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# BACKGROUND INFORMATION

## Partner country

Serbia

## Contracting authority

Foundation “Novi Sad – European Capital of Culture”

## Country background

Today, the political and social dynamics in the country and region are characterized by high youth unemployment, lack of trust in the governing elites and gloomy prospects of EU membership in the near future, which have affected citizens’ perceptions and level of confidence that the reconciliation process can overcome the present stalling stage. Moreover, the standstill with the enlargement process has allowed the local elites in power to raise the nationalistic rhetoric in their public speeches for short-term political gains, at the expense of the wider regional rapprochement process. More than two decades after the armed conflict in the Western Balkans, the main preconditions for a genuine reconciliation process have never been met. There are both internal and external factors that have led to the present “stalemate” and that have resulted in conflicting narratives about the recent past allowing the perpetrators to have become the national heroes and only the victims within the same ethnic groups considered victims.

## Current situation in the sector

The action creates space for both top-down and bottom-up approach to regional reconciliation and confidence building in order to achieve the specific objective: support to grass-roots spaces of dialogue in building sustainable transitional justice, dialogue and confidence-building capacities for the implementation of effective dealing with the past actions in the region, from a victim's centred approach. Civil society and public authorities aimed to restore the regional reconciliation process through Igman Initiative and in this way to address the lack of coherent top-down and bottom up approaches to reconciliation and confidence building between the countries, both in terms of unresolved bilateral disputes and lack of commitment to obligations deriving from the accession negotiation with the EU, particularly when it comes to the rule of law, fundamental rights and governance. There are significant challenges to democratic governance and the protection of human rights.

## Related programmes and other donor activities

Financial flows in the sector are largely dependent on public funding, with limited private investment and restricted access to international funds. The EU has been continuously providing support through programs and funds to enhance the cultural as well as tourism sectors.

# OBJECTIVES & EXPECTED OUTPUTS

The objective of the Action is enhanced CSOs engagement in regional initiatives promoting reconciliation and intercultural dialogue among citizens and young people in particular through empowering bottom-up approaches and innovative forms of youth cultural participation and artivism.

## Overall objective

The overall objective (Impact) to which this action contributes is :

This action contributes to the successful implementation of the project “Fostering the culture of participation in regional reconciliation dialogue – District of Reconciliation”. The objective is to provide accommodation services, catering services, and transportation services for the successful implementation of the project.

## Specific objective(s)

The specific objectives (Outcomes) of this contract are as follows:

* Specific objective (Outcome) 1: accommodation services
* Specific objective (Outcome) 2: catering services
* Specific objective (Outcome) 3: transportation services

## Expected outputs to be achieved by the contractor

The expected outputs of this contract are as follows:

* Output 1 to Outcome 1: implemented accommodation services
* Output 1 to Outcome 2: implemented catering services
* Output 1 to Outcome 3: implemented transportation services

# ASSUMPTIONS & RISKS

## Assumptions underlying the project

N/A

## Risks

N/A

# SCOPE OF THE WORK

## General

### Description of the assignment

The implementation of the “District of Reconciliation” project requires the implementation of accommodation services, catering services, and transportation services according to the project timeline.

### Geographical area to be covered

Republic of Serbia

### Target groups

The main target groups of the Action are CSOs and CSO thematic network members in the WB and youth organisations and youth formal and informal culture groups.

## Specific work

**ACCOMMODATION SERVICE**

Accommodation should be provided in medium or high-standard facilities, offering comfortable and adequately equipped rooms with breakfast included. The facilities must meet high hygiene standards, quality of service, and variety of offerings to ensure participants a pleasant stay and optimal conditions during their stay.

Accommodation service during the KICK-OFF MEETING:

Accommodation service specification:

* Number of persons: 10
* Period: 29-30 May 2025
* Number of overnight stays: 20
* Duration: 2 nights per person with breakfast
* Accommodation category: medium or higher hotel standard. Accommodation must meet quality and comfort standards suitable for a professional event of this type. Minimum three stars.
* Location: Novi Sad (Serbia) – city center or up to 5 km from the center.

Accommodation service for participants of the DISTRICT OF RECONCILIATION FESTIVAL:

Service specification:

* Number of participants: 72
* Period: September/October 2027
* Number of overnight stays: 144
* Duration: 2 nights per person with breakfast
* Accommodation category: medium or higher hotel standard.
* Location: Novi Sad (Serbia) – up to 10 km from the city center.

Accommodation service for participants of the FINAL CONFERENCE:

Service specification:

* Number of participants: 10
* Period: September/October 2027
* Number of overnight stays: 20
* Duration: 2 nights per person
* Accommodation category: medium or higher hotel standard.
* Location: Novi Sad (Serbia) – up to 10 km from the city center.
* Service delivery deadline: September/October 2027

The contractor is required to send the Contracting Authority a proposal with at least 3 potential accommodations when making reservations. The final selection will be made by the Contracting Authority.

**CATERING SERVICE**

Providing catering services (lunch and dinner) for participants of project events. Meals should be adapted to participants’ dietary needs and served in an appropriate restaurant setting or as catering at the conference venue.

Catering service for participants of the KICK-OFF MEETING in Novi Sad:

Service specification:

* Number of persons: 20
* Period: 29-30 May 2025
* Duration: 2 days
* Number of meals: 80 (2 lunches and 2 dinners per person)
* Type of meal: starter, main course, dessert, and one drink (water and non-alcoholic beverages)
* Diverse meal options, including vegetarian and special dietary options
* High-quality and fresh food prepared in accordance with hygiene standards
* Serving method: restaurant service and/or delivery and service at the conference venue
* Service delivery deadline: April/May 2025
* The contractor must include a sample menu (lunch and dinner) in their offer.

Catering service for participants of the DISTRICT OF RECONCILIATION FESTIVAL:

Service specification:

* Number of participants: 90
* Period: September/October 2027
* Number of meals: 360 (2 lunches and 2 dinners per person)
* Type of meal: starter, main course, dessert, and one drink (water and non-alcoholic beverages)
* Diverse meal options, including vegetarian and special dietary options
* High-quality and fresh food prepared in accordance with hygiene standards
* Serving method: restaurant service
* Service delivery deadline: September/October 2027
* The contractor must include a sample menu (lunch and dinner) in their offer.

Catering service for participants of the FINAL CONFERENCE:

Service specification:

* Number of participants: 20
* Period: September/October 2027
* Number of meals: 80 (2 lunches and 2 dinners per person)
* Type of meal: starter, main course, dessert, and one drink (water and non-alcoholic beverages)
* Diverse meal options, including vegetarian and special dietary options
* High-quality and fresh food prepared in accordance with hygiene standards
* Serving method: restaurant service and/or delivery and service at the conference venue (if catering is offered)
* Service delivery deadline: September/October 2027
* The contractor must include a sample menu (lunch and dinner) in their offer.

**TRANSPORTATION SERVICES**

This service should include the organization and payment/reimbursement of various transportation options, including vehicle rental with driver, organized transportation of participants (van or minibus), or reimbursement of fuel and toll costs for those using their own vehicles.

Transport service for participants/performers of the DISTRICT OF RECONCILIATION FESTIVAL:

Service specification:

* Number of organizations to be provided with transport: 9
* Maximum number of passengers per vehicle: 8 plus driver
* Total number of kilometres covered by this tender: up to 9,000 km (total for all organizations)
* Countries of selected artistic organizations: Serbia, Montenegro, Bosnia and Herzegovina, North Macedonia, Albania
* Duration of transport per organization: up to 3 days
* Service delivery period: September or October 2027
* Mode of service: vehicle rental with driver, including vehicle of appropriate size (up to 8 seats), professional driver, fuel costs, and toll costs

Through the implementation of the above mentioned services, the Contractor has to be in continuous communication with the Contracting Authority and adapt the nature of the services to the requirements of the project.

## Project management

### Responsible body

Foundation “Novi Sad – European Capital of Culture”

### Management structure

The responsible person in the contracting authority for this contract is Lazar Jovanov, member of the project staff.

### Facilities to be provided by the contracting authority and/or other parties

The contracting authority will not provide facilities for the implementation of the tasks. The contractor will provide adequate facilities for the implementation of the tasks.

# LOGISTICS AND TIMING

## Location

Republic of Serbia, AP Vojvodina, Novi Sad

## Start date & period of implementation of tasks

The intended start date is 26.05.2025. and the period of implementation of the contract will be 29 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

Note that civil servants and other staff of the public administration of the partner country, or of international/regional organisations based in the country, shall only be approved to work as experts if well justified. The justification should be submitted with the tender and shall include information on the added value the expert will bring as well as proof that the expert is seconded or on personal leave.

### Key experts

Key experts are not required.

### Other experts, support staff & backstopping

The costs for backstopping and support staff, as needed, are considered to be included in the tenderer's financial offer.

## Office accommodation

Office accommodation for each expert working on the contract is to be provided by the contractor.

## Facilities to be provided by the contractor

The contractor shall ensure that experts are adequately supported and equipped. In particular it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion.

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

# REPORTS

## Reporting requirements

The contractor will submit the following reports in English in one original and 1 copy:

* **Interim report 1:** the interim report will be submitted after 1 month from the start of implementation with a corresponding invoice. The approval of interim reports will be the basis for issuing respective interim payments as indicated in the Special Conditions.
* **Interim report 2:** the interim report will be submitted after 21 months from the start of implementation with a corresponding invoice. The approval of interim reports will be the basis for issuing respective interim payments as indicated in the Special Conditions.
* **Final report** will be submitted will be submitted at the end of this contract. The approval of the final report by the Contracting Authority will be the basis for issuing final payment as indicated in the Special Conditions. The final report must be provided along with the corresponding invoice

If the payments are made in RSD the InforEuro exchange rate will be used for the month of March 2025.

## Submission and approval of reports

The report referred to above must be submitted to the project manager identified in the contract. The project manager is responsible for approving the reports.

# MONITORING AND EVALUATION

## Definition of indicators

Services provided in timely, quality and quantity manner, as required in these Terms of Reference

## Special requirements

N/A