



Tender Document

Invitation to tender in accordance with the European open procedure for the procurement of experts for the execution of the CBI program 'Ethiopia tourism - Linking communities to markets'.

Publication date:	4 November 2024
Status:	Final
Reference:	202407135

Contents

Definition of terms	5
1. Introduction.....	7
1.1 Tendering Authority and IUC-EZ	7
1.2 CBI Introduction.....	7
1.3 Reason for this invitation to tender.....	8
1.4 Time schedule	10
2. Description of assignment	11
2.1 Description and objective of the assignment	11
2.2 Target Group and Beneficiaries	11
2.3 Target Market.....	11
2.4 Role of the experts	11
2.5 Lots.....	14
2.6 Contract Period.....	14
2.7 Scope of the assignment.....	15
3. Requirements to this assignment.....	16
3.1 General requirements	16
3.2 Language requirements	17
3.3 Requirements relating to knowledge and to professional experience for lot 1 An international CBT ecosystem development expert	17
3.4 Requirements relating to knowledge and to professional experience for lot 2 An Ethiopia CBT network manager.....	17
3.5 Requirements relating to knowledge and to professional experience for lot 3 An expert responsible for organizing logistics of the project.	18
3.6 Requirements relating to the prices/rates (for all lots).....	18
3.7 Tax-related requirements (for all lots).....	19
3.8 Invoicing requirements (for all lots).....	19
3.9 Travel policy requirements (for all lots).....	20
4. Requirements concerning the Tenderer	21
4.1 Introduction	21
4.2 Exclusion Grounds	21
4.3 Suitability Requirements	21
4.3.1 <i>Financial and economic standing</i>	22
4.3.2 <i>Reference data (technical qualifications)</i>	22
4.4 Professional/trade register extract	23
5. Award criteria and assessment.....	25
5.1 Introduction	25
5.2 Quality criteria.....	25
5.3 Award criteria relating to quality	25
5.3.1 Award criteria relating to knowledge, experience and competence	25
5.3.2 Award criteria relating to competence in CBT product development.....	26
5.3.3 Award criteria relating to EU tourism market network.....	26

5.3.4	Award criteria relating to knowledge, experience and competence	27
5.3.5	Award criteria relating to stakeholder management and network in the Ethiopian tourism sector.....	27
5.3.6	Award criteria relating to knowledge, experience and competence	28
5.3.7	Award criteria relating to arranging logistics in the Ethiopian context	28
5.4	Assessment method for qualitative award criteria.....	29
5.5	Assessment of preferences in relation to prices/rates	29
6.	Assessment of the Tender	31
6.1	Assessment of the Tender's completeness and legal validity	31
6.2	Assessment of requirements relating to the assignment	31
6.3	Assessment of award criteria relating to the assignment	31
6.4	Determination of definitive total score.....	31
6.5	Assessment of evidence.....	32
7.	Submission procedure for Tenders.....	33
7.1	Statement of agreement.....	33
7.2	Schedule	33
7.3	General procedure	33
7.3.1	<i>Communication</i>	33
7.3.2	<i>eHerkenning</i>	33
7.3.3	<i>Questions and additional information/changes</i>	34
7.3.4	<i>Validity period and submission of Tender</i>	34
7.3.5	<i>Variants on Tender</i>	34
7.3.6	<i>Costs of submitting a Tender</i>	34
7.3.7	<i>Termination of tendering process</i>	34
7.3.8	<i>Order of precedence of documents</i>	34
7.3.9	<i>Information about the Tenderer's obligations</i>	34
7.3.10	<i>Guide Information security and Privacy for suppliers</i>	35
7.3.11	<i>Inconsistencies and objections</i>	35
7.3.12	<i>Complaints procedure</i>	35
7.3.13	<i>Dispute resolution</i>	35
7.3.14	<i>Submission of the Tender</i>	35
7.3.15	<i>Structure and content of the Tender</i>	36
7.3.16	<i>Legally binding signature</i>	36
7.3.17	<i>Submission of a Tender in collaboration with other organisations</i>	37
7.3.18	<i>Single Tender</i>	38
7.3.19	<i>Violation of the fundamental principles of procurement law and restriction of fair competition</i>	38
7.3.20	<i>Communication and language</i>	38
7.3.21	<i>General terms and conditions</i>	38
7.3.22	<i>Contract conditions</i>	38
7.3.23	<i>Explanation and verification of the Tender</i>	39

7.3.24	<i>Request for supplementary information concerning the Tender</i>	39
7.3.25	<i>Announcement of the award of the Contract</i>	39
7.4	Further Agreements within the Contract.....	39
7.4.1	<i>Further agreements within the Contract</i>	39
Annexes		40

Definition of terms

Tendering authority	The Netherlands Enterprise Agency (RVO), an agency of the Ministry of Economic Affairs of the Netherlands
Tender Document	This document and all of its annexes.
Public Procurement Act	The Public Procurement Act 2012 (<i>Aanbestedingswet 2012</i>)
General Government Terms and Conditions	General Government Terms and Conditions for Public Service Contracts 2018 (ARVODI-2018: <i>Algemene Rijksvoorwaarden voor het verstrekken van Opdrachten tot het verrichten van Diensten</i>).
Most Economically Advantageous Tender	The Tender that achieves the highest definitive total score based on the best price-quality ratio.
Suitability requirements	The requirements with which Tenderers must comply in order to be eligible to win the tender.
Tenderer	An entrepreneur or entrepreneurs who have submitted a Tender or is/are planning to submit a Tender. In this document, the word 'you' is taken to mean the Tenderer.
Tender	A quotation submitted by the Tenderer in response to this Tender Document.
IUC-EZ	The Procurement Office (IUC) – part of the Netherlands Enterprise Agency (RVO.nl), which in turn is part of the Ministry of Economic Affairs (EZ) – will serve as process manager during this tendering process.
Memorandum of Information	A document containing all questions asked and answers given, in anonymised form and, if applicable, additional information. This includes the questions and answers submitted via TenderNed.
Contracting Authority	The State of the Netherlands, represented by the Minister of Economic Affairs, who concludes the Contract with the Contractor on behalf of the Contracting Authority.
Contractor	The party with whom the Contracting Authority concludes the Contract.
Contract	The written framework agreement between the Contracting Authority and the Contractor in which the conditions applicable to the public contracts that will be awarded via this tendering process (Further Agreements) will be recorded within a specific period.
Further Agreement	A written agreement signed by the Contracting Authority and the Contractor based on the framework agreement.

Exclusion Ground	A circumstance applicable to the Tenderer or a person affiliated with the Tenderer that results in exclusion of the Tenderer from participating in the tendering process.
European Single Procurement Document	A statement in which the Tenderer declares his compliance with the requirements specified in this document.
Data processing Agreement	An agreement signed by the Contracting Authority and the Contractor concerning the processing of personal data by the Contractor. When a Contract is awarded on the basis of the ARVODI, the Contract may require the Contractor to process Personal Data on behalf of the Contracting Authority. If so, the Parties must conclude a Data Processing Agreement under article 28, paragraph 3 of the General Data Protection Regulation ('the Regulation'). In a Data Processing Agreement the Contracting Authority and the Contractor make agreements on the Processing of Personal Data in the context of the Contract.

Specific terminology and abbreviations

CBT	Community-based Tourism
PM	CBI Programme Manager
SMEs	Small and Medium Enterprises
TAM	Technical Assistance Mission

1. Introduction

The Tender Document at hand contains information regarding this invitation to tender conducted in accordance with the European open procedure for a CBI project in the tourism sector in Ethiopia for three different types of experts.

This tender consists of three lots:

- Lot 1: An international Community Based Tourism ecosystem development expert.
- Lot 2: An Ethiopia CBT network manager.
- Lot 3: An expert responsible for organizing logistics of the project in Ethiopia.

Experts contracted in these three lots will cooperate closely during the project. More detailed information about the lots can be found in section 1.3 and in section 2, particularly section 2.4.

The project activities for the three lots are expected to start on 25 February 2025. The Tendering Authority intends to conclude a Contract (Framework Agreement) for each lot for an initial period of one (1) year with an unilateral option for the Contracting Authority to extend the Contract three (3) times with one (1) year.

Currently the political situation in Ethiopia is unstable. It is the expectation that this situation will not deteriorate in the short term. However, in case the situation deteriorates project activities may be postponed and the project may face delays. When this happens, this aspect will be taken into account regarding the above evaluation.

The Contractor will be informed in writing about the extension of the Contract at the latest one month before the end of year one. The total duration of the Contract for the three lots, including a unilateral option for extension, is four years.

You are hereby invited to submit a Tender based on this Tender Document.

1.1 Tendering Authority and IUC-EZ

This tendering process is being conducted on the instructions of The Centre for the Promotion of Imports from developing countries (CBI), part of the Netherlands Enterprise Agency (RVO) of the Ministry of Economic Affairs. IUC-EZ will act as process manager during this tendering process.

1.2 CBI Introduction

CBI is part of the Ministry of Economic Affairs of the Netherlands. CBI is recognized worldwide as a leading expert in export development.

CBI supports the transition towards inclusive and sustainable economies. CBI focuses on transitions in targeted export sectors in least developed and lower- and middle-income countries, working towards becoming more inclusive and sustainable. CBI has a bottom-up approach, starting from the perspective of local small and medium-sized enterprises (SMEs), strengthening their competitive position on European and regional (niche / value added) markets for products and services with positive economic, social and environmental impact. CBI operates as a facilitator, broker and partner on multiple levels.

In general, most CBI projects aim to achieve at least the following results.

Result	Result description
Export growth	Sustainable increase of exports to the EU (or regional markets if applicable) by directly and indirectly supported SMEs as a result of the project.
Competent exporters	SMEs that have successfully completed all the export capacity building activities. SMEs that develop and execute a tailor-made export strategy to the European market. SMEs that know how to build and maintain a network on the European market.
CSR (Corporate Social Responsibility)	SMEs to have their internal and product processes comply with (to be established country-sector specific) CSR standards, in accordance with OECD Guidelines.
Use of services in the Export Enabling Environment.	SMEs use the improved export development and promotion services and products of sector associations, ministries, other trade promotion organisations and private service providers.
Public-Private Cooperation	The public and private sector work together in creating an export-friendly environment regarding: - export-friendly policies, laws and regulations for SMEs; - availability of key inputs, technologies and infrastructure for the production process of exporting SMEs; - a better country/sector image abroad.

CBI projects (usually 4-6 years) are structured around the following intervention areas:

- **Business Export Coaching:** With the objective of sustainable export growth of SMEs, CBI will ensure that SMEs will build their export competencies through services in the field of individual coaching, group training, and market entry activities;
- **Institutional Capacity Building:** Parallel to SME capacity building and awareness raising, CBI will support the relevant parties in improving their service delivery and support a more effective and efficient collaboration;
- **Promoting Sector Collaboration:** There are multiple issues that cannot be solved by individual actors, issues that require sector collaboration. CBI will support the enabling environment by tackling issues (bottlenecks and opportunities) that require a collective approach at the enabling environment level.

Customizing programs to the local situation is key, tackling those issues that impede sustainable exports to Europe (and regional markets if applicable). That is why CBI works in close collaboration with local governments, trade promotion organisations, sector associations and other expert organisations. CBI works in 24 countries and 13 sectors.

This specific project in Ethiopia will have a strong focus on institutional capacity building.

Not only does CBI integrate CSR in its own work, it is also asked from all stakeholders to do so. Furthermore, the United Nations Sustainable Development Goals are very important guidelines as well. CBI contributes directly to goal 1 (No poverty), 8 (Decent work and economic growth), 12 (Responsible consumption and production) and 13 (Climate action). For further information on the CBI, please visit www.cbi.eu

1.3 Reason for this invitation to tender

CBI has been implementing a project in Ethiopia's tourism sector during the last 5 years. That project has ended in June 2024 and CBI decided to implement a follow-up project of 4 years that will specifically focus on the promotion of CBT (Community-Based Tourism) in Ethiopia and Ethiopian CBT products in international markets. This tender concerns this follow-up project.

The overall ambition of the follow-up project is "to integrate local communities in the tourism value chain by developing best practices with both tour operators, communities and the Ethiopian

government in developing, managing and marketing community products and to support the establishment of an institutional ecosystem that allows for scaling-up these best practices.”

The current Tender Document is written for the three different types of experts:

- **Lot 1: An international CBT ecosystem development expert.** This expert has in depth knowledge about CBT projects world-wide: about CBT product development, management and marketing, about requirements, regulations, CBT-standards, best practices, critical success factors, CBT business models, cooperation agreements between collaborating stakeholders in CBT, etc. The expert is to advise and motivate the various stakeholders in their efforts to build a sound enabling environment ecosystem for the promotion and management of CBT in Ethiopia. The expert has in depth knowledge of the European demand for CBT and is able to align the local CBT product with EU market preferences and requirements together with the communities and tour operators involved. Furthermore this expert has a large and active network among EU tour operators (interested in) buying CBT products world-wide and in Ethiopia in specific, that he/she can mobilize for the promotion of CBT from Ethiopia in EU markets.
- **Lot 2: An Ethiopia CBT network manager.** This expert has in depth knowledge of the tourism sector in Ethiopia and has a large and active network among the various public and private stakeholders. The expert has the capability to involve these stakeholders in the project, to mobilize them for project activities and to push sector collaboration around the theme of CBT. The expert organises, coordinates and carries out project interventions, including training and moderating meetings, in close collaboration with the expert for lot 1 and the expert for lot 3.
- **Lot 3: An expert responsible for organizing logistics of the project.** This expert takes care of arranging practical logistics regarding the activities of the project. This entails setting up meetings and visiting agenda's for stakeholders involved in the project around activities of the project: trainings, workshops, fam trips, stakeholders meetings, etc.. It furthermore includes renting of meeting rooms and workshop/training venues and checking before the start of meetings/workshops if facilities and equipment are functional and working. Besides that it includes the renting of transport (4X4 vehicles for instance) for project activities. Note that the expert is expected and must be able to pre-pay the rent of venues, meeting rooms and transport needed for project activities to the providers. CBI will arrange reimbursement of these out of pocket costs, which are included in the total maximum Contract value, in coordination with the expert.

1.4 Time schedule

The schedule below applies to this tendering process.

4 November 2024	Issuing of publication, start of tendering period.
21 November 2024, 14:00 CEST	Closure of round of questions: deadline for the Tenderer to submit questions regarding this Tender Document , the Data Processing Agreement and the Contract (including the general terms and conditions) and/or proposals for textual amendments to the draft Contract (including the general terms and conditions).
5 December 2024	Issuing of Memorandum of Information
16 December 2024, 14:00 CEST	Deadline for the receipt of Tenders and opening of new Tenders by the Tendering Authority.
17 December 2024 up to and including 24 January 2025	Assessment of Tenders.
27 January 2025	Announcement of the award of the Contract.
16 February 2025	Deadline for asking questions and/or filing an application for a preliminary injunction in relation to the announcement of the award of the Contract.
11 February 2025	Deadline for the winning Tenderer to provide the evidence requested by the Tendering Authority.
25 February 2025	Starting date of Contract.

If – in the opinion of the Tendering Authority – circumstances provide cause to do so, the Tendering Authority is entitled to amend the specified period(s). In such a case, timely notification of the new period(s) will be provided digitally.

2. Description of assignment

2.1 Description and objective of the assignment

The overall ambition of the project is “to integrate local communities in the tourism value chain by developing best practices with both tour operators, communities and the Ethiopian government in developing, managing and marketing community products and to support the establishment of an institutional ecosystem that allows for scaling-up these best practices.”

Desired outcomes of this follow-up project are:

- Tour operators, communities and local government jointly develop quality community products for EU clients.
- Tour operators and communities market and sell new or higher quality community products for EU clients as an element in longer stay and regional itineraries.
- Tour operators have the capacity to engage communities in product development.
- Best practices have been developed for communities / community supporters on organizing community products in such a way that it brings benefit to all community members regarding income, natural environment and socio-cultural structures.
- A blueprint has been developed for a coordinated community tourism development and management system.
- A local stakeholder takes the lead in scaling-up best practices from the project, based on a financial sustainable business model.

Further information and objectives of the project can be found in the 'Business Case Ethiopia Tourism - CBI – October 2024' (Annex 5).

2.2 Target Group and Beneficiaries

The target group for the activities under lot 1 of this tender consists of:

- All Ethiopian stakeholders involved in CBT with a focus on communities, inbound tour operators, government officials on national and departmental level and other public and private service providers to the CBT sector.
- EU tour operators that are interested in buying CBT products worldwide and in specific in Ethiopia.

The target group for the activities under both lot 2 and lot 3 of this tender consists of:

- All relevant stakeholders in the tourism sector in Ethiopia.

2.3 Target Market

The target markets for this project are countries in the EU and EFTA where there is demand for CBT.

2.4 Role of the experts

Hereunder a description of the roles of the various experts is given.

Lot 1 An international CBT ecosystem development expert.

The role of the expert in lot 1 is to advise and support the Ethiopian stakeholders in the tourism sector regarding the successful development, management and marketing of CBT. Establishing a dynamic enabling environment, that drives the further development of the CBT niche sector in Ethiopia, is the ultimate objective the expert should contribute to.

In this context, the expert will perform the following tasks:

- Support the selection and validation of maximum 4 communities with promising CBT product offer, in direct alignment with the Ethiopian Ministry of Tourism and its policy for community tourism development.

- Identify and select first- and second-mover tour operators in Ethiopia regarding CBT. This can be done from the group of tour operators that participated in the previous CBI project, as well as via other sources like sector associations.
- Support the selected communities to increase the quality of the tourism products to a minimal level required for European market introduction and organization within the community, involving Ethiopian tour operators. This includes advising the various Ethiopian stakeholders on EU customer profiles and their preferences regarding service levels and experiences.
- The actual training and coaching in the communities on basic service levels will be done by Ethiopian experts, to be recruited by CBI outside this tender. The expert will support the identification of these local experts, and give guidance on CBT aspects.
- Train and coach communities, inbound tour operators and government officials (national and local levels of the Ministry of Tourism) on joint CBT product development, including attention to alignment with the European markets and an equitable distribution of added value among the value chain.
- Assist in business development by leveraging the European network of the expert to link local stakeholders with potential European buyers and other relevant parties.
- Support the establishment of an overarching national enabling environment ecosystem for the promotion and development of CBT in Ethiopia by advising the various stakeholders on best practices, sustainable business models, etc.. This entails one-on-one coaching, group coaching, group training, and facilitating workshops.
- Support the development of a joint, practical and feasible CBT development strategy, taking into account the various interests of the various stakeholders.
- Advise the Ethiopia Ministry of Tourism with regard to a feasible, cost-effective, and practical in-house training system with the objective to structurally improve the community tourism expertise of middle and higher staff members, including the regional heads. Moderate stakeholder meetings as needed to facilitate effective dialogue and collaboration.
- Support the tour operators and communities in attending events like international trade fairs or roadshows, and advise CBI, project partners, and the SMEs on their preparations for these activities.
- Provide advice on incorporating innovative processes and content into the CBI project.
- Provide insights on understanding systemic challenges and opportunities within the sector. The expert's role is to advise on how these insights can guide the sector towards a more sustainable and inclusive tourism sector. Additionally, the expert will advise CBI on adapting the project's approach in line with systems change best practices, ensuring that both the sector and the project itself are aligned for effective and sustainable change.

CBI is looking for an international expert. In case the expert is based outside of Ethiopia, the expert is expected to conduct one to three technical assistance missions to Ethiopia per year. The planning varies based on project needs, planning, budget, responsiveness of Ethiopian stakeholders, and constraints on international travel, for example the security situation in Ethiopia.

Lot 2 An Ethiopia CBT network manager.

The role of the expert for lot 2 is the management of Ethiopian stakeholders involved in the development of CBT. The expert acts as a “spider in the web” to interest, motivate and urge the various stakeholders to take and keep an active role in the process and to build an effective and efficient coalition regarding the development of CBT in Ethiopia. The expert must have an excellent network and good, professional reputation in the tourism sector in Ethiopia.

In this context, the expert will perform the following tasks:

- Manage the local network, keep regular contact with the relevant stakeholders, and extend the network into (new) beneficial partnerships to achieve the objectives of the project.
- Inform and update local stakeholders about objectives, content and activities of the CBI project and raise their interest in participating in/ supporting the project.

- Identify the interests of the various stakeholders in developing CBT in order to be able to make sure every stakeholder benefits from the process.
- Provide easy access to the relevant stakeholders in the Ethiopian tourism sector in order to enable the team members to collect information, forge partnerships, assure relevant stakeholders are represented at meetings, stimulate cooperation with relevant partners.
- Carry out project interventions including delivering training and moderating meetings in close collaboration with other experts in the project.
- Advise the project expert team on country and sector specific topics.
- Monitor the progress of the CBT development process and report to CBI.
- Monitor if stakeholders play their role as agreed upon and if needed motivate/ urge them to do so.
- Proactively suggest project interventions to the CBI team.
- Organise, coordinate and conduct project activities in close collaboration with and guided by the expert for lot 1.

CBI is looking for an expert who is able to have regular personal meetings on-site with Ethiopian stakeholders in order to forge trust relationships, including meetings called upon on the short term and without long distance travelling.

Lot 3 An expert responsible for organizing logistics of the project.

The role of the expert for lot 3 is to arrange the practical logistics of the project, supporting the experts for lot 1 & 2, CBI staff and other experts to be contracted by CBI or its project partners in carrying out the project's activities.

In this context, the expert will perform the following tasks:

- Make appointments for meetings, in coordination with the expert under lot 2.
- At least arrange the logistics of trainings, workshops, fam trips, select and contract venues, hire transport if needed, arrange catering, arrange equipment, make hotel reservations, send out invitations and do the registration of participants (as advised by the CBI team and its partners).
- Check facilities and equipment before each activity to assure everything is functional and working.
- Note that the expert is expected to be able to prefinance the booking of venues and hiring of transport (e.g. 4x4 vehicles for community visits). Reimbursement takes place after each activity. CBI will arrange reimbursement of these out of pocket costs, which are included in the maximum Contract value, in coordination with the expert.

CBI is looking for an expert who is able to arrange activities on short notice. Therefore, the expert is required to be able to personally check meeting rooms on short notice, like a few days in advance or the same day, and/or be present on the spot to welcome and register participants without long haul travelling.

The expected role of this expert is more than only administrative support and requires also independent organization, coordination and finetuning. It is therefore required that this expert is familiar with and has a basic knowledge of the tourism sector in Ethiopia and the various stakeholders.

For all lots:

The experts carry out their work under the supervision of the respective CBI Programme Manager (PM) based in The Hague. The PM is responsible for the project's overall management, monitoring, budget, and outcomes.

Activity levels for all roles and planning of activities across all lots will vary based on project needs, management decisions, the specific challenges and opportunities in the sector and external factors. Please refer to the description of the roles above for a general outline. All decisions regarding activity allocation will be made by the PM.

To reach the project objectives, close coordination is expected between the experts of lot 1, 2 and 3. Besides the experts mentioned in lots 1, 2 and 3, additional experts or service providers with specialised thematic expertise may be contracted under separate assignments, to support the project's implementation. The experts contracted under this tender will work closely both amongst themselves and with any other expert to be contracted. This collaborative approach aims to achieve the project's objectives efficiently and cohesively. Final decisions regarding the allocation of specific assignments between experts will be made by the PM to ensure smooth project execution and to minimise role overlap.

CBI has the explicit policy of 'digital first' in order to reduce the environmental footprint of the project. As much as possible, coaching and training will be done from a distance via digital tools to minimise CO2 emissions, and aim for effective time and budget management.

2.5 Lots

The invitation to tender has been divided into three lots (see table below). By using a mechanism of a general framework agreement and Further Agreements for specific assignments, it is possible to plan the activities in line with the development of the project and to specify the exact scope at the moment that an expert is needed. Per lot we plan one framework agreement.

Lot	Number of framework agreements
1. An international CBT ecosystem development expert	1
2. An Ethiopia CBT network manager	1
3. An expert responsible for organizing logistics of the project	1

Tenderers may apply for multiple lots (if the labour capacity is available) and can therefore also be awarded multiple lots.

2.6 Contract Period

The Contracting Authority intends to conclude a Contract for a period of one (1) year, including a unilateral option for the Contracting Authority to extend the contract three (3) times with one (1) year.

The Contracting Authority intends to conclude one (1) Contract per lot.

If the maximum value of a lot is exceeded (or is threatened to be exceeded), the Contracting Authority has the right to unilaterally terminate the Agreement for that parcel without compensating the Contractor for this, in whatever form. See further in this regard the provisions in the (draft) agreement.

2.7 Scope of the assignment

The Tendering authority has estimated a total maximum Contract value (including optional extension years) in EUR per lot as follows (excluding Dutch VAT and including all local VAT and other costs):

Lot	Description	Maximum Contract value in EUR excluding Dutch VAT and including all local VAT and other costs
1	An international CBT ecosystem development expert.	EUR 300.000
2	An Ethiopia CBT network manager.	EUR 225.000
3	An expert responsible for organizing logistics of the project.	EUR 150.000 Note that this amount consists of daily fees of the expert and out-of-pockets costs made for renting venues and transport. The expected distribution is approximately: Fees EUR 50.000, out-of-pockets EUR 100.000
	Total contract value of this Tender (lot 1 + lot 2 + lot 3)	EUR 675.000

The estimated values are an indication from which no rights can be derived. This Tender Document was created using up-to-date knowledge and insights valid at the time of its formulation.

It is possible that the services specified in the contract may change in the event of political, budgetary, administrative or organisational developments within the Dutch government and the Contracting Authority's expansion or contraction resulting from this, or changes to the Contracting Authority's position within the government or to the targets that must be met. In the event such circumstances occur, the Contracting Authority will consult with the Contractor.

3. Requirements to this assignment

This section includes the requirements set by the Tendering Authority concerning the requested services and the prices and rates.

By submitting a Tender, you as Tenderer, explicitly consent to all requirements and conditions specified in this Tender document and the Memorandum(s) of Information and declare that you will continue to comply with these throughout the entirety of the contract period. Furthermore, you confirm that you will comply with all of the specified prices and rates, including any agreed indexation. Failure to comply with one or more requirements will result in your Tender being disqualified from the assessment process and therefore excluded from the tendering process.

3.1 General requirements

For all lots:

1. **The lead expert, Single Point of Contact:** Multiple contact persons per lot are not allowed. One contact point per lot is needed for the stakeholders and for the contact with CBI. If a collaboration is needed to fulfil the suitability requirements, then such collaboration is possible, provided that (1) one single expert in person per lot will remain the contact point for all the stakeholders, and (2) the other person(s) will be involved in the fulfilment of the Contract.
2. **CV Submission:** All experts applying for this tender must include a Curriculum Vitae (CV) in their tender application. The CV will be scrutinized to verify compliance with:
 - The language requirements for the applicable lot listed in section 3.2.
 - The specific requirements for the applicable lot described in this chapter (sections 3.3, 3.4 and 3.5 respectively).
3. **Independence and Conflict of Interest:** All experts applying for this tender must act fully independently and without any conflict of interest as a representative of CBI in the tourism sector in Ethiopia. This entails, among others, that they should not be directly or indirectly contracted or employed by (or own) selling parties in Ethiopia or importing companies that trade in services from developing countries covered by this tender. Any expert under this tender should be able to act fully independently under the strict requirement that no preferential advice will be given to any company or organisation which might favor the own interests of the expert. In case of potential risks of conflicts of interests during the execution of the tender, the tenderer can make these risks explicit in the tender application documents. In case of potential risk situations, the tender application documents need to show that 1. such risk for a potential conflict of interest is limited, and 2. that the expert has adequate mitigation measures in place in case a potential conflict of interest might arise. The tendering authority decides if the explanation is sufficiently plausible and if the two elements have been adequately proven in the tender application documents. In case a conflict of interest arises during the project implementation, RVO/CBI reserves the right to take adequate measures, for example relevant clauses in further contracting agreements, and/or restricting the activities.
4. **Collaboration:** Proven experience in collaborating effectively with remote or cross-disciplinary teams. Please note: if an expert is not functioning properly in his/her role, i.e. unable to properly execute the assignment and/or collaborate effectively with experts in other lots, he or she will first receive a warning in writing, from the PM. If the collaboration does not improve, a second and last warning follows. If this does not resolve the situation, the Contracting authority is allowed to request Contractor to replace the expert for another expert or terminate the Contract for the respective lot.
5. **Coaching Schedule:** The coaching is done continuously throughout the year/week and not arranged via fixed days per week or per month. In principle, experts should be available all year round. This does not mean that the assignment requires full-time availability. Planning of activities and tasks is subject to discussion with and approval from the CBI Program Manager.

3.2 Language requirements

English: The official working language for interactions with companies, sector stakeholders, experts and CBI staff in the project is English. The reporting language during the project is also English. The lead expert for lots 1 and 2 has a proficiency level of at least C1 as per the Common European Framework of Reference for Languages (CEFR) or comparable. Comparable means that when another qualification standard is used the Tenderer has to prove it is comparable to C1 CEFR. Native speakers will be considered as C2 CEFR. For lot 3 a proficiency level of at least B1 is required.

Amharic: The lead expert for lots 2 and 3 must possess C1 level proficiency as per the CEFR (or comparable) in both spoken and written Amharic that is verifiable. Comparable means that when another qualification standard is used the Tenderer has to prove it is comparable to C2 CERF. Native speakers will be considered as C2 CERF. This expert should be capable of conducting all professional interactions, including high-level meetings, coaching, and training, in Amharic without requiring a translator. The CV must clearly substantiate the expert's level of Amharic language proficiency.

3.3 Requirements relating to knowledge and to professional experience for lot 1 An international CBT ecosystem development expert

- 3.3.1 In depth knowledge about CBT projects world-wide: about CBT product development, management and marketing, about requirements, regulations, CBT-standards, best practices, Critical Success Factors, CBT business models, cooperation agreements between collaborating stakeholders in CBT.
- 3.3.2 In depth knowledge of the European demand for CBT and able to align the local CBT product with EU market preferences and requirements together with the communities and tour operators involved. Knowledge of the European demand should include the latest trends and developments, distribution channels, and market players in the EU niche markets for sustainable tourism, CBT, eco-tourism and adventure tourism.
- 3.3.3 At least five (5) years of experience in the EU long haul tourism market in a commercial/technical or consultancy role during the last ten (8) years.
- 3.3.4 At least three (3) years of experience in advising local communities, tour operators and/or public organisations in emerging markets on developing CBT products targeting EU tourism markets during the last eight (8) years.
- 3.3.5 At least three (3) years of experience within the last eight (8) years in advising local tourism stakeholders and/or businesses in emerging markets on the design, development and management of an Enabling Environment for CBT development and promotion.
- 3.3.6 At least two (2) years of experience in training and individual coaching of tourism businesses, including tour operators, ecolodges, excursion providers, and/or service providers in the last five (5) years. The training and coaching should have included at least the topics sustainable tourism, marketing, company management, promotion, sales, pricing, product development, and communication.
- 3.3.7 At least two (2) years during the last five (5) years of experience with B2B and B2C marketing and promotion of sustainable tourism products in the EU market.
- 3.3.8 At least 50 hours of experience with conducting trainings and workshops in emerging markets in the English language regarding export marketing and management in tourism during the last five (5) years.
- 3.3.9 Have an up to date and active network of EU buyers in at least two of the EU generating tourism markets.

3.4 Requirements relating to knowledge and to professional experience for lot 2 An Ethiopia CBT network manager.

- 3.4.1 At least five (5) years of experience in the tourism sector in Ethiopia in a commercial/technical or consultancy role during the last ten (10) years.
- 3.4.2 Have a proven up to date and active network of private and public stakeholders in the tourism sector in Ethiopia which can be leveraged for the implementation of the project.
- 3.4.3 Proven ability in relation and network management related to ministry staff and higher management, sector associations, and private companies in Ethiopia.

- 3.4.4 At least three (3) years of experience in project coordination for (semi) governmental organisations/donor organisations including stakeholder management/maintaining effective multistakeholder partnerships during the last ten (10) years.
- 3.4.5 Proficiency to communicate in English and Amharic at different levels with various stakeholders in the value chain, in order to build and maintain relations necessary for the project and to represent the CBI interests in Ethiopia.
- 3.4.6 Proven ability to build a relationship network with other relevant donor organisations, so that duplication of project activities is prevented and thematic alignment is optimal.
- 3.4.7 Proven experience with moderating meetings.
- 3.4.8 Proven experience with delivering training.
- 3.4.9 Proven ability to advise the project team on effective intervention strategies in relation to key stakeholders.
- 3.4.10 Capable to conduct personal meetings in Addis Abeba at a regular basis, including meetings called upon on the short term and without long distance travelling.

3.5 Requirements relating to knowledge and to professional experience for lot 3 An expert responsible for organizing logistics of the project.

- 3.5.1 At least three (3) years of experience in organizing logistics for companies, (semi) governmental organizations / donor projects in Ethiopia in the last five (5) years.
- 3.5.2 Experience in arranging and facilitating business related issues in the Ethiopian context, as well as capabilities in logistical 'trouble-shooting'.
- 3.5.3 Proven experience to work in the local context of Ethiopia for logistical arrangements for meetings and trainings.
- 3.5.4 Ability to monitor logistic arrangements whenever necessary in Ethiopia on short-notice (last-minute preparation) without long haul travelling.

3.6 Requirements relating to the prices/rates (for all lots)

- 3.6.1 The Tenderer will provide the rates in EURO applicable to this assignment by filling in the appendix entitled 'Prices/Rates' (Annex 7).
- 3.6.2 The rates must be all inclusive. In any event, they must include all of the following: wage costs, overheads (e.g. accommodation and wage costs for support staff), costs relating to the use of equipment and machinery during the assignment, insurance costs, any applicable costs for e-invoicing, costs related to visa applications (except costs payable to a foreign Embassy for visa application), local levies, taxes and VAT, and local travel and local accommodation expenses. "Local" is in this case the city where the expert is based.
- 3.6.3 The maximum daily rate, excluding Dutch VAT and including local VAT and other costs, for each expert under this Tender is as follows:
 - a. For lot 1: 750 EUR
 - b. For Lot 2: 350 EUR
 - c. For Lot 3: 225 EUR

These daily rates are maximum rates. If Tenderer offers a higher rate per expert, the Tender is set aside and excluded from further participation in the tendering process.
- 3.6.4 In case your company is not located in Ethiopia, you may, when carrying out assignments in Ethiopia, invoice local expenses according to the flat rates on the UN-DSA list. The UN-DSA list is specified per region/city. Accommodation and local travel expenses may be invoiced at the applicable Daily Subsistence Allowance (DSA) flat rates published by the International Civil Service Commission of the UN (<https://icsc.un.org/>).
- 3.6.5 In case your company is located in Ethiopia you can only invoice the abovementioned UN-DSA, when travelling to one of the regions/cities of the project your company is NOT located in, after explicit approval of the PM. The costs for travelling within your own city must be included in your daily rate.
- 3.6.6 The Tenderer will not submit any zero or negative prices/rates in this Tender, including Further Agreements.
- 3.6.7 The rate is fixed for the duration of the framework agreement and cannot be indexed.

- 3.6.8 The Tenderer will charge retrospectively based on actual DSA costs and specify DSA daily rates.

3.7 Tax-related requirements (for all lots)

- 3.7.1 The Tenderer indemnifies the Contracting Authority against any claims from the Dutch Tax and Customs Administration (Belastingdienst) or other tax authorities.
- 3.7.2 The Tenderer will quote the prices according to the following structure:
- the amount excluding Dutch VAT and any VAT due outside the EU;
 - the amount of Dutch VAT due (if applicable) and the amount of any VAT due outside the EU, and;
 - the amount including Dutch VAT (if applicable) and any local VAT and other costs due outside the EU.
- 3.7.3 If the Tenderer indicates that no VAT is applicable, then he agrees to provide documentary proof of the grounds for this to the Contracting Authority within fifteen calendar days of the request to do so.
- 3.7.4 You are liable for any extra costs for Dutch and/or foreign VAT due if you incorrectly charge no VAT or an incorrect amount of VAT to the Contracting Authority. If applicable, you are liable for accurate payment of VAT in the Netherlands and outside the EU, with the exception of the case stipulated in the following sentence. If the Contracting Authority procures a service from a foreign business and Dutch tax law considers the work to have been performed in the Netherlands, then the Contracting Authority is liable for the payment of VAT to the Dutch Tax and Customs Administration for this/these service(s) performed in the Netherlands.
- 3.7.5 You guarantee that the amounts specified in the quotation are inclusive of all taxes and levies (including amounts considered equivalent to taxes or levies), regardless of their description and wherever in the world they may have been levied.
- 3.7.6 You indemnify the Contracting Authority against any claims from any tax authority for any taxes, levies or contributions considered equivalent to taxes or levies, originating from either the Netherlands or outside the Netherlands.
- 3.7.7 Given the nature of this assignment, which includes development cooperation that exclusively benefits a developing country, a VAT rate of 0% applies to the amount specified on the quotation provided the Contractor is established in the Netherlands and his organisation is registered as an entrepreneur for VAT purposes. For extra certainty in this matter, you can request a declaration of exemption from VAT from the tax inspector. More information on this matter can be found within the decree issued by the Ministry of Finance on 21 September 2015 (no. BLKB/2015/76M).
- 3.7.8 If you submit a statement from the tax inspector within 60 days of the award of the Contract that specifies that a different VAT rate applies, then the contract price will be increased to include the applicable VAT rate. You are liable for any costs (extra or otherwise) in the event that you incorrectly charge no VAT or an incorrect amount of VAT to the Contracting Authority.
- 3.7.9 It is not allowed to charge Netherlands VAT over this amount if the registered office of the Contractor is outside The Netherlands. Contractor pays the Netherlands VAT to the Netherlands tax authority.
- 3.7.10 If you believe that your work is being taxed simultaneously (in part or in full) in both the Netherlands and a foreign country (outside the EU), then you agree to provide evidence from the foreign tax authorities in question that prove VAT has been levied on one of the services/amounts substantiated by you in the quotation. You will provide this statement in English. If the statement from the foreign tax authorities is not in English, then you agree to provide a sworn translation of this statement, the costs of which will be borne by you.

3.8 Invoicing requirements (for all lots)

- 3.8.1 The payment schedule will be agreed upon in the Further Agreement.
- 3.8.2 You must include a summary of the actual days worked in accordance with the applicable rates.

3.8.3 **For companies established in the Netherlands only**

E-invoicing

The general terms and conditions that apply to this contract contain a provision that invoices must be sent electronically (not in pdf). This can be done in 3 different ways:

- The invoicing portal of the Dutch government
- E-invoicing with your own (accounting) software package through Peppol
- E-invoicing through a service provider.

Would you like to know more about how you can send an e-invoice? More information can be found in the e-invoicing leaflet for the central government via the website of the e-invoicing Helpdesk: helpdesk-efactureren.nl.

For companies not established in the Netherlands

The paragraph concerning e-invoicing does not apply to companies located outside of the Netherlands. Non-Dutch companies can send their invoices in PDF format by email which will be made clear in the Further Agreement.

3.9 Travel policy requirements (for all lots)

1. CBI has the explicit policy of 'digital first' in order to reduce the environmental footprint of the project. As much as possible, coaching and training will be done from a distance via digital tools.
2. International flight tickets and hotel must be booked by the expert itself and can only be reimbursed if valid receipts are added to the invoice. Costs of a CO2 compensation scheme per international flight ticket should be included.
3. Only economy class flight tickets will be reimbursed.

4. Requirements concerning the Tenderer

4.1 Introduction

In this section, you can find the requirements set by the Tendering Authority to determine whether particular Tenderers are suitable to be awarded the Contract. For this purpose, Exclusion Grounds and Suitability Requirements have been set.

You can indicate whether or not the Exclusion Grounds apply to you and whether or not you are in compliance with the Suitability Requirements by completing the 'European Single Procurement Document'.

The 'European Single Procurement Document' is a PDF file that has been partially filled in for you. You must fill in the rest of the form, print it, legally sign it, scan it and submit it together with your Tender via TenderNed (see paragraph 7.3.15).

4.2 Exclusion Grounds

The following Exclusion Grounds are specified in the annex 'European Single Procurement Document' (Annex 1):

- all Exclusion Grounds specified in Part III A and B;
- the Exclusion Grounds in Part III C of the 'European Single Procurement Document' that have been selected by the Tendering Authority by means of the tick boxes.

See Section 7 for information on how to submit a Tender in collaboration with other organisations. This section specifies who must provide a completed and signed European Single Procurement Document during the process of submitting a Tender.

The evidence relating to the Exclusion Grounds does not have to be submitted together with the Tender: it is only required once the Tendering Authority requests it.

Please note: The process of applying for a GVA (certificate of conduct) can take several weeks.

For information on types of evidence, see Section 2.89 of the Public Procurement Act.
<http://wetten.overheid.nl/BWBR0032203/2016-07-01>

The evidence consists of:

1. Extract of Trade Register (no older than 6 months see §4.3)
2. 'Certificate of Conduct for procurement' ('Gedragsverklaring Aanbesteden' -no older than 2 years)
3. Tax statement (no older than 6 months)

The Tendering Authority, to which a Tenderer submits data in order to prove that the exclusion grounds referred to in Article 2.86 or Article 2.87 do not apply to the Tenderer, also accepts data and documents from another Member State, from the country of origin of the Tenderer or from the country where the Tenderer is established, that serve an equivalent purpose or that show that the exclusion ground does not apply to Tenderer.

Please refer to <https://ec.europa.eu/tools/ecertis/search>

eCertis is the information system that helps you identify different certificates requested in procurement procedures across the EU.

4.3 Suitability Requirements

The purpose of the Suitability Requirements is to assess whether the Tenderer is suitable to fulfil the Contract in the opinion of the Tendering Authority.

By signing the annex 'European Single Procurement Document' (which uses the term 'Selection Criteria' to refer to the Suitability Requirements), the Tenderer declares that he complies with the

Suitability Requirements as specified in this subsection of the Tender document. These Suitability Requirements are further specified in the subsequent paragraphs in this section.

4.3.1 Financial and economic standing

By signing the 'European Single Procurement Document', the Tenderer declares:

- a. That he possesses sufficient financial and economic capacity to fulfil the contractual obligations.
- b. That the Tenderer is unaware of any possible claims against him that may compromise his organisation's financial-economic capacity or continuity, and that no investment is required during the Contract period that may have a similar compromising effect.
- c. That the Tenderer has a sufficient level of professional and/or statutory liability insurance for the fulfilment of the assignment and that in the event of the Contract being awarded to him, will remain sufficiently insured throughout the duration of the assignment(s).

Evidence (do not submit together with the Tender – only submit it when requested to do so):

Proof of the economic operator's economic and financial standing may, as a general rule, be furnished by one or more of the following references:

- a. appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance;
- b. the presentation of financial statements or extracts from the financial statements, where publication of financial statements is required under the law of the country in which the economic operator is established;
- c. a statement of the undertaking's overall turnover and, where appropriate, of turnover in the area covered by the contract for a maximum of the last three financial years available, depending on the date on which the undertaking was set up or the economic operator started trading, as far as the information on these turnovers is available.

If the data of the Tenderer's parent/holding company is used in relation to the aspect of financial-economic capacity, then the Tenderer must provide a statement from the parent/holding company that specifies that the parent/holding company unconditionally acts as a guarantor for the obligations to be undertaken by the subsidiary company and any debts arising from the Contract incurred by the subsidiary company. The statement by the parent/holding company must be signed by a legally authorised representative.

4.3.2 Reference data (technical qualifications)

The Tendering Authority has set the following core competences, which demonstrate experience with essential aspects of the assignment:

Core Competences lot 1 An international CBT ecosystem development expert.
1. Tenderer has proven knowledge of and experience with advising local communities, tour operators and/or public organisations in emerging markets on developing Community-Based Tourism products targeting EU tourism markets. 2. Tenderer has proven knowledge of and experience with advising local stakeholders on building an Enabling Environment for the promotion and development of CBT.
Core Competences lot 2 An Ethiopia CBT network manager.
1. Tenderer has proven knowledge of and experience with network management in the tourism sector in Ethiopia and coordinating tourism stakeholders, both in private and public sector.
Core Competences lot 3 An expert responsible for organizing logistics of the project.
1. Tenderer has proven knowledge of and experience with arranging the operational logistics of a national or international project in Ethiopia.

By signing the 'European Single Procurement Document', the Tenderer declares that he has carried out at least one reference assignment for each of the core competences listed above that meets the following minimum requirements:

- A clear description of the reference assignment so the Tendering Authority can easily verify if the description meets the key competence.
- The subject of the reference assignment must be comparable to the core competence in question.
- The reference assignment must have been executed or completed within the three years prior to the closing date for the submission of tenders. If the Tenderer uses an assignment that is not yet fully complete, then only the completed results of the ongoing assignment can be submitted for reference purposes: projected results cannot be taken into consideration.
- The reference assignments must be signed by the referee (the client in question).
Use Annex 2 "Reference assignment" and fill out all the fields where information is asked for.

Assignments including one or more subcontractors can only be used as reference assignments if the subcontractor(s) in question will be involved in the fulfilment of the Contract and if the Tenderer can and will make use of the knowledge and experience of the subcontractor(s) in question during the fulfilment of the assignment.

Evidence: Annex 2 "Reference assignments" (**Be aware: submit together with Tender**)

You may not provide more than one reference for each core competence. If a single reference testifies to multiple competences that comply with the applicable requirements, then you can use the same reference for these different core competences.

The reference(s) must be signed by the referee (the client in question).

If required, the Tendering Authority reserves the right to check the accuracy and completeness of the references and to contact one or more of the reference parties without the Tenderer's involvement or permission.

4.4 Professional/trade register extract

The Tendering Authority expects the Tenderer to be authorised to practise his trade. For this reason, the Tendering Authority reserves the right to ask the Tenderer to demonstrate that he is registered in the professional register or in the trade register referred to in Annex XI of EU Directive 2014/24/EU in accordance with the regulations applicable in the country in which he is established.

It is also vital that the signed documents included in the Tender have been signed by a legally authorised representative of the Tenderer. For this reason, the Tendering Authority can also ask the Tenderer who is awarded the contract to demonstrate the legal validity of the signature.

Evidence (do not submit together with the Tender – only submit when requested by the Tendering Authority).

In order to establish the legal validity of the signed statements, declarations and other evidence, it is vital that a recent and up-to-date (**max. six months old**, counted from the time of submission of the Tender) extract from the professional register or trade register is provided in compliance with the provisions stipulated in Section 2.98 of the Public Procurement Act. The extract must demonstrate the legal authorisation of the signatory.

If the signatory of the statements, declarations and other evidence is not featured on the extract, then authorisation of the signatory must be provided by one of the parties featured on the extract, in the form of a statement declaring that the signatory was authorised to legally bind the Tenderer at the time that he signed the documents.

In the event that the Tender involves a collaboration (consortium), then every member of this collaboration must provide the aforementioned evidence separately.

5. Award criteria and assessment

5.1 Introduction

This Section concerns the award criteria. The Tenders are assessed based on the award criteria. Your response to the award criteria must be included in your Tender. In your response, you must take into account the requirements set in Section 3.

- a. The maximum total points that can be obtained per lot is **100 points**.
- b. Per lot a maximum of **80 points** can be obtained for your response to the “written” award criteria as described in 5.3.1 up to and including 5.3.3 (for lot 1); 5.3.4 up to and including 5.3.5 (for lot 2) and 5.3.6 up to and including 5.3.7 (for lot 3). **If the total score per lot of all quality award criteria does not meet 48 points, the Tenderer is excluded from further participation in the tendering process.**
- c. Assessment of the prices/rates with a maximum of **20 points**.
- d. Every lot has its own proposal. It must be clear to which lot a document belongs. On every document the lot number and the name of the Tenderer should be present.
- e. Please use a separate document for every award criterion and use a format (Annex) if asked for.

5.2 Quality criteria

In your tender submission be sure to:

1. Address each lot’s award criteria in a structured manner. For every lot you apply for, include specific responses to its respective award criteria, following the order they are listed in this Section.
2. Describe the situation, your role, your actions, your advice, and results achieved. Mention in which country the intervention took place.
3. Ensure that your responses are closely aligned with specific positions or examples listed in your CV. This applies to all experts involved in executing the assignment, including members of a consortium or subcontractors. Please submit your CV’s for each lot and for every individual team member concerning at least the following sections: a. Education, b. Work experience, c. language skills.
4. If the application per lot involves multiple experts collaborating, the CVs must:
 - Clearly designate which expert meets each specific requirement for the lot.
 - Identify the expert who will act as the single point of contact for the assignment.
 - If Tenderer applies for more than one lot, he/she has to submit for every lot a separate CV, so the assessment team can easily verify if all requirements are met.
5. The roles and responsibilities in the assignment taken by the Tenderer and the other possible consortium partners or subcontractors needs to be clearly motivated and described in your Tender and your answer to the questions (award criteria) as stated in this Chapter. Please make sure to clearly mention who will be the lead expert.
6. Describe the answers per lot per award criterion in a separate document.

5.3 Award criteria relating to quality

Lot 1: An international CBT ecosystem development expert.

5.3.1 Award criteria relating to knowledge, experience and competence

Provide for this award criterion the following information:

1. Your relevant knowledge, experience and competencies in a concise CV, which meets the requirements mentioned in section 3.1, 3.2, and 3.3.

It is very important that all requirements can be verified in the CV. To do so, in your CV, clearly link each of your qualifications and experiences to the requirements listed in section 3.1, 3.2 and 3.3 (lot 1). Do this by stating the relevant paragraph numbers from

section 3.1, 3.2 and 3.3 next to the corresponding qualification or experience in your CV. For example, if you meet or exceed a requirement listed in paragraph 3.3.1, next to the relevant experience in your CV, write 'Meets or exceeds requirement of section 3.3.1'. This will enable us to efficiently verify your compliance with all criteria. The CV should not exceed 2000 words in length. If the maximum length is exceeded, the extra words will not be considered in the assessment.

Max. no. of points available	Assessment aspects
40	1. The extent to which the Tenderer has knowledge, experience and competencies that fit this assignment. Please see the requested requirements under section 3.1, 3.2 and 3.3 The above mentioned item will be awarded a maximum of 40 points.

5.3.2 Award criteria relating to competence in CBT product development

Provide for this award criterion the following information:

1. Describe in a concise manner how you would provide coaching to communities, tour operators and government officials on joint CBT product development.
2. Describe in a concise manner what are the main two (2) problems you anticipate in this process and the critical factors for success to overcome these problems.

Max. no. of points available	Assessment aspects
20	1. The extent to which the approach of Tenderer to coach communities, tour operators and government officials on joint CBT product development is clear, relevant, specific and complete. 2. The extent to which the Tenderer's description of expected problems and critical success factors is clear, relevant, specific and complete. Every item above will be evaluated independently. You can receive a maximum of 10 points for item 1. For item 2, a maximum of 10 points is available, with a maximum of 5 points allocated for each problem and corresponding critical success factors to overcome this problem. Word limit: Your response should not exceed 1000 words per question. Note: if your answer exceeds this limit, the extra words will not be considered in the assessment.

5.3.3 Award criteria relating to EU tourism market network

Provide for this award criterion the following information:

1. Describe in a concise manner how you would support Ethiopian CBT providers (communities and tour operators) in exporting CBT products to the EU market by leveraging your network. Mention your approach, your network in the various European sourcing markets for tourism, the opportunities and challenges you expect in order to achieve sales contracts, and your proposed solutions.

Max. no. of points available	Assessment aspects
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20	1. The extent to which the approach of Tenderer to support Ethiopian CBT providers in exporting CBT products to the EU market by leveraging his/her network in various European tourism markets is clear, relevant, realistic, specific and complete. The above mentioned item will be awarded a maximum of 20 points. Word limit: Your response should not exceed 1000 words. Note: if your answer exceeds this limit, the extra words will not be considered in the assessment.
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Lot 2: An Ethiopia CBT network manager

5.3.4 Award criteria relating to knowledge, experience and competence

Provide for this award criterion the following information:

1. Your relevant knowledge, experience and competencies in a concise CV, which meets the requirements mentioned in section 3.1, 3.2, and 3.4.

It is very important that all requirements can be verified in the CV. To do so, in your CV, clearly link each of your qualifications and experiences to the requirements listed in section 3.1, 3.2 and 3.4 (lot 2). Do this by stating the relevant paragraph numbers from section 3.1, 3.2 and 3.4 next to the corresponding qualification or experience in your CV. For example, if you meet or exceed a requirement listed in paragraph 3.4.1, next to the relevant experience in your CV, write 'Meets or exceeds requirement of section 3.4.1'. This will enable us to efficiently verify your compliance with all criteria. The CV should not exceed 2000 words in length. If the maximum lengths is exceeded, the extra words will not be considered in the assessment.

Max. no. of points available	Assessment aspects
50	1. The extent to which the Tenderer has knowledge, experience and competencies that fit this assignment. Please see the requested requirements under section 3.1, 3.2 and 3.4 The above mentioned item will be awarded a maximum of 50 points.

5.3.5 Award criteria relating to stakeholder management and network in the Ethiopian tourism sector

Provide for this award criterion the following information:

1. Provide a concise description of your network in the Ethiopian tourism sector, and how you expect to leverage your network for the implementation of the project, taking into account the power dynamics in the Ethiopian tourism industry and how this may impact the achievement of the project goal of fostering CBT.
2. Describe in a concise manner your approach in building and maintaining of a relevant network in the Ethiopian tourism sector, to drive transition processes around CBT. Describe your approach, the challenges encountered, and critical factors for success.

Max. no. of points available	Assessment aspects
30	1. The extent to which Tenderers description of his/her network in the tourism sector in Ethiopia, and how the expert expects to leverage his/her network for the implementation of the project,

	by taking into account the power dynamics of the sector, is clear, relevant, realistic, specific and complete. 2. The extent to which the approach of the Tenderer in building and maintaining a relevant network in the Ethiopian tourism sector is clear, relevant, realistic, specific and complete. Every item above will be evaluated independently and awarded a maximum of 15 points each. Word limit: Your response should not exceed 1000 words per question. Note: if your answer exceeds this limit, the extra words will not be considered in the assessment.
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Lot 3: An expert responsible for organizing logistics of the project

5.3.6 Award criteria relating to knowledge, experience and competence

Provide for this award criterion the following information:

1. Your relevant knowledge, experience and competencies in a concise CV, which meets the requirements mentioned in section 3.1, 3.2, and 3.5.

It is very important that all requirements can be verified in the CV. To do so, in your CV, clearly link each of your qualifications and experiences to the requirements listed in section 3.1, 3.2 and 3.5 (lot 3). Do this by stating the relevant paragraph numbers from section 3.1, 3.2 and 3.5 next to the corresponding qualification or experience in your CV. For example, if you meet or exceed a requirement listed in paragraph 3.5.1, next to the relevant experience in your CV, write 'Meets or exceeds requirement of section 3.5.1'. This will enable us to efficiently verify your compliance with all criteria. The CV should not exceed 2000 words in length. If the maximum lengths is exceeded, the extra words will not be considered in the assessment.

Max. no. of points available	Assessment aspects
50	1. The extent to which the Tenderer has knowledge, experience and competencies that fit this assignment. Please see the requested requirements under section 3.1, 3.2 and 3.5 (lot 3) The above mentioned item will be awarded a maximum of 50 points.

5.3.7 Award criteria relating to arranging logistics in the Ethiopian context

Provide for this award criterion the following information:

1. Describe in a concise manner what kind of arrangements you expect to have to make for this project and how you will facilitate coordination of logistics.
2. Describe in a concise manner two examples in which you have successfully solved problems related to logistics and organisation for an organisation or multinational company in Ethiopia and describe your approach, as well as critical factors for success.

Max. no. of points available	Assessment aspects
30	1. The extent to which the description of Tenderer of the expected arrangements and how Tenderer will facilitate coordination of logistics is clear, relevant, realistic, specific and complete. 2. The extent to which the description of Tenderer of two examples of successful problem solving related to logistics and organisation for a donor organisation or multinational company in Uganda and

	corresponding approach and critical factors for success is clear, relevant, realistic, specific and complete. Every item above will be evaluated independently. You can receive a maximum of 15 points for item 1. For item 2, a maximum of 15 points is available, with a maximum of 7,5 points allocated for each example and corresponding approach and critical factors for success. Word limit: Your response should not exceed 1000 words per question. Note: if your answer exceeds this limit, the extra words will not be considered in the assessment.
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5.4 Assessment method for qualitative award criteria

During the assessment, the assessment team will work in accordance with the following scale for the weighting of the quality criteria.

Quality of the response	Weighting percentage of the maximum points available per preference
Excellent, with great added value	100%
Very good, with some added value	90%
Good	80%
Ample	70%
Satisfactory	60%
Average	50%
Fair, not completely satisfactory	40%
Unsatisfactory	30%
Poor, insufficient	20%
Very poor, insufficient	10%
No response provided	0%

5.5 Assessment of preferences in relation to prices/rates

Please fill in Annex 7 for this award criterion: Prices/rates and add to TenderNed.

Lot 1 An international CBT ecosystem development expert.

Price	Awarded Points
> € 750	Exclusion from the tender process
€ 741 up to and including € 750	0
€ 731 up to and including € 740	2
€ 721 up to and including € 730	4
€ 711 up to and including € 720	6
€ 701 up to and including € 710	8
€ 691 up to and including € 700	10
€ 681 up to and including € 690	12
€ 671 up to and including € 680	14
€ 661 up to and including € 670	16
€ 651 up to and including € 660	18
€ 650 and <€650	20

Lot 2: An Ethiopia CBT network manager.

Price	Awarded Points
> € 350	<u>Exclusion from the tender process</u>
€ 346 up to and including € 350	0
€ 341 up to and including € 345	2
€ 336 up to and including € 340	4
€ 331 up to and including € 335	6
€ 326 up to and including € 330	8
€ 321 up to and including € 325	10
€ 316 up to and including € 320	12
€ 311 up to and including € 315	14
€ 306 up to and including € 310	16
€ 301 up to and including € 305	18
€ 300 and <€300	20

Lot 3: An expert responsible for organizing logistics of the project.

Price	Awarded Points
> € 225	<u>Exclusion from the tender process</u>
€ 221 up to and including € 225	0
€ 216 up to and including € 220	2
€ 211 up to and including € 215	4
€ 206 up to and including € 210	6
€ 201 up to and including € 205	8
€ 196 up to and including € 200	10
€ 191 up to and including € 195	12
€ 186 up to and including € 190	14
€ 181 up to and including € 185	16
€ 176 up to and including € 180	18
€ 175 and < € 175	20

The maximum daily rate for lot 1 is €750, - excluding Dutch VAT and including all local VAT and other costs. The maximum daily rate for lot 2 is €350, - excluding Dutch VAT and including all local VAT and other costs. The maximum daily rate for lot 3 is €225, - excluding Dutch VAT and including all local VAT and other costs. **Failure to comply with this requirement will result in your Tender being disqualified from the assessment process and therefore you are eliminated from contention.**

6. Assessment of the Tender

6.1 Assessment of the Tender's completeness and legal validity

The Tender will be assessed according to the following procedure. The Tendering Authority will check whether:

1. all required documents have been provided (see the checklist in the subsection 'Structure and content of the Tender' in Section 7);
2. the information is correct and complete, and no adjustments have been made to the documents provided by the Tendering Authority;
3. no provisos have been made by the Tenderer (e.g. specifying that the Tenderer's own terms and conditions apply);
4. the 'European Single Procurement Document' has been completed in full and has been legally signed.

In the event that the aforementioned requirements have not been complied with, the Tender will be excluded from assessment and further participation in the tendering process, unless rectification is permitted within the boundaries of public procurement legislation.

6.2 Assessment of requirements relating to the assignment

Subsequently, the Tender's compliance with the requirements to the assignment (see Section 3) will be assessed. Any Tender that does not comply, will be excluded from further participation in the tendering process.

6.3 Assessment of award criteria relating to the assignment

Subsequently, all Tenders not excluded from the tendering process, will be assessed according to the award criteria stipulated in Section 5. An assessment committee will assess the award criteria. The assessment committee consists of 3 expert assessors. First, the assessors will assess your written responses on the qualitative award criteria individually. Hereafter the assessment committee will determine a final score by consensus per award criterion, during a plenary meeting.

The assessment of the award criteria consists of 3 steps.

1. Your written responses on the qualitative award criteria are assessed.
A maximum of **80 points** can be obtained for your responses to these award criteria. Tenderers who do not meet the minimum number of points of 48 on these criteria are set aside and are excluded from further participation in the tendering process and will not be further assessed on the prices/rates.
2. Assessment of the prices/rates with a maximum of **20 points**. If the daily rate is higher than the maximum daily rate per expert per lot, the Tender is set aside and excluded from further participation in the tendering process.
3. The total score (written responses + price) will be determined. The maximum total points that can be obtained is **100 points**.

6.4 Determination of definitive total score

The Contract will be awarded according to the principle of the Most Economically Advantageous Tender. The Most Economically Advantageous Tender is the Tender that achieves the highest definitive total score for quality award criteria and price.

The Tenderer's definitive total score will be rounded to one decimal place. No scores will be rounded off until the moment that this definitive total score is determined. If two or more Tenderers have an equal definitive total score that would result in the Tendering Authority having to award the Contract to more parties than is desired, then the Tendering Authority will award the Contract to the Tenderer with the highest final score for: sub-criterion 5.3.1 for lot 1; sub-criterion 5.3.4 for lot 2; and sub-criterion 5.3.6 for lot 3. In the event that the highest scoring Tenderers also achieve an equal score for this sub-criterion, then determination of the Tenderer to which the Contract will be awarded will be made by drawing lots.

6.5 Assessment of evidence

At the moment that the Tenderer legally signs the 'European Single Procurement Document' and submits the Tender, the Tenderer is not (yet) required to provide any evidence, unless expressly asked to do so in this Tender document.

By signing the 'European Single Procurement Document' and submitting his Tender, the Tenderer agrees that at a later date, the Tendering Authority is entitled to request that the winning Tenderer provides the required evidence.

Upon awarding the Contract, the Tendering Authority will only request evidence from the winning Tenderer. The Tendering Authority is entitled to request this evidence at an earlier stage and from all Tenderers if it believes such a course of action is necessary to facilitate the progress of the tendering process.

The evidence must demonstrate that the Tenderer indeed complies with the content of both the 'European Single Procurement Document' and the Tender. Following the Tendering Authority's request to provide the evidence, the Tenderer has 15 (fifteen) calendar days to hand over the required evidence. If the Tendering Authority does not agree with the content and/or validity of one or more of the pieces of evidence provided by the winning Tenderer, then this could result in the winning Tenderer being excluded from further participation in the process. In such a case, the Tendering Authority will inform every Tenderer of this situation. The Tendering Authority will then determine the next Most Economically Advantageous Tender. The score of the Tenderer that has just been excluded will be removed. The calculations will then be carried out once more and a new ranking will be created. The award process will then be conducted again.

In the event a winning Tenderer does not qualify for the definitive award of the Contract, then all Tenderers will be notified of this and the consequences thereof concerning the award of the contract.

7. Submission procedure for Tenders

7.1 Statement of agreement

By submitting a Tender, including the 'European Single Procurement Document', the Tenderer explicitly consents to all requirements and conditions stipulated in this Tender document and the Memorandum(s) of Information and declares that he will continue to comply therewith throughout the entirety of the contract period. Furthermore, the Tenderer confirms that he will comply with all of the specified prices and rates, including any agreed indexation. Failing to comply with one or more requirements will result in his Tender being disqualified from the assessment process and therefore excluded from the tendering process.

7.2 Schedule

See schedule in Subsection 1.3.

7.3 General procedure

This tendering process will be carried out in compliance with the Public Procurement Act. In this case, the 'open procedure' was selected. An announcement thereof was published on www.tenderned.nl and on Tender European Daily (TED).

In the event that a Tender is not submitted in accordance with the provisions and regulations stipulated in this section, the Tendering Authority can set aside the Tender and exclude the Tenderer from further participation in this tender procedure.

7.3.1 Communication

All communication relating to this tender procedure will be conducted via TenderNed (www.tenderned.nl), unless otherwise specified.

Once you have indicated your interest in this invitation to tender on TenderNed, you can send and receive messages about this tender process via 'My Tenders'. Any questions concerning the tender process can be sent to the Tendering Authority's contact person via TenderNed.

You will receive messages via TenderNed. Via your personal TenderNed settings, you can turn on automatic notifications, including notifications to your private email address. It is your responsibility to ensure that these emails are not blocked by your email provider's security system. If the communication cannot be conducted via TenderNed, you can contact the following contact person(s): michael.thoen@rvo.nl and cc to Accountteam01@rvo.nl.

Attempts to directly contact parties other than the contact person(s) stated above in relation to this tender process are prohibited.

If you have any functional or technical questions regarding TenderNed, you can contact the TenderNed service desk on weekdays between 08:30 and 17:00 CET on 0800-8363376 or via servicedesk@tenderned.nl. You can also consult [TenderNed voor ondernemingen | TenderNed](#) or [TenderNed for foreign businesses | TenderNed](#).

7.3.2 eHerkenning

All TenderNed users affiliated with a *Dutch* company registered with the Dutch Chamber of Commerce are obliged to log in and register using eHerkenning.

This obligation does not apply to companies not registered in the Netherlands.

Visit [eHerkenning gebruiken voor TenderNed | TenderNed](#) for more information about eHerkenning, including the terms and conditions. You are responsible for any consequences arising from the failure to register with eHerkenning in a timely manner.

7.3.3 Questions and additional information/changes

During the procedure, you have the opportunity to ask questions. Ask your questions as soon as possible. All questions will be answered anonymously. The Tendering Authority can answer your questions via TenderNed in two ways:

- Via one or more Memoranda of Information.
- By means of the TenderNed 'Questions and Answers' facility.

The deadline for submission of your questions is specified in the schedule (see section 1.3). In any event, all questions asked will be answered at least 10 days prior to the deadline for submission of the Tender.

Submitting a question to the Tendering Authority

Questions are to be asked via TenderNed. See [Vragen stellen in aanbesteding aan aanbestedende dienst | TenderNed](#) or [English | TenderNed](#).

All questions and answers will be published anonymously for all interested parties to view. If you have a compelling reason why you do not wish your question (and its answer) to be revealed to the other interested parties, then tick the 'Answer Individually' box. However, the Tendering Authority will decide whether or not to process your question individually.

Answers from the Tendering Authority

The Memoranda of Information are an integral part of this Tender document. The Tendering Authority assumes that all sections for which no questions have been asked have been clearly and fully understood.

7.3.4 Validity period and submission of Tender

The Tender must be valid for at least four months after the deadline for submitting the tenders. In the event that an application for a preliminary injunction is filed with the competent court in The Hague against the award decision, then the Tenderers must in any event ensure that their Tenders are valid until four weeks subsequent to the initial decision by the court.

7.3.5 Variants on Tender

Upon submitting a Tender in accordance with the Tender document, the Tenderer is not permitted to submit a variant of this Tender.

7.3.6 Costs of submitting a Tender

The Tendering Authority will not reimburse any Tenderers for any costs resulting from the drafting and submitting of a Tender, including any further information requested of the Tenderer.

Any costs or damage that (may) arise as a result of not awarding this Tender are for the account and risk of the Tenderer.

7.3.7 Termination of tendering process

Until the moment that the Contract is signed, the Tendering Authority reserves the right to partially, fully, temporarily or permanently terminate the tendering process. In such cases, Tenderers will not be entitled to receive compensation for any costs incurred by them in connection with this Tender, unless the Contracting Authority is of the opinion that a (small) contribution to the tender costs is appropriate in view of the circumstances.

7.3.8 Order of precedence of documents

In the event of inconsistencies between the Tender document and the Memorandum of Information, the Memorandum of Information takes precedence.

In the event that there are multiple Memoranda of Information, then the provisions in the most recent Memorandum of Information takes precedence in the event of inconsistencies between the different Memoranda.

7.3.9 Information about the Tenderer's obligations

The Tenderer must take into account his obligations relating to environmental, social and

employment law in compliance with article 2.81 paragraph 2 of the Public Procurement Act.

Information on obligations resulting from Dutch legal provisions with regard to taxes, environmental protection, occupational health and safety and terms of employment that will be applicable to the Tenderer's activities throughout the Contract period is available from the following sources:

- Information on taxes: the Dutch Tax and Customs Administration: (www.belastingdienst.nl).
- Provisions concerning environmental protection: the Ministry of Infrastructure and Water Management (www.rijksoverheid.nl).
- Provisions pertaining to occupational health and safety and terms of employment: the Ministry of Social Affairs and Employment: (www.rijksoverheid.nl).

7.3.10 Guide Information security and Privacy for suppliers

Protecting information and personal data is the top priority for the Ministry of Economic Affairs. That requires significant effort from our own employees, but also from our suppliers. You can read more about it in this concise guide.

[Suppliers guide Information Security and Privacy EZK](#)

7.3.11 Inconsistencies and objections

If the Tenderer is of the opinion that the documents contain inconsistencies, errors or matters that are unclear or if the Tenderer has any objections, then the Tenderer must report this to the contact person in writing, including substantiation.

7.3.12 Complaints procedure

If a Tenderer disputes a response given by the Tendering Authority to a question, request, comment or objection from the Tenderer, or if the Tenderer receives no response, then he can submit a complaint. More detailed information on this matter can be found in the 'Complaints Procedure' (Annex 6).

7.3.13 Dispute resolution

In addition to the provisions in the 'Complaints Procedure' subsection, any dispute arising from this tendering process can be presented to the Public Procurement Experts Committee (www.commissievanaanbestedingsexperts.nl) and/or to the competent court in The Hague. Dutch law applies exclusively to such proceedings.

7.3.14 Submission of the Tender

The deadline (date and time) for submission of Tenders is stipulated in the 'Time schedule' (1.3).

- In order to submit a Tender, you must register with TenderNed. One or more registered users must be connected and authorised to submit the Tender via TenderNed on behalf of your company.
The Tendering Authority advises that you start the TenderNed registration process immediately rather than postponing it until the tendering period is coming to a close. Upon registering your organisation, you must add your tender via TenderNed's announcements platform.
- For more information on registering and establishing your organisation with TenderNed and digital submission of your Tender, visit [TenderNed gebruiken als ondernemer | TenderNed](#) or [TenderNed for foreign businesses | TenderNed](#).
- Only Tenders that have been submitted to the digital safe for this invitation to tender either prior to or on the day of the deadline (prior to the time of the deadline) will be processed by the Tendering Authority.
- The time and date as displayed on the digital countdown clock in TenderNed serves as the definitive deadline for the submission of Tenders.
- The Tendering Authority is only able to see the Tenders once the digital safe opens in TenderNed. This safe can only be opened upon expiry of the deadline for the submission of Tenders.
- In the event you have technical issues or questions regarding submission of your Tender via TenderNed, you can contact the TenderNed service desk via servicedesk@tenderned.nl or +31

(0)70-3798899. If you believe that the TenderNed service desk is taking too long to answer your question or comment, then you can contact your contact person within the Tendering Authority.

- Any risks resulting from late submission of the Tender and/or submission of an incomplete Tender is borne by the Tenderer.
- The Tendering Authority is neither responsible nor liable for any consequences resulting from a Tender that is submitted too late, incorrectly or incompletely.

The Tendering Authority will treat confidential information provided by the Tenderer with due care.

7.3.15 **Structure and content of the Tender**

The Tender must be submitted entirely via TenderNed and the 'European Single Procurement Document' must be legally signed.

You can use the following checklist during the submission of your quotation.

Subject	Description	Action required from tenderer
Annex 1	European Single Procurement Document*	Fill in, legally sign and add to TenderNed
Annex 2	Reference assignments (paragraph 4.3.2 Reference data (technical qualifications))	Fill in, print it and have the references signed by the referee and add to TenderNed
Award criteria	Provide your response, including CVs, per award criterion per lot. Use separate documents for each award criterion and start each item on a new page in the same document.	Add to TenderNed
Annex 7	Prices/rates included in the quotation	Fill in, print it, have it duly signed and add to TenderNed

* See Subsection 7.3.16 in the event your Tender is submitted in collaboration with other companies.

7.3.16 **Legally binding signature**

A legally binding signature means that a document has been signed by a duly authorized representative.

If it is recorded in the professional or company register that two or more persons only have joint powers of representation, then the documents requiring a legally binding signature must be signed by those two or more persons. If any restrictions are in place regarding the authorization to represent the organization, then these must be taken into account.

Where a legally binding signature is required, the Contracting Authority accepts either an original handwritten signature, or the qualified electronic signature within the meaning of article 3: 15a of the Civil Code (or EU Regulation no. 910/2014, article 3, part 12).

Please note: it is not possible to sign the European Single Procurement Document with a qualified electronic signature immediately. You can provide the ESPD with a handwritten signature or you

must make a digital PDF printout of the PDF form, after which the qualified electronic signature can be placed on this digital PDF printout.

The lack of a legally binding signature in principle will lead to exclusion from the tendering procedure. In that case, however, you will be given one single opportunity to correct it within 48 hours.

7.3.17 Submission of a Tender in collaboration with other organisations

If you cannot carry out the assignment independently, you can set up a collaboration with other organisations.

There are two ways in which you can submit a Tender in collaboration:

- 1) As a consortium in which each member of the consortium is jointly and severally liable for the fulfilment of the obligations arising from the Tender as well as the fulfilment of the Contract.
- 2) In a principal contractor-subcontractor structure in which the Contractor is liable for the fulfilment of all obligations, including the obligations that will be subcontracted.

Tendering as a consortium

If a Tender is submitted by a consortium, then:

- Every member of the consortium must fill in and legally sign a separate 'European Single Procurement Document', which also includes a specification of who the consortium members are (see Part II of the 'European Single Procurement Document'). Indicate the role each member plays within the consortium. In the 'European Single Procurement Document', you must indicate who is in charge of the consortium (who is lead manager) and will act as its authorised representative.
- All organisations in the consortium accept joint and several liability for the fulfilment of the obligations arising from the Tender and the eventual fulfilment of the Contract. If a consortium member relies upon the capacity of another entity in order to demonstrate compliance with the applicable Suitability Requirements (see section 4 of this document), then the subcontractor(s) in question must also complete a separate 'European Single Procurement Document', filling in parts II A, II B, III and IV and legally sign it (see the information under II C in the ESPD).
- Every member of the consortium, for their part, must provide the evidence requested for the Tender.

Submitting a tender as a principal contractor together with subcontractors

If a Tender is submitted by a principal contractor that does not rely upon the capacity of any subcontractors, then only the principal contractor is required to complete and legally sign Part II D of the 'European Single Procurement Document'.

If the principal contractor does rely on the capacity of subcontractors in order to demonstrate compliance with the applicable Suitability Requirements, (see section 4 of this document), then the subcontractor(s) in question must also complete a separate 'European Single Procurement Document', filling in parts II A, II B, III and IV and legally sign it (see the information under II C in the ESPD).

The subcontractor on whose capacity the principal contractor *does* rely must provide the evidence requested for the Tender.

The principal contractor is fully liable for the fulfilment of the obligations arising from the Tender as well as the fulfilment of the contract (if awarded). In addition, the principal contractor is liable for the fulfilment of the obligations for which he has hired the subcontractor(s).

All completed and legally signed 'European Single Procurement Document' forms must be added to the Tender.

7.3.18 Single Tender

All natural persons, legal entities and organisations may only submit a single Tender (either individually or in combination with other natural persons, legal entities and/or organisations). Tenderers who are mutually connected via a relationship of dependence (group link) are permitted to participate separately in this tendering procedure. However, this is on the express condition that they participate as competitors in this tendering process. For this purpose, they must demonstrate that their mutual relationship has not influenced their behaviour within the scope of this tendering procedure nor has it restricted fair competition.

By submitting a Tender, the Tenderer in question agrees to this condition.

The Tendering Authority does not consider submission of a Tender for multiple lots to constitute submission of multiple Tenders.

7.3.19 Violation of the fundamental principles of procurement law and restriction of fair competition

Any Tenderer whose actions violate a fundamental principle of procurement law (such as the equality principle), the result of which restricts or could restrict fair competition, will be excluded from this tendering procedure. This is also the case if the violation or the restriction of fair competition only comes to light after the announcement of the award of the Contract to all Tenderers. Prior to making the decision to exclude the Tenderer in question, the Tendering Authority will notify the Tenderer of this intention, at which point the Tenderer will be given the opportunity to demonstrate to the Tendering Authority that no violation of a fundamental principle of procurement law or restriction of fair competition has taken place.

By submitting this Tender, the Tenderer declares his awareness that actions contravening any fundamental principle of procurement law can result in the aforementioned consequences. The Tendering Authority can use all resources available to him in order to identify any violation of the fundamental principles of procurement law or the restriction of fair competition. A judicial decision will not be a necessary requirement in such cases.

7.3.20 Communication and language

During the tendering process, communication with the Tendering Authority must be conducted in Dutch or English.

The Tender must be submitted in English.

Additional documents (such as informational materials etc.) can also be provided in Dutch or English.

During the fulfilment of the contract, communication must be conducted in Dutch or English.

7.3.21 General terms and conditions

The applicability of any of the Tenderer's general terms and conditions concerning delivery, payment and/or any other matters is explicitly excluded. The General Government Terms and Conditions apply to the Contract.

7.3.22 Contract conditions

The draft Contract, Data processing Agreement and the corresponding General Government Terms and Conditions are included in the annexes. The Tenderers have the opportunity to ask questions, make comments and propose textual amendments.

The Tendering Authority is free to accept or reject the proposed textual amendments. The Tendering Authority will indicate whether or not the proposals have been accepted or rejected in the Memorandum of Information. By submitting the Tender, the Tenderer declares his consent to the (possibly amended) Contract. Only the definitive Contract will apply during the execution of

the assignment.

7.3.23 *Explanation and verification of the Tender*

The Tendering Authority can request that the Tenderer explains his Tender in greater detail and/or provide substantiating documents. The Tendering Authority is entitled – although not obliged – to check the accuracy of all data and statements submitted within the scope of the Tender.

7.3.24 *Request for supplementary information concerning the Tender*

The Tendering Authority can ask Tenderers to provide supplementary information and/or clarification of their Tender.

7.3.25 *Announcement of the award of the Contract*

All Tenderers will receive a message simultaneously that announces the award of the Contract and substantiates its decision. All Tenderers are entitled to request further information regarding this decision from the Tendering Authority.

Standstill period

All Tenderers and stakeholders who dispute the award of the Contract and/or the verbal/written substantiation thereof can apply for a preliminary injunction at the competent civil court in The Hague. The summons must be served within 20 calendar days subsequent to the sending of the digital notifications concerning the award of the Contract. Upon expiry of this period, no more applications for a preliminary injunction can be submitted. In the event a Tenderer applies for a preliminary injunction, we kindly request that you send a copy of the summons to the Tendering Authority.

On the grounds of Section 2.129 of the Public Procurement Act the award of the Contract does not yet mean the Tenderer's Tender has been accepted. For the 20 calendar days subsequent to the sending of the digital notification of the award of the Contract, the Tendering Authority is not permitted to definitively award the assignment by concluding the Contract.

If a preliminary injunction is applied for during these 20 calendar days, then a waiting period will be required pending a judgement in the preliminary injunction proceedings. The judgement will serve as the basis for further decision making by the Tendering Authority.

If preliminary injunction proceedings are brought against the award of the Contract, then the Tendering Authority will notify the Tenderer of this fact. The Tenderer must ensure that his Tender remains valid for at least four weeks subsequent to the judgement in the preliminary injunction proceedings.

Interest in relation to the judgement

Tenderers who have an interest in the judgement in these preliminary injunction proceedings can only engage in these proceedings by means of intervention or joinder. The Tenderer cannot initiate separate proceedings or other judicial proceedings.

7.4 Further Agreements within the Contract

7.4.1 *Further agreements within the Contract*

A further agreement within a framework contract is referred to as a Further Agreement. A Further Agreement states the specific Services to which it relates and its duration, within the scope of this Tender.

Annexes

The following annexes constitute an integral part of this Tender document. These annexes were published together with the Tender document.

Annex 1:	European Single Procurement Document
Annex 2:	Reference assignments
Annex 3a:	Draft Contract (framework agreement) lot 1/lot 2/lot 3
Annex 3b:	Draft Data Processing Agreement lot 1/lot 2/lot 3
Annex 4:	General Terms and conditions ARVODI-2018
Annex 5:	Business Case Ethiopia Tourism - CBI – October 2024
Annex 6:	Complaints Procedure
Annex 7:	Prices and rates