

BEREC Office ref. № 2013-BEREC-OT-01 APP2

**APPENDIX 2**  
**Part A**

**CALL FOR TENDERS**

**№ 2013-BEREC-OT-01**

**LOT 2:**

**PROVISION OF PROFESSIONAL EVENT  
ORGANISATION SERVICES IN EUROPE EXCLUDING  
THE TERRITORY OF THE REPUBLIC OF LATVIA**

**TECHNICAL SPECIFICATIONS**

*Riga, 5 March 2013*

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# I. TECHNICAL SPECIFICATIONS

## 1. Scope

The BEREC Office is seeking to conclude a contract for provision of professional event organisation services Europe-wide excluding the territory of the Republic of Latvia. The events may take place in any of the Member States of the European Union (EU), excluding the Republic of Latvia, the EFTA Member States<sup>1</sup> or the States – candidates for accession to the EU.

The different services covered by this tender are:

- Event management;
- Venue selection and reservation;
- Selection and pre-booking/block-booking of accommodation for the event participants;
- Selection and reservation of restaurants for dinners or informal working breakfasts, lunches, team building events, etc.;
- Catering services;
- Organisation of social/cultural programme of the event;
- Providing branding and visual identity of the event, including graphic design;
- Hiring the necessary technical equipment;
- Providing all necessary logistics and telecommunication services at the event venue;
- Printing, copying and scanning services;
- Photographic, video and/or audio recording services;
- Transport/transfer services;
- Translation and/or interpreting services;
- Communication and public relations including support in organisation of campaigns for raising public awareness on specific issues, public debriefings, public hearings, public consultations and other public events;
- Collecting, compiling and distribution of documents, including using specific IT tools;
- Any other support services related to the events organised by the BEREC Office, including providing service personnel during the events.

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<sup>1</sup> The EFTA Member States at the date of publication of the current document are: Iceland, Liechtenstein, Norway and Switzerland; more information about EFTA Member States is available at: <http://www.efta.int/about-efta/the-efta-states.aspx>

## 2. Types of events organised by the BEREC Office in Europe, excluding the Republic of Latvia

The various BEREC and BEREC Office events organised in Europe, excluding the Republic of Latvia, can include:

No	Type of event	Indication of the possible location	Event duration	Expected number of participants	Expected number of events per year	Remark
1.	BEREC plenary meetings (ordinary or extraordinary)	Throughout Europe	1 ½ days	80 to 120	3 to 5	Currently most of these events are hosted by different NRAs – members of observers of BEREC. The BEREC Office may need to organise them only in case of lack of requests for hosting them by a BEREC member or observer.  Nevertheless, the BEREC Office may be requested to provide support to the host NRA or to fully host part of the events organised back-to-back with the main meeting, such as workshops, for example.
2.	Contact Network meetings	Throughout Europe	1 ½ days	70 to 100	3 to 5	
3.	BEREC high-level internal workshops	Throughout Europe, frequently back-to-back with the plenaries in the same venue	½ or 1 day	80 to 120	3 to 5	
4.	BEREC conferences, seminars, workshops or other events, open to the public	Mainly in Brussels but also in other locations throughout Europe	½ or 1 day	50 to 150	3 to 6	In exceptional cases the number of participants in this type of events can reach or exceed 200.
5.	Public debriefings from BEREC plenaries or public hearings on specific topics	Brussels	2½ h or ½ day	20 to 70	5 to 8	

№	Type of event	Indication of the possible location	Event duration	Expected number of participants	Expected number of events per year	Remark
6.	Meetings of the BEREC Chair and Vice-chairs	Mainly in the country of employment of the BEREC Chair	1 day	5 to 10	4 to 6	These events are currently hosted and organised by the BEREC Chair.
7.	Formal or informal meetings of the BEREC Chair and Vice-chairs with the European Commission, the Council of the EU and/or the European Parliament	Mainly Brussels but other locations are also possible	2½ h or ½ day	5 to 15	5 to 8	These meetings may take the form of a working breakfast, lunch or dinner and are organised by the BEREC Office.
8.	Working dinners of the BEREC Chair and Vice-chairs, sometimes with the participation of Commission, organised prior to each plenary meeting	In location of each plenary	2½ - 3 h	5 to 10	4 to 5	
9.	Other ad hoc events	No pattern	No pattern	No pattern but usually not exceeding 15	No pattern	These events are frequently organised and hosted by the BEREC Office. They are rarely organised in the premises of some of the NRAs but such examples also exist.

### **3. General requirements for all services to be provided**

#### **3.1. Procedures related to the pre-selection, selection and booking of services to be provided to the BEREC Office**

Due to the extremely wide range of services to be covered by the current FWC, it is expected that the contractor will use a wide range of sub-contractors. These should be able to provide the necessary infrastructure and services as per the specific requirements for each service requested by the BEREC Office, and taking into account the nature of the different events. Depending on the specific features of the event, the contractor may use different sub-contractors.

For each event, the BEREC Office shall send the contractor a detailed description of all requirements. These shall include:

1. Overall description of the event.
2. Expected number of participants.
3. Venue requirements.
4. Catering needs.
5. Need for gala dinners or other protocol events, including the type of venue for the protocol events, if any.
6. Any telecommunication services needed, including Internet access.
7. Photographic, video or audio recording services.
8. Technical equipment.
9. Accommodation for participants.
10. Transport/transfer needs.
11. Translation and/or interpreting needs.
12. Branding and visual identity of the event, including design of promotion materials or materials to be distributed to the participants, to the media or to the public.
13. Document printing, copying and scanning needs.
14. Collection and/or distribution of documents, including by post and/or electronic means, depending on the nature of the event;
15. Social/cultural programme.
16. Organisation of PR events/campaigns prior to, during, or after the event, including preparation of press packs and documents for distribution to media representatives or the public.
17. Additional support/technical staff needed.
18. Other services, depending on the specific features of the event.

The technical equipment specified in item 8 may include, but is not limited to:

- microphones (including lapel microphones) and full sound system;
- overhead projectors, video projectors, multimedia projectors or other of the kind;
- screens, PCs, laptops;
- black/white boards, flipcharts, paper, pens;

- slide centre facilities for presentations;
- video conference facilities (live and on tape);
- fax, photocopiers (with sorter and stapler function), printers, scanners;
- Wi-Fi routers;
- interpreting booths and full equipment for simultaneous interpreting;
- laser pointers;
- video/photo cameras.

On the basis of the request from the BEREC Office, the contractor shall contact appropriate sub-contractors and ask for tenders for each service requested.

For events with more than 35 participants, the contractor shall present the BEREC Office with at least three tenders for each service requested.

For events with maximum number of 35 participants, the contractor shall present the BEREC Office with at least two tenders for each service requested.

Only in duly justified cases, where the contractor can prove that it is not possible to obtain the tender volumes mentioned above to meet the requirements of the BEREC Office, the BEREC Office may authorise a lower number of tenders. The contractor may, on its own initiative, provide more tenders than required.

Each tender shall contain all the relevant information to prove compliance with the request of the BEREC Office, including information about previous experience of the sub-contractor with organisation of similar events. It shall contain also a price offer.

Following the receipt of this information, the BEREC Office may make an on-site inspection of the prospective venues/hotels/restaurants, etc. and may request meetings with the management/project team leaders of the sub-contractors in order to obtain additional information about their experience and the conditions of their offers. A representative of the contractor shall accompany the BEREC Office staff during these inspections and meetings.

Following the on-site inspections and/or meetings, the contractor may be requested to provide additional details about some or all of the services offered.

If the information received satisfies the BEREC Office requirements, the BEREC Office shall approve the sub-contractors and the contractor shall make all necessary arrangements to provide the services in compliance with local commercial practices.

For complex events, the contractor shall be prepared to provide the BEREC Office with the full range of services, as listed in the current tender specifications. At the same time, the contractor should be aware that depending on the nature of the event, not all services listed in the current specifications may be relevant for all events.

The BEREC Office may request the organisation of protocol events or dinners in venues other than the event venue. All specific requirements shall be included in the request submitted by the BEREC Office.

For each service used, the contractor shall be entitled to a separate fee (see section B 'Financial offers').

In its tender the contractor is expected to present its methodology for providing high-level services for the organisation of BEREC and BEREC Office events. The methodology has to be focused on ensuring smooth and successful management of the events and the provision of other services to be covered by the contract and the ability of the contractor to meet the specific requirements of the BEREC Office.

Furthermore, the contractor is expected to outline its work plan and timetable indicating the response time to different types of requests by the BEREC Office. It should be indicated, for example, how many working days the contractor will need to provide the BEREC Office with specific tenders from the date of submitting an order form or a request for services by the BEREC Office, taking into account the different complexity of the events.

For the successful tenderer this information will be included in the FWC - in Article I.4.1.

The contractor may describe its methodology and work plan for all services related to event organisation as a whole or may specify its approach for each type of service separately, if different approach to different services will be applied.

As the communication and public relations services require separate competences and methodology, the contractor is expected to demonstrate separately its methodology for provision of high quality communication and public relations services.

### **3.2. Quality assurance and monitoring**

The contractor shall be responsible for checking that the pre-selected sub-contractors have the necessary experience and capacity to meet the requirements of the BEREC Office.

Furthermore, before and during the event the contractor shall check that the infrastructure, the logistics arrangements and the equipment provided complies with the tenders of the sub-contractors, as approved by the BEREC Office.

In case of non-compliance, the contractor shall be responsible for immediate rectification.

The provision of high-quality services to the BEREC Office is extremely important for the success of any event; the contractor is therefore expected to set out in its tender its plan or methodology for quality assurance and monitoring.

### **3.3. Confidentiality arrangements and avoiding conflict of interest**

During the preparation, organisation and follow-up activities, the contractor and sub-contractors may have access to internal BEREC/BEREC Office documents, personal data and/or confidential business data, the disclosure of which may undermine the protection of the public interest, and the privacy and the integrity of the individual, in particular pursuant to EU legislation regarding the protection of personal data, the protection of commercial interests of a natural or legal person, etc.

The contractor must therefore ensure that there are adequate confidentiality arrangements in place to prevent unauthorised disclosure of information by the staff of the contractor or of its sub-contractors and to avoid any situation of conflict of interest.

In its tender offer, the contractor is expected to set out the confidentiality arrangements to prevent unauthorised disclosure of information obtained during the event by the staff of the contractor and its sub-contractors.

When preparing its tender the contractor may consult Articles II.4 and II.5 of the model FWC.

### **3.4. Ownership of the results**

The ownership of the results generated under this contract shall be fully and irrevocably acquired by the BEREC Office, including copyright and other intellectual or industrial property rights, and all technological solutions and information contained therein, as produced during performance of the



contract. All the rights shall be acquired by the BEREC Office from the moment the results are delivered by the contractor and accepted by the BEREC Office. Such delivery and acceptance are deemed to constitute an effective assignment of rights from the contractor to the BEREC Office. The BEREC Office shall have the right to use these as appropriate in compliance with Article I.8 of the FWC.

The payment of the price as set out in the order forms or specific contracts is deemed to include any fees payable to the contractor in relation to the acquisition of ownership of rights by the BEREC Office including all forms of use of the results.

The acquisition of ownership of rights by the BEREC Office under this contract covers all territories worldwide.

Any interim results, raw data, and interim analysis made available by the contractor cannot be used by the BEREC Office without the written consent of the contractor, unless the contract explicitly provides for it to be treated as a self-contained result.

For further information the contractor may consult Articles I.8 and II.10 of the model FWC.

The contractor is NOT expected to cover this topic in its tender.

## **4. Specific requirements for all services to be provided**

### **4.1. Event management**

At a request of the BEREC Office, the contractor shall be fully responsible for organising and managing all events with more than 35 participants, for which the BEREC Office is the main organiser. The event management shall also cover the period of preparation and follow-up activities, if any. In exceptional cases, mainly for protocol, communication and PR events, the contractor may be asked to provide event management for events with fewer than 35 participants. The need for event management shall clearly be indicated in the request submitted by the BEREC Office to the contractor for each specific event.

Depending on the special features of the events, the BEREC Office may request the contractor to hire speakers or moderators, which shall be considered as part of the overall event management.

### **4.2. Venue selection and reservation**

At a request of the BEREC Office, the contractor shall make sure there is a suitable venue for BEREC and BEREC Office events. The BEREC Office shall send the contractor a detailed description of all requirements for each event, which shall include the information listed in Section 3.1. The BEREC Office shall clearly indicate how many meeting/conference rooms are needed, and whether there is need for additional rooms or space for bi-lateral or larger meetings, a secretariat, registration desks, coffee breaks, lunches, dinners, etc. If additional facilities are needed, the BEREC Office shall provide the contractor with information about the capacity requirements of each of them.

The contractor shall offer prospective venues to the BEREC Office taking into account the complexity of the event and all technical requirements listed in the BEREC Office request.

Should the requested technical equipment and/or telecommunication services not be available at the venue or should their quality not meet the technical requirements of the BEREC Office, the contractor shall be required to provide this equipment and services at the venue. In such cases, the contractor shall be entitled to payment of a separate fee.

### **4.3. Selection and administration of catering services**

At a request of the BEREC Office, the contractor shall provide catering for the event at the event venue.

This can include, but is not limited to, coffee breaks, lunches, buffet dinners, a welcome cocktail, and a gala dinner. The contractor shall be responsible for organising the meals during the event and shall make the necessary reservations for the number of people specified in the request of the BEREC Office. This may cover the following:

- organisation of coffee breaks and lunches at the venue in line with the programme of the specific event;
- organisation of receptions, cocktails, and/or gala dinners;
- provision of refreshments and mineral water in the conference/meeting rooms;
- organisation of additional meals (i.e. meals not included in the event programme) for participants, preferably providing a range of alternative restaurants.

The contractor shall take into account the cultural or personal dietary requirements of participants (religious, vegetarian, dietary) and shall plan individual menus if required. A choice of menus shall be presented to the BEREC Office for approval.

If necessary, the contractor shall provide translation of menus into English and printed copies in line with the event branding (logo, title and date of the meeting, etc.). Seating order and place names for official dinners shall be organised following instructions sent by the BEREC Office.

### **4.4. Restaurant selection and reservation**

Since BEREC has an advisory role, BEREC events frequently have an informal character and may be organised in the form of informal/working breakfasts, lunches and/or dinners. For example, before the BEREC plenary meetings a working dinner of the Chair and Vice-chairs usually takes place on the evening preceding the meeting.

Other similar events are organised as appropriate, to create a friendly atmosphere where the participants can share their views freely without formal protocol.

Sometimes the BEREC Chair and/or Vice-chairs may wish to discuss important policy issues at formal dinners with representatives of the European Commission, the Council of the EU, the European Parliament or some EU Member States.

For these cases, the contractor shall be requested to assist the BEREC Office in selecting and booking a suitable restaurant for official dinners, working breakfasts/lunches/dinners or other formal or informal events of that nature, including for the purposes of team building mentioned in Section 2.9.

When such events are taking place at the event venue, this shall be considered as part of the overall event catering and therefore only the catering fee shall apply.

### **4.5. Selection and block/pre-booking of accommodation for event participants**

At a request of the BEREC Office, the contractor shall provide accommodation for event participants in suitable hotels, preferably near the event venue. The contractor shall be expected to offer at least three different hotels with a variety of prices.

#### **4.6. Organisation and administration of cultural/social programme**

At a request of the BEREC Office, the contractor shall organise a social and/or cultural programme for event participants. The BEREC Office shall provide information about the format of the cultural/social programme required.

Based on this information, the Contractor shall offer the BEREC Office different alternatives. The Contractor shall be fully responsible for the preparation of the cultural/social programme and for managing any related administrative aspects during the event.

If the social/cultural programme also includes restaurant booking and/or provision of catering services, these services must be covered by the fee for consultation, preparation and administration of the social/cultural programme. No other fees shall be applicable, apart from those for the organisation of the social/cultural programme as per the financial offer in Section B. If a BEREC/BEREC Office event is organised back-to-back with another event, for example organisation of a workshop back-to-back with a plenary meeting, and if the contractor is requested to organise a social/cultural programme for participants in each event, then a separate fee shall be payable for each social/cultural event.

#### **4.7. Provision of branding and visual identity**

At a request of the BEREC Office, the contractor shall provide the branding and the visual identity of the event.

To create a consistent and recognisable event image, the contractor shall submit a proposal for the design of event documentation, promotional materials or any other related articles (pamphlets, posters, banners, fliers, badges, name plates, etc.).

Once approved, the design shall be used on various items for the event. The design of standard items (such as folders, notepads, invitations, envelopes, etc.) may be used for other events, as well. In such cases the conditions of section 3.4 of the current technical specifications shall apply.

The contractor may be asked to prepare also a PowerPoint template or other related material to promote the visual identity of the event.

The branding and visual identity fee for events organised back-to-back shall only be payable for each event if they have a separate branding and visual identity. If the BEREC Office request uses one and the same branding for both events, the fee shall only be due once. The same shall apply for the printing services listed below.

#### **4.8. Selection and administration of printing, copying and/or scanning services**

Upon request of the BEREC Office, the contractor shall provide printing/copying and/or scanning of all materials necessary for or related to the event, such as lists of participants, registration forms, application forms for reimbursement of travelling expenses and the related supporting documents, name plates, badges, maps, signs, etc.

The contractor may be requested to organise printing of any other branded materials such as folders with BEREC/BEREC Office logo, invitations or other cards, envelopes, notepads, etc.

#### **4.9. Selection and provision of photographic, video or audio recording services**

Upon request of the BEREC Office, the contractor shall provide photo, video and/or audio recording services to cover all or part of the event. Depending on the nature of the event, these services might also be needed before or after the event. They may also include editing, adding digital effects, audio

mixing, etc.

#### **4.10. Selection and provision of transport/transfer services**

Upon request of the BEREC Office, the contractor should provide transport/transfer for event participants. The specific requirements shall be given in the request from the BEREC Office.

#### **4.11. Selection and provision of translation/interpreting services**

The working language of BEREC and the BEREC Office is English and therefore all documents issued by these two bodies are currently only in English. In addition, the BEREC Office has a service level agreement with the [Translation Centre for the Bodies of the EU](#) for translations into all official languages of the EU and therefore the contractor is unlikely to be asked to provide translations very often.

Nevertheless, during protocol, international or public relation events, including public consultations, the BEREC Office may need translation and or interpreting services, especially when due to heavy workloads, it is not always possible for the EU translation service to provide translations within the deadlines required by the BEREC Office.

In such cases, if requested, the contractor shall organise professional translation and or interpreting services (either simultaneously or consecutively).

The translation and/or interpreting services shall in principle be translation from/to English to/from other official languages of the EU and vice-versa, but they shall not be limited to these language combinations. There is a slight possibility, that for the purposes of international events or preparing worldwide benchmarking, the BEREC Office may request translation and or interpreting services from/to non-EU languages.

In such cases, the contractor shall be expected to make sure that the translations comply with the uniform stylistic rules and conventions which must be used by all the institutions, bodies, offices and agencies of the European Union. Information how to obtain these uniform rules is available at: <http://publications.europa.eu/code/en/en-000100.htm>

#### **4.12. Communication and public relations services**

At a request of the BEREC Office, the contractor shall provide the BEREC Office with support to in communication and public relations (PR) activities, which can include, but are not limited to:

- Organisation of effective PR services prior to, during and after important BEREC and/or BEREC events.
- Organisation of campaigns for raising the public awareness on specific topic and effective dialogue with the stakeholders and the general public.
- Organisation of public debriefings, public hearings, public consultations and other events of similar nature.
- Provision of support to BEREC and the BEREC Office in online PR activities to reach the general public or target audience/s directly, including through streaming of important BEREC events, and use of social media or other channels, which may be considered appropriate.
- Integration and alignment of the public relations with other branding efforts and the overall communication and PR goals.

- Preparation or purchase of press reviews on specific topics.

The organisation of communication and public relations events may include all other services listed in the current tender specifications, for which a separate fee shall be due.

#### **4.13. Collection, compilation and distribution of documents to event participants, including using specific IT tools**

The contractor may be requested to provide support on a case by case basis to the BEREC Office in collecting, compiling and distributing meeting documents or packages of documents for the BEREC/BEREC Office public or internal events.

The collection and distribution may be done via post, via e-mail, via the BEREC website or via extranet. Depending on the event, the contractor may be asked to ensure that the documents are sorted and organised in a logical way, for which the BEREC Office shall present separate instructions, which shall be included in the individual requirements for each event.

If documents have to be distributed by post, the contractor shall be asked to sort, pack, label and post the documents.

If printing, copying and or scanning of any documents is needed, it shall be covered by the activities mentioned under the section 'Printing, copying and/or scanning services'.

#### **4.14. Other administrative and support services**

At a request by the BEREC Office, the contractor may be asked to provide the BEREC Office with other support services not listed above, such as registration of participants; consolidation of lists of participants; drafting information materials for the events, such as general information, information about the venue/hotels offered; preparation of badges, name tags, seating plans, etc.

For performing such tasks the contractor may be asked to provide service personnel during the event. The number of staff to be provided and the expected duration of their engagement in hours per event will be specified by the BEREC Office in the individual requests submitted for each event. The assignments of the staff to be provided by the contractors would be limited to performing technical tasks only. Their exact scope will be defined in the specific request to be submitted by the BEREC Office.

## II. FINANCIAL OFFER

### 1. General rules applicable to the financial offer and maximum budget for the entire duration of the framework service contract

The contractor is expected to quote its management fees for the different service categories, for events of different sizes, based on the number of participants. All prices are understood as per registered participant. The proposed prices shall include all costs to be borne by the contractor for the performance of the framework service contract.

In case of need of service staff to be provided for a specific event, the contractor shall be entitled to payment of additional fees corresponding to the number of staff provided and the duration of their engagement in hours. For that purpose the contractor shall provide in the financial offer the fees for engaging such staff per hour.

Prices to be provided by the contractor in the financial offer shall be **firm** and not subject to revision. Prices quoted shall be expressed in EUR exclusive of all duties, taxes and other charges, with VAT quoted separately.

The contractor is not expected to quote the prices of the specific services of its sub-contractors. The sub-contractors shall be chosen by the BEREC Office based on the alternatives proposed by the contractor for each event, as specified in Section 3. The total budget for each assignment/event shall consist of the management fee of the contractor, the specific service fees of the sub-contractors, the relevant costs of the material used, if any and the cost of the contractor for providing service personnel. The final budget of an event shall be agreed between the BEREC Office and the contractor in the orders/specific contracts to be signed for each event.

The maximum cumulative value of all orders/specific contracts to be concluded during the total maximum duration of the FWC for this LOT is **EUR 160 000**, of which the maximum cumulative value of all orders/specific contracts to be signed in 2013 shall not exceed **EUR 40 000**.

However, this must in no way be construed as a commitment on the BEREC Office to purchase services for the maximum amount.

### 2. Price-list of the contractor

The contractor is requested to complete the price tables below, which shall constitute its financial offer.

The financial offer has to be drawn up using the model reply forms attached to the tender specification.

#### I. Price list of contractor's fees as per number of event participants

CATEGORY OF SERVICE	Number of participants				
	1 to 15	16 to 35	36 to 70	71 to 110	More than 111
Event management					
Venue selection and reservation					
Selection and administration of					

CATEGORY OF SERVICE	Number of participants				
	1 to 15	16 to 35	36 to 70	71 to 110	More than 111
catering services					
Restaurant selection and reservation					
Selection and pre-booking of accommodation for participants					
Organisation and administration of the social/cultural programme					
Provision of branding and visual identity services, including design					
Selection and administration of printing, copying and/or scanning services					
Selection and provision of photo, video and audio recording services					
Selection and provision of transport/transfer services					
Selection and provision of additional technical equipment, if not available at the venue					
Selection and provision of translation and/or interpreting services					
Organisation and administration of communication and public relations activities					
Selection and provision of technical equipment and/or logistics services (including telecommunication services), if not available at the venue					
Collection, compilation and distribution of documents					
Provision of other administrative and/or support services					
<b>Total:</b>					

## II. Prices of contractor for providing of service personnel

CATEGORY OF SERVICE	Price in EUR per number of hours per person				
	Up to 1 h	1 to 2 h	2 to 4 h	4 to 8 h	More than 8 h
Providing of service personnel during events					

## III. Formation of the final offer

For the final evaluation of the offer the price of the service personnel per hour will be added to the total price offer with contractor's fees as per number of event participants in the following manner:

CATEGORY OF SERVICE	Number of participants				
	1 to 15	16 to 35	36 to 70	71 to 110	More than 111
I: Total contractor's fees as per number of event participants					
+	Price in EUR per number of hours per person				
	Up to 1 h	1 to 2 h	2 to 4 h	4 to 8 h	More than 8 h
II: Contractor's fees for providing of service personnel					
Total (I+II):	A	B	C	D	E
Total fees for all services (A+B+C+D+E):					

As final financial offer for the need of the evaluation of the tender will be taken to total amount of all fees payable to the contractor for all services and for all different types of events.