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# BACKGROUND INFORMATION

## Partner country

Republic of Serbia

## Contracting Authority

City of Sombor, Trg cara Uroša no. 1, 25101 Sombor

# OBJECTIVE, PURPOSE & EXPECTED RESULTS

## Purpose of the Contract

The purposes of this contract are as follows:

* Purpose 1: to organize 2 (two) project meetings
* Purpose 2: to organize 1 (one) closing conference
* Purpose 3: to organize 2 (two) knowledge transfer workshops for local service providers
* Purpose 4: to organize 4 (four) accessible guaranteed seasonal cross-border programs
* Purpose 5: to organize 6 (six) joint guided tours
* Purpose 6: to organize 1 (one) two-day special guided tour for people with visual impairers

## Results to be achieved by the Contractor

* Result 1: to organize 2 (two) project meetings
* Result 2: to organize 1 (one) closing conference
* Result 3: to organize 2 (two) knowledge transfer workshops for local service providers
* Result 4: to organize 4 (four) accessible guaranteed seasonal cross-border programs
* Result 5: to organize 6 (six) joint guided tours
* Result 6: to organize 1 (one) two-day special guided tour for people with visual impairers

# ASSUMPTIONS & RISKS

## Assumptions underlying the project

N/A

## Risks

Level of risks is not high. Risk is related to potential misunderstandings between the Contracting Authority and Contractor. Risks can be prevented with good communication between Project manager and project team members and the Contractor.

# SCOPE OF THE WORK

## General

### Project description

The Baja-Sombor region has a good chance to provide favourable travel conditions for people with impairments and for the elderly. The area is dominated by flat terrains, most of the greenways (explored by the ongoing Greenways project) are easy-to-ride cycling routes and easy-to-paddle still waterways chaining the region’s sights. The rural area provides a quiet and peaceful environment for relaxing. The region's offer – including health centres and baths (with valuable thermal water suitable for the treatment of musculoskeletal problems), sacred values, ecotourism, cultural and folklore programs, gastronomic values, fishing waters – favours slow tourism options. The project partners have been cooperating for several years in creating joint tourism offers.

Although former projects took into account accessibility aspects as far as possible, no products or services have been developed tailored to the specific needs of the disabled, thus accessible tourism requires significant improvements. Challenges to be addressed regarding physical accessibility: tourism attractions tailored specifically to the needs of the disabled do not appear; a very limited range of interpretation tools provide real experience for the impaired (especially for visually impaired); most of the hospitality capacity is not barrier-free; there is a shortage of barrier-free transport. Accessibility information problems are to be tackled: information on the accessibility of local tourism services are very limited, which hinders mindful and secure travel planning (extremely important for the disabled); info communication tools developed specifically for the impaired are not available. Development needs of sensitisation, awareness-raising: tourism providers' commitment to ensuring equal access is low; education of tourism workers on the special needs and treatment methods of the disabled lags behind; awareness of the population should be improved in order to ensure better acceptance of the impaired.

### Geographical area to be covered

Sombor, AP Vojvodina, Republic of Serbia

### Target groups

Tourists, citizens, media representatives, NGOs, public companies and institutions.

## Specific work

Contractor is obligated to organize all required services according to next characteristics:

a) **Organization of 2 (two) project meetings in Sombor** – Number of participants is 12 for each meeting (project staff members and external experts involved in professional tasks). Is must cover expenses on catering, refreshment and the rental fees of the conference room and audio-visual equipment. Planned time for project meetings is – March 2022.

b) **Organisation of 1 (one) closing conference** – It should include a press conference with 100 participants. It must cover expenses on rental fees of conference rooms and audio-visual equipment, catering services, refreshment, conference materials. Planned time for closing conference is – May 2022.

c) **Organisation of 2 (two) workshops with involvement of 25 local service providers** – Number of participants is 25 for each workshop. It must cover expenses related to catering services, refreshment, rental fees of the conference room and audio-visual equipment and preparation of workshop materials. Planned time for workshop is – March 2022 and April 2022.

d) **Organisation of an accessible guaranteed seasonal program series – 4 (four) events** for enjoying the values of the region both by the disabled and the enabled (based on the joint development concept of accessible tourism and the harmonised regional event calendar of the partners) - the program series must contain 4 events (gastronomy, eco and cultural programs) in the Serbian part of the cross-border area with 100 participants per event. It must cover expenses on tourist tickets, fees on professional guides, catering services and printed materials. Planned time for workshop is – March 2022 and April 2022.

e) **Organisation of joint guided tours along the newly created accessible cross-border thematic routes, enabling also the disabled to participate in these events – 6 (six) events**. New accessible vehicles purchased in the frame of the project ensure full accessibility and safe travel conditions. 6 guided tours must be organised (water tours, boat excursions, eco and gastronomy tours) with 25 participants per each event. It must cover expenses on tourist tickets, fees on professional guides, catering services and printed materials. Planned time for events is – April 2022 and May 2022.

f) **Organisation of 1 (one) two-day special guided tour for people with visual impairers** **and their companion**s. Number of participants must be at least 25 people. It must cover expenses on bus transportation services, tickets, the fees of professional guides, catering services and hotel accommodation. Planned time for this event is – May 2022.

Contractor must adhere to Interreg-IPA CBC Hungary - Serbia programme Guidelines for Implementation of Information and Publicity Measures for Projects – updated Guidelines must be respected: <http://www.interreg-ipa-husrb.com/en/file/8765/>. All promotional materials and all printed versions of materials must be approved by project team members.

## Project management

### Responsible person

City of Sombor, Trg cara Uroša no. 1, Antonio Ratković as Mayor.

### Facilities to be provided by the Contracting Authority and/or other parties

N/A

# LOGISTICS AND TIMING

## Location

Place of performance: Sombor, AP Vojvodina, Republic of Serbia

Contractor shall perform his tasks: at his own premises and premises of City of Sombor as well as in Sombor area.

## Start date & period of implementation

The intended start date is **March 09th 2022** and the period of implementation of the contract will be **3 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

### Key experts

N/A

### Non-key experts

CVs for non-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 must select and hire other experts as required according to the profiles identified in the Organisation & Methodology and/or these Terms of Reference. All experts must be independent and free from conflicts of interest in the responsibilities they take on.

### Support staff & backstopping

The Contractor will provide support facilities to their team of experts (back-stopping) during the implementation of the contract.

Backstopping and support staff costs must be included in the fee rates.

## Office accommodation

Office accommodation is to be provided by the Contractor and costs are included in the contract value.

## Facilities to be provided by the Contractor

N/A

## 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 that is to be acquired by the partner country must be purchased by means of a separate supply tender procedure.

# REPORTS

## Reporting requirements

Please see Article 26 of the General Conditions. There must be a final report accompanied by an a final invoice at the end of the period of implementation of the tasks.

To summarise, in addition to any documents, reports and output specified under the duties and responsibilities of each key expert above, the Contractor shall provide the following reports:

|  |  |  |
| --- | --- | --- |
| **Name of report** | **Content** | **Time of submission** |
| 1st Interim report | Service realized and outputs reached in period from March 09th 2022 to April 08th 2022 | Up to April 08th 2022 |
| 2nd Interim report | Service realized and outputs reached in period from April 09th 2022 to May 08th 2022 | Up to May 08th 2022 |
| Final Report | Service realized and outputs reached in period from May 09th 2022 to May 31st 2022 | Up to May 31st 2022 |

## Submission & approval of reports

**2 copies** of the Interim reports and Final report referred to above must be submitted to the Contracting Authority. The report must be written in English.

Approval of the Final report will be done by Antonio Ratković as Mayor.

# MONITORING AND EVALUATION

## Special requirements

N/A