

Service Request
Local Agency to provide full event service management for the POLICY ANSWERS Workshop on Technology-Oriented Research Infrastructures: Opportunities for the Western Balkans - Podgorica, May 13th, 2025 -

Title	Local Agency to provide full-event service management for the POLICY ANSWERS Workshop on Technology-Oriented Research Infrastructures: Opportunities for the Western Balkans
Type	Service contract
Reference/Contractor	POLICY ANSWERS
Contractor	GSI Helmholtzzentrum für Schwerionenforschung GmbH Address: Planckstrasse 1 64291 Darmstadt, Germany
Contacts	Project lead, contact for this Service request: Sanja Damjanovic (s.damjanovic@gsi.de)
Eligible:	Companies, organizations, NGOs

BACKGROUND and INTRODUCTION

POLICY ANSWERS (R&I POLICY making, implementation AND Support in the WESteRn BalkanS) is a project funded by the European Union’s Horizon Europe research and innovation programme under grant agreement No 101058873.

POLICY ANSWERS supports policy coordination in the Western Balkans (WB) together with the EC and the EU. 14 partner organisations, representing network nodes in the region and EU expert organisations, support policy dialogue through formal meetings (such as ministerial and steering platform and ad-hoc policy meetings), monitoring and agenda setting, capacity building and implementation of the EU's Western Balkan Agenda, as well as the alignment of thematic priorities.

A special workshop titled "**Workshop on Technology-Oriented Research Infrastructures: Opportunities for the Western Balkans**" will be organised in the framework of the Western Balkans **Steering Platform Meeting on Research and Innovation**. This workshop is a deliverable of the POLICY ANSWERS project under **Work Package 5 (Task 5.4): Regional Promoter Scheme for Research Infrastructures**.

The goal of the workshop is to explore how **Technology-Oriented Research Infrastructures** can serve as a catalyst for scientific and economic development in the **Western Balkans**. The workshop will take place on **13 May 2025** in **Podgorica, Montenegro**, as a **satellite event** preceding the **Steering Platform Meeting**, which will be held on **14–15 May 2025** in Podgorica.

The purpose of this service is to engage a **local Agency to provide full event service management for the event**. This service request and relevant activities are coordinated by the GSI Helmholtzzentrum für Schwerionenforschung GmbH (GSI) in cooperation with other partners involved in the organisation of the Western Balkans Steering Platform meeting.

The workshop is designed to accommodate up to 100 participants, requiring a venue with sufficient capacity. It will take place at the Science and Technology Park of Montenegro, located at Boulevard Mihaila Lalića, Podgorica, Montenegro.

Description of the scope and purpose of the service

In detail, the local agency will be responsible for executing the following deliverables (D):

D1) Provide the necessary workshop setup at the Science and Technology Park of Montenegro:

The workshop room, provided by the Science and Technology Park of Montenegro, is designed to accommodate a minimum of 100 participants for the plenary session. It should be equipped and arranged according to the following criteria:

- The space should be modern and suitable for hosting the event as outlined.
- The workshop rooms shall be prepared in theatre-style setup, equipped with an audio/video system to allow for projection of presentations and online participants and speakers.
- The workshop rooms shall be fully prepared and available for inspection by 14:00 on 13 May 2025.
- The event will take place on 13 May 2025, from 15:30 to 19:30

D2) Provide Refreshments

(all refreshments to be organised within the workshop venue)

- Registration (15:30-16:00): Coffee, refreshments (water/juices) and cookies, pastries, salty snacks, etc. for 50 up to 100 participants (the exact number of participants will be known end of April).
- Break (17:15-17:30): Coffee, refreshments (water/juices) and cookies, pastries, salty snacks, etc. for 50 up to 100 participants (the exact number of participants will be known end of April).
- Speaker Refreshments: Water should be available for speakers (1 small bottle per person, and refreshed during break if necessary).

- Networking Cocktail (18:30-19:30): Cocktail/finger food along with water and non-alcoholic beverages for 50 up to 100 participants (the exact number of participants will be known by the end of April).

D3) Provide Technical equipment and support

- Production of visual displays for and roll-ups based on a given design. Adequate visual signage at workshop venue to direct participants (like A4, A3 signage with logo and instructions), and if necessary a banner for the lectern.
- Accreditation (two hostesses for registration and for giving wi-fi microphones to guests for questions, printed Agenda, folder and other suitable material.
- Sound system to allow for PowerPoint presentations setting in all conference rooms
- Table microphones (if applicable) and indicatively 1 microphone every 2 speakers, 2 WIFI microphones in the room.
- Lectern with microphone and workshop branding (see reference above).
- Led screen and projector (already available at the STP).
- 1-2 laptops to support audio, presentations, and online participation.
- 1 onsite technician available for rehearsal before the event and for the whole duration of the workshop.
- Stable secured internet WIFI connection for all participants, equipment allowing also for remote participation and speakers (i.e. arranging a Zoom video conference for external participants and last-minute troubles not allowing some of the speakers to come to Podgorica).
- One fixed web camera in the conference room, filming the audience (no zoom in or zoom out)
- Connections and access, including access and online presentations via Zoom
- Photographer
- Short promotional video clips created from the recorded event footage (highlighting key moments and engaging visuals)

D4) Provide accommodation and travel for speakers

- Arrange accommodation for 8 speakers (8 rooms, two nights, check-in: 12/05, check-out: 14/05, B&B). Preferred hotels: close to STP (matching the required star rating, single occupancy)

D5) Provide transfer

Airport Transfers:

Transfers by car (if single arrivals) or mini-vans (for multiple arrivals at same time) from the airport to the hotel and from the hotel to the airport for all speakers traveling by plane (expected number: up to 8). Speakers must be informed in advance about the available transfer arrangements.

Local Transfers:

For 8 speakers (4 from the EU and 4 from the WB):

Arrange transfer via a rental car company by cars and/or mini-vans for 8 speakers:

- From the hotel where speakers are staying or another pre-agreed location in the city to the workshop venue (Science and Technology Park of Montenegro)
- From the workshop venue to the Hotel Hilton Crna Gora for the gala dinner (departure at 19:40)
- After the gala dinner, return transfers to the hotel or another pre-agreed location in the city in case it is not the Hotel Hilton Crna Gora.

For up to 20 Steering Platform Meeting Members Attending the Workshop:

Arrange transfer via a rental car company by car or mini-vans for up to 20 (the exact number of participants will be known end of April) members of the Steering Platform meeting attending the Workshop:

- Departing from the Hotel Hilton Crna Gora to the workshop venue (Science and Technology Park of Montenegro) at 15:20
- Departing from the workshop venue to the Hotel Hilton Crna Gora for the gala dinner (departure at time 19:20)

Implementation period

15 April 2025 to 20 May 2025 - Kick off and coordination meetings, at different levels, will be organised between the Service provider and the contractor during the implementation period, based on a need or request.

Indicative Timetable and Deliverables

Call opening	26 March 2025
Deadline for Submission	6 April 2025
Assessment	10 April 2025
Information on Assessment Results	12 April 2025
Signature of agreement	14 April 2025
Service Implementation	20 April- May 20, 2025
Interim Payment (80% of the total budget)	16 April 2025
Final Payment	20 May 2025

Deliverables related to service implementation

Deliverable to be achieved	Deadline
D1- D5 defined above	April- May 2025
D6 - Final report on realised activities defined by the description of the scope and purpose of the service	17 May 2025

Language

Working language is English

Quality assurance

The Service Provider shall perform the service with reasonable care and skills and in accordance with the best commercial practices and standards in the industry of similar services. Deliverables indicated above are used for performance evaluation. Each Deliverable must be accepted by the Contractor before continuing the next activities. If the quality or progress do not match the agreed upon standards, the Contractor reserve the right to terminate the contract. In such cases, due payment will be calculated according to the completion of the work, as indicated in the Description of the Scope and Purpose of the Service and the agreed upon price for each of the Deliverables/Items defined. Unless otherwise is agreed upon with the Contractor, delays are not acceptable and will be considered as not achieving the quality criteria.

Funding, reimbursement and completion of the Service & Payment

The lump sum budget for the above-described tasks within this service request includes the service fee, travel and daily allowances for the travel to the relevant events as well as VAT and any other taxes and duties. No additional payment will be made.

This Service will be funded by the POLICY ANSWERS project¹. This project has received funding from the European Union's Horizon Europe research and innovation programme under grant agreement No 101058873 for the project "R&I POLICY making, implementation and support in the Western Balkans" (POLICY ANSWERS).

Service will be carried out as outlined under **Indicative Timetable, Description of the Scope and Purpose of the Service and Deliverables** and considering quality assurance. 80% of the total sum will be paid on 16 April 2025 as interim payment. If the contract must be terminated during the service period due to not achieving one or more Deliverables and other quality concerns, then the payment will be done only for the completed work, according to the **Description of the Scope and Purpose of the Service and the price agreed upon for each of the Deliverables and its items defined**.

Application, selection, contracting and payment procedure

Required qualification/skills/experiences of the Service Provider

- Experience: Proven expertise based on successful examples of organising similar events: conferences, congresses, and minimum 2 years of experience in this field.
- Language requirements: Excellent English skills both written and spoken and knowledge of the local language (Montenegrin).

Submission of Application

Applications in English must be submitted until April 6, 2025 via e-mail to Sanja Damjanovic s.damjanovic@gsi.de and policy-answers@westernbalkans-infohub.eu containing both

- work experiences, skills and qualifications; related references from previous work
- a price offer (see requirements above)

The **Deadline** for the submission of the application as well as accompanying documents via e-mail with referencing to this Service Request is **April 6, 2025, 17:00 CET**

¹ www.westernbalkans-infohub.eu

Selection

The selection will be based on the completeness of the application, price, and the corresponding competences of the applicant as well as a convincing implementation plan. References will be reviewed additionally.

The Contractor reserves the right not to place any order. Costs for preparation of the required documentation by the Applicants to this call for tender will not be reimbursed.

Contracting procedure for Service Provider

The selected expert will be informed by April 12, 2025 on the result of the selection procedure. The service provider will sign an agreement with the Contractor, at the latest by 14 April 2025. The duration of the contract will last from **April 14 until May 20, 2025**.

ANNEX

Travel rules

Travel expenses for speakers will be covered by the POLICY ANSWERS Project based on an economy fare and according to the rules & budget governing the transport of European Union Commission officials, and official dates of the event. Travel arrangements will be carried out by the Local agency.

TRAVEL BY PLANE

Speakers will receive a travel itinerary by mail, which must be validated before any booking is made. Bookings will be made based on ticket availability and prices. Finalised flight tickets will be sent by email.

IMPORTANT NOTES:

- flights are organised by the Local Agency (under the project POLICY ANSWERS). If you make your own arrangements, your tickets will be refunded by the Local Agency, providing that a scanned copy of the flight ticket is submitted.
- airport transfers for participants will be organised by the Local Agency according to flight schedules.
- taxi, parking, and public transport expenses will be reimbursed by the Local Agency, provided that scanned receipts are submitted.

POLICY ANSWERS shall not be liable for the consequences to any passenger resulting from his or her failure to present a non-valid document or a different document than the one registered on this website.

TRAVEL BY PRIVATE CAR

Travels by car is reimbursed based on the exact distance from departure city to the venue, and return, at a rate of 0,30€/km. The number of kilometres will be calculated using Google maps. It is allowed to travel by car up to 1000 km (whole journey) and over 1000 km by plane/train/bus.

Reimbursement will be processed upon receipt of the completed and signed reimbursement form. The following information must be provided to the Local Agency:

- Google map calculation (screenshot)
- Completed reimbursement request form
- Bank account number, IBAN and SWIFT
- Name of the bank account

TRAVEL BY TRAIN OR BY BUS

Travel by train or by bus can be reimbursed. Reimbursement will be processed upon receipt of a scanned copy of of the train/bus ticket (2nd class) along with the payment receipt and duly completed reimbursement form. All receipts shall be consigned to Local agency.

The following information should be provided to Local Agency:

- Ticket with the payment receipt
- Bank account details, IBAN and SWIFT
- Name of the bank account holder