**ANNEX II: TERMS OF REFERENCE**

[1. BACKGROUND INFORMATION 2](#_Toc7096982)

[1.1. Partner country 2](#_Toc7096983)

[1.2. Contracting Authority 2](#_Toc7096984)

[2. OBJECTIVE, PURPOSE & EXPECTED RESULTS 2](#_Toc7096985)

[2.1. Purpose of the Contract 2](#_Toc7096986)

[2.2. Results to be achieved by the Contractor 2](#_Toc7096987)

[3. ASSUMPTIONS & RISKS 2](#_Toc7096988)

[3.1. Assumptions underlying the project 2](#_Toc7096989)

[3.2. Risks 3](#_Toc7096990)

[4. SCOPE OF THE WORK 3](#_Toc7096991)

[4.1. General 3](#_Toc7096992)

[4.1.1. Project description 3](#_Toc7096993)

[4.1.2. Geographical area to be covered 3](#_Toc7096994)

[4.1.3. Target groups 3](#_Toc7096995)

[4.2. Specific work 3](#_Toc7096996)

[4.3. Project management 4](#_Toc7096997)

[4.3.1. Responsible person 4](#_Toc7096998)

[4.3.2. Facilities to be provided by the Contracting Authority and/or other parties 4](#_Toc7096999)

[5. LOGISTICS AND TIMING 4](#_Toc7097000)

[5.1. Location 4](#_Toc7097001)

[5.2. Start date & period of implementation 4](#_Toc7097002)

[6. REQUIREMENTS 4](#_Toc7097003)

[6.1. Staff 4](#_Toc7097004)

[6.1.1. Key experts 4](#_Toc7097005)

[6.1.2. Non-key experts 6](#_Toc7097006)

[6.1.3. Support staff & backstopping 6](#_Toc7097007)

[6.2. Office accommodation 6](#_Toc7097008)

[6.3. Facilities to be provided by the Contractor 6](#_Toc7097009)

[6.4. Equipment 7](#_Toc7097010)

[7. REPORTS 7](#_Toc7097011)

[7.1. Reporting requirements 7](#_Toc7097012)

[7.2. Submission & approval of reports 7](#_Toc7097013)

[8. MONITORING AND EVALUATION 7](#_Toc7097014)

[8.1. Special requirements 7](#_Toc7097015)

# BACKGROUND INFORMATION

## Partner country

Republic of Serbia

## Contracting Authority

Health Center “Dr. Đorđe Lazić” Sombor, Mirna 3, 25000 Sombor, Republic of Serbia

# OBJECTIVE, PURPOSE & EXPECTED RESULTS

## Purpose of the Contract

The purposes of this contract are as follows:

* To organize the closing conference
* To organize: Info Days, Sessions regarding Improvements and knowledge renewal for medical personnel in the field of emergency medicine and Sessions regarding Caring for life-threatening patients,
* To secure Catering for coordination meetings and for the VR modules

The purpose of the contract is to facilitate the successful organization and execution of a series of scheduled activities aimed at enhancing the effectiveness and efficiency of emergency medical services. This includes hosting a closing conference and an information day to share insights and outcomes, as well as implementing virtual reality modules for innovative training. The contract also focuses on conducting sessions that address improvements in emergency medical practices and provide essential updates for medical personnel. Additionally, it encompasses the coordination and catering for meetings to ensure seamless communication and collaboration among stakeholders. Overall, the contract aims to bolster the capacity and preparedness of emergency medical teams, ultimately contributing to better patient care and outcomes in critical situations.

## Results to be achieved by the Contractor

* **Successful Closing Conference**: Organize a closing conference that effectively summarizes the project outcomes, promotes sharing of knowledge, and highlights best practices in emergency medical services.
* **Effective Info Day**:
* Conduct information days on 20 locations, that raises awareness about the project’s objectives, achievements, and future implications for emergency medical care in the cross-border region.
* Organized Training Sessions for Medical Personnel in the field of emergency medicine: Facilitate sessions aimed at improving the knowledge and practice of emergency medicine among medical personnel, focusing on current trends, innovations, and best practices.
* Organize Specialized Training on Life-threatening Patient Care: Implement focused training sessions regarding the management and care of life-threatening patients, equipping medical staff with critical skills and protocols.
* **Secure Catering for coordination meetings and for the VR modules**

# ASSUMPTIONS & RISKS

## Assumptions underlying the project

Not applicable,

## Risks

Level of risks is not high. Risk is related to potential misunderstandings between the Contracting Authority and Contractor. Risks can be prevented with good communication between Project manager and project team members and the Contractor.

# SCOPE OF THE WORK

## General

### Project description

Project S.O.O.S. - Sombor Osijek Emergency Response Partnership represents an innovative cross-border initiative aimed at improving emergency medical assistance in the area of ​​Osijek-Baranja County (Croatia) and Western Balkan District (Serbia). The goal is to ensure timely, standardized and uniform emergency medical care for the local rural population, tourists and visitors, thereby directly contributing to increased survival in cases of sudden cardiac arrest and other emergencies. Cross-border cooperation in the exchange of knowledge, development of protocols and simulations of mass accidents was particularly emphasized, which will strengthen the capacities of the emergency aid system on both sides of the border. The project includes a wide range of activities from education, training, promotion and simulations to the establishment of the Teaching Center in Sombor, with the aim of strengthening capacity, reducing differences in the quality of services and increasing the safety of the population. Through the cooperation of Croatian and Serbian institutions, and the application of European standards and environmental norms, the project contributes to sustainable development, improving health infrastructure and promoting healthy lifestyles, thereby laying the foundations for a permanent and widely applicable improved emergency medical service in the border area.

### Geographical area to be covered

Sombor - West Bačka District /Autonomous Province of Vojvodina / Serbia

### Target groups

The target group of the project are :

* Rural population of the cross-border area
* Touristsand visitours of the region
* Medical and emergency personnel
* Local authorities and health institutions
* Non governmental and professional organisations

## Specific work

**To organize the closing conference at Sombor**

**Event Organization Services**:

* **Venue**: Secure a suitable space for the closing conference that can accommodate a minimum of **60 participants** (employees, representatives of the local government, firefighters, representatives of the medical school, representatives of the General Hospital in Sombor, representatives of the Public Health Institute in Sombor, representatives from Osijek) comfortably. The venue must be climatized.
* **Equipment**: Audio-visual equipment (projectors, screens, microphones) for presentations and discussions, tables and chairs for participants, internet access and technical support on-site,

**Catering**: Provide catering services for the conference, which may include:

* + - Lunch services for all attendees, (minimum of **60 participants**) lasting 2-3 hours (appetizers and main courses served in cocktail style).
    - Non-alcoholic drinks: still and sparkling water, sparkling and still juices, tea, coffee (several types of coffee - espresso...) available throughout the event.

**Agenda Development**: Collaborate with project stakeholders to develop a detailed agenda for the event, ensuring a clear schedule.

**On-Site Management**: Provide staff or volunteers to manage registration, guide participants, and assist with technical needs during the event.

**Media coverage:** invitation of the local media

**Documentation of the Conference**: taking pictures of the event

**The event needs to be organized:** in the last implementation period which is 01.10.2026 - 31.01.2027, the exact date will be decided by the contracting authority and communicated to the contractor 30 days in advance.

By meeting these expectations, the Contractor will ensure a successful closing conference that effectively showcases the project’s outcomes and fosters ongoing engagement among medical personnel and stakeholders in the field of emergency medicine.

**To organize Info Day**

1. **To organize Info Days** focused on promoting first aid, AED (Automated External Defibrillator) devices, and healthy lifestyles, here are the detailed expectations for the Contractor, including a breakdown of services and quantities required:

**Event Preparation**

* **Location Coordination**: Manage and secure **20 suitable venues** across the targeted areas for the Info Days events, ensuring they are accessible and equipped to accommodate a minimum of **450 participants** in total (10 in the city of Sombor, and 10 at the surrounding settlements. It will be organized at health clinics, local community centers, markets, schools, shopping centers…).
* **Schedule Development**: Collaborate with the contracting authority to develop a detailed agenda for each location, including time slots for presentations, interactive sessions, demonstrations**.** The promotion material needs to be made based on the materials received from the Lead Beneficiary scheme for promote first aid and for operating the Automated External Defibrillator, and a demonstration of its application with the possibility of practicing for those interested.

**Invitations**

* **Target Audience Identification**: Identify and compile a list of potential participants, including local community members, healthcare professionals, firefighters, schools, and organizations interested in health and wellness.
* **Invitation Design**: Design visually appealing invitations that highlight the objectives of the Info Day.
* **Invitation Distribution:** Distribute invitations through multiple channels such as email, social media, and physical flyers, ensuring coverage across at least **450 potential attendees. (The list of invited entities, organizations need to be approved by the contracting authority).**

**Media and Promotion**

* **Promotional Campaign**: Create and implement a marketing strategy that encompasses various media channels (social media, local newspapers, community boards) to promote the event and raise awareness about first aid and AED devices.
* **Public Relations**: Engage with local media outlets to seek coverage of the Info Day events, aiming for at least **2 print or digital articles** or mentions in local news.

**Space and Equipment**

* **Venue Setup**: Organize appropriate seating arrangements, tables for resources or demonstrations, and ensure venues are conducive to presentations and interactions.
* Audio-Visual Equipment: Provide necessary technical equipment for the events, including projectors, microphones, sound systems, and presentation screens at each location.

**Catering**

* **Food and Beverages**: Arrange catering services for light refreshments (snacks and non-alcoholic beverages) at each location, ensuring that sufficient quantity is available for all participants. Securing catering for 450 people across the 20 locations, offering healthy snack to align with the theme of promoting healthy lifestyles.

**Promotional Materials**

* **Distribution of Educational and promotional Materials**: Distribute informational brochures, flyers, and promotional material to all participants. **Security and Safety**
* **Event Security**: Ensure the safety of all participants by arranging for security personnel at each venue if necessary.
* **Staffing**: Provide trained staff or volunteers at each location to manage registration, assist participants, and facilitate discussions and demonstrations.

**Documentation of the Conference: taking pictures of the event**

**These events need to be organized:** in the 4. implementation period which is 01.04.2026 - 30.09.2026, the exact dates will be decided by the contracting authority and communicated to the contractor 60 days in advance

1. **To organize Sessions regarding Improvements and knowledge renewal for medical personnel in the field of emergency medicine (altogether 6 sessions, minimum 50 participants total)**

External event organization service (inviting all participants, catering, media coverage, promotional materials), 6 meetings, minimum 50 participants total. Relate to Act.2.2., pilot action 3.

**Invitations**: Based on received information from the contracting authority, the contractor needs to make a list and schedule / timetable when, which medical personnel will be invited. Invite the participants based on the schedule. Set up an easy registration process for participants to confirm their attendance. Primarily employees of the Sombor Health Center and the employees of the Emergency Medical Service Sombor.

**Catering:** Provide catering services for the 6 sessions, which may include:

* Lunch services for all attendees, (altogether for 50 participants). The contractor needs to provides catering for minimum 50 people altogether on 6 sessions. The correct amount / session will be based on the number of participants. (Appetizers and main courses served cocktail style.)
* Non-alcoholic Beverages (water, coffee, tea) available throughout the events.

**Media coverage**: Coordinate with local media sources to cover the sessions, raising awareness about the importance of continuous education in emergency medicine.

**Promotional Materials:**

* **Distribution of Educational and promotional Materials**: Distribute informational brochures, flyers, and promotional material to all participants.

**Venue:** will be provided by the contracting authority

**The fees and the travel expenses of the lecturers will be covered by the contractor.**

**Documentation of the Conference**: taking pictures of the event,

Certificates of Participation:

For this training session the participants will receive certificate of participating on training and usage AED (Automated External Defibrillator.

**The event needs to be organized:** in the last implementation period which is 01.10.2026 - 31.01.2027, the exact dates will be decided by the contracting authority and communicated to the contractor 60 days in advance.

1. **To organize Sessions regarding Caring for life-threatening patients (altogether 3 sessions, minimum 130 participants total)**

Cross-border exercise, simulating big/mass accident on the area near the Serbian and Croatian border. The project partners will work together straitening the cooperation between the two countries and institutes, the transfer knowledge of the Emergency Medical Service of Osijek-Baranja County on Automated External Defibrillator (AED) usage. These sessions will be held for the: healthcare workers from Health Center, General Hospital, employees in private healthcare institutions, dentists, medical school students, etc.

Development and implementation of joint activities and solutions in the care of life-threatening patients.

**Agenda Development**: Collaborate with project stakeholders to develop a detailed agenda for the event, ensuring a clear schedule.

**Invitations**: Based on received information from the contracting authority, the contractor needs to make a list and schedule / timetable when, who will be invited. Invite the participants based on the schedule. Set up an easy registration process for participants to confirm their attendance.

**Catering:** Provide catering services for the 3 sessions, which may include:

* Lunch services for all attendees, (altogether for 130 participants). The contractor needs to provides catering for minimum 130 people altogether on 3 sessions. The correct amount / session will be based on the number of participants. (Appetizers and main courses served cocktail style.)
* Non-alcoholic Beverages (water, coffee, tea) available throughout the events.

**Media coverage**: Coordinate with local media sources to cover the sessions, raising awareness about the importance of continuous education in emergency medicine.

**Promotional Materials:**

* **Distribution of Educational and promotional Materials**: Distribute informational brochures, flyers, and promotional material to all participants.

The fees and the travel expenses of the lecturers will be covered by the contractor.

**Venue:** will be provided by the contracting authority

The costs of equipment and consumables to be used in the simulation will be covered by the contractor.

Certificates of Participation:

For this training session the participants will receive certificate of participating on mass accident simulation.

**Documentation of the Conference**: taking pictures of the event

**The event needs to be organized:** in the last implementation period which is 01.10.2026 - 31.01.2027, the exact dates will be decided by the contracting authority and communicated to the contractor 60 days in advance.

**To secure Catering for coordination meetings and for the VR modules**

* **External service, catering for coordination meetings for project team members in Sombor**

6 project meeting will take place in Sombor.

The meeting will take place at Dom zdravlja “Dr. Đorđe Lazić” Sombor, Mirna 3, 25000 Sombor.

* Lunch services for all attendees, (altogether for 60 participants). The contractor needs to provides catering for 60 people altogether on 6 meetings. On every meeting catering for 10 persons is required. (Appetizers and main courses served cocktail style.)
* Non-alcoholic Beverages (water, coffee, tea, soft drinks).

**Documentation of the Conference**: taking pictures of the event

**Dates of the event :** the exact dates will be decided by the contracting authority and communicated to the contractor 30 days in advance.

* **External service, catering for the VR modules at Sombor**

External catering service, 6 sessions, at least 50 participants total.

The VR modules will take place at Dom zdravlja “Dr. Đorđe Lazić” Sombor, Mirna 3, 25000 Sombor.

* Lunch services for all attendees, (altogether for 50 participants). The contractor needs to provides catering for 50 people altogether on 6 meetings. On every meeting catering for 8-10 persons is required. (Appetizers and main courses served cocktail style.)
* Non-alcoholic Beverages (water, coffee, tea, soft drinks).

**Documentation of the Conference**: taking pictures of the event

**The services needs to be provided :** in the period from June till September 2026. **,** the exact dates will be decided by the contracting authority and communicated to the contractor 30 days in advance.

## Project management

### Responsible person

The responsible person for the overall implementation of the tasks related to this contract and for the coordination of specific activities and implementation of professional details, in the Contracting Authority is the legal representative of the organization Emeše Uri.

### Facilities to be provided by the Contracting Authority and/or other parties

N/A

# LOGISTICS AND TIMING

## Location

Place of performance: Municipality of Sombor

The Contractor shall perform his tasks:

* Info Days (10 in the city of Sombor, and 10 at the surrounding settlements)
* Sessions regarding Improvement and knowledge renewal for medical persons in the period (Sombor - at the premises of the Contracting Authority)
* Sessions regarding Caring for life-threatening patients (Sombor - at the premises of the Contracting Authority)
* Catering for coordination meeting (Sombor - at the premises of the Contracting Authority)
* Catering for the VR modules (Sombor - at the premises of the Contracting Authority)
* Closing conference (Sombor – needs to be provided by the Contractor )

## Start date & period of implementation

The intended start date is 11.12.2025. and the period of implementation of the contract will be 13 months from this date. Please see Articles 19.1 and 19.2 of the Special Conditions for the actual start date and period of implementation.

# REQUIREMENTS

## Staff

### Key experts

N/A

### Non-key experts

CVs for non-key experts should not be submitted in the tender but the tenderer will have to demonstrate in their offer that they have access to experts with the required profiles.

The Contractor must select and hire other experts as required according to the profiles identified in the Organisation & Methodology and/or these Terms of Reference. All experts must be independent and free from conflicts of interest in the responsibilities they take on.

### Support staff & backstopping

The Contractor will provide support facilities to their team of experts (back-stopping) during the implementation of the contract.

Backstopping and support staff costs must be included in the fee rates.

## Office accommodation

Office accommodation is to be provided by the Contractor and costs are included in the contract value.

## Facilities to be provided by the Contractor

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

## Equipment

**No** equipment is to be purchased on behalf of the Contracting Authority / partner country as part of this service contract or transferred to the Contracting Authority / partner country at the end of this contract. Any equipment related to this contract that is to be acquired by the partner country must be purchased by means of a separate supply tender procedure.

# REPORTS

## Reporting requirements

Please see Article 26 of the General Conditions. There must be a final report accompanied by a final invoice at the end of the period of implementation of the tasks.

The Contractor will submit the following reports in English language in one original and one copy:

|  |  |  |
| --- | --- | --- |
| **Name of report** | **Content** | **Time of submission** |
| Interim Report 1  (Info Days) | The contractor will prepare brief interim report at by the end of 6 month of contract implementation. The approval of interim reports will be the basis for issuing respective interim payments as indicated in the Special Conditions. | 6 Month |
| Interim Report 2  (Catering service for VR modules) | The contractor will prepare brief interim report at by the end of 10 month of contract implementation. The approval of interim reports will be the basis for issuing respective interim payments as indicated in the Special Conditions | 10 Month |
| Interim Report 3  ( Info Day: To organize Sessions regarding Improvement and knowledge renewal for medical persons in the period) | The contractor will prepare brief interim report at by the end of 16 month of contract implementation. The approval of interim reports will be the basis for issuing respective interim payments as indicated in the Special Conditions | 11 Month |
| Interim Report 4  ( Info Day: To organize Sessions regarding Caring for life-threatening patients) | The contractor will prepare brief interim report at by the end of 17 month of contract implementation. The approval of interim reports will be the basis for issuing respective interim payments as indicated in the Special Conditions | 12 Month |
| Interim Report 5  (Catering for coordination meeting) | The contractor will prepare brief interim report at by the end of 18 month of contract implementation. The approval of interim reports will be the basis for issuing respective interim payments as indicated in the Special Conditions | 13. Month |
| Final Report  (Closing conference) | The contractor will prepare a final report on the implementation of the tasks, at the end of this contract. It should be submitted by the end of 18 month of contract implementation. The approval of the final report by the Contracting Authority will be the basis for issuing final payment as indicated in the Special Conditions. The final report must be provided along with the corresponding invoice. | 13. Month |

## Submission & approval of reports

One original and one copy of the reports referred to above must be submitted to the Contracting Authority. The reports must be written in English.

# MONITORING AND EVALUATION

## Special requirements

N/A