

Tirana, 23 October 2026

INVITATION TO TENDER

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

LOT I - “Travel arrangement services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina”

LOT II - “Accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina”

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**:

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

A: CONTRACT NOTICE

Title: Framework agreement for the provision of travel arrangement and accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina.

Number and titles of Lots:

LOT I - "Travel arrangement services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina"

LOT II - "Accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina"

Type of procedure: Open procedure.

Type of the framework agreement: Single service provider.

Contracting authority: Regional Youth Cooperation Office (RYCO).

CONDITIONS OF PARTICIPATION

Eligibility: Participation in this tender procedure is open to all legal entities (companies) duly registered and legally authorized to perform the activities subject to this procurement procedure in Bosnia and Herzegovina, participating either individually or as a consortium.

Number of tenders: No more than one tender can be submitted by an Economic Operator per Lot. Tenderers may submit an offer for one Lot or for both Lots. If an Economic Operator submits more than one tender for the same Lot, all tenders in which that tenderer has participated for that Lot will be excluded.

Sub-contracting: Sub-contracting is allowed.

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 therein.

PROVISIONAL TIMETABLE

Provisional commencement of the framework agreement: November 2026.

Duration of the framework agreement: The framework agreement per each LOT shall enter into force on the date of the last signature by the Parties and shall remain valid for a period of 2 (two) years from that date. Upon completion of this period, it may be renewed once for an additional period of up to one 1 (one) year subject to a satisfactory performance evaluation followed by the mutual written agreement of the Parties.

SELECTION AND AWARD CRITERIA

LOT I - "Travel arrangements for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina"

Selection criteria

The following selection criteria will be applied:

A. Professional suitability

- The Company must be duly registered and legally authorized to perform the activities subject to this procurement procedure in Bosnia and Herzegovina.

Documentary evidence required:

1. Valid proof of registration with the competent authorities in Bosnia and Herzegovina confirming that the company is legally established and authorized to perform the relevant professional activities subject to this procurement procedure (e.g. extract from the business register or equivalent official document), including the company's date of establishment.

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:

- Technical proposal describing the tenderer's approach to the provision and management of air and land travel arrangements and other associated services, including the booking and reservation systems/tools used, handling of travel requests, proposed response times, and arrangements for changes, cancellations, urgent travel and after-hours support.
- Company profile including information on years of activity in the provision of travel services, a list of clients and/or contracts demonstrating experience in similar services, and an overview of the company's organizational and staffing structure relevant to the provision of travel services including where applicable any current and valid membership in relevant professional associations.
- Curriculum Vitae of the Key Manager(s) proposed for the implementation of the Framework Agreement, demonstrating relevant professional experience in the provision and management of travel services.

C. Financial capacity

- The Company must be financially sound and stable.

Documentary evidence required:

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.

Award criteria – LOT 1

The framework agreement will be awarded on the basis of the best price-quality ratio. The technical offer carries 70% of the final score and the financial offer carries 30% of the final score. Technical and financial scores shall be normalized and weighted in accordance with the applicable technical and financial weightings (70% technical / 30% financial) in order to determine the best price-quality ratio. The detailed technical and financial evaluation criteria and their respective weights are set out below.

No.	Technical evaluation	Weight
1	Relevant Experience of the Company, including years of activity in the relevant field and a track record of clients and contracts 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 approach to the provision and management of air and land travel services, including handling of travel requests, proposed response times, arrangements for changes and cancellations, and urgent travel and after-hours support	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	Weight
1	Price* of the service per flight ticket	20
2	Price per km - executive car	10
3	Price per km - van	15
4	Price per km - minibus	25
5	Price per km - bus	5
6	Price per airport transfer (Sarajevo) by car	15
7	Price of waiting hours of the driver**	5
8	Price per driver's overnight***	5

No.	Financial evaluation	Weight
	Total	100

* The service price per flight ticket shall be submitted as an actual unit price in EUR. Prices must NOT be expressed as percentages.

** Driver waiting time shall be chargeable only for waiting periods exceeding 2 (two) hours per assignment. Waiting time up to and including 2 (two) hours shall not be charged. The driver's overnight fee does not include any waiting time charges.

*** The price per driver overnight shall include the driver's overnight fee and a fixed daily allowance for meals and refreshments. Accommodation costs shall be reimbursed separately based on actual expenditure against invoice, subject to prior approval and limited to a maximum 3-star to 4-star hotel category. The driver should preferably be accommodated in the same hotel as passengers, provided this complies with the applicable hotel category limit; otherwise, alternative accommodation within the approved limits shall apply.

LOT II - "Accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina"

Selection criteria

A. Professional suitability

The Company must be duly registered and legally authorized to perform the activities subject to this procurement procedure in Bosnia and Herzegovina.

Documentary evidence required:

Valid proof of registration with the competent authorities in Bosnia and Herzegovina confirming that the company is legally established and authorized to perform the relevant professional activities subject to this procurement procedure (e.g. extract from the business register or equivalent official document), including the company's date of establishment.

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:

Technical proposal describing the implementation approach, including proposed response times, applicable cancellation/modification policy, and free-of-charge cancellation or modification terms.

Company profile including information on years of activity in the relevant field, a list of clients and/or contracts demonstrating experience in similar services, and an overview of the company's organizational and staffing structure relevant to the provision of the required services, including where applicable any current and valid membership in relevant professional associations.

Curriculum Vitae of the Key Manager(s) to be assigned to the implementation of the framework agreement.

C. Financial capacity

The Company must be financially sound and stable.

Documentary evidence required:

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.

Award criteria - Lot II

The framework agreement will be awarded on the basis of the best price-quality ratio. The technical offer carries 70% of the final score and the financial offer carries 30% of the final score. Technical and financial scores shall be normalized and weighted in accordance with the applicable technical and financial weightings (70% technical / 30% financial) in order to determine the best price-quality ratio. The detailed technical and financial evaluation

criteria and their respective weights are 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 (20.001 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. (20.001 EUR and above)	5
7	Company fee for the production of conference kits and relevant materials	10
	Total	100

Tender validity: The tender shall remain valid for sixty (60) calendar days from the deadline for submission.

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 deadline specified above. Failure to comply with these requirements may result in the rejection of the tender.

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	22 November 2026	17:00
Clarifications and Tender Submission Address	procurement@rycowb.org	

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

SUBMISSION OF TENDERS

Tenders shall be submitted in English, to the above email address specifying in the email subject the contract title and the Lot for which the tender is submitted (Lot I and/or Lot II). Tenderers shall submit all documents required under Part E of the Tender Dossier – List of Required Documents applicable to the Lot(s) for which they are participating. Where a tenderer submits an offer for both Lots, the tender must clearly distinguish the documents and offers relating to Lot I and Lot II, respectively. Documents that are common to both Lots may be submitted only once.

Tenders submitted by any other means will not be considered.

All tenders submitted after the deadline given above 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.

OPERATIONAL LANGUAGE

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

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 and the relevant Lot.**

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

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

ALTERATION OR WITHDRAWAL OF TENDERS

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

EVALUATION OF TENDERS

Administrative conformity

At this stage, RYCO will verify that the tender was submitted in accordance with the Tender Dossier and that the required forms, declarations and documents have been duly completed and submitted; in other words, it will assess 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.

Qualification assessment

For tenders that fulfil the requirements concerning formal responsiveness, RYCO shall proceed to assess the eligibility and qualifications of the tenderers against the applicable selection criteria per each Lot, on the basis of the documentary evidence required in the tender dossier. Compliance with the applicable exclusion criteria shall also be verified at this stage.

Tenderers that do not meet the applicable eligibility, exclusion and selection requirements shall be rejected and shall not proceed to the technical evaluation.

Technical and financial evaluation

Tenders that have successfully passed the qualification assessment shall be evaluated against the **award criteria and their respective weights per each Lot** set out in this Tender Dossier, using the applicable technical and financial evaluation grids.

Technical and financial scores shall be normalized and weighted in accordance with the applicable weightings (70% technical / 30% financial) to determine the best price-quality ratio in accordance with the award criteria stated per each Lot.

CLARIFICATION OF TENDERS

RYCO may request clarification of documents or information already submitted, provided that clarification does not result in submission of missing documents, modification of the tender, or correction of a substantive non-compliance.

CONFIDENTIALITY

The evaluation procedure is confidential. The Evaluation Committee's decisions are collective, and its deliberations are held in closed session. Evaluation reports and written records are for official use only and shall be handled in accordance with the applicable RYCO rules and procedures.

ETHICS CLAUSES

Absence of Conflict of Interest: The tenderer must not be affected by any conflict of interest or seek to obtain confidential information, enter into unlawful agreements or influence the evaluation.

Human Rights, Labour Standards and Environmental Compliance: The tenderer shall comply with applicable human rights, environmental and labor legislation, including non-discrimination, equal treatment, fair working conditions and the prohibition of forced labour and child labour.

Data Protection and Confidentiality: The tenderer shall comply with all applicable personal data protection requirements and shall ensure the confidentiality and secure processing of all personal and health-related information made available in connection with the performance of the contract.

Unusual Commercial Expenses: Tenders may be rejected or contracts terminated where unusual commercial expenses or undisclosed commissions arise.

NOTIFICATION OF AWARD AND FRAMEWORK AGREEMENT FINALIZATION

The successful tenderer per each Lot shall be notified electronically. Other tenderers shall be informed of the outcome and the reason their tenders were not selected.

Following the applicable complaint period, the successful tenderer per each Lot will be invited to finalize the relevant contractual arrangements required for the establishment of the framework agreement(s).

Failure to complete the required contractual formalities within five (5) calendar days of receipt, unless justified and accepted by RYCO, may result in withdrawal of the award and either award to the next-ranked tenderer, cancellation of the procurement procedure in whole or in respect to the Lot affected.

CANCELLATION OF THE TENDER PROCEDURE

RYCO reserves the right to cancel the procurement procedure in whole or in respect of one or more Lots, at any stage of the procedure, including where no suitable tender is received for the procurement procedure or for a particular Lot; the requirements materially change; all acceptable tenders for the procurement procedure or a particular Lot exceed the available budget; irregularities affect competition; or other duly justified circumstances require the procurement procedure, or any individual Lot, to be discontinued.

The cancellation of one Lot shall not automatically result in the cancellation of the other Lot, which may proceed independently.

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 the procurement procedure in whole or in respect of any individual Lot, even if the Contracting Authority has been advised of the possibility of such damages.

The issuance of a contract notice does not commit the Contracting Authority to implement the project announced or to award a framework agreement under either Lot.

COMPLAINTS

Tenderers who consider that they have been harmed by an error, irregularity or maladministration in the procurement procedure or in a particular Lot may submit a complaint electronically to the submission address within three (3) working days from notification of the relevant award decision.

The complaint shall clearly identify Lot (Lot I and/or Lot II) to which it relates. Where a complaint concerns only one Lot, it shall apply only to that Lot and shall not affect the award decision or continuation of the procedure for the other Lot.

RYCO shall respond to the complaint within two (2) working days of receipt.

C: DRAFT FRAMEWORK AGREEMENT

“For the provision of services under the applicable Lot for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina”

This Framework Agreement, the “*Agreement*”, is concluded by and between:

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

(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 as the “*Parties*”

Article 1 Object of the Agreement

The object of this Framework Agreement is the provision of the services covered by the Lot or Lots awarded to the Contractor for the RYCO Local Branch Office in Sarajevo, Bosnia and Herzegovina, in full compliance with the terms and conditions set forth in this Framework Agreement, the Terms of Reference applicable to the relevant Lot or Lots, and the accepted tender, which constitute integral and inseparable parts of this Agreement.

Services under the Lot or Lots covered by this Framework Agreement, including travel arrangement services under Lot I and accommodation, event management and other related services under Lot II, as applicable, shall be ordered through individual Call-Off Orders issued by RYCO in accordance with its needs and the applicable Terms of Reference.

Each Call-Off Order shall specify the services required under the relevant Lot, together with the quantities, dates, locations and/or other requirements applicable to the specific request.

This Framework Agreement establishes the terms and conditions governing the provision of the Services under the Lot or Lots covered by this Framework Agreement. It does not constitute an order for any specific Services or guarantee the issuance of any Call-Off Orders. Services shall be provided only upon the issuance of a Call-Off Order, and RYCO shall bear no liability solely as a result of no Call-Off Orders being issued during the term of this Agreement.

Article 2

Term of the Agreement

This Framework Agreement shall enter into force on the date of signature by the last signatory and shall remain in full force and effect for a period of **two (2) years from that date**.

Subject to satisfactory performance and the mutual written agreement of the Parties, this Framework Agreement may be **extended once for an additional period of up to one (1) year**.

The term and extension provisions set out in this Article shall apply to the Lot or Lots covered by this Framework Agreement.

All periods specified in this Framework Agreement shall be calculated in calendar days, unless expressly stated otherwise.

Article 3

Performance of the Agreement and Obligations of the Contractor

The Contractor shall:

Perform this Framework Agreement and each Call-Off Order to the highest professional standards and with all due care, skill and diligence. Timely provision of the Services shall be of the essence of this Framework Agreement.

Provide the Services corresponding to the Lot or Lots covered by this Framework Agreement, in accordance with the applicable Terms of Reference, as follows:

For Lot I – Travel Arrangement Services:

Provide domestic, regional and international travel arrangement services, including, but not limited to:

- i. flight reservations and ticketing;
- ii. land transportation and transfers;
- iii. travel insurance; and
- iv. other travel-related services as specified in the Terms of Reference.

The Contractor shall ensure that the vehicles and transport services used comply with all applicable legal, technical and safety requirements and with the requirements set out in the Terms of Reference and the relevant Call-Off Order.

The Contractor shall provide the most cost-efficient travel solutions in accordance with RYCO's requirements. Where the most direct or cost-efficient solution is not available due to objective circumstances, the Contractor shall propose suitable alternatives, maintaining the principle of cost efficiency and providing appropriate justification.

The Contractor shall be prepared to accommodate travel requirements arising at short notice and shall take all reasonable measures to provide the requested Services promptly and cost-effectively, in accordance with the Terms of Reference and the relevant Call-Off Order.

For Lot II – Accommodation, Event Management and Other Related Services:

Provide domestic, regional and international accommodation arrangements, event management and other related services, including, but not limited to:

- i. accommodation and hotel reservation services;
- ii. conference, meeting and event venue arrangements;
- iii. catering and related event services;
- iv. technical, audio-visual and logistical support for conferences and events;
- v. conference kits and other relevant materials; and
- vi. other accommodation, event management and related services as specified in the Terms of Reference.

For each Call-Off Order under Lot II, where required by the applicable Terms of Reference, the Contractor shall provide the requested number of suitable offers/options meeting RYCO's requirements. Where the required

number of suitable offers/options cannot be provided, the Contractor shall provide RYCO with an appropriate written justification.

The Contractor shall ensure that all accommodation, venues, facilities, equipment and related services proposed or arranged meet the requirements specified by RYCO in the relevant Call-Off Order and the applicable Terms of Reference.

The Contractor shall clearly communicate to RYCO the applicable terms and conditions relating to the requested services, including, where applicable, reservation, modification and cancellation conditions and related charges, in accordance with the Terms of Reference.

For the Lot or Lots covered by this Framework Agreement:

The Contractor shall provide the Services in full compliance with the applicable Terms of Reference, the accepted tender and the accepted financial offer/prices, which shall form an integral part of this Framework Agreement.

The Contractor shall ensure the timely, accurate and cost-effective provision of the Services and shall promptly notify RYCO of any issue that may affect the provision or quality of the Services.

The Contractor shall promptly address requests, changes, cancellations, complaints and other matters relating to the Services in accordance with the requirements set out in the applicable Terms of Reference.

The Contractor shall appoint one (1) dedicated English-speaking Key Manager as RYCO's focal point, who shall be available in accordance with the communication and availability requirements specified in the applicable Terms of Reference.

The Contractor shall keep RYCO duly informed of any information that comes to its attention during the term of this Framework Agreement and that is relevant to the performance of the Services.

The Contractor shall promptly notify RYCO of any circumstance that may affect or delay the proper and timely provision of the Services under a Call-Off Order.

If the Contractor fails to provide a Service, or if a Service provided does not comply with this Framework Agreement, the applicable Terms of Reference or the relevant Call-Off Order, the Contractor shall, upon notification by RYCO, take the necessary measures to remedy the non-compliance within a reasonable period specified by RYCO, taking into account the nature and urgency of the Service.

Article 4

Obligations of RYCO

RYCO shall:

Provide the Contractor with the information, instructions and details reasonably necessary for the proper provision of the Services in accordance with this Framework Agreement, the applicable Terms of Reference and the relevant Call-Off Order;

Issue Call-Off Orders and, whenever possible, provide the Contractor with sufficient advance notice to allow the Services under the relevant Lot to be arranged and provided efficiently and cost-effectively;

Where requirements under the relevant Lot arise at short notice, communicate the relevant Call-Off Order and all necessary information to the Contractor as promptly as reasonably possible;

Promptly notify the Contractor of any changes, cancellations, problems or other circumstances that may affect the provision of the Services;

Maintain regular communication and coordination with the Contractor through the appointed Contract Manager, including providing feedback or guidance where reasonably required for the proper performance of the Services.

Article 5

Compensation Scheme and Payment Modality

Payments shall be made separately for each Call-Off Order issued under the Lot or Lots covered by this Framework Agreement. Upon receipt of a Call-Off Order, the Contractor shall submit a pro-forma invoice to the Contract Manager for verification and confirmation. The pro-forma invoice shall clearly identify the relevant Lot and shall include a breakdown of the Services and applicable prices, fees and other charges in accordance with the accepted financial offer and the relevant Call-Off Order, together with any supporting documentation required

under the applicable Terms of Reference and/or the relevant Call-Off Order per the specific Lot. Following such confirmation, the Contractor shall issue the corresponding final invoice, which shall constitute the basis for payment.

If the pro-forma invoice is incomplete, incorrect, or otherwise does not comply with this Framework Agreement, the accepted financial offer or the relevant Call-Off Order, RYCO shall notify the Contractor accordingly. The Contractor shall correct and resubmit the pro-forma invoice for confirmation.

RYCO shall make payment within 30 (thirty) calendar days from the date of receipt of the final invoice submitted by the Contractor.

RYCO shall execute payments in EUR to the bank account designated by the Contractor and set out below:

Bank details	Information
Bank account holder name	[insert designation of the bank account holder]
Bank name	[insert designation of the bank]
Bank address	[insert address of the bank]
IBAN/Account number	[insert IBAN/account number]
SWIFT/BIC	[insert SWIFT/BIC code]
Currency	EUR

If an invoice cannot be processed for payment because it is incomplete, incorrect, does not correspond to the confirmed pro-forma invoice, is not accompanied by the supporting documentation required under the applicable Terms of Reference and/or the relevant Call-Off Order per the specific Lot, or otherwise does not comply with this Framework Agreement, the accepted financial offer or the relevant Call-Off Order, RYCO shall notify the Contractor in writing, stating the reasons, within 10 (ten) calendar days of receipt of the invoice. The payment period for the affected amount shall be suspended from the date of such notification and shall resume once the identified issue has been remedied.

RYCO shall not be required to pay for Services that have not been provided or that do not comply with this Framework Agreement, the applicable Terms of Reference or the relevant Call-Off Order. Where the non-compliance affects only part of the Services, RYCO may reduce the payment proportionately to the affected Services.

Article 6 Termination of the Agreement

RYCO may terminate the Agreement if the Contractor:

- Materially or repeatedly fails to perform its obligations under the Framework Agreement, the applicable Terms of Reference or a relevant Call-Off Order;
- Charges prices, fees or rates that are not in accordance with the accepted financial offer, the pricing provisions of this Framework Agreement or the relevant Call-Off Order; or
- Commits a material breach or serious irregularity that adversely affects the proper or timely provision of the Services.

Prior to termination, RYCO shall notify the Contractor in writing of its intention to terminate the Agreement, stating the reasons for the proposed termination. The Contractor shall have 10 (ten) calendar days from receipt of the notification to submit its observations. If, after considering the Contractor's observations, RYCO decides to proceed with the termination, RYCO shall notify the Contractor in writing of its decision. The termination shall take effect on the date specified in the termination notice.

The Contractor shall be entitled to payment only for Services duly provided in accordance with the Framework Agreement and the relevant Call-Off Orders before the effective date of termination.

RYCO may terminate the Agreement by giving the other Party at least 30 (thirty) calendar days' prior written notice.

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 the Contractor shall have rights and/or obligations under the relevant Call-Off Order.

Article 7

Records and Supporting Documentation

The Contractor shall keep adequate records and supporting documentation demonstrating the proper performance of this Framework Agreement and the relevant Call-Off Orders, including any records and supporting documentation required under the applicable Terms of Reference and/or the relevant Call-Off Order. Such records and supporting documentation shall be made available to RYCO upon request.

The Contractor shall retain the records and supporting documentation referred to above for two (2) years from the date of the final payment under this Framework Agreement. Where any audit, check, investigation, dispute, litigation or claim concerning this Framework Agreement is ongoing at the end of this period, the relevant records and supporting documentation shall be retained until such matter has been concluded.

Article 8

Applicable Law and Dispute Settlement

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.

In the event of disputes arising out of or in connection with this Agreement, the 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 9

Independent Contractor

The Contractor shall provide the Services under this Agreement as an independent contractor and not as an employee, partner or agent of RYCO.

The Contractor shall be solely responsible for its personnel engaged in the performance of the Services and shall ensure that such personnel comply with the applicable obligations under this Agreement.

Article 10

Subcontracting

The Contractor may subcontract certain parts of the Services. The Contractor shall ensure that any subcontracted Services are performed in accordance with the same requirements and standards of quality, performance and safety applicable under this Agreement, the relevant Terms of Reference and Call-Off Order.

For Lot I, where the subcontracted Services include transportation, the Contractor shall ensure that the vehicles and transport services used by subcontractors comply with all applicable legal, technical and safety requirements and with the requirements set out in the applicable Terms of Reference and the relevant Call-Off Order.

The Contractor shall remain fully responsible for the performance of all obligations under this Agreement and for the acts, omissions and performance of any subcontractor engaged in connection with the Agreement.

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.

Article 11

Taxes

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

Article 12

Amendments

Any amendment to this Contract shall be made in writing and signed by both Parties.

Amendments may be introduced where justified by objective circumstances, including changes in applicable legislation, or other duly justified grounds that do not alter the subject matter, scope of services, contract price, duration, or other essential conditions of this Contract in a manner that would substantially affect the outcome of the procurement procedure on the basis of which this Contract was awarded.

For Lot I – Travel Arrangement Services only, in the case where in the respective Contracting Party, in which the Contractor is registered and is providing the respective services, the fuel prices change by increasing or decreasing in the amount of more than 10 (ten) % compared to the price that was fixed and regulated by the market upon the entry into force of this Framework Agreement, this Agreement may be amended following the official request submitted by the respective Party. The requesting Party must submit the official request by reflecting the evidence for the possible changes in market prices when the fuel prices change by increasing or decreasing in the amount of more than 10 (ten) % compared to the price that was fixed and regulated by the market upon the entry into force of this Framework Agreement.

Any amendment shall comply with the applicable procurement rules in force at the time of the amendment.

Article 13

Confidentiality

The Parties shall comply with the applicable data protection legislation in relation to the collection and processing of personal data in connection with the performance of this Agreement, including, where applicable, the Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data (Convention 108), the General Data Protection Regulation (GDPR), and other applicable data protection requirements.

The Contractor shall treat as confidential all data, documents and other confidential information received from or made available by RYCO in connection with the performance of this Agreement and shall not disclose such information to any third party without the prior written authorization of RYCO, except where such disclosure is necessary for the performance of the Services or is required by applicable law.

The Contractor shall use confidential information and personal data received from RYCO solely for the purpose of providing the Services under this Agreement and shall not retain such information longer than necessary for that purpose, except where retention is required by applicable law.

The Contractor shall ensure that its personnel having access to confidential information or personal data are subject to appropriate confidentiality obligations.

The Contractor's confidentiality obligations shall survive the expiry or termination of this Agreement.

Article 14

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 15

Status and Use of RYCO's Name

Nothing in this Contract shall be construed as a waiver of the privileges and immunities enjoyed by RYCO as an intergovernmental organization.

The Service Provider shall not use the name, logo, or other identifying marks of RYCO without the prior written approval of RYCO.

Article 16

Contract Management and Communication

The implementation and day-to-day administration of this Framework Agreement shall be coordinated through the representative designated by RYCO and the focal point designated by the Contractor.

Each Party shall promptly notify the other Party in writing of any change to its designated representative, focal point, contact details, legal representation, or any other circumstance that may materially affect the implementation of this Framework Agreement through the designated representatives of each party.

The language of all written correspondence and communications relating to this Framework Agreement and any specific Call-Off Order issued hereunder shall be English.

Any verbal communication relating to matters of contractual or administrative significance shall be confirmed in writing by the relevant Party without undue delay.

All communications relating to the implementation, monitoring and administration of this Framework Agreement shall be conducted through the representatives designated below:

RYCO	Service Provider
Contract Manager	Focal Point
Name: [insert name]	Name: [insert name]
Email: [insert email address]	Email: [insert email address]
Phone Number: [insert phone number]	Phone Number: [insert phone number]

Article 17 Force Majeure

Neither Party shall be liable for any delay or failure in the performance of its obligations under this Contract if such delay or failure is caused by an event of Force Majeure beyond its reasonable control and which could not reasonably have been foreseen or avoided.

The Party affected by the Force Majeure event shall notify the other Party in writing without undue delay and shall take all reasonable measures to minimise its effects and resume performance of its obligations as soon as possible.

Article 18 Contract Documents and Entirety

The following documents form an integral part of this Contract:

- a) Terms of Reference applicable to the Lot or Lots covered by this Framework Agreement;
- b) Accepted tender of the Service Provider applicable to the Lot or Lots covered by this Framework Agreement;
- c) Financial Offer applicable to the Lot or Lots covered by this Framework Agreement.

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 light of the purposes that caused both Parties to enter into this Agreement.

This Agreement covers all arrangements between the Parties related to the object herein and replaces any and all previous agreements and understandings between the Parties, whether written or verbal.

Article 19 Final Provisions

The Service Provider acknowledges that this Contract was awarded on the basis of its tender submission. The information, declarations, representations and commitments submitted as part of the tender procedure, including the Tenderer's Statement and Declaration on Honour, shall be deemed an integral basis of this Contract, remain true and valid throughout its execution, and the Service Provider shall promptly notify the Contracting Authority of any change thereto.

By signing this Contract, the Parties confirm that they have read, understood, and accepted all its terms and conditions.

This Contract is executed in English in four (4) original counterparts, three (3) for RYCO and one (1) for the Service Provider.

For the Contracting Authority	For the Service Provider
Regional Youth Cooperation Office	[insert company name]
Secretary General	[insert title of legal representative]
Vladimir Obradović	Mr./Ms. [insert name and surname]
Signature: _____	Signature: _____
Date: _____	Date: _____

D: TERMS OF REFERENCE

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

BACKGROUND

Regional Youth Cooperation Office [RYCO](#) 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, Bosnia and Herzegovina 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.

OBJECTIVE

RYCO is seeking qualified service providers (hereinafter referred to as the “Service Provider”) to establish a Framework Agreement for the provision of services under the following Lots:

LOT I - “Travel arrangement services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina”

LOT II - “Accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina”

The selected Service Provider shall provide comprehensive, prompt, reliable and accurate services under the relevant Lot, as requested by RYCO and in accordance with these Terms of Reference.

The objective of the Framework Agreement is to ensure the efficient, timely and cost-effective provision of services under the relevant Lot, meeting RYCO's operational needs.

The specific scope of services and technical requirements applicable to each Lot are set out separately in the “Required Services” section below.

REQUIRED SERVICES

LOT I - “Travel arrangement services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina”

- The Service Provider shall provide domestic, regional and international travel management services, including reservations and ticketing for air travel, land transportation by executive car, van, minibuss or bus, as applicable, and other travel-related services specified in these Terms of Reference. The services shall be provided for RYCO staff members and/or their dependents travelling on official business, as well as for consultants, project beneficiaries and other persons attending RYCO activities, events or meetings (hereinafter referred to as the “Travelers”).
- The Service Provider shall provide relevant and up-to-date travel information concerning visa and entry requirements, health requirements or precautions, immigration requirements, government travel restrictions and other requirements relevant to the intended destination and shall provide reasonable assistance in obtaining travel-related documents such as tax exemption certifications, passports and entry visas to the country where applicable.
- The Service Provider shall promptly follow up on travel-related complaints and liaise with the relevant carrier or service provider regarding delayed, damaged or lost luggage.
- For each requested trip by executive car, van, minibuss or bus, the Service Provider shall propose the shortest or most efficient available route. Where the proposed route is not the shortest route, the Service Provider shall provide an explanation. The offer shall include the proposed itinerary/route (screenshot of the itinerary route), together with a clear and transparent breakdown of the applicable costs.

IMPORTANT: RYCO will consider as eligible costs only the costs of vehicles carrying RYCO passengers from the pick-up point requested by RYCO to the final destination, including any intermediate pick-up points and stops, where applicable. No additional costs related to positioning the vehicle at the starting point or to the driver's or Service Provider's travel to the pick-up point or from the final destination shall be charged to RYCO.

*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.

- The Service Provider shall provide air ticket reservation, booking and purchasing services in accordance with RYCO's requests and the principle of cost-effectiveness.
- Upon request, the Service Provider shall arrange other forms of transportation, including ferry, train and public transportation tickets, where applicable.
- Upon request, the Service Provider shall provide Travelers with relevant information concerning their destination, including visa and entry requirements, security advisories, local transportation information, and applicable health requirements or precautions.
- The Service Provider shall ensure the timely and effective processing of RYCO's official travel requests and shall ensure that other business handled by the Service Provider does not delay or adversely affect the provision of Services to RYCO.
- The Service Provider shall have the capacity to respond promptly and efficiently to urgent travel requests and to changes or cancellations made at short notice. Given the nature of RYCO's activities, travel requirements may arise or change at short notice; therefore, timely, effective and reliable communication with RYCO shall be ensured.

Technical and safety requirements for land transportation vehicles:

All vehicles used for the provision of land transportation services under this Framework Agreement, whether provided directly by the Service Provider or through a subcontractor, shall be roadworthy, adequately maintained, clean, safe and suitable for the type of transportation service and the number of passengers to be transported.

All vehicles shall comply with all applicable legal, technical, registration, roadworthiness, insurance and safety requirements applicable to the vehicle and to the domestic or cross-border transportation service being performed and shall be equipped with all mandatory safety equipment required by applicable legislation.

The Service Provider shall ensure that all licences, registrations, technical inspections, insurance policies and other legally required documentation applicable to the vehicles and the transportation services are valid throughout the performance of the respective services.

These requirements shall apply equally to vehicles provided by any subcontractor engaged by the Service Provider. The Service Provider shall remain fully responsible for ensuring that any vehicle used by a subcontractor complies with the requirements of these Terms of Reference and applicable legislation.

Where transportation involves underage Travelers, the Service Provider shall ensure compliance with any additional vehicle, safety, equipment, authorization or other requirements imposed by applicable legislation for the transportation of minors.

Cancellations, refunds and rebooking:

The Service Provider shall promptly process any duly authorized changes, cancellations or rebooking requests communicated by RYCO in relation to air travel, land transportation or other travel services booked under this Framework Agreement and shall take reasonable measures to minimize any applicable cancellation, change or rebooking costs.

Before confirming a booking, the Service Provider shall inform RYCO of the applicable cancellation, change and refund conditions, including any relevant deadlines and charges. Where the Service Provider fails to inform RYCO of such conditions in a timely manner, any additional costs incurred by RYCO as a direct result of such failure shall be borne by the Service Provider.

Where a booked travel service is cancelled, changed or not used and a refund is available under the applicable conditions of the airline, carrier, transport operator or other service provider, the Service Provider shall promptly process the refund and credit or reimburse to RYCO the corresponding amount received or due, as applicable.

Where rebooking is requested, the Service Provider shall promptly propose available alternatives and inform RYCO, before confirmation, of any applicable price difference or change/rebooking charge.

In particular: – For each proposed flight reservation, the Service Provider shall clearly inform RYCO, prior to confirmation and ticket issuance, of the applicable fare conditions, including the conditions for changes, cancellations and refunds and any applicable fees. Where changes, cancellations or rebooking are requested by RYCO, the Service Provider shall promptly process the request and inform RYCO of any applicable fare difference or charges before proceeding. Any refundable amount relating to a cancelled or changed ticket shall be promptly processed and credited or reimbursed to RYCO, as applicable.

LOT II - “Accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina”

For each accommodation request (call – off order), the Service Provider 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 Service Provider 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.

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

The Service Provider 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 Service Provider 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.

In consultation with the designated RYCO Focal Point, the Service Provider shall identify and propose suitable venues that meet the requirements and specifications of the event.

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.

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.

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

Provide conference kits for participants and any other relevant materials, in accordance with instructions provided by the RYCO Focal Point.

Provide simultaneous interpretation equipment, as required for the event.

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

Cancellations, refunds and rebooking:

The Service Provider 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.

The Service Provider 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 Service Provider fails to provide such information in a timely manner, it shall bear all resulting cancellation costs and any related charges.

COMMUNICATION WITH RYCO

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

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

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.

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

PAYMENT TERMS

The successful Service Provider shall be invited to sign a single-service provider Framework Agreement establishing the terms and conditions, including the fees applicable to the provision of services under Call-Off Orders. The Framework Agreement shall serve as the basis for the application of the agreed prices, fees and conditions under the relevant Lot.

Payments under Call-Off Orders shall be executed on an order-by-order basis, subject to the submission and approval of the invoice and the supporting documentation required under the relevant Lot and specific Call-Off Order.

For LOT I - Travel arrangement services:

Payment shall be made upon receipt of the final approved invoice and any other document requested under the specific Call-Off Order, as per the requirements provided in these Terms of Reference, where applicable.

For LOT II-Accommodation, Event Management and Other Related Services:

Payment shall be made upon receipt of the final approved invoice together with the final rooming list provided by the selected hotel(s) and any other supporting documentation required under the specific Call-Off Order, where applicable.

All offers and invoices issued under individual Call-Off Orders shall provide a clear and detailed breakdown of the services provided and the corresponding prices, clearly indicating the applicable Service Provider fee in accordance with the Financial Offer for the relevant Lot.

IMPORTANT: The prices and fees stated in the Financial Offer for the relevant Lot shall be considered final. No additional fee, commission, surcharge or other cost shall be charged separately to RYCO under individual Call-Off Orders.

The sole exception applicable to Lot I only shall be potential additional charges specifically required by applicable law for the transportation of underage Travelers, where applicable, which may be accepted by RYCO only where duly justified and supported by appropriate documentation.

FRAMEWORK AGREEMENT DURATION

The Framework Agreement for each Lot shall have a duration of two (2) years from the date of signature by the last Party. It may be renewed once for an additional period of up to one (1) year, subject to a satisfactory performance evaluation and the mutual written agreement of the Parties.

E: LIST OF REQUIRED DOCUMENTS

Tenderers shall submit the documents applicable to each Lot for which they submit an offer. Where a tenderer submits an offer for both Lots, **common documents shall be submitted only once, while the Financial Offer and the documents relating to the technical and professional capacity shall clearly identify the relevant Lot.**

1. **Tender submission form** according to the template given in **ANNEX I**.
2. **Tenderer's Statement** according to the template given in **ANNEX II**.
3. **Declaration on honour on exclusion criteria** according to the template given in **ANNEX III**.
4. **Financial Offer form** according to the template given in **ANNEX IV- A for Lot 1 and ANNEX IV – B for Lot II, for each Lot for which the tenderer submits an offer.**
5. **Valid proof of registration** with the competent authorities in Bosnia and Herzegovina confirming that the company is legally established and authorized to perform the relevant professional activities subject to this procurement procedure (e.g. extract from the business register or equivalent official document), including the company's date of establishment.
6. **Technical proposal for each Lot for which the tenderer submits an offer** specifically:

Technical proposal for Lot I – Travel Arrangements, describing the tenderer's approach to the provision and management of air and land travel services, including the booking and reservation systems/tools used, handling of travel requests, proposed response times, and arrangements for changes, cancellations and urgent travel and after-hours support.

Technical proposal for Lot II – Accommodation, Event Management and Other Related Services, describing the implementation approach, including proposed response times, applicable cancellation/modification policy, and free-of-charge cancellation or modification terms.
7. **Company profile for the relevant Lot(s)**, including information on years of activity in the provision of the relevant services, a list of clients and/or contracts demonstrating experience in similar services, an overview of the company's organizational and staffing structure relevant to the services for which the offer is submitted, and, where applicable, any current and valid membership in relevant professional associations.
8. **Curriculum Vitae of the Key Manager(s) proposed for the relevant Lot(s)**, demonstrating professional experience relevant to the services for which the tenderer submits an offer.
9. **Financial statements** of the company for the last 2 (two) completed financial years, duly submitted to the competent authorities.
10. **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 grounds to doubt the content of such information.*

ANNEX I

SERVICE TENDER SUBMISSION FORM

Title: “Framework agreement for the provision of travel arrangement services and accommodation, event management and other related services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina”

To: Regional Youth Cooperation Office (RYCO)

Lot(s) applied for: ☐ LOT I - Travel arrangements ☐ LOT II - Accommodation, event management and other related services

Please submit one signed and stamped tender, including a completed and signed Tenderer's Statement and Declaration on Honour on Exclusion Criteria. All information provided in this Tender Submission Form shall relate to the legal entity submitting the tender or, in the case of a consortium, to the respective consortium members, as applicable.

Submitted by (i.e. the identity of the tenderer)

Insert: Full official name of the Tenderer	
State the legal form of the tenderer	
Insert: Name and position of the legal representative of the tenderer	
Insert: Full official address of the tenderer	
Insert: Full official names of members (In case of consortium)	
Insert: Names of the legal representatives and positions of the Members (In case of consortium)	
Insert: Full official addresses of Members (in case of consortium)	

In case of a consortium (where applicable)

[We are making this application for this tender as a 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].

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

CONTACT PERSON/s (for this tender)

Name	
Address	
Telephone	
e-mail	

Name of the Legal Representative	
Signature & Stamp	
Date	

ANNEX II

TENDERER'S STATEMENT

This Tenderer's Statement shall be completed, signed and submitted as part of the tender and shall apply to the Lot or Lots for which the Tenderer submits an offer.

The Tenderer hereby declares, confirms and undertakes that:

1. The Tenderer has examined and accepts the contents of the Tender Dossier without reservation.
2. The Tenderer offers to provide the Services in accordance with the Terms of Reference and all terms and conditions set out in the Tender Dossier. More specifically, if awarded the Framework Agreement, the Tenderer undertakes to perform the Services in a timely, efficient and cost-effective manner and in accordance with the requirements, service standards and conditions established in the Tender Dossier and Framework Agreement.
3. The Tenderer confirms that it has the legal, financial, professional and technical capacity, as well as the resources necessary to perform the Services in accordance with the requirements of the Tender Dossier throughout the duration of the Framework Agreement.
4. The Tenderer agrees that its tender shall remain valid and binding for a period of sixty (60) calendar days from the deadline for submission of tenders.
5. The Tenderer acknowledges that, if successful, it shall countersign and return the Framework Agreement within five (5) calendar days from receipt, as specified in the Tender Dossier.
6. The Tenderer acknowledges that failure to return the signed Framework Agreement within the prescribed period, without duly justified reasons accepted by the Contracting Authority, may result in the withdrawal of the award decision and the award of the Framework Agreement to the next-ranked Tenderer or cancellation of the procurement procedure.
7. The Tenderer confirms that it has no conflict of interest in relation to this procurement procedure and has not participated in the preparation of the Tender Dossier or the procurement procedure in a manner that would give rise to a conflict of interest or an unfair competitive advantage.
8. **For Tenderers submitting an offer for Lot I:** The Tenderer confirms that all vehicles to be used for the provision of land transportation services, whether provided directly by the Tenderer or through subcontractors, shall comply with the technical, safety and other applicable requirements as set out in the Terms of Reference and applicable legislation.
9. The Tenderer confirms that all information and declarations provided in its tender are complete and accurate and acknowledges that RYCO may request supporting information or documentation, where applicable, in order to verify compliance with the requirements of the Tender Dossier.

Name of the representative	
Signature and stamp	
Date	

ANNEX III

DECLARATION ON HONOUR ON EXCLUSION CRITERIA

The Declaration on Honour on Exclusion Criteria shall be completed, signed and submitted as part of the tender and shall apply to the Lot or Lots for which the Tenderer submits an offer.

The undersigned hereby declares that the tenderer is not in any of the exclusion situations listed below:

SITUATION OF EXCLUSION

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;

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;

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:

- 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;
- entering into an agreement with other economic operators with the aim of distorting competition;
- violating intellectual property rights;
- attempting to influence the decision-making process of the Contracting Authority during the procurement procedure;
- attempting to obtain confidential information that may confer upon it undue advantages in the procurement procedure;

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;

The economic operator has shown significant or persistent deficiencies in complying with main obligations in the performance of a contract;

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;

It has misrepresented the information required by RYCO as a condition for participating in the procedure or has failed to supply that information;

It 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 of the representative	
Signature and stamp	
Date	

ANNEX IV- A

FINANCIAL OFFER FORM

Tenderers shall complete and submit the Financial Offer Form corresponding to each Lot for which they submit an offer according to Annex IV-A and Annex IV-B. Tenderers submitting an offer for both Lots shall complete and submit both ANNEX IV-A and ANNEX IV-B.

LOT I - “Framework agreement for the provision of travel arrangement services for the Local Branch Office of the Regional Youth Cooperation Office (RYCO), in Bosnia and Herzegovina”

Price of the service per flight ticket*	
Price per kilometer for transfer by executive car	
Price per kilometer for transfer by van	
Price per kilometer for transfer by minibus	
Price per kilometer for transfer by bus	
Price for airport transfer (Sarajevo)	
Price of waiting hours**	
Price of driver overnight fee***	

* The service price per flight ticket shall be submitted as an actual unit price in EUR. Prices must NOT be expressed as percentages.

** Driver waiting time shall be chargeable only for waiting periods exceeding 2 (two) hours per assignment. Waiting time up to and including 2 (two) hours shall not be charged. The driver's overnight fee does not include any waiting time charges.

*** The price per driver overnight shall include the driver's overnight fee and a fixed daily allowance for meals and refreshments. Accommodation costs shall be reimbursed separately based on actual expenditure against invoice, subject to prior approval and limited to a maximum 3-star to 4-star hotel category. The driver should preferably be accommodated in the same hotel as passengers, provided this complies with the applicable hotel category limit; otherwise, alternative accommodation within the approved limits shall apply.

The undersigned hereby confirms that all prices stated in this Financial Offer are final and inclusive of all applicable taxes, fees, charges and other costs associated with the provision of the Services. No additional fee, commission, surcharge or other cost shall be charged separately to RYCO under individual Call-Off Orders, except for the specific exception expressly provided for in the Terms of Reference concerning the transportation of underage Travelers.

Name of the representative	
Signature and stamp	
Date	

ANNEX IV-B

FINANCIAL OFFER FORM

LOT II: “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 Bosnia and Herzegovina”

Item	Cost Range (EUR)	Maximum Fee allowed (%)	Company Fee (%)
Company fee for accommodation	1-10.000EUR	10%	
	10.001 EUR - 20.000 EUR	7%	
	20.001 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%	
	20.001 EUR and above	5%	
Company fee for Conference kit and materials	N/A	5%	

The undersigned hereby confirms that all fees stated in this Financial Offer are final and inclusive of all applicable taxes, charges and other costs associated with the provision of the Services. No additional service fee or other cost shall be charged separately to RYCO under individual Call-Off Orders.

IMPORTANT: The fee proposed by the tenderer shall not exceed the maximum limits indicated in the table above for the required services. Any Financial Offer exceeding any of the applicable maximum fee limits shall be considered non-compliant and shall result in the disqualification of the tender for Lot II.

Name of the representative	
Signature and stamp	
Date	