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# BACKGROUND INFORMATION

## Partner country

Republic of Serbia and Republic of Bulgaria.

## Contracting authority

Timok Youth Center.

## Country background

Project “Moving Borders for Emergency Volunteering” supports cross-border collaboration in youth volunteering in emergency situations in whole Bulgarian-Serbian border region. It answers of the next common needs: of methodology for development of youth volunteers in cases of disasters and accidents in both countries; of practices in development of such volunteering as a base for creation of local volunteer units for emergency response, which is European policy in disasters protection and mitigation; of consolidation of resources and experience to provide better volunteer services, of “moving borders” and implementation of joint volunteer actions and networking on euro-regional level. The straight sides are: previous relevant experience of the partners in youth volunteering (including such in emergency situations), cross-border cooperation and in creation of cross-border networks, on-going reform of young policy in both countries, with similar (European) priorities, closeness of the culture and languages, etc. Weaknesses and constrains: limited methological resources, especially for work with concrete target group in field of emergency volunteering, except Red Cross in some cases; conservative and relatively closed national systems for civil protection, which collaboration will be useful in context of the project; weak youth NGO sector in the region, which is the reason to open the project also to other structures (e.g. community centres, municipalities).

## Current situation in the sector

The Timok Youth Center, as a Lead partner is responsible for management and implementation of the activities on the Serbian territory as well as participation of Serbian participant on activities in Bulgaria.

The project “Moving Borders for Emergency Volunteering” aims to enhance and straight the previously created by partners cross-border network of volunteer centres in border region, widening also their scope of work to include emergency volunteering of young people. This is one of the measures for multiplication, described in our previous initiative – “Moving Borders for Volunteering”. To achieve this, we will use partners experience in volunteering in general and in emergency situations, as well as other resources (responsible for civil protection institutions, Red Cross, volunteer organizations, etc.) to develop methodical materials and to train the staff of 20 volunteer centres (10 “old” and 10 new) from the whole border region. New centres will be supported also with basic equipment. This will give opportunity to test the methodology in practice - 320 emergency youth volunteers will be prepared from both countries. They will create a CBC network and generate two joint initiatives in field of disaster protection and will implemented them together. The project results will be disseminated by conclusion forum and publications, including in Internet.

The main result of the project will be a stronger and consoled volunteer sector, which can answer better on common social problems and challenges for youth

## Related programmes and other donor activities

The project Moving Borders for Emergency Volunteering” is financed by the INTERREG IPA CBC Bulgaria – Serbia Programme and will be implemented in the period July 2020 – October 2021 in partnership with Free Youth Center – Vidin, Bulgaria.

To our knowledge there is now evidence of other donor funded initiatives with the similar focus.

# OBJECTIVE, PURPOSE & EXPECTED RESULTS

## Overall objective

The overall objective of the project of which this contract will be a part is as follows:

* to strengthen conditions for sustainable cooperation in cross-border region for increased youth participation in community life through volunteering in emergencies.

Specific project objective is strengthening of a volunteer centers network and establishing new centers across the whole border area and development of volunteering in emergency situation, established with a sustainable partnership between the TOC and the FYC.

## Purpose

The purpose and tasks of this contract are as follows:

* To ensure necessary logistics for the joint project events across Serbian cross-border area – rent of halls and equipment, transportation, accommodation, food and refreshments for participants, such as: experts meeting, training in emergency volunteering, volunteer actions and closing conference;
* To ensure transport services for participants from Serbia on joint project activities on Bulgarian cross-border territory, such as: experts meeting, training in emergency volunteering and volunteer actions.

## Results to be achieved by the contractor

Organized logistic and transport of following events:

* Expert meeting in Serbia
* Second international experts’ meeting in Bulgaria
* Development of human resources for training in emergency volunteering in Serbia and Bulgaria
* Training of volunteers in disaster protection and rescue in Serbia
* Joint volunteer actions in Serbia and Bulgaria
* Closing conference in Serbia

# ASSUMPTIONS & RISKS

## Assumptions underlying the project

Implementation of the current contract will support the TOC in process of implementation of the project.

## Risks

In the moment of publishing the tender COVID-19 pandemic is present also in Bulgaria and Serbia cross border area. Both countries adopted rules, guidelines, recommendations and travel restrictions for their citizens and foreigners in order to reduce spreading of respiratory viruses. The situation is changing and updating on daily bases.

This may cause for some events to be postponed or even cancelled which may result the change in payment instalments. For all events that will be organized Tenderer will assist, with no additional cost for the CA, to be organized in such manner to protect all participants (hall suitable for social distance, disinfection and aeration of hall, conditions for personal hygiene, etc).

# SCOPE OF THE WORK

## General

### Description of the assignment

Project activities, which having regard to the implementation to the contract are:

* Activity 1 - First international experts’ meeting

The first international experts’ meeting will aims to:

* + Observe current situation in field of volunteering in case of emergence situations in both countries with a focus on young people (best practices, access to methodical materials, etc.);
  + Develop the Term of Reference (TOR) for creation of common Methodology for development of disaster protection volunteering among young people.
  + It will be necessary to evaluate and complement the research and its conclusions, which will be basis for further development of methodical guidelines and training programme (see A2). The participants in the meeting will be 10 experts in risk prevention/mitigation and youth work (5 per country), such as for example officers from public institutions with key competencies in risk management, Red Cross representatives, youth workers and methodological experts. The members of this committee will be selected by the partners.

The meeting will take 2 days and will be located in Zajecar District.

* Activity 3 - Second international experts’ meeting

The Second international experts’ meeting will aim to adopt the Joint methodology for preparation of youth volunteers in risk protection.

It will be necessary to evaluate and give recommendations for complement/edition (if needed) of the elaborated product. The participants in the meeting will be 10 experts in risk prevention/mitigation and youth work (5 per country), such as for example officers from public institutions with key competencies in risk management, Red Cross representatives, youth workers and methodological experts. The main part of experts will be the same from the previous international meeting (A1), but it is possible to have also new members of this pool, identified during the work on methodical materials. This will give opportunity to increase experts’ potential of the group, in same time keeping the focus on TOR adopted on first international meeting.

The meeting will take 2 days and will be located in Bulgarian border region, Vidin/Montana district.

* Activity 6 - Development of human resources for training in emergency volunteering

Activity aims to prepare a pool of trainers for whole volunteer centres network, in order to be able to conduct training in the specific field of disaster prevention and rescue. In the same time, for newly established centres, this training must be combined with a training for volunteer management on the base of methodology, already developed by the partners. This is the reason to divide this activity in two parts:

• One 5 days joint training of 20 representatives of new volunteer centres (2 per centre) from both countries in volunteer management and disaster protection, which will be implemented in Serbian border region, Zajecar/Bor District;

• One 3 days joint training of 20 representatives of “old” volunteer centres (2 per centre) from both countries only in disaster protection, which will be implemented in Bulgarian border region, Vratsa district.

The methodology of the training session in disaster protection will be based on the previously produced Methodology set. In this way it will be also tested and evaluated. The training will include how to use also project’s web-site for further education, communication and cooperative work inside the network.

* Activity 8 - Joint volunteer actions

We plan to implement two joint voluntary actions (one in Serbia, one in Bulgaria) in field of disaster and accident protection. Joint actions will be small initiatives (projects) of the network and will be generated through training process during activity 7. They may be connected with online collaborations, which we already describe, or be completely new.

Every action visit will include 20 participants (volunteers and youth workers), 10 per country. It will take 2 days (2 nights) – time which is enough to prepare on place and implement the joint event. The topic and content of event cannot be fixed now, as well as concrete places of implementation, because it is question of initiative of young people. The final decision which initiatives to be supported will be taken by project partners on a competitive base and in frames of budget limitations. For orientation, we can give some possible examples: join practical exercise in action in case of emergency, competition of disaster protection, joint prevention measures undertaking. The activity can be combined with other relevant events – e.g. visiting of specialized training centre of civil protection department, etc.

* Activity 9 – Closing conference

All organizations/institutions that were supported by our project will be once again assembled to 2 days final event in Zajecar to present their accomplishments in plenary and in smaller groups discuss about methodology, lessons learned, recommendations for future and to ensure sustainability of network. Volunteer centres will be encouraged to plan future common activities, exchange of practice and volunteers, etc. Participants of the event will be also guest from institutions responsible for civil protection, for education and youth policy, media, etc., total 30 people (15 per country). The forum will be used for affirmation of the CBC network, as well as for promotion of methodology, publications and using of web-platform facilities.

### Geographical area to be covered

The eligible cross-border region, covered and defined by the Interreg-IPA cross-border Bulgaria-Serbia Programme, on administrative level is:

* for Bulgaria – districts of Vidin, Montana, Vratsa, Sofia, Pernik and Kyustendil;
* for Serbia – districts of Bor, Zajecar, Toplica, Nisava, Pirot, Jablanica and Pcinja.

### Target groups

Participants listed project activities are youth workers from youth and working with youth NGOs/institutions and young people (15-29 years old, potential volunteers) in whole Bulgarian - Serbian border region.

## Specific work

* Activity 1 - First international experts’ meeting
  + Place of implementation: Zaječar District;
  + Period of implementation: 1st trimester of project realization - October 2020. Planned period and detailed timeline (meeting agenda) towards the need of Contracting Authority of which the Tenderer will be informed in due course and at least 10 days before realization.
  + Duration: 2 days (1 night)
  + Number of participants: 10 (5 per country)
  + Providing hall suitable and equipped for the meeting of experts with at least 11 chairs and a minimum of 3 tables that can be set according to the needs. Working hours 09:00 to 18:00;
  + Providing audio-video equipment for the both days of the event;
  + Providing transport service with vehicle (rented minibus) for 5 persons (participants from Serbian border region) which include daily allowance and accommodation for driver/s, cost of tolls, vignettes, parking and fuel on relation Serbia border region to Zajecar, both directions, up to 100km;
    - The vehicle must be roadworthiness and meet all legal requirements for the transport of people in the country with the licensed driver.
  + Providing catering for the meeting that include coffee breaks with refreshments, lunch and dinner for 10 people for 2 days);
    - Catering with food safety system.
  + Providing accommodation in single rooms in hotel rating with minimum 3 stars and maximum 4 starts for 5 Bulgarian and 5 Serbian participants on meeting in Zajecar District, 1 night and 1 breakfast. Emphasize the possibility of using services such as: air-conditioning unit, wireless or wired internet in the rooms and / or public spaces and parking;
    - Accommodation with safety regulations and food safety system.
* Activity 3 - Second international experts’ meeting
  + Place of implementation: Vidin or Montana District;
  + Period of implementation: 2nd trimester of project realization - October / December 2020. Planned period and detailed timeline (meeting agenda) towards the need of Contracting Authority of which the Tenderer will be informed in due course and at least 10 days before realization.
  + Duration: 2 days (1 night)
  + Number of participants: 10 (5 per country)
  + Providing transport service with vehicle (rented minibus or vans) for 5 Serbian participants (experts) which include daily allowance for driver/s, cost of tolls, vignettes, parking and fuel on relation (in both directions) Zaječar District – Vidin District, up tо 200km;
    - The vehicle must be roadworthiness and meet all legal requirements for the transport of people in the country and abroad with the licensed driver.
* Activity 6 - Development of human resources for training in emergency volunteering
  + Place of implementation: Zajecar or Bor District on Serbian and Vratsa District on Bulgarian side.
  + Period of implementation: 3rd trimester of project realization - December 2020 / February 2021.
    - Planned period and detailed timeline (meeting agenda) towards the need of Contracting Authority of which the Tenderer will be informed in due course and at least 10 days before realization.
  + Duration: 1st training in Serbia - 5 days (5 nighst), 2nd training in Bulgaria – 3 days (3 nights)
  + Number of participants: 20 (10 per country) for each training
  + Providing hall suitable and equipped for the 1st training in Serbia with at least 30 chairs and a minimum of 5 tables that can be set according to the needs. Working hours 09:00 to 18:00;
  + Providing audio-video equipment for the all days of the event 1st training in Serbia;
  + Providing transport service with vehicle (rented minibus) for 10 persons (participants from Serbian border region) which include daily allowance and accommodation for driver/s, cost of tolls, vignettes, parking and fuel on relation
    - * Serbia border region (places of volunteer centers participating) to the place of 1st training in Serbia, both directions, up to 600km;
      * Serbia border region (places of volunteer centers participating) to the place of 2nd training in Bulgaria, both directions, up to 800km;
    - The vehicle must be roadworthiness and meet all legal requirements for the transport of people in the country and abroad with the licensed driver.
  + Providing catering for the 1st training in Serbia that include coffee breaks with refreshments, lunch and dinner for 20 people for 5 days;
    - Catering with food safety system.
  + Providing accommodation in single or in double rooms in hotel rating with minimum 3 stars and maximum 4 starts for 20 (10 Bulgarian and 10 Serbian) participants on 1st training in Serbia, 5 nights and 5 breakfasts. Emphasize the possibility of using services such as: air-conditioning or heating unit, wireless or wired internet in the rooms and / or public spaces and parking;
    - Accommodation with safety regulations and food safety system
* Activity 8 - Joint volunteer actions
  + Place of implementation: One in Serbian and one in Bulgarian side od border region. Concrete places of implementation cannot be fixed now because it is question of initiative of young people. Tenderer will be informed in due course and at least 10 days before realization.
  + Period of implementation: 4th trimester of project realization – April / July 2021.
    - Planned period and detailed timeline (meeting agenda) towards the need of Contracting Authority of which the Tenderer will be informed in due course and at least 10 days before realization.
  + Duration: 1st action in Serbia - 2 days (2 nighst), 2nd action in Bulgaria – 2 days (2 nights)
  + Number of participants: 20 (10 per country) for each action
  + Providing hall suitable and equipped for the all days of 1st volunteer action in Serbia with at least 30 chairs and a minimum of 5 tables that can be set according to the needs. Working hours 09:00 to 18:00;
  + Providing audio-video equipment for the all days of the event of 1st volunteer action in Serbia;
  + Providing transport service with vehicle (rented minibus) for 10 persons (participants from Serbian border region) which include daily allowance and accommodation for driver/s, cost of tolls, vignettes, parking and fuel on relation
    - * Serbia border region (places of volunteer centers participating) to the place of 1st volunteer action in Serbia, both directions, up to 600km;
      * Serbia border region (places of volunteer centers participating) to the place of 2nd volunteer action in Bulgaria, both directions, up to 800km;
    - The vehicle must be roadworthiness and meet all legal requirements for the transport of people in the country and abroad with the licensed driver.
  + Providing catering for the 1st volunteer action in Serbia that include coffee breaks with refreshments, lunch and dinner for 20 people for 2 days;
    - Catering with food safety system
  + Providing accommodation in single or in double rooms in hotel rating with minimum 3 stars and maximum 4 starts for 20 (10 Bulgarian and 10 Serbian) participants on 1st volunteer action in Serbia, 2 nights and 2 breakfasts. Emphasize the possibility of using services such as: air-conditioning or heating unit, wireless or wired internet in the rooms and / or public spaces and parking;
    - Accommodation with safety regulations and food safety system
* Activity 9 – Closing conference
  + Place of implementation: Zajecar Serbia.
  + Period of implementation: 5th trimester of project realization – July / October 2021.
    - Planned period and detailed timeline (meeting agenda) towards the need of Contracting Authority of which the Tenderer will be informed in due course and at least 10 days before realization.
  + Duration: 2 days (2 nights)
  + Number of participants: 30 (15 per country)
  + Providing transport service with vehicle (rented minibus) for 15 persons (participants from Serbian border region) which include daily allowance and accommodation for driver/s, cost of tolls, vignettes, parking and fuel on relation Serbia border region (places of volunteer centers participating) to the place of conferec in Serbia (Zajecar), both directions, up to 600km;
    - The vehicle must be roadworthiness and meet all legal requirements for the transport of people in the country and abroad with the licensed driver.
  + Providing catering for the final conference that include coffee breaks with refreshments, lunch and dinner for 30 people for 2 days;
    - Catering with food safety system
  + Providing accommodation in single or in double rooms in hotel rating with minimum 3 stars and maximum 4 starts for 30 (15 Bulgarian and 15 Serbian) participants on Final conference in Zajecar Serbia, 2 nights and 2 breakfasts. Emphasize the possibility of using services such as: air-conditioning or heating unit, wireless or wired internet in the rooms and / or public spaces and parking;
    - Accommodation with safety regulations and food safety system
* ***SPECIFIC REQUIREMENTS FOR IMPLEMENTATION, WHICH THE CONTRACTOR SHALL COMPLY***
  + *The Contractor shall provide the overall organization of events as required by the Contracting Authority (CA) indicated above.*
  + *Each event is organized on the basis of a request from CA within specified time limits. The request should contain parameters for organizing the event - particularly location, number of participants, dates of implementation, etc.*
  + *For events in Serbia, within three (3) business days after receipt of the request to organize the event, the Contractor shall provide the CA a proposal with at least two alternatives in the chosen location for the conduct of the event (by phone, e-mail or fax).*
    - *Within two (2) business days after submission of the Contractor's proposals for at least two alternatives in the chosen location for the conduct of the event, the CA shall notify the Contractor for its choice by phone, e-mail or fax.*
  + *At the time of submission of the offer, the participant should NOT submit proposals for specific hotels, restaurants, halls with their names.*
  + *The Contractor shall provide for its own account overall coordination of activities under the contract in Bulgaria. For this purpose,* ***for each event, the Contractor shall provide at least one person who will be involved with organizational and technical support to such an event on the spot.*** *The costs of these persons (accommodation, fee, etc.) for each event should be fully paid by the selected Contractor.*
  + *Minimum requirements for the halls and technical equipment in them: Hall to be consistent with the expected number of participants, availability of functioning air conditioning/heating depending on the season, availability of tables for participants (not applicable for public discussions), multimedia projector, multimedia screen, laptop connected to the multimedia equipment, sound system (when required), flipchart, provided technical person responsible for the equipment in the hall all the time.*
  + ***The minimum requirements for catering (all meals - lunches, dinners and coffee breaks) are as follows:***
    - ***Lunch: soup and salad, main dish with meat (with option for vegetarians), and dessert. To have mineral water/soda and bread for each participant;***
    - ***Dinner: salad, main dish with meat (with option for vegetarians), and dessert. To have mineral water/soda and bread for each participant;***
    - ***Coffee break: coffee or tea (depending on the wishes of the participants), mineral water and sweets total for each participant.***
  + *For all types of transport services, travel expenses (per diems, accommodation, including abroad) and reward of the drivers during the event, as well as those arising in connection with travel outside the cost of fuel, such as vignettes, road fees, parking fees, insurance, etc. are included and are not due additionally by CA.*
  + *The Contractor should provide publicity and awareness of the project within which operate, observing the requirements for visualization of the Programme Interreg-IPA CBC Bulgaria-Serbia, related to the subject of the service.*
  + *The CA shall contribute actively in the process of organization and implementation of activities under the contract and is entitled at any time to receive information and carry out monitoring and monitoring the progress of their organization and implementation*.

## Project management

### Responsible body

TOC – Timok Youth Center as a project lead partner will be Contracting Authority. Beneficiary country is the Republic of Serbia. Person, which will be responsible for managing the contract is Snezana Zarev – project manager and president of TOC.

### Management structure

Management structure of the TOC (Contracting Authority) is based on the Statute of the organization. The President of the Board is the legal representative of the organization. The Management Board is elected by the General Assembly and meets regularly in order to discuss major issues and take important decisions. The Board appointed the project team for technical and financial implementation of the project.

### Facilities to be provided by the contracting authority and/or other parties

The Contractor shall ensure that experts are adequately supported and equipped. In particular, it shall ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support its activities under the contract and to ensure that its employees are paid regularly and in a timely fashion.

The CA will provide all necessary documentation/facilities such as:

* The specific dates and places of events in advance;
* Agenda and presentations for the events for the preparation of materials.

# LOGISTICS AND TIMING

## Location

The events will take place on the cross-border territory of Bulgaria and Serbia

## Start date & period of implementation of tasks

The intended start date is 01.10.2020. and the period of implementation of the contract will be 12 months from this date. Please see Articles 19.1 and 19.2 of the special conditions for the actual start date and period of implementation.

# REQUIREMENTS

## Staff

Note that civil servants and other staff of the public administration of the partner country, or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. The justification should be submitted with the tender and shall include information on the added value the expert will bring as well as proof that the expert is seconded or on personal leave.

### Key experts

### Key experts are defined and they must submit CVs and signed statements of exclusivity and availability.

All experts who have a crucial role in implementing the contract are referred to as key experts. The profiles of the key experts for this contract are as follows:

**Key expert 1: Team leader – logistics expert**

Qualifications and skills

* Faculty of tourism or equivalent
* Technical and personal skills
* Excellent communication and organization skills
* Good knowledge of English

General professional experience

* At least 3 years in the field of organization of events

Specific professional experience

* Experience in work with EU funded projects
* Experience in the eligible border region.

All experts must be independent and free from conflicts of interest in the responsibilities they take on.

### 6.1.2. Other experts, support staff & backstopping

CVs for experts other than the key experts should not be submitted in the tender but the tenderer will have to demonstrate in their offer that they have access to experts with the required profiles. The contractor shall select and hire other experts as required according to the needs. The selection procedures used by the contractor to select these other experts shall be transparent, and shall be based on pre-defined criteria, including professional qualifications, language skills and work experience.

The costs for backstopping and support staff, as needed, are considered to be included in the tenderer's financial offer.

## Office accommodation

Office accommodation for each expert working on the contract is to be provided by the contractor.

## Facilities to be provided by the contractor

The contractor shall ensure that experts are adequately supported and equipped. In particular it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion.

## Equipment

**No** equipment is to be purchased on behalf of the contracting authority / partner country as part of this service contract or transferred to the contracting authority / partner country at the end of this contract. Any equipment related to this contract which is to be acquired by the partner country must be purchased by means of a separate supply tender procedure.

# REPORTS

## Reporting requirements

The contractor will submit the following reports in English language in one original:

**Interim reports** after implementation of each activity, listed in point 4.2. Interim payments will be made on the basis of approval of interim reports proving that specific objectives have been done.

**Final report** should be minimum 3 pages (main text, excluding annexes) in free format This report shall be submitted no later 5 days after the end of the period of implementation of tasks. The report shall contain a sufficiently information about the performed activities. The detailed analyses underpinning the recommendations will be presented in annexes to the main report. The final report must be provided along with the corresponding invoice.

## Submission and approval of reports

The report referred to above must be submitted to the project manager identified in the contract. The project manager is responsible for approving the reports. The Project manager of the Contract Authority will be at the following address:

* Timok Youth Center
* Generala Gambete 44/8, 1900 Zajecar, Serbia
* [office@toc.rs](mailto:office@toc.rs)

# MONITORING AND EVALUATION

## Definition of indicators

## The Consultant is expected to perform the work in a professional manner observing all of the above requirements and ensuring smooth running of the festivities. The Contracting authority will accept contract as implement, only if Consultant has implement all above mention services.

## The following results are to be achieved:

## Rent of halls for 3 events of total 9 days

## Rent of equipment for 3 events of total 9 days

## Rented transport for 7 events of up to 3700km in total

## Catering (lunch, dinner and coffee breaks) for 4 events of 200 participants in 11 days

## Accommodation for 4 events of 80 participants and 10 nights;

## Special requirements

Not applicable.