

TERMS OF REFERENCE

I. General Information

Title of the Services	Events organisation, accommodation, travel arrangement, logistics management services
Country	Türkiye
Programme	Vocational Education and Training Programme for Employment (VET4JOB II)

II. Background and Context

About Expertise France

Expertise France is the French public agency for international cooperation, which implements projects aligned with Sustainable Development Goals (SDGs) and France's external action priorities. Expertise France's core mission is to support partner countries in enhancing the quality of their public policies to tackle complex environmental, social, economic, and security challenges. Key areas of Expertise France's focus include:

- Democratic, economic, and financial governance,
- Stability, international security, and peace,
- Sustainable development, climate, and agriculture, and
- Health and human development.

About the VET4JOB II Programme

The VET4JOB II programme, funded by the European Union Delegation to Türkiye over 57 months, aims to support skills development for refugees and host communities in Türkiye. The programme provides vocational and apprenticeship training to adults and adolescents in 14 target provinces (Adana, Ankara, Bursa, Gaziantep, Hatay, İstanbul, İzmir, Kahramanmaraş, Kayseri, Kocaeli, Konya, Mersin, Osmaniye, and Şanlıurfa) to improve employment prospects in line with labour market demands.

Scope of Activity

Under the VET4JOB II programme, Expertise France (EF) will require comprehensive support services, including events organisation, travel arrangements, accommodation, and logistics services. These services will be required throughout the programme's implementation until October 2028.

Objective

The objective of these services is to ensure the effective planning, seamless coordination, and successful execution of events, accommodation, and travel and logistics arrangement in full alignment with the Expertise France's requirements and expectations.

This term of reference outline the scope, responsibilities, deliverables, and expectations related to events organisation, accommodation, travel arrangement, logistics management services to be provided under the “Vocational Education and Training Programme for Employment (VET4JOB II)”. These services are integral to ensuring the programme's smooth implementation and achieving its objectives.

Expertise France (EF) requires comprehensive travel and accommodation services to support various programme activities, including field visits to multiple provinces in Türkiye and participation in conferences, seminars, and meetings throughout the country. The contractor will be responsible for the effective planning, coordination, and management of the following services under this component.

III. List of Services

The contractor will be responsible for the following key services (details available in Annex 1.1):

- a) **Accommodation Management:** Managing accommodation reservations for all participants and staff, ensuring alignment with the event location and the Expertise France’s requirements.
- b) **In-Country Travel Ticketing:** Managing the booking, issuing, billing, cancellation, and modification of travel tickets, ensuring the best rates and flexibility.
- c) **Inner City/Intercity Transfer Services:** Coordinating inner-city and intercity transfers for participants, ensuring cost-effective and timely travel.
- d) **Car rental:** The car rental service will provide a fleet of well-maintained vehicles, offering flexible rental options tailored to meet the specific needs of EF.
- e) **Interpretation Services:** Providing qualified interpreters for events and meetings, as required by EF
- f) **Venue Management and Logistics:** Securing appropriate meeting venues and managing reservations in line with EF’s requirements ; supplying necessary event materials (e.g., flipcharts, markers, pens, notebooks) and providing catering and photography services as needed.
- g) **Social Events :**
 - Sports Competitions: Provision of uniforms, sports equipment (e.g., balls), and transportation for athletes.
 - Art Events: Supply of materials such as paint, clay, and paper for student projects.
 - Excursions and Other Activities: Organization of trips to museums, historical sites, career fairs, cinemas, and picnics, including catering arrangements.
 - School Festivals: Setup of food stalls, play areas, and sound systems for music performances.
- h) **Informational Local Meetings:**
 - School/Institution Meetings: Arrangements for breakfast presentations, provision of projection equipment, and sound systems for presentations.
 - Engagement with ESOBs: Collaborative discussions and events with local stakeholders.

IV. Other Provisions

The Contractor is expected to designate a primary contact person for the duration of the framework contract, who will serve as the main point of contact for daily communication and ensure the timely delivery of services. While the Contractor should minimize turnover of this contact person, EF reserves the right to request a change if deemed necessary based on performance.

The Contractor must organize its resources to respond promptly and adequately to any service needs within the scope of this framework contract, including addressing emergencies or urgent requirements.

The Contractor shall work closely with and under the direct supervision of the relevant programme expert for the activities covered by this assignment. For all communication-related matters, the Senior Communication Expert will serve as the primary focal point.

Regular progress meetings will be held with the Contractor to review the status of planning and execution, ensuring alignment with the specific contract's objectives.

Collaboration and Coordination

- Activities will be executed in collaboration with local stakeholders, ensuring that the interests and needs of all parties are addressed.
- Upon request from EF, the Contractor may mobilize a trainer or moderator to support event delivery.
- The timeline for local events will be developed in coordination with local institutions to ensure appropriate scheduling throughout the year.

Responsibilities and Procedures

- EF will provide the Contractor with detailed information about each event, including:
 - The event date and location.
 - Number of participants.
 - Event-specific requirements and contact information.
 - Request forms or Terms of Reference (ToR) for clarity.
- An orientation meeting may be held between EF and the Contractor to outline expectations, procedures, and requirements. For larger events, the Contractor may collaborate with EF on event design.
- At least one staff member from the Contractor must be present at the event site to ensure the requested services are delivered as specified.
- If necessary, an additional person may be assigned by the Contractor to facilitate communication and oversee task execution during planning, implementation, and reconciliation phases.

V. Location

Expertise France (EF) organizes various events and meetings within the framework of the program at a central level (refer to Annex 1.2 for an indicative list of planned events). The scope of these events is not limited to the provided list.

In addition to centrally organized events, institution-based events will take place across the program's 14 provinces. These activities will involve 44 vocational training institutions (VTCs) and local ESOB centers (refer to Annex 1.3 for the list of VTCs).

VI. Duration

The framework contract comes into force on its award date and ends at 31.10.2028

VII. Required Technical and professional Capacity

Interested companies should possess the following qualifications:

1. Minimum 5 years' experience in related fields
2. Legal representation in Türkiye (for international companies);
3. A permanent team of at least four (4) people: Chief Executive Officer (CEO), Accountant, Event Manager, Travel Specialist. (Companies must submit employment certifications (signed by the authorized signatory of the company and include relevant details such as the employment start date and confirmation of their ongoing employment status) for each of the four (4) positions.)

VIII. Contracting and payment schedule

EF will sign a framework contract with three contractors. For every request, EF will provide the necessary details in a request form/TOR format to the three contractors. A specific contract will be signed with one contractor after competition in between the three contractors. The “best value for money” offer will be awarded the specific contract.

Payments will be based on the actual services rendered as the signed specific contract amount will be considered as a maximum amount, supported by proof documentation that will be detailed in the specific contract.

Expertise France will issue the framework contract and the specific contracts in Euros (€), and payments will be made to the contractor upon submission of a valid fiscal invoice in Euros.

Although the supporting documents submitted by the company are issued in Turkish Lira (TRY), payment will be made in Euro. Therefore, the Inforeuro exchange rate will be taken into account in calculations made in Turkish Lira. The exchange rate will be determined based on the Inforeuro rate valid as of the month Expertise France approved the invoice.

Billing and Documentation

- The Contractor may only issue invoices based on the actual number of participants. Costs incurred for no-shows will not be invoiced to EF.
- The Contractor must identify and inform EF if any part of a trip is for private purposes, ensuring private travel costs are not charged to EF.
- Costs arising from changes in accommodation or transportation due to personal preferences of participants must not be charged to EF.
- Supporting documents must be properly numbered, archived, and shared electronically. These documents must follow a consistent, participant-based logic that aligns with the Expense Calculation File.
- Participants should retain their boarding passes for flights. The Contractor is responsible for providing all relevant documentation.
- The Expense Calculation Folio provided by Expertise France must be completed and submitted with supporting documents, including but not limited to:

- Accommodation: Hotel rooming list.
- Transportation: Air, train, or bus tickets (both departure and return).
- Boarding Passes: Copies of flown boarding passes for all journeys.
- Approval Documents: Written approval from EF for any unforeseeable expenses.

The payment timeline will be as follows:

- Upon receipt of the invoice and all related supporting documents by EF, acceptance or a request for additional documentation will be provided within two weeks for each invoice.
- Once the additional information/documentation is provided in a complete manner, the invoice shall be considered final.
- Once the final invoice is approved, payment will be made within 30 days.
- Please note that the payment deadline may be subject to extension , depending on the factors outlined below:

Bank and Public Holidays: The payment deadlines may be extended due to bank and public holidays observed in the European Union (EU), France, and Türkiye. These holidays may affect the processing and transfer of payments, potentially resulting in delays.

- **EF Bi-Annual Financial Closure:** Additionally, the bi-annual financial closure exercises conducted by EF may impact payment timelines. During these periods, internal processes and approvals may cause delays, and bidders should account for this potential extension of the payment deadline.

We hereby commit to adhering to the provisions outlined in this Terms of Reference and to delivering the services mentioned above.

Name of the Firm	
Name of the Authorized Person	
Title of the Authorized Person	
Signature	
Stamp	
Date	