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# BACKGROUND INFORMATION

## Partner country

Republic of Serbia

## Contracting authority

Special hospital for psychiatric diseases “Dr. Slavoljub Bakalovic” Vrsac, Podvršanska 13, 26300 Vršac, Republic of Serbia

## Country background

Europe, as well as the cross border regions of South Banat and Caras-Severin face an enormous challenge of providing an optimal quality of life and health care to its aging citizens. This challenge has to be tackled in a sustainable and efficient way. The high prevalence of cognitive illnesses, along with Dementia taking the lead is a major challenge - it's one of the most common mental illness, which is not yet curable, but is manageable, if treated in a timely manner. In the EU as a whole life expectancy at age 65 is projected to increase by 6.1 years for males and by 6.6 years for females over the projection period 2015-2080. As a consequence of population ageing, prevalence and incidence projections indicate that the number of people with Dementia will continue to grow. The total number of people with dementia worldwide in 2010 is estimated at 25,6 million and is projected to nearly double every 20 years, to 65,7 million in 2030 and 115,4 million in 2050. Taking all of the mentioned into consideration, it is imperative to start implementing preventive measures to slow down the incidence of Dementia, as well as to improve the quality of life and health care to existing and future patients.

The cross-border region is no exception - according to WHO data published in 2020 regarding Alzheimer's Dementia and other Dementia for Serbia, the death rate is 2,81 %, while in Romania, the percentage is 1,22 % of total deaths, both of which are concerningly high. However, experts on both sides of the border think that at least 30 % of dementias have gone unnoticed, due to the lack of general awareness of the illness and it's characteristics.

## Current situation in the sector

The cross-border region is no exception - according to WHO data published in 2020 regarding Alzheimer's Dementia and other Dementia for Serbia, the death rate is 2,81 %, while in Romania, the percentage is 1,22 % of total deaths, both of which are concerning high. However, experts on both sides of the border think that at least 30 % of dementias have gone unnoticed, due to the lack of general awareness of the illness and it's characteristics.

In Serbia, using the data from the Institute for public health published in 2020, there are currently 200.000 persons suffering from Dementia, while in Romania (from the data published by WHO in 2018), there are 279.607 dementia patients. Of course, by extending the global life-span, one can only expect number of dementia patients to grow, as mentioned before.

Thankfully, modern medicine and psychopharmacotherapy has provided medication which can significantly improve the quality of life and treatment of dementia patients - they cannot, however, completely cure the disease. Research on new medicine is ongoing and there is hope in the future that more efficient drugs will be available world-wide to help tackle the challenge which is Dementia.

## Related programmes and other donor activities

This Project is complementary to other national and programmes financed by EU.

# OBJECTIVES& EXPECTED OUTPUTS

## Overall objective

Ensuring equal access to health care and fostering resilience of health systems, including primary care, and promoting the transition from institutional to family and community based care

## Specific objective(s)

The contract will support Special hospital for psychiatric diseases “Dr. Slavoljub Bakalovic” Vrsac in the process of implementation EU funded project ” Early Diagnosis – Living Well With Dementia” financed under INTERREG-IPA CBC Romania-Serbia Programme. Contractor is expected to organize events necessary for project implementation.

## Expected outputs to be achieved by the contractor

The expected outputs of this contract are as follows:

* 1study tour and 22 different project events organized.

# ASSUMPTIONS & RISKS

## Assumptions underlying the project

Not applicable.

## Risks

Not applicable.

# SCOPE OF THE WORK

## General

### Description of the assignment

The tenderer will organize 22 different events and 1 study tour necessary for implementation of EU funded project “Early Diagnosis – Living Well WithDementia” under Interreg IPA CBC Romania- Serbia Programme. Events will be organized on schedule which is depended on project implementation activities. Therefore Contractor will be in constant communication with Contracting Authority in order to be able to prepare venue and backstopping necessary for each event organization. Since all events need to be in line with visibility rules of programme (see <http://www.romania-serbia.net> ) contractor is obligated that all visibility requirements must be facilitated during each event. Contractor need to make pictures and collect documentation necessary and to attach them with each interim/final report as proof that service was provided within required parameters in order to get payment of their services.

### Geographical area to be covered

City of Vršac, Serbia/ cross-border region Romania-Serbia/EU

### Target groups

Project stakeholders

## Specific work

* 1. **Round table organization**
     1. The contractor needs to organize two round tables organized with at least 20 experts participating, up to 35 persons overall. The service provider needs to organize an event lasting three consecutive days and provide all catering services for all participants.
     2. The Contractor should provide accommodation for maximum 15 persons in single rooms, at an at least 3 star rated unit, for 2 nights. Mentioned accommodation cannot be more than 200 meters away from the conference room – in case it is any further, the Contractor must provide adequate transportation for 15 persons. The accommodation must include breakfast (for 15 people) for all-you-can-eat Swedish buffer type, with hot beverages and soft drinks included.
     3. The Contractor will provide meals (lunches) for 30 persons. The meals can be provided as catering, or in an adequate restaurant, which cannot be more than 200 meters away from the conference room – in case it is any further, the Contractor must provide adequate transportation for 30 persons for every meal. The Contractor needs to provide 2 lunches and 2 dinners – lunch will include at least the following: soup (200 ml per person), a choice of 2 main courses (1 with meat, 1 without and with a side dish – 450g per person), a salad (50g per person), carbonated and non-carbonated bottled water (500ml per person), coffee and tea (with milk and sugar) and bread. The dinner will include at least the following: cold starter dish (150g per person), 2 main courses (1 with meat, 1 without and with a side dish –450g per person), a salad (50g per person), dessert (50g per person), carbonated and non-carbonated bottled water (500ml per person), coffee and tea (with milk and sugar) and bread. The final menu will be discussed between the parties 3 days before the event. In case there are some special dietary needs, the CA will inform the Contractor 3 days before the start of the event. The timetable of servings will be organized in accordance with the programme of the conference. In case the Contractor chooses to organize catering services, he has to provide adequate cutlery, porcelain plates and other adequate table decorations and arrangements.
     4. The Contractor will provide catering services for coffee breaks, for 35 people. Breaks will be organized in accordance with the programme of the event and there will be 2 of them, all held in the conference room or an adjoining room, suited for such break. Each coffee break will at least include: a pastry offer (200g per person), carbonated or non-carbonated bottled water and soft drinks (500ml per person), a dessert (50g per person), coffee and tea (with milk and sugar – 1 piece per person). The Contractor will also provide glasses, cups and adequate arrangement of the venue.
     5. For the duration of the event, the services provider needs to organize a conrefence room, with all of the technical conditions required for organizing such an event – a computer with a video projector, adequate number of seating, PA system, catering and other. The rooms needs to be tidy, well-lit, climate controlled, with cleaning services organized and provided.
     6. The contractor will also provide simultaneous translation services for the duration of the event, for Romanian to Serbian and Serbian to Romanian.
     7. The round tables are supposed to be organized in Vrsac or immediate vicinity. The general schedule for the round tables is: one in 2024 and the second in 2025. Both events should be organized in maximum 10 days following the request of the contracting authority together with the desired agenda and plan.
     8. The Contractor will also take photographs of the event and provide printed out attendance lists.
     9. The Contractor must also comply with the latest Communication and Visibility Manual for EU External Actions concerning acknowledgement of EU financing of the project (see <https://romania-serbia.net/> for more information)
  2. **Expert conferences organization**
     1. Two expert conferences are supposed to be organized in City of Vršac or immediate vicinity, with 40 participants each. Both conferences should be organized in 2025. All of the mentioned events should be organized in maximum 10 days following the request of the Contracting authority together with desired agenda of Event.
     2. The Contractor should provide accommodation for maximum 25 persons in single rooms, at an at least 3 star rated unit, for one night. Mentioned accommodation cannot be more than 200 meters away from the conference room – in case it is any further, the Contractor must provide adequate transportation for 25 persons. The accommodation must include breakfast (for 25 people) for all-you-can-eat Swedish buffer type, with hot beverages and soft drinks included.
     3. The contractor will also provide simultaneous translation services for the duration of the event, for Romanian to Serbian and Serbian to Romanian.
     4. The Contracting Authority will provide a conference room for one day, with air conditioning and adapted for at least 40 persons – the room will be used around 4 hours. Contractor should provide preparation and cleaning services.
     5. The Contractor should provide all necessary technical conditions for the realization of the events, which include: a computer (pref. laptop), a video projector, projection screen, a PA system and other accessories.
     6. The Contractor will provide meals (lunches) for 40 persons. The meals will be provided as catering, in the premises of the SHPD Vrsac, as coordinated with the CA. The Contractor needs to provide at least the following:, a choice of 3 main courses (1 with meat, 1 without and with a side dish – 450g per person), a salad (50g per person), carbonated and non-carbonated bottled water (500ml per person), coffee and tea (with milk and sugar) and bread. The dinner will include at least the following: cold starter dish (150g per person), 2 main courses (1 with meat, 1 without and with a side dish –450g per person), a salad (50g per person), dessert (50g per person), carbonated and non-carbonated bottled water (500ml per person), coffee and tea (with milk and sugar) and bread. The lunch needs to be swedish-type buffet. The final menu will be discussed between the parties 3 days before the event. In case there are some special dietary needs, the CA will inform the Contractor 3 days before the start of the event. The timetable of servings will be organized in accordance with the programme of the event.
     7. The Contractor will also take photographs of the event and provide printed out attendance lists.
     8. The Contractor must also comply with the latest Communication and Visibility Manual for EU External Actions concerning acknowledgement of EU financing of the project (see <https://romania-serbia.net/> for more information)
  3. **Webinars organization**
     1. The contractor needs to organize two webinar-type of conferences for the CA, with experts from both partner institutions attending (physicians, nurses, therapists, etc). The goal of the webinars is to exchange knowledge and practical experience. One webinar is planned to take place in 2024 and the other in 2025.
     2. The contractor will organized this event as per the instructions of the CA.
     3. The contractor will also provide simultaneous translation services for the duration of the event, for Romanian to Serbian and Serbian to Romanian.
     4. The contractor needs to provide all technical conditions for such events to take place: A suitable software platform for organizing the events – camera and microphone ready, screen sharing for PP or similar presentations, video streaming availability and other, if deemed necessary, while providing the CA the access paramenters and all other requested technical conditions.
     5. The contractor is obliged to provide technical assistance for the participants, if requested.
     6. The Contractor is obliged to take screenshots of the event for the CA.

* 1. **Study tour organization**
     1. The contractor will organize a study tour event, which will last for three days and take place outside of the INTERREG-IPA CBC Romania-Serbia programme area (but within the EU), all in accordance with the CA’s instructions and within given parameters. The event should take place in 2025 and the contractor will need to organize the following:
     2. All travel and accommodation expenses for 10 participants representatives from both Project partners institutions to the target institution, from Partner institutions’ city. If the target institution is more than 200 km away, the contractor needs to organize flights to the study institution.
     3. The contractor will provide accommodation for 10 persons in single rooms in the area of the study tour, with transportation to the institution organized daily, for all three days if it is further than 200 metres from the institution. The accommodation needs to be single rooms at an at least three star rated unit, for 2 nights.The accommodation must include breakfast for all-you-can-eat Swedish buffer type, with coffee and soft drinks included, lunch, which will include at least the following: soup (200 ml per person), a choice of 2 main courses (1 with meat, 1 without and with a side dish – 450g per person), a salad (50g per person), carbonated and non-carbonated bottled water (500ml per person), coffee and tea (with milk and sugar) and bread. The dinner will include at least the following: cold starter dish (150g per person), 2 main courses (1 with meat, 1 without and with a side dish –450g per person), a salad (50g per person), dessert (50g per person), carbonated and non-carbonated bottled water (500ml per person), coffee and tea (with milk and sugar) and bread. The final menu will be discussed between the parties before the event. In case there are some special dietary needs, the CA will inform the Contractor before the start of the event. The timetable of servings will be organized in accordance with the programme of the visit.
     4. In coordination with the CA, compile and execute a methodical approach to the visit, focusing on learning through observies and interacting with the staff of the visited institution.
     5. Provide translation services for the language used in the visiting institution to Romanian and Serbian and vice-versa.
     6. Assist the CA with communication with the target institution and with preparation of the agenda of the study tour.
     7. The Contractor will also take photographs of the event and provide printed out attendance lists.
     8. The Contractor must also comply with the latest Communication and Visibility Manual for EU External Actions concerning acknowledgement of EU financing of the project (see <https://romania-serbia.net/> for more information).
  2. **Visiting rural areas organization**
     1. The contractor will need to organize 10 visits to rural areas with South Banat in the form of public events with 20 participants. Each event needs to be organized in a different place in the mentioned area and needs to have two segments – educational and promotional one and medical examination.
     2. Following the instructions of the CA, the Contractor should provide a conference room for one day, with air conditioning and adapted for at least 30 persons – the room will be used around 3-5 hours. The conference room needs to be tidy, well lit and able to accommodate a required type of event.
     3. The Contractor will provide catering services for coffee break, for 20 people. Break will be organized in accordance with the programme of the event. Refreshment will at least include: a pastry offer (200g per person), carbonated or non-carbonated bottled water and soft drinks (500ml per person), a dessert (50g per person), coffee and tea (with milk and sugar – 1 piece per person). The Contractor will also provide glasses, cups and adequate arrangement of the venue.
     4. The Contractor should provide all necessary technical conditions for the realization of the round tables, which include: a computer (pref. laptop), a video projector, projection screen, a set up PA system and other accessories.
     5. The contractor should coordinate the printing of the questionnaires and the distribution of other materials provided by the CA.
     6. The Contractor will also take photographs of the event and provide printed out attendance lists.
     7. The Contractor is obliged to mark the premises with posters and other visibility materials from the project, all in accordance and coordination with the CA.
     8. The Contractor must also comply with the latest Communication and Visibility Manual for EU External Actions concerning acknowledgement of EU financing of the project (see <https://romania-serbia.net/> for more information)
  3. **Workshop organization**
     1. The Contractor will organize five workshops for maximum 20 persons, in accordance with the CA’s instructions. The workshops will be attended by family members of dementia patients and dementia patients (in case they are able) and will be consisted of workshop-type of interaction between SHPD experts and other attendees
     2. Following the instructions of the CA, the Contractor should provide a conference room for one day, with air conditioning and adapted for at least 30 persons – the room will be used around 3-5 hours. The conference room needs to be tidy, comfortable, well lit and able to accommodate a required type of event.
     3. The Contractor will provide catering services for coffee break, for 20 people. Break will be organized in accordance with the programme of the event. Refreshment will at least include: a pastry offer (200g per person), carbonated or non-carbonated bottled water and soft drinks (500ml per person), a dessert (50g per person), coffee and tea (with milk and sugar – 1 piece per person). The Contractor will also provide glasses, cups and adequate arrangement of the venue.
     4. The Contractor should provide all necessary technical conditions for the realization of the round tables, which include: a computer (pref. laptop), a video projector, projection screen, a set up PA system and other accessories.
     5. The Contractor will also take photographs of the event and provide printed out attendance lists (the photographs, in case they contain patients, will be appropriatelly censored/blurred).
     6. The Contractor is obliged to mark the premises with posters and other visibility materials from the project, all in accordance and coordination with the CA.
     7. The Contractor must also comply with the latest Communication and Visibility Manual for EU External Actions concerning acknowledgement of EU financing of the project (see <https://romania-serbia.net/> for more information).
  4. **Opening ceremony**
     1. The contractor will organize and event within the SHPD Vrsac for the ceremonial opening of the new department with the MRI device, and following the protocol and the visibility rules, an appropriate event needs to be organized to promote the project, the programme and the institution, as well as to familiarize the wider public with the project, its effects and new services made available ih the health sector. At least 50 persons will be in attendance of the event, with representatives from higher governmetal levels, programme representatives and others. The event itself needs to be high-profile type of event, with all ammenities and services characteristic for such an event.
     2. The Contractor will provide meals (lunches) for 50 persons. The meals will be provided as catering, in the premises of the SHPD Vrsac, as coordinated with the CA. The Contractor needs to provide at least the following:, a choice of 3 main courses (1 with meat, 1 without and with a side dish – 450g per person), a salad (50g per person), carbonated and non-carbonated bottled water (500ml per person), coffee and tea (with milk and sugar) and bread. The dinner will include at least the following: cold starter dish (150g per person), 2 main courses (1 with meat, 1 without and with a side dish –450g per person), a salad (50g per person), dessert (50g per person), carbonated and non-carbonated bottled water (500ml per person), coffee and tea (with milk and sugar) and bread. The lunch needs to be swedish-type buffet. The final menu will be discussed between the parties 3 days before the event. In case there are some special dietary needs, the CA will inform the Contractor 3 days before the start of the event. The timetable of servings will be organized in accordance with the programme of the event.
     3. The contractor will familiarize itself with all mandatory protocols regarding the event and take necessary steps in order to accommodate it.
     4. The contractor will organize the drafting, printing and delivery of official invitations to the shareholders and attendees.
     5. In coordination with the CA, the contractor will organize the event in the premises of the SHPD Vrsac, outdoors, in case the weather conditions allow, in which case the other services provided need to be catered to – parking allotments, hosting of guests, waiters/waitresses for catering and all other related services.
     6. The CA will notify the contractor 2 months before the planned event, with a proposed agenda of the event.
     7. The Contractor will also take photographs of the event and provide printed out attendance lists.
     8. The Contractor is obliged to mark the premises with posters/rollups and other visibility materials from the project, all in accordance and coordination with the CA.
     9. The Contractor must also comply with the latest Communication and Visibility Manual for EU External Actions concerning acknowledgement of EU financing of the project (see <https://romania-serbia.net/> for more information).

## Project management

### Responsible body

The Contractor is responsible for all the activities regarding this contract.

### Management structure

The responsible person for implementation of the tasks related to this contract, in the Contracting Authority is Jelena Đokić, Legal Representative.

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

Contractor will provide office/work space and equipment for implementation of this contract.

# LOGISTICS AND TIMING

## Location

Vršac, Serbia

## Start date &period of implementation of tasks

The intended start date is date of signature of contract by both parties and the period of implementation of the contract will be 13 months. 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

CVs for experts other than the key experts should not be submitted in the tender but the tenderer will have to demonstrate in their offer that they have access to experts with the required profiles. The contractor shall select and hire other experts as required according to the needs. The selection procedures used by the contractor to select these other experts shall be transparent, and shall be based on pre-defined criteria, including professional qualifications, language skills and work experience.

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:

* **Interim Report** The contractor will prepare interim reports on the implementation of the tasks, at the 2nd 4th 6th 8th 10th 12th month of contract service implementation. The report shall contain a sufficiently detailed description of the different options to support an informed decision on service performed. The interim reports report must be provided along with the corresponding invoice. The approval of the interim report by the Contracting
* **Final report** The contractor will prepare final report on the implementation of the tasks, at the end of this contract. The report shall contain a sufficiently detailed description of the different options to support an informed decision on service performed. The final report must be provided along with the corresponding invoice. The approval of the final report by the Contracting Authority will be the basis for issuing final payment as indicated in the Special Conditions.

## Submission and approval of reports

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

# MONITORING AND EVALUATION

## Definition of indicators

The indicator of the successful implementation of the contract is “Services provided in timely, quality and quantity manor, as required in these Terms of Reference”

## Special requirements

Not applicable