required:

1. Financial statements of the company for the last two (2) completed financial years, duly submitted to the competent authorities.

Tenderers may be excluded where the financial statements clearly indicate insolvency, negative equity, or other objective indicators of serious financial instability.

12 Award criteria: The contract will be awarded on the basis of the best price-quality ratio, with a weighting of 70/30, where 70% is allocated to the technical offer and 30% to the financial offer, in accordance with the detailed evaluation criteria and their respective weights set out below.

No.	Technical evaluation	Weight in %
1	Relevant Experience of the Company, including years of activity in the relevant field and a track record of clients and projects of a similar nature	20
2	Organizational capacity of the Company including an overview of the company structure and number of employees	20
3	Operational capacity of the Company including implementation approach, proposed response time, applicable cancellation/modification policy, and free-of-charge cancellation or modification terms.	30
4	Qualifications and experience of the Key Manager(s) to be assigned to the implementation of the framework agreement.	20
5	Membership in relevant professional associations related to the services required.	10
	Total	100

No.	Financial evaluation (30%)	Weight in %
1	Company fee (expressed in percentage) for accommodation up to 10.000 EUR)	30
2	Company fee (expressed in percentage) for accommodation (10.001 EUR - 20.000 EUR)	10
3	Company fee for accommodation (20.000 EUR and above)	5
4	Company fee for conference package (venue, conference facilities, catering, translators, photographs etc. up to 10.000 EUR)	30
5	Company fee for conference package (venue, conference facilities, catering, translators, photographs etc. (10.001 EUR - 20.000 EUR)	10
6	Company fee for conference package (venue, conference facilities, catering, translators, photographs etc. (20.000 EUR and above)	5



7	Company fee for the production of conference kits and relevant materials	10
	Total	100

The normalized technical and financial scores will be weighted at 70% and 30%, respectively.

13. Legal basis:

- Statute of the Regional Youth Cooperation Office
- RYCO's Rules and Operational Guidelines on Procurement Procedures

B: INSTRUCTIONS TO TENDERERS

When submitting their tenders, tenderers must comply with all instructions, forms, Terms of Reference, annexes, draft contract provisions, and specifications included in this tender dossier. Tenders must be complete and submitted within the above specified deadline. Failure to comply with these requirements may result in the rejection of the tender.

1. Timetable

	DEADLINE	TIME*
Deadline for requesting clarification from the contracting authority	21 days before the deadline for submission of tenders	
Last date for the contracting authority to issue clarification	8 calendar days before the deadline for submission of tenders	
Deadline for submitting tenders	12 August 2026	17:00

*** All times are in the time zone of the Contracting Authority.**

2. Submission of tenders

Tenders shall be submitted in English specifying the contract title in the email subject. They must include the requested documents specified **in part E of the tender dossier – List of required documents** and be sent to the contracting authority within the given deadline to the following email address: procurement@rycowb.org.

Tenders submitted by any other means will not be considered.

All tenders submitted after the above given deadline shall be rejected

By submitting a tender, the tenderer accepts to receive notification of the outcome of the procedure by electronic means. Such notification shall be deemed to have been received by the tenderer on the date upon which the contracting authority sends it to the electronic address referred to in their offer.



3. Operational language

All written communications, offers, correspondence, and documents related to this tender procedure and the contract must be in English. Supporting documents, part of the tender submission may be in another language, provided they are accompanied by an English translation.

4. Additional information before the deadline for submitting tenders

Tenderers may submit questions to the following email address:

procurement@rycowb.org **up to 21 days before the deadline for submission of tenders, specifying the title of the procedure.**

The contracting authority has no obligation to provide clarification after this date.

The contracting authority must respond to request for clarifications **at the latest 8 (eight) days before the deadline for submission of tenders.**

5. Alteration or withdrawal of tenders

Tenderers may alter or withdraw their tenders by electronic notification sent in the same email address mentioned in point 2 prior to the deadline for submission of tenders. No tender may be altered after this deadline.

6. Qualification

Upon meeting the selection criteria.

7. Evaluation of tenders

7.1 Examination of the administrative conformity of tenders

The evaluation procedure includes several phases, first an evaluation of the administrative conformity and responsiveness of the tender and finally the technical evaluation of the tender.

As a preliminary measure, RYCO shall check that tenders comply with any formal requirements of the tender dossier, in other words responsiveness in a formal sense. A tender is deemed to be formally responsive, if it satisfies all the formal requirements in the tender dossier without substantially departing from or attaching restrictions to them. These formal requirements may concern properly filled in tender forms, duly signed and formulated forms etc.

Substantial departures or restrictions are those which affect the scope, quality or execution of the contract, differ widely from the terms of the tender dossier, limit the rights of the contracting authority or the tenderer's obligations under the contract or distort competition for tenderers whose tenders do comply. Decisions to the effect that a tender is not administratively compliant must be duly justified in the evaluation minutes

7.2 Technical evaluation:

For tenders that fulfil the requirements concerning formal responsiveness, RYCO shall then proceed to evaluate the eligibility and the technical qualification of the tenderers.



in accordance with the selection and award criteria and on the basis of the required documentary evidence.

If a tender does not technically comply with the tender dossier, it will be rejected immediately and may not subsequently be made to comply by correcting it or withdrawing the departure or restriction.

7.3 Financial evaluation:

Upon completion of the technical evaluation the financial offers will be evaluated in accordance with the award criteria. Financial offers exceeding the maximum limits set are unacceptable and will be eliminated.

8. Confidentiality

The entire evaluation procedure is confidential, subject to the contracting authority's legislation on access to documents. The evaluation committee's decisions are collective, and its deliberations are held in closed session. The evaluation reports and written records are for official use only and may be not communicated to the tenderers.

9. Ethics clauses / Corruptive practices

a) Absence of conflict of interest

The tenderer must not be affected by any conflict of interest and must have no equivalent relation in that respect with other tenderers or parties involved in the project. Any attempt by a tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or the contracting authority during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its tender.

b) Respect for human rights as well as environmental legislation and core labour standards

The tenderer and its staff must comply with human rights and applicable data protection rules. In particular, and in accordance with the applicable basic act, tenderers and applicants who have been awarded contracts must comply with the environmental legislation, and with the core labour standards as applicable and as defined in the relevant International Labour Organisation conventions (such as the conventions on freedom of association and collective bargaining; elimination of forced and compulsory labour; abolition of child labour).

c) Unusual commercial expenses

Tenders will be rejected, or contracts terminated if it emerges that the award or execution of a contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract

d) Breach of obligations, irregularities or fraud

The contracting authority reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to breach of obligations, irregularities or fraud. If breach of obligations, irregularities or fraud are discovered after the award of the contract, the contracting authority may refrain from concluding the contract.



e) Anti-corruption and anti-bribery

The tenderer shall comply with all applicable laws and regulations and codes relating to anti-bribery and anti-corruption. The Contractor Authority reserves the right to suspend or cancel project financing if corrupt practices of any kind are discovered at any stage of the award process or during the execution of a contract. For the purposes of this provision, 'corrupt practices' are the offer of a bribe, gift, gratuity or commission to any person as an inducement or reward for performing or refraining from any act relating to the award of a contract or execution of a contract already concluded with the contracting authority.

10. Notification of award and framework agreement signature

10.1 Notification of award

The successful tenderer will be informed by electronic means that its tender has been accepted. The other tenderers will, at the same time as the notification of award is submitted, be informed that their tenders were not retained, by electronic means, including an indication of the reason. The second-best tenderer is informed of the notification of award to the successful tenderer with the reservation of the possibility to receive a notification of award in case of inability to sign the framework agreement with the first ranked tenderer. The contracting authority will furthermore, at the same time, also inform the remaining unsuccessful tenderers.

10.2 Framework agreement signature and implementation

After the expiry of the appeal period, where no appeals have been submitted, or upon completion of the appeal process if the award decision remains unchanged, the Contracting Authority will invite the successful tenderer to sign the contract.

Failure of the selected tenderer to comply with this requirement and/or to be available for contract signature may result in the annulment of the award decision. In such a case, the Contracting Authority may award the contract to the second-ranked tenderer or cancel the tender procedure.

11. Cancellation of the tender procedure

In the event of cancellation of the tender procedure, the contracting authority will notify tenderers of the cancellation.

Cancellation may occur, for example, where:

- the tender procedure has been unsuccessful, i.e. no suitable, qualitatively or financially acceptable tender has been received or there is no valid response at all.
- there are fundamental changes to the economic or technical data of the project.
- exceptional circumstances or force majeure render normal performance of the contract impossible.
- all technically acceptable tenders exceed the financial resources available.



- there has been breach of obligations, irregularities or frauds in the procedure, in particular if they have prevented fair competition.
- RYCO finds that the Tender Dossier has major shortcomings or faults.
- the award is not in compliance with sound financial management, i.e. does not respect the principles of economy, efficiency and effectiveness (e.g. the price proposed by the tenderer to whom the framework agreement is to be awarded is objectively disproportionate with regard to the price of the market).

In no event shall the contracting authority be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a tender procedure, even if the contracting authority has been advised of the possibility of damages. The issuance of a contract notice does not commit the contracting authority to implement the programme or project announced.

12.Appeals

Tenderers believing that they have been harmed by an error or irregularity allegedly committed as part of a selection procedure or that the procedure was vitiated by any maladministration may file a complaint which should be sent electronically to the Contracting Authority in the same e mail address tenders were submitted **up to 3 working days after receiving evaluation results**. The Contractor Authority should respond to the tenderer by electronic means too at the latest 2 (two) days after receiving the compliant. In such cases the potential claimant shall be informed of the characteristics and relative advantages of the successful tender(s) and the contract value. However, certain information may be withheld where its release, would be contrary to data protection, or would prejudice the legitimate commercial interests of economic operators or might distort fair competition between them.



C: DRAFT FRAMEWORK AGREEMENT

“For the provision of accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Serbia”

This Framework Agreement, the “*Agreement*”, is signed on _____, 2026 by and between:

1. **The Regional Youth Cooperation Office (RYCO)**, duly established and organized under the laws of Albania, under registration number L71911452J, having its registered address and Head Office at Rruga “Skenderbej”, 8/2/2 in Tirana, Albania, legally represented by the Secretary General, Mr. Vladimir Obradović, adult, with full legal capacity to act, hereinafter referred to as “RYCO”

on the one part

and

2. **(Insert the name of the legal entity)**, a company incorporated under the laws of **(insert the relevant CP)**, having its registered office at: **(Insert the address of the legal entity)** registered with the unique registration number **(insert the No)**, legally represented for the purposes of the signature of this Agreement by Ms/Mr.**(insert the name of the representative)**, adult, with full legal capacity to act, referred to as the “*Contractor*”

on the other part,

Hereinafter referred to individually as the “Party” and collectively the “Parties”

By signing this Agreement, the Contractor confirms that it has read, understood and accepted the Agreement and all its terms and conditions.

Preamble

This Framework Agreement is funded by Regional Youth Cooperation Office Funds.



Article 1

Object of the Agreement

1. The object of the Agreement is the provision of accommodation, event management and other related services, as per agreed terms, to RYCO Local Branch Office in Serbia, in full compliance with the Terms of reference, integrated and inseparable part of this Agreement.
2. Any Services required by RYCO shall be ordered by way of a Call-Off order.
3. The Contractor hereby states and warrants that it is fully capable to provide the Services outlined herein and has no other commitments or engagements which could prevent it from performing its obligations under the present Agreement.

Article 2

Term of the Agreement

1. This Agreement is concluded for a period of 1 (one) year. It shall enter into force on_____, 2026 and shall stay in full force and effect until _____, 2027.
2. Subject to a satisfactory performance evaluation and the mutual written agreement of the Parties, the Framework Agreement may be renewed once for an additional period of one (1) year.
3. Signature of this Agreement does not guarantee any actual Call off orders, therefore RYCO shall not be held responsible in any means, if no Call of orders shall be applied for the entire duration of this Agreement.

Article 3

Obligations of the Contractor

1. The Contractor shall be responsible for providing domestic, regional, and international accommodation arrangements as well as other related services including, but not limited to, the following:
 - i. Hotel reservations/Accommodations.
 - ii. Event Management; and.
 - iii. Conference package.
2. Upon express request of RYCO, the Contractor shall be responsible for providing any other services in relation to this Agreement, such as described in the Terms of reference.
3. The Contractor shall:
 - i. immediately record and report to RYCO any problem that affects its ability to provide the services. The report must describe the problem, state when it started and what action the Contractor is taking to resolve it.
 - ii. Immediately review any requests or complaints submitted by RYCO and resolve any issues or disputes related to the provision and quality of services within 10 (ten) days, starting from the date of the submission of the respective request. RYCO must describe and report the problem in detail.



- iii. upon the placement of the call of order, when requested under the respective ToRs, the Contractor should provide three offers whenever it is possible, (depending on the specification of the venue);
- iv. In case the three offers are not possible to be obtained, the Contractor should provide relevant justification.
- v. be responsible for problems that may affect the quality of the provided services when they are caused by the Contractor and shall cover all related costs.
- vi. Appoint 1 (one) dedicated English-speaking Key Manager reachable at all times (24/7) via mobile phone for urgent matter ensuring regular responsiveness by email during normal working hours.

Article 4 **Obligations of RYCO**

RYCO shall:

1. Immediately notify the Contractor in case of any possible problems or malfunctions.
2. Create all the conditions and provide all the necessary support in order for the Contractor to perform all required services and to achieve the objective of this Agreement.
3. Provide feedback and guidance on the performance of the Contractor.
4. Communicate on a regular basis with the Contractor.

Article 5 **Compensation Scheme and Payment Modality**

1. Payments under the Call-off orders shall be executed on an order basis, upon receipt and confirmation of the draft master invoice.
2. In the case that the invoice is not electronic, the Contractor shall submit to RYCO the original invoices (including fiscal bill) at the end of each month, specifying the services performed within the duration of one month.
3. RYCO shall execute the payment of the invoice(s) within 30 (thirty) days upon its submission by the Contractor.
4. RYCO shall execute the payment in EUR currency, to the following bank account of the Contractor:

- i) *Bank account holder name:* _____
- ii) *Bank name:* _____
- iii) *IBAN/Bank account no:* _____
- iv) *SWIFT:* _____
- v) *Currency:* **EUR**

5. If RYCO cannot accept an invoice, it shall inform the Contractor of its non-acceptance within 10 (ten) days of its receipt.
6. RYCO may at any point suspend the payment deadline if the request for payment cannot be processed because it does not comply with the Agreement's provisions. RYCO must formally notify the Contractor of the suspension and the reasons for it within 10 (ten) days from the invoice receipt.



7. The suspension takes effect on the day the notification is sent by RYCO. If the condition for suspending the payment deadline as referred to is no longer met, the suspension will be lifted and the remaining period will resume.
8. If the payment deadline has been suspended due to the non-compliance of the provided services the Contractor must take all measures to provide any services at the required standard within 5 (five) working days upon notification, otherwise RYCO may also terminate the Agreement.
9. RYCO may reject parts of or reduce the payment if the Contractor is in breach of any of the obligations under this Agreement.

Article 6

Performance of the Agreement

1. The Contractor must perform the Agreement to the highest professional standards with all due care, skill and diligence. Timely provision of the Services is of the essence of the Agreement.
2. All periods specified in the Agreement are calculated in calendar days.

Article 7

Termination of the Agreement

1. RYCO may at any moment terminate the Agreement if the Contractor:
 - a) is performing its obligations poorly,
 - b) if the Contractor charges RYCO at higher rates than market standards, or
 - c) has committed substantial errors or irregularities that have undermined the continuity of the work and services.
2. RYCO must formally notify the Contractor of its intention, including the reasons why and is to submit any observations within 10 (ten) days of receiving notification. If RYCO does not accept these observations, it will formally notify confirmation of the termination. The termination will take effect on the date the notification is sent by RYCO. The Contractor is entitled to payment only for the services provided before termination takes effect.
3. The Contractor shall cover all costs for any damages caused to RYCO during the performance of this Agreement.
4. Each Party may terminate the Agreement at any time by giving 30 (thirty) days written notification to the other Party.
5. If a Call-Off order is in force at a date when this Agreement would expire or would otherwise be terminated, this Agreement shall, for the purposes of the Call-Off orders which remain in force at such date, continue in force for so long as RYCO and/or Contractor shall have rights and/or obligations under the relevant Call-Off order.

Article 8

Records and Supporting Documentation

1. The Contractor must keep records and other supporting documentation (original supporting documents) as evidence that the Contract is performed correctly, and the expenses were actually incurred. These must be available for review upon RYCO's request.
2. The Contractor must keep all records and supporting documentation for 2 (two) years starting from the date of the last payment. If there are on-going checks, audits, investigations, appeals, litigation or pursuit of claims, the Contractor must keep the records and supporting documents until these procedures end.

Article 9

Applicable Law and Dispute Settlement

1. This Agreement shall be governed by, executed and interpreted in accordance with the laws of Albania, as the Host Contracting Party of RYCO, and in compliance with RYCO's internal rules and regulations.
2. In the event of disputes arising out of or in connection with this Agreement, parties undertake to first reach an amicable settlement. If an amicable solution to a dispute arising from the application of this Agreement with regard to its interpretation, or application cannot be reached, the complaining party may appeal to the competent court in Albania.

Article 10

Independent Contractor

1. The Contractor shall provide the services under this Agreement as an independent Contractor and not as an employee, partner, or agent of RYCO.
2. The Contractor shall have sole responsibility for the staff who execute the tasks assigned to it.

Article 11

Subcontracting

1. The Contractor may subcontract certain parts of the services under this Agreement, if RYCO is informed in advance of any intended subcontracting arrangement.
2. The Contractor shall remain fully responsible for the performance of all obligations under this Agreement and for the acts, omissions, and performance of any subcontractors engaged in connection with the Agreement.
3. Subcontracting shall not relieve the Contractor of any liability or obligation under this Agreement, nor shall it create any contractual relationship between RYCO and any subcontractor.
4. RYCO reserves the right to raise reasonable objections to a proposed subcontracting arrangement where it may adversely affect the proper performance of the Agreement, compliance with applicable requirements, or RYCO's legitimate interests.



Article 12

Taxes

The Contractor is solely and exclusively responsible for paying taxes or any other obligations in compliance with the relevant tax requirements and legislation applicable in the place in which the Contractor is officially registered, related to this Agreement.

Article 13

Amendment

1. Amendments to this Agreement may be done only in writing with the expressed consent from both parties. The party receiving the request must formally notify its agreement or disagreement, within 30 (thirty) days of receiving notification.

Article 14

Confidentiality

1. RYCO shall provide to the Contractor all information necessary in order to carry out the Services in a full and proper manner.
2. The Contractor shall keep RYCO constantly informed of all information of which the Contractor becomes aware during the term of this Contract and relating to the Services.
3. The Parties hereby, commit on regulating their contractual relationship and all the related terms for the provision of the respective services as envisaged in this Agreement, in conformity with the requirements under the applicable data protection legislation, "The Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data (CETS No. 108)", GDPR Regulations and other respective International Standards applied for the collection and processing of the Personal Data.
4. The Contractor agrees that all data, documents, or other information developed, received or provided for the performance of this Contract are deemed confidential and shall not be disclosed by the Contractor without prior written authorization by RYCO. RYCO shall grant such authorization if disclosure is required by law. Upon request, all RYCO's data shall be returned to RYCO upon the termination of this Contract. The Contractor's duty of confidentiality shall survive expiration or termination of this Contract.

Article 15

Severability

If any provision of this Agreement shall become invalid, illegal or unenforceable, such provision shall become null and void; nevertheless, all other provisions of this Agreement shall remain in full force and effect.

Article 16

Entirety

1. The Agreement shall be interpreted by considering its terms and conditions as an entirety. Any clause or wording that may create uncertainty must be viewed in the context of the entire Agreement and in the view of the purposes that caused both Parties to enter into this Agreement.
2. This Agreement covers all arrangement between the Parties, related to the object herein and substitutes all and any previous agreements and understandings between the Parties, whether written or verbal.

Article 17

Notices

1. All communication by and between RYCO and the Contractor concerning the execution of this Agreement shall be directed to Ms/Mr. _____ to the following e-mail address: _____@rycowb.org on behalf of RYCO and to Ms/Mr. _____, the, to the following e-mail address: _____ on behalf of the Contractor.
2. The Contractor has to notify RYCO in writing immediately for any changes of its address or electronic mail address, otherwise any notification issued by RYCO shall be deemed as received by the Service Provider to the address provided in this Contract.
3. Both Parties undertake the obligation to notify immediately one another of any changes, such as registration, residence or legal representation, which may have an impact on the execution of the present Contract and on their professional relationship.

Article 18

General Provisions

1. The Agreement is written in the English language. All correspondence, communication and other documents pertaining to the Agreement, which are exchanged by the Parties, shall be written in the same language.
2. Neither Party will be liable for any delay in performing or failure to perform any of its obligations under this Contract if such delay or failure is caused by *Force majeure*, such as civil disorder, military action, natural disaster and other circumstances which are beyond the control of the Party in question. In such event, the party will give immediate notice in writing to the other Party of the existence of such cause or event and of the likelihood of delay. However, this *Force majeure* clause applies only if the events take place after the signature of this Agreement, so that it makes impossible or unduly burdensome for one of the Parties to fulfil its obligations.



3. The entire Agreement between the Parties is composed of the:

- i) Framework Agreement;
- ii) Terms of reference;
- iii) Financial offer.

This Agreement is done in English in 3 (three) original documents, 2 (two) originals being for the RYCO and 1 (one) original being for the Contractor.

For the Contracting authority:

For the Service Provider:

Regional Youth Cooperation Office

Company name

Secretary General

Title

Vladimir Obradović

Mr/Ms. [name/surname]



D: TERMS OF REFERENCE

“Framework agreement for the provision of accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Serbia”

A. BACKGROUND

Regional Youth Cooperation Office is an intergovernmental organization that stewards and promotes regional, cross-border and intercultural cooperation within and among six Western Balkan Contracting Parties, Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, North Macedonia and Serbia. RYCO's program focuses on creating opportunities for young people to engage in activities that build mutual understanding and reconciliation in the civic, social, educational, cultural and sports domains. Its Local Branch Offices ensure RYCO is represented in all the six Contracting Parties while its Head Office is the organizational hub.

B. OBJECTIVE

RYCO is seeking qualified service providers (hereinafter referred to as the “Company”) to establish a framework agreement for the provision of services including accommodation, event management, and other related services, under the terms and conditions set out therein. The successful companies shall provide full, prompt, and accurate international, regional, and domestic accommodation, event management, and other related services as may be requested by RYCO and as described in these Terms of Reference, in accordance with the **principle of cost-effectiveness**.

C. REQUIRED SERVICES

- **Accommodation, event management and other related services**

C.1: For each accommodation request (call – off order), the Company shall provide RYCO with at least three accommodation options at the requested destination that meet the specified requirements, including meals, conference facilities, and any other requested services. Where three suitable options cannot be identified, the Company shall provide a written justification explaining the reasons. Depending on the nature of the event, RYCO will define the applicable accommodation and venue requirements, standards, and specifications. Reservations shall be made only upon prior written confirmation from RYCO. Preference shall be given to accommodation providers offering flexible cancellation and modification policies with the shortest possible notice periods.

C.2: If the requested accommodation arrangements cannot be confirmed, the Company shall promptly notify RYCO and provide alternative accommodation options that meet the specified requirements to the greatest extent possible.

* This designation is without prejudice to positions on status and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.



C.3: The Company shall inform RYCO of all applicable costs and conditions associated with the proposed accommodation and event arrangements, including parking fees, conference room, technical equipment, coffee breaks, additional meals, local taxes, and any other charges that may apply. The Company shall also communicate all relevant deadlines and conditions, including the deadline for submission of the final rooming list and any applicable cancellation or amendment deadlines.

C.4: In consultation with the designated RYCO focal point(s), the Company shall identify and propose suitable venues that meet the requirements and specifications of the event.

C.5: Provide administrative and logistical support, when required, before and during conferences and events, including participant registration, communication with participants, dissemination of technical and logistical information, preparation of name tags and attendance lists, distribution of event materials, and on-site coordination.

C.6: Provide on-site IT and technical support for each event, serving as the designated focal point for all technical matters and ensuring the setup, configuration, operation, troubleshooting, and maintenance of all required event systems and equipment, including audio-visual equipment, high-speed Wi-Fi internet access, and online video conferencing and live streaming solutions.

C.7: Provide at least three catering menu options, including pricing and dietary alternatives, for RYCO's consideration and prior confirmation.

C.8: Provide conference kits for participants and any other relevant materials, in accordance with instructions provided by the RYCO focal point(s).

C.9: Provide simultaneous interpretation equipment, as required for the event.

C.10: Provide translation, photography, and videography services as required for the event.

D. CANCELLATIONS, MODIFICATIONS AND REFUNDS

D.1 The Company shall process duly authorized accommodation changes and/or cancellations upon request from RYCO and shall take all reasonable measures to minimize cancellation fees and other charges imposed by accommodation providers.

D.2 The Company shall inform RYCO, for each reservation, of the applicable cancellation deadlines, terms, and associated fees at the time of booking confirmation. In the event that the Company fails to provide such information in a timely manner, it shall bear all resulting cancellation costs and any related charges.

E. COMMUNICATION WITH RYCO

E.1 All communications related to the implementation of the Framework Agreement shall be conducted in English



E.2 The Company shall apply a “one face to the customer” approach and appoint a dedicated Key Manager who will be the primary contact point for RYCO.

E.3 The Focal Point/Key Manager shall be reachable at all times (24/7) via mobile phone for urgent matters and shall ensure regular responsiveness by email during normal working hours.

E.4 The Key Manager should be an English speaker. (Knowledge of other local WB6 languages will be considered as a great asset.

F. PAYMENT TERMS

F.1 The successful Company shall be invited to sign a single-service provider framework agreement establishing the terms and conditions, including the fixed fees applicable for the provision of services under call-off orders. The framework agreement shall serve as the basis for the application of the agreed prices and conditions.

F.2 Payments under call-off orders shall be executed on an order-by-order basis upon receipt and approval of the draft master invoice, together with the final rooming list provided by the selected hotels. All offers and invoices issued under call-off orders shall include a detailed breakdown of all services provided, clearly indicating the applicable service fees of the Company.

F.3 RYCO reserves the right to terminate the framework agreement with the selected Company at any time if the Company applies rates higher than prevailing local market standards or fails to deliver the minimum services as described in the tender documents.

G. FRAMEWORK AGREEMENT DURATION

The framework agreement shall have a duration of one (1) year from the date of signature by both Parties. Upon expiry of this period, it may be renewed once for an additional period of up to one (1) year subject to a satisfactory performance evaluation followed by the mutual written agreement of the Parties.

E: LIST OF REQUIRED DOCUMENTS

1. **Tender submission form** according to the template given in **ANNEX I**.
2. **Declaration on honour on exclusion criteria** according to the template given in **ANNEX II**.
3. **Financial offer form** according to the template given in **ANNEX III**.
4. **Valid proof of registration** with the competent authorities in Serbia confirming that the company is legally established and authorized to perform the relevant professional activities covered by the contract (e.g. extract from the business register or equivalent official document), including the company's date of establishment.
5. **A technical proposal** describing the implementation approach, including proposed response times, applicable cancellation/modification policy, and free-of-charge cancellation or modification terms.
6. **Company profile** including information on years of activity in the relevant field, a list of clients and/or projects demonstrating experience in similar services, an overview of the company structure, including the number of employees, and membership in relevant professional associations.
7. **Curriculum Vitae** of the designated focal point(s)/ key manager(s) to be assigned to the implementation of the framework agreement.
8. **Financial statements** of the company for the last 2 (two) completed financial years, duly submitted to the competent authorities.
9. **Consortium agreement** (if applicable)

The required forms are to be completed, signed and stamped by the tenderers.

Detailed instructions on the submission of tender documents are provided in the Instructions to Tenderers.

Note: *Tenderers are reminded that the provision of false information in this tender procedure may lead to the rejection of their tender. In any case the Contracting Authority has the right to investigate and request further evidence from the Economic Operator if it has reasonable ground to doubt the content of such information.*

ANNEX I

SERVICE TENDER SUBMISSION FORM

Contract title: “Framework agreement for the provision of accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Serbia”

Financed from: Regional Youth Cooperation Office (RYCO)

Please supply one signed and stamped tender including completed signed and stamped statement, declaration on honour on exclusion criteria, and financial identification form. All data included in this application must concern only the legal entity making the tender.

1 SUBMITTED by (i.e. the identity of the tenderer)

Insert: Full official name of legal entity/Company	
State the official legal form of entity	
Insert: Name of the representative of Entity	
Insert: Full official name of members (In case of consortium)	
Insert: Name of the representatives of the Members (In case of consortium)	



Insert: Full official address of Entity	
Insert: Full official address of Members (in case of consortium)	

In case of a consortium (where applicable)

[We are making this application, for this tender as partner in the consortium led by [insert name of the leader]. We confirm that we are not tendering for the same procedure in any other form. We confirm, as a partner in the consortium, that all partners are jointly and severally liable by law for the performance of the contract, that the lead partner is authorized to bind, and receive instructions for and on behalf of, each member, that the performance of the contract, including payments, is the responsibility of the lead partner, and that all partners in the joint venture/consortium are bound to remain in the joint venture/consortium for the entire period of the contract's performance].



Name of the members (in case of consortium)	1	2	3
Signature & Stamp			
Date			

4.2 CONTACT PERSON/s (for this tender)

Name	
Address	
Telephone	
e-mail	

Name	
Signature & Stamp	
Date	

ANNEX II

DECLARATION ON HONOUR ON EXCLUSION CRITERIA

I, the undersigned, hereby declare that I am are not in any of the exclusion situations listed below:

SITUATION OF EXCLUSION

- a. it is bankrupt, subject to insolvency or winding-up procedures, where its assets are being administered by a liquidator or by a court, where it is in an arrangement with creditors, where its business activities are suspended, or where it is in any analogous situation arising from a similar procedure provided for under national laws or regulations;
- b. it has been established by a final judgment or a final administrative decision that the economic operator is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the applicable law;
- c. it has been established by a final judgment or a final administrative decision that the economic operator is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the economic operator belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibility where such conduct denotes a wrongful intent or gross negligence, including, in particular, any of the following:
 - i) fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of selection criteria or in the performance of a contract;
 - ii) entering into agreement with other economic operators with the aim of distorting competition;
 - iii) violating intellectual property rights;
 - iv) attempting to influence the decision-making process of the contracting authority during the procurement procedure;
 - v) attempting to obtain confidential information that may confer upon it undue advantages in the procurement procedure;
- d. it has been established by a final judgment that the economic operator is guilty of any of the following: i) fraud; ii) corruption; iii) conduct related to a criminal organization; iv) money laundering or terrorist financing; v) terrorist-related offences or offences linked to terrorist activities; vi) child labour or other forms of trafficking in human beings;
- e. the economic operator has shown significant deficiencies in complying with main obligations in the performance of a contract;
- f. it has been established by a final judgment or final administrative decision that the person or entity has created an entity under a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations of mandatory application



in the jurisdiction of its registered office, central administration or principal place of business

- g. has misrepresented the information required by RYCO as a condition for participating in the procedure or has failed to supply that information;
- h. was previously involved in the preparation of procurement documents used in the award procedure where this entails a breach of the principle of equality of treatment, including distortion of competition that cannot be remedied otherwise.

Name	
Signature and stamp	
Date	

ANNEX III

FINANCIAL OFFER FORM

Contract title: “Framework agreement for the provision of accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Serbia”

Title	Cost Range (EUR)	Maximum Fee (%)	Company Fee (%)
Company fee for accommodation	1-10.000EUR	10%	
	10.001 EUR - 20.000 EUR	7%	
	20.000 EUR and above	5%	
Company fee for conference package (venue, conference facilities, catering, translators, photographs etc.	1-10.000EUR	10%	
	10.001 EUR - 20.000 EUR	7%	
	20.000 EUR and above	5%	
Company fee for Conference kit and materials	N/A	5%	



The fee proposed by the tenderers shall not exceed the maximum limits indicated on the table above for accommodation and event management.

Name	
Signature and stamp	
Date	