

## Annex 1.1 Description of Services

### a) Accommodation Management

The contractor will be responsible for booking, issuing, billing, and managing hotel reservations, as well as handling cancellations and modifications. Specific responsibilities include:

- **Event-Related Accommodation:** In consultation with the EF, the contractor will arrange accommodation for event participants, ensuring that the event location and accommodation are at the same venue or within close proximity.
- **Extended Stay and Additional Services:** If transportation is unavailable, participants will have the option to extend their stay for an additional night. The contractor will arrange the necessary accommodation and transfers.
- **Meal Services:** If required, the contractor will arrange additional meals, including lunch or dinner at the hotel or providing lunch boxes for participants.
- **Special Requests:** The contractor will address any additional requests from participants, forwarding them to the EF for approval. Participants wishing to extend their stay before or beyond event dates will be asked to settle the costs directly with the hotel.
- **Cost Handling:** Additional accommodation costs due to personal preferences of participants will not be charged to the EF.

### b) In-Country Travel Ticketing

#### Service Requests and Communication

- Upon receiving a travel service request from the EF, the Contractor will be provided with a list of participants, including their contact details and travel specifications. All subsequent communication regarding travel arrangements will be directly managed between the traveler and the Contractor.
- The Contractor is required to respond to travel service requests on short notice within one business day.
- Additional travel-related services, such as online check-in, travel insurance, payments, or similar requests, may occasionally be required.

#### Modes of Transport in Türkiye

- Primary Modes of Transport :
  - **First-class rail travel** for rail journeys.
  - **Economy-class air travel** unless reduced fares are unavailable, and business class is deemed essential.
  - **Private car travel** may be permitted upon the traveler's justification and with Expertise France (EF) approval, reimbursed at the equivalent bus ticket rate for the same journey.
  - **Taxi** for shorter distances, especially in urban areas.
  - **Public buses** within cities and between different regions.

#### Booking Process

- For every travel request, the Contractor will provide the EF the most cost-effective and appropriate options.
- Quotations must be based on the most suitable means of transport (airplane, bus, train, or transfer) and prioritize economical rates.

- Means of transportation must be confirmed with participants before reservation or ticketing. If agreement cannot be reached, the Contractor will provide alternative routing and pricing options.
- The Contractor must notify the EF of ticketing deadlines to prevent cancellations.

#### **Ticket Management**

- Information on ticket flexibility, including potential costs for changes or cancellations, must be provided to the EF.
- In case of changes requested by the EF, revised tickets must be issued promptly, reflecting updated circumstances.
- The Contractor will manage passenger refund claims for “no-show” cases due to illness upon submission of a valid medical report.
- Unused or cancelled tickets must be reimbursed in accordance with applicable regulations.
- Any errors in ticketing by the Contractor must be rectified at their expense, including providing replacement tickets or issuing refunds as necessary.

#### **Travel Disruptions**

- The Contractor must immediately inform travelers and the EF of any changes to travel arrangements or significant disruptions (e.g., delays, cancellations, strikes, or terminal closures).
- Necessary measures should be taken to ensure uninterrupted travel completion.
- Claims related to passengers’ rights for issues such as flight cancellations must be processed by the Contractor.

#### **Arrival and Departure Assistance**

- Each participant will be met at the arrival point (airport, bus terminal, train station) by the Contractor, with clear signage displaying the Expertise France name.
- International guests must be accompanied by English-speaking staff until they are settled at their accommodation or event venue. The same assistance applies for transfers upon departure.

#### **Flexibility and Support**

- The Contractor must be available for urgent and emergency travel inquiries outside regular working hours, including weekends and holidays. Full support must be ensured for all trips arranged under this contract.

### **c) Inner City/Intercity Transfer Services**

#### **Group Transfers**

- Cost-Effectiveness: Participants traveling along the same or similar routes should be grouped together in the same vehicle whenever feasible to optimize costs.
- Social Distancing and Wait Times: The Contractor must implement measures to ensure compliance with social distancing guidelines while minimizing wait times for participants during the grouping process.

#### **Vehicle Standards**

- Age and Maintenance: Transfer vehicles must be no older than five years and must undergo regular technical inspections to ensure roadworthiness.

- **Health and Safety:** All vehicles must comply with relevant health, safety, and hygiene standards to ensure passenger comfort and well-being.
- **Amenities:** Bottled water must be provided in each vehicle, and lunch boxes should be available upon prior request by the Expertise France (EF).

#### **Driver Conduct and Responsibilities**

- **Traffic Compliance:** Drivers are required to adhere to all speed limits and traffic regulations. Any fines or consequences resulting from violations are solely the responsibility of the driver and/or the Contractor. The EF bears no liability for such infractions.
- **Professionalism:** Drivers must maintain a high standard of professional ethics and courtesy when interacting with passengers.

#### **d) Car rental**

##### **Vehicle Standards and Safety**

- **Age and Maintenance:** Rental vehicles must be no older than five years.
- **Safety Measures:** The Contractor is responsible for ensuring all necessary safety precautions, including regular vehicle inspections, periodic maintenance, full insurance coverage, and provision of appropriate seasonal tires (summer/winter).

##### **Use of Rental Vehicles**

- **Field Suitability:** Car rental will be utilized when, based on the location of the field to be visited, it is deemed the most suitable and efficient transport option.

##### **Liability and Compensation**

- **Accident-related Costs:** In the event of accidents causing material damage or vehicle value loss, the Contractor may not request compensation from the EF for rental costs during the repair period.

##### **Equipment and Fees**

- **Motorway/Bridge Crossings:** Vehicles must be equipped with HGS or similar systems for motorway and bridge tolls. These fees will be paid by the Contractor and included in the total rental price.
- **Fuel Policy:** Vehicles will be delivered with a full fuel tank and must be returned with a full tank. Fuel costs will be covered by the EF.

##### **Driver Qualifications and Conduct**

- **Experience and Record:** Drivers must have a minimum of five years of professional driving experience and a clean driving record, free of outstanding traffic violations or penalties, to ensure safe and reliable transportation.
- **Compliance:** Drivers are required to adhere strictly to speed limits and traffic regulations.
- **Professional Ethics:** Drivers must demonstrate professional behaviour and courtesy when interacting with passengers.

##### **Health and Safety Standards**

**Hygiene and Safety:** All relevant health, safety, and hygiene standards must be strictly observed throughout the rental period to ensure passenger well-being.

#### e) Interpretation Services

- Provide professional language interpretation to bridge language barriers in meetings, conferences, seminars, and events. The services should ensure that:
  - Communication is accurate, clear, and timely.
  - The service supports the specific needs of the Expertise France, whether for general conversations or highly technical discussions.
- **Qualified Personnel:** Supplying professional interpreters who possess the required linguistic, technical, and cultural expertise. Interpreters should hold recognized certifications, where applicable.
- **Preparation:** Interpreters should receive any necessary materials (e.g., presentations, agenda, background documents) in advance of the event to ensure preparedness.
- **Confidentiality:** Interpreters must uphold confidentiality and impartiality, ensuring no bias or disclosure of sensitive information.
- The Contractor will ensure the provision and availability of all necessary equipment for seamless simultaneous interpretation during meetings, conferences, seminars, and events. This includes high-quality headsets, microphones, soundproof booths, and any other auxiliary aids required for the efficient and accurate delivery of interpretation services. The equipment must be set up and fully functional prior to the commencement of each event, and the Contractor is responsible for troubleshooting and addressing any technical issues that may arise during the event.
- The Contractor will also ensure that the equipment provided is compatible with the venue's infrastructure and meets the specific needs of the event, guaranteeing clear communication for all participants.

#### f) Venue Management and Logistics

##### *f.1) Event Venue Organisation;*

- **Hotel Selection:** The proposed hotels must hold a valid "Safe Tourism Certificate," and a copy of this certificate should be provided to the Expertise France (EF) upon request.
- **Staffing Requirements:** The Contractor is responsible for ensuring that adequate and professional staff are assigned to the hotel for event-related tasks. Staff members should be courteous, well-groomed, and dressed in formal attire. They must maintain a clean and professional appearance, exhibit friendly customer service, and adopt a proactive approach to problem-solving, addressing any issues that arise for guests efficiently.
- **Parking Facilities:** The venue should provide sufficient parking space for event attendees, with free access granted to participants.
- **Meeting Room Setup:** The meeting rooms must be equipped with proper ventilation and temperature control to ensure comfort. The Contractor will provide photographs of the meeting rooms and specifications prior to the event. The Contractor is responsible for the complete setup of the meeting rooms, which includes stage construction (design and printing), rostrum, registration desk, head-table, flipcharts, podium, and all cleaning before and after the event.
- **Meeting Room Facilities:** The meeting rooms should be equipped with the following items (but not limited to):
  - Projectors and LED/LCD screens (two screens for simultaneous Turkish and English presentations)
  - Computers, laser pointers, printers
  - White flipcharts, flipchart paper, board erasers, A4 paper

- Microphones, wireless microphones
- Technical staff to assist with AV equipment
- Host/hostess for event coordination
- Professional photo shooting during the event (selected photos should be delivered to EF immediately after the meeting)
- Free Wi-Fi with appropriate signage directing participants to the network
- Simultaneous translation equipment, if required
- Laptops for event use, if necessary
- Video recording equipment, if needed
- Camera and Zoom setup for remote participation, if required
- **Technical and Computer Support:** On-site technical assistance will be provided by qualified technicians to handle any equipment or technical issues during the event.
- **Signage and Direction:** Clear signage will be placed at the hotel entrance and at the meeting room entrance to direct participants to the correct location.
- **Registration and Information Desks:** The Contractor will set up an information desk at the venue entrance and two registration desks at the meeting room entrances. The Contractor is responsible for ensuring participants sign the attendance lists, which will be provided by the EF.
- **Materials and Stationery:** The Contractor will prepare and distribute all required stationery and training materials to participants, based on the EF's instructions.
- **Logistics note:** A detailed logistics note, outlining the event's schedule and logistics, will be shared with participants before each event.
- **Event Materials:** The Contractor will provide the following materials:
  - Name badges with collar lanyards
  - Participation lists
  - Certificates of participation and appreciation
  - Signature lists
  - Evaluation forms
  - Table nameplates and other necessary items
- **Health and Safety Supplies:** Hand sanitizers and masks, meeting required standards, will be available in the meeting rooms if necessary to ensure the safety and well-being of all attendees.

## ***f.2) Visibility Requirements***

- **Responsibility for Visibility:** The Contractor is responsible for all visibility preparations for events held under the VET4JOB-II programme, in line with the guidance of the EF Senior Communication Expert.
- **Provision and Setup of Materials:** The Contractor will receive the necessary visibility materials from a specified location prior to the event and will ensure that the event hall is set up according to the directives provided by the Expertise France (EF). After the event, the materials must be returned to the address specified by the EF. If any materials are missing, the Contractor is responsible for supplying replacements at their own expense.
- **Additional Services:** Expertise France may request additional services related to visibility, such as visits to Vocational Training Centers (VTCs) or worksites within the province of the event, as well as the shipment of items to and from the venues. These services will be provided within the context of the events organized under this framework agreement.
- **Pre-Event Inspection:** Expertise France will inspect the meeting rooms before the event to ensure that the setup complies with EU visibility guidelines and is executed properly.

### ***f.3) Promotional Materials***

- **Receipt, Storage, and Distribution:** The Contractor is responsible for collecting promotional materials from the location specified by Expertise France (EF) prior to the event. The Contractor will store these materials until the event date and ensure they are distributed to participants according to the directives provided by the Expertise France (EF).
- **Post-Event Handling:** After the event, the Contractor must store any remaining promotional materials and deliver them to the Expertise France, along with a stock status report detailing the quantity and condition of the materials.

### ***f.4) Catering and Social Facilities in the Event Hosting Hotel***

- **Meals Provided:** For each event, coffee breaks and lunch will be provided to daily participants, while breakfast and/or dinner will be offered to those staying at the hotel.
- **Meal Adjustments:** The number of breakfasts, lunches, and dinners may vary depending on the specific needs of the guests.
- **Menu Review:** If the Expertise France wishes to review the menus in advance, the Contractor will provide the necessary details. The menus should be diverse and satisfying, catering to participants' dietary preferences, including vegan, vegetarian, and other specific needs. The hotel/organization management must be informed of these preferences in advance. To promote sustainability, glass bottled water and glass cups should be used instead of single-use plastic.
- **Coffee Breaks:** In general, two coffee breaks will be provided during the event. For events starting in the morning, the first coffee break, which will include breakfast items, should be set up half an hour before the event begins for participants not staying at the hotel. The second coffee break will be scheduled based on the timetable provided by the Expertise France.
- **Hotel Social Facilities:** The Contractor will ensure that guests who are not staying at the hotel can use the hotel's social facilities free of charge, as arranged with the hotel.

### ***h) 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.

### ***i) 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.