

Netherlands-The Hague: Business and management consultancy and related services

OJ S 231/2013 28/11/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: CBI

Postal address: Prinses Beatrixlaan 2

Town: The Hague

Postal code: 2595 AL

Country: Netherlands

For the attention of: M.C. Berghuijs

E-mail: mberghuijs@apollolegal.nl

Telephone: +31 639479605

Additional information can be obtained from:

Official name:

Country: Netherlands

Internet address: [https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?](https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=117140&B=CTMSOLUTION)[PID=117140&B=CTMSOLUTION](https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=117140&B=CTMSOLUTION)**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

Official name:

Country: Netherlands

Internet address: [https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?](https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=117140&B=CTMSOLUTION)[PID=117140&B=CTMSOLUTION](https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=117140&B=CTMSOLUTION)**Tenders or requests to participate must be submitted:** Official name:

Country: Netherlands

Internet address: [https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?](https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=117140&B=CTMSOLUTION)[PID=117140&B=CTMSOLUTION](https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=117140&B=CTMSOLUTION)**I.2. Type of the contracting authority**

National or federal agency/office

I.3. Main activity

Other: Export development and export promotion from developing countries

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

EA Tourism - International experts Tourism for export development and promotion, sector expertise and institutional development.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 11: Management consulting services [6] and related services

Main site or place of performance: Europe.

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

II.1.4. Information about framework agreement

Framework agreement with several operators

Duration of the framework agreement

Duration in years: 1

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT: 3 220 000 EUR

II.1.5. Short description of the contract or purchase(s)

Through the CBI Export Development and Promotion Programmes, CBI works in selected potential export value chains, with the objective to create a sustainable and inclusive export increase. The programmes usually cover a period of several years in which we improve the export competitiveness of small and medium exporters in developing countries through tailored interventions at company and institutional level. The programmes are designed for specific market sectors and affect the full value chain of selected sectors. To optimally improve export promotion CBI integrates different services together under one programme (country and sector specific). The integrated programmes are focussed on the key actors, influencers and supporters of the export value chain, which are exporters, importers, Business Support Organisations (BSOs) and governmental authorities. CBI wishes to award Framework Agreements for the provision of experts regarding Tourism in the following export development and export promotion fields: - sector expertise; - institutional development.

II.1.6. CPV code(s)

79400000 Business and management consultancy and related services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Information about lots

Lot No: 1

Lot title: - no content -

- 1) Short description**
- 2) CPV code(s)**
79400000 Business and management consultancy and related services
- 3) Quantity or scope**
- 4) Indication about different time frame or duration**
- 5) Additional information about lots**

Lot No: 2

Lot title: LOT 1A – Sector Expert Bolivia

- 1) Short description**
The Sector Expert Bolivia will be asked to contribute to the sub-programme in Bolivia with the objective to support and coach SME tourism service providers (primarily incoming tour operators) in Bolivia.
Projects under the sub-programme regard:
(1) export auditing and action planning
(2) export capacity building
(3) market entry
- 2) CPV code(s)**
79400000 Business and management consultancy and related services
- 3) Quantity or scope**
Estimated value excluding VAT: 125 000 EUR
- 4) Indication about different time frame or duration**
- 5) Additional information about lots**

Lot No: 3

Lot title: LOT 1B – Sector Expert Colombia

- 1) Short description**
The Sector Expert Colombia will be asked to contribute to the sub-programme in Colombia with the objective to support and coach SME tourism service providers (primarily incoming tour operators) in Colombia.
Projects under the sub-programme regard:
(1) export auditing and action planning
(2) export capacity building
(3) market entry
- 2) CPV code(s)**
79400000 Business and management consultancy and related services
- 3) Quantity or scope**
Estimated value excluding VAT: 130 000 EUR
- 4) Indication about different time frame or duration**
- 5) Additional information about lots**

Lot No: 4

Lot title: LOT 1C – Sector Expert Nicaragua

1) Short description

The Sector Expert Nicaragua will be asked to contribute to the sub-programme in Nicaragua with the objective to support and coach SME tourism service providers (primarily incoming tour operators) in Nicaragua.

Projects under the sub-programme regard:

- (1) export auditing and action planning
- (2) export capacity building
- (3) market entry

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 125 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 5

Lot title: LOT 1D – Sector Expert Suriname

1) Short description

The Sector Expert Suriname will be asked to contribute to the sub-programme in Suriname with the objective to support and coach SME tourism service providers (primarily incoming tour operators) in Suriname.

Projects under the sub-programme regard:

- (1) export auditing and action planning
- (2) export capacity building
- (3) market entry

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 120 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 6

Lot title: LOT 1E – Sector Expert Institutional Development

1) Short description

The Sector Expert Institutional development will be asked to contribute to the sub-programme Latin America concerning the institutional development of the national tourism organizations and the public private cooperation in Bolivia, Colombia, Nicaragua and Suriname.

The projects consist of

- (1) auditing and action planning,
- (2) capacity building in national tourism organizations and public private cooperation platforms.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 100 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 7

Lot title: LOT 2A – Sector Expert EU Export coaching Kenya

1) Short description

The Sector Expert for EU expert coaching SME tourism in Kenya will be asked to contribute to the sub-programme Africa concerning the coaching of the small and medium enterprises (SME) for tourism in Kenya. The projects consist of (1) export auditing and action planning, (2) export capacity building, and (3) market entry. The SME tourism project Kenya is part of the integrated tourism programme Kenya, aimed at strengthening the wider tourism value chain and the development of tourism in regions outside the classical routes.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 175 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 8

Lot title: LOT 2B – Sector Expert EU Export coaching Madagascar

1) Short description

The Sector Expert for EU expert coaching SME tourism in Madagascar will be asked to contribute to the sub-programme Africa concerning the coaching of the small and medium enterprises (SME) for tourism in Madagascar. The project consists of (1) export auditing and action planning, (2) export capacity building, and (3) market entry. The SME tourism project Madagascar is part of the integrated tourism programme Madagascar, aimed at strengthening the wider tourism value chain and the development of tourism in regions outside the classical routes.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 125 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 9

Lot title: LOT 2C – Sector Expert EU Export coaching Zambia

1) Short description

The Sector Expert for EU expert coaching SME tourism in Zambia will be asked to contribute to the sub-programme Africa concerning the coaching of the small and medium enterprises (SME) for tourism in Zambia. The project consists of (1) export auditing and action planning, (2) export capacity building, and (3) market entry. The SME tourism project Zambia is part of the integrated tourism programme Zambia, aimed at strengthening the wider tourism value chain and destination marketing and promotion.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 115 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 10

Lot title: LOT 2D – Sector Expert EU Export coaching Tanzania

1) Short description

The Sector Expert for EU expert coaching SME tourism in Tanzania will be asked to contribute to the sub-programme Africa concerning the coaching of the small and medium enterprises (SME) for tourism in Tanzania. The projects consist of (1) export auditing and action planning, (2) export capacity building, and (3) market entry.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 100 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 11

Lot title: LOT 2E – Sector Expert Tourism - Africa

1) Short description

The Sector Expert for coaching marketing and promotion will be asked to contribute to the Africa Tourism programme on coaching of the national tourism organizations and business support organisations concerning the aspects of marketing and with the objective to realize the determination and implementation of the sectoral export marketing strategy for the promotion of tourism on the European market. The projects consist of (1) destination marketing and promotion (2) EU market entry in tourism (3) EU market intelligence in tourism

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 30 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 12

Lot title: LOT 2F – Sector Expert Institutional development and public – private cooperation in Kenya

1) Short description

The Sector Expert for institutional development will be asked to contribute to the sub-programme in Kenya concerning the institutional development of national and regional business support organisations and associations and the public-private cooperation in the Kenyan tourism sector.

The project consists of

- (1) strengthening of the tourism value chain,
- (2) institutional capacity building of business support organisations and associations,
- (3) multi stakeholder participation and
- (4) public private partnership.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated ex VAT: 15000

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 13

Lot title: LOT 2G – Sector Expert Institutional development and public – private cooperation in Madagascar

1) Short description

The Sector Expert for institutional development will be asked to contribute to the sub-programme in Madagascar concerning the institutional development of national and regional business support organisations and associations and the public-private cooperation in the Malagasy tourism sector.

The projects consist of

- (1) strengthening of the tourism value chain,
- (2) institutional capacity building of business support organisations and associations,
- (3) multi stakeholder participation and
- (4) public private partnership.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 30 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 14

Lot title: LOT 2H – Sector Expert Institutional development and public – private cooperation in Zambia

1) Short description

The Sector Expert for institutional development will be asked to contribute to the sub-programme in Zambia concerning the institutional development of business support organisations and associations and the public-private cooperation in the Zambian tourism sector.

The projects consist of

- (1) strengthening of the tourism value chain,
- (2) institutional capacity building of business support organisations and associations,
- (3) multi stakeholder participation and
- (4) public private partnership.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 20 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 15

Lot title: LOT 2I – Sector Expert Product development

1) Short description

The Sector Expert for product development will be asked to contribute to the sub-programme Africa concerning the product development in the sector of tourism.

The projects consist of

- (1) product development,
- (2) costing and pricing, and
- (3) quality and delivery processes.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 50 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 16

Lot title: LOT 3A - Sector Expert EU Export coaching Nepal and Bhutan

1) Short description

The Sector Expert EU Export Coaching Nepal and Bhutan will be asked to contribute to the regional programme tourism Asia concerning the coaching of the small and medium enterprises (SME) for tourism in Nepal and Bhutan. The projects consist of (1) export auditing and action planning (where applicable), (2) export capacity building, and (3) market entry. The SME tourism project Nepal will be part of an integrated tourism programme, which still needs to be

developed, but to which the ECP project should ultimately contribute. The SME tourism project Bhutan will not be part of any integrated programme and will logistically be combined with missions to Nepal.

Please note that this is a big lot. 35 Companies have already been selected for the ECP programme from both countries, and this number may further increase in the future. For this reason, the one who will be awarded this lot, will not be considered for other lots.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 200 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 17

Lot title: LOT 3B - Sector Expert EU Export coaching Sri Lanka

1) Short description

The Sector Expert EU Export Coaching Sri Lanka will be asked to contribute to the regional programme tourism Asia concerning the coaching of the small and medium enterprises (SME) for tourism in Sri Lanka.

The projects consist of

- (1) export auditing and action planning (where applicable),
- (2) export capacity building, and
- (3) market entry.

The SME tourism project Sri Lanka will be part of an integrated tourism programme focused on economic rehabilitation of Sri Lanka's post-conflict zones through pro-poor sustainable tourism development and promotion in the North and East of the country.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 175 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 18

Lot title: LOT 3C - Sector Expert EU Export coaching Indonesia

1) Short description

The Sector Expert EU Export Coaching Indonesia will be asked to contribute to the regional programme tourism Asia concerning the coaching of the small and medium enterprises (SME) for tourism in Indonesia.

The projects consist of

- (1) export auditing and action planning (where applicable),
- (2) export capacity building, and
- (3) market entry.

The SME tourism project Indonesia will be part of an integrated tourism

programme that will focus on destination marketing and promotion, both on a national and regional level.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 200 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 19

Lot title: LOT 3D - Sector Expert EU Export coaching Myanmar

1) Short description

The Sector Expert EU Export Coaching Myanmar will be asked to contribute to the regional programme tourism Asia concerning the coaching of the small and medium enterprises (SME) for tourism in Myanmar.

The projects consist of

- (1) export auditing and action planning (where applicable),
- (2) export capacity building, and
- (3) market entry.

The SME tourism project Myanmar will be part of an integrated tourism programme that will focus on sustainability and community based sustainable tourism development in Myanmar.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 175 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 20

Lot title: LOT 3E – Sector Expert EU Export coaching Mongolia

1) Short description

The Sector Expert EU Export Coaching Mongolia will be asked to contribute to the regional programme tourism Asia concerning the coaching of the small and medium enterprises (SME) for tourism in Mongolia.

The projects consist of

- (1) export auditing and action planning (where applicable),
- (2) export capacity building, and
- (3) market entry.

The SME tourism project Mongolia will be part of an integrated tourism programme that will focus on supporting livelihood development of the nomadic population of Mongolia through the upgrading of rural tourism value chains as a sustainable alternative to mining.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 175 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 21

Lot title: LOT 3F – Local Expert Mongolia

1) Short description

In Mongolia, an integrated programme was started in 2012, which will end in 2017. The integrated programme focuses on livelihood development of the nomadic population of Mongolia through the upgrading of rural tourism value chains as a sustainable alternative to mining.

The local expert Mongolia will be responsible for coordinating and facilitating all CBI's activities in Mongolia, and provide technical expertise and capacity building support where needed, in collaboration with the sector expert EU Export Coaching, and other experts involved in the integrated programme.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 25 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 22

Lot title: LOT 3G – Local Expert Sri Lanka

1) Short description

In Sri Lanka, an integrated programme will be started in 2014, which will end in 2017. The integrated programme focuses on the economic rehabilitation of Sri Lanka's post conflict zones through pro-poor sustainable tourism development and promotion in the North and East of the country.

The local expert Sri Lanka will be responsible for coordinating and facilitating all CBI's tourism activities in Sri Lanka, and provide technical expertise and capacity building support where needed, in collaboration with the sector expert EU Export Coaching, and other experts involved in the integrated programme.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value ex VAT: 25000

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 23

Lot title: LOT 3H – Local Expert Nepal

1) Short description

In Nepal, an integrated programme will be started in 2014, which will end in

2017. The integrated programme will focus on the creation of market linkages for tour operators that are participating in the Great Himalaya Trail Development Programme, or under the wider DFID M4P programme. The local expert Nepal will be responsible for coordinating and facilitating all CBI's tourism activities in Nepal, and provide technical expertise and capacity building support where needed, in collaboration with the sector expert EU Export Coaching, and other experts involved in the integrated programme.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 25 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 24

Lot title: LOT 3I – Local Expert Indonesia

1) Short description

In Indonesia, an integrated programme will be started in 2014, which will end in 2017. The integrated programme will focus on destination marketing and promotion, both on a national and regional level.

The local expert Indonesia will be responsible for coordinating and facilitating all CBI's tourism activities in Indonesia across the different regions, and provide capacity building support where needed, in collaboration with the sector expert EU Export Coaching, and other experts involved in the integrated programme.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 25 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 25

Lot title: LOT 3J – Local Export Myanmar

1) Short description

In Myanmar, an integrated programme will be started in 2014, which will end in 2017. The integrated programme will focus on sustainability and the development of community-based sustainable tourism.

The local expert Myanmar will be responsible for coordinating and facilitating all CBI's tourism activities in Myanmar, and provide technical expertise and capacity building support where needed, in collaboration with the sector expert EU Export Coaching, and other experts involved in the integrated programme.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 25 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 26

Lot title: LOT 3K – Sector Expert Institutional Development Indonesia

1) Short description

The Sector Expert for institutional development Asia will be asked to contribute to institutional development of national and regional business support organisations and associations and public-private sector cooperation in the tourism sector in Indonesia.

The project consists of

(1) institutional capacity building of business support organisations and associations, and

(2) supporting multi stakeholder participation and public private partnership.

The institutional development expert of the tourism sector in Indonesia contributes to the regional business case tourism Asia, which focuses on sustainable destination development in Asia, with a specific focus on export capacity building, service delivery improvement and sustainability in tourism, aiming to facilitate an export growth of EUR 10,260,000 through its interventions.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 50 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 27

Lot title: LOT 3L – Sector Expert Tourism Marketing and Promotion Asia

1) Short description

The Sector Expert tourism marketing and promotion will be asked to contribute to the regional programme tourism Asia, on coaching of national tourism organisations and business support organisations and/or public private partnerships concerning the aspects of marketing and with the objective to develop and implement a sectoral export marketing strategy for the promotion of tourism on the European market.

The project may consist of

(1) generating EU market intelligence in tourism;

(2) building the capacity of NTO's, BSO's or DMO's on destination marketing, branding and promotion (training, coaching);

(3) facilitating the development and implementation of a national and/or regional sector export marketing strategy for the promotion of tourism on the EU market;

(4) supporting EU market entry in tourism, including trade show performance of ECP companies in terms of destination and/or product promotion

The marketing and promotion project contributes to the regional business case tourism Asia, which focuses on sustainable destination development in Asia, with a specific focus on export capacity building, service delivery improvement and sustainability in tourism, aiming to facilitate an export growth of EUR 10,260,000 through its designed interventions. Possible countries targeted for this assignment include Indonesia, Nepal, Sri Lanka, Myanmar and/or Mongolia.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 100 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 28

Lot title: LOT 3M – Sector Expert Institutional development and PPP in Mongolia

1) Short description

The Sector Expert for institutional development and public-private cooperation will be asked to contribute to the sub-programme in Mongolia concerning the institutional development of national and regional business support organisations and associations and public-private sector cooperation in the Mongolian tourism sector.

The project consists of

- (1) strengthening of the rural tourism value chains,
- (2) institutional capacity building of business support organisations and associations,
- (3) multi stakeholder participation and
- (4) public private partnership.

The institutional development of the tourism sector in Mongolia is part of the integrated tourism project Mongolia, aimed at supporting livelihood development of the nomadic population of Mongolia through the upgrading of rural tourism value chains as a sustainable alternative to mining.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 100 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 29

Lot title: LOT 3N – Sector Expert CBST Myanmar

1) Short description

In Myanmar, an integrated programme will be started in 2014, which will end in 2017. The integrated programme will focus on sustainability and the development of community-based sustainable tourism. The Sector Expert Community Based Sustainable Tourism Development will be asked to contribute to the sub-programme in Myanmar concerning the development of community

based sustainable tourism models in Myanmar.

The project consists of

- (1) strengthening of the rural tourism value chains,
- (2) institutional capacity building of business support organisations and associations on community based tourism,
- (3) multi stakeholder participation and
- (4) public private partnership.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 75 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 30

Lot title: LOT 30 – Sector Expert Institutional development Nepal and/or Sri Lanka

1) Short description

The Sector Expert for institutional development Asia will be asked to contribute to institutional development of national and regional business support organisations and associations and public-private sector cooperation in the tourism sector in selected countries in Asia.

The project consists of

- (1) strengthening of the rural tourism value chains,
- (2) institutional capacity building of business support organisations and associations,
- (3) multi stakeholder participation and
- (4) public private partnership.

The institutional development of the tourism sector in Asia contributes to the regional business case tourism Asia, which focuses on sustainable destination development in Asia, with a specific focus on export capacity building, service delivery improvement and sustainability in tourism, aiming to facilitate an export growth of EUR 10,260,000 through its interventions. Possible countries targeted for this assignment include Nepal and/or Sri Lanka.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 75 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 31

Lot title: LOT 3P – Sector Expert Product development Asia

1) Short description

The Sector Expert for product development will be asked to contribute to the sub-programme Asia concerning product development in the tourism sector.

The projects consist of

- (1) product development,
- (2) costing and pricing, and
- (3) quality and delivery processes.

Targeted countries for this assignment include Nepal, Indonesia, Myanmar, Sri Lanka and/or Mongolia.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 50 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 32

Lot title: LOT 4A - Sector Expert E - Marketing Systems

1) Short description

The Sector Expert E-Marketing systems will be asked to contribute to the various tourism programmes concerning the institutional development of Emarketing systems. The projects consist of

- (1) analysis of e-marketing systems and action planning,
- (2) capacity building with national tourism organisations regarding e-marketing systems.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value ex VAT: 165000

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 33

Lot title: LOT 4B – Sector Expert Human Resource Management in Tourism

1) Short description

The Sector Expert for Human Resource Management in tourism in will be asked to contribute to the regional tourism programmes in Africa, Asia and Latin-America concerning the coaching of the small and medium enterprises (SME) for tourism. The projects consist of Human Resource Management capacity building and skills development for tourism SME's.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 70 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 34

Lot title: LOT 4C – Sector Expert Market Intelligence Tourism

1) Short description

The Sector Expert Marketing intelligence systems will be asked to contribute to the various tourism programmes concerning the institutional development of market intelligence systems. The projects consist of

- (1) analysis of tourism market intelligence systems and action planning,
- (2) capacity building with national tourism organisations regarding market intelligence systems.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 110 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 35

Lot title: LOT 4D – Sector Expert Travelife institutional development

1) Short description

The Travelife project is a cross-cutting project that focuses on mainstreaming Travelife as sustainability system within the regional programmes of CBI (Asia, Latin America, Africa). The project contains two sector experts, who are required to work closely together: a Sector Expert Travelife Institutional Development (lot 4D), and a Sector Expert Travelife HRM Development (lot 4E). The Sector Expert Travelife Institutional Development is responsible for developing and implementing the Travelife sustainability management and certification system for the tour operator sector in the different regions. The Sector Expert Travelife HRM Development will be responsible for implementing the training needs under this system, in collaboration with the Sector Expert Travelife Institutional Development. Institutional development of the Travelife system will initially be piloted in selected countries Asia (Nepal, Bhutan, Indonesia, Myanmar, Sri Lanka and/or Mongolia).

The tasks of the Sector Expert Travelife Institutional Development in this pilot will consist of

- (1) setting up partnerships with national associations;
- (2) translation and local adaptation of training manual, exam questions and standards;
- (3) establishment of (minimum) standards per country in consultation with associations, key companies and other stakeholders;
- (4) certification and recognition per country; and
- (5) marketing of participating companies on the international market as 'sustainable' company. Based on the experiences with the pilot it may be further replicated in Latin America and Africa.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 75 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 36

Lot title: LOT 4E – Sector Expert Travelife HRM development

1) Short description

The Travelife project is a cross-cutting project that focuses on mainstreaming Travelife as sustainability system within the regional programmes of CBI (Asia, Latin America, Africa). The project contains two sector experts, who are required to work closely together: a Sector Expert Travelife Institutional Development (lot 4D), and a Sector Expert Travelife HRM Development (lot 4E). The Sector Expert Travelife Institutional Development is responsible for developing and implementing the Travelife sustainability management and certification system for the tour operator sector in the different regions. The Sector Expert Travelife HRM Development will be responsible for implementing the training needs under this system, in collaboration with the Sector Expert Travelife Institutional Development. Institutional development of the Travelife system will initially be piloted in selected countries Asia (Nepal, Bhutan, Indonesia, Myanmar, Sri Lanka and/or Mongolia).

The tasks of the Sector Expert Travelife HRM Development in this pilot will consist of

- (1) training of trainers of Travelife local auditors and advisors;
- (2) training, guidance and personal coaching of companies on the Travelife system.

Based on the experiences with the pilot, it may be further replicated in Latin America and Africa.

2) CPV code(s)

79400000 Business and management consultancy and related services

3) Quantity or scope

Estimated value excluding VAT: 70 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Information and formalities necessary for evaluating if the requirements are met: See Self Declaration (Form 5).

III.2.2. Economic and financial ability

List and brief description of conditions: Information and formalities necessary for evaluating if the requirements are met: The Contracting Authority requires a declaration of willingness, issued by a person authorized in the candidate's own organization, confirming that in the eventuality of a contract the said person is willing to take out a legal liability insurance policy and to submit the policy as information to the Contracting Authority, should the Contracting Authority consider this desirable at that point. The sum insured shall be at least 100 000 EUR a year.

III.2.3. Technical and professional ability

List and brief description of conditions:

See tender documents: each lot has its specific requirements.

Minimum level(s) of standards possibly required:

See tender documents: each lot has its specific requirements.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.1.2. Information about the limits on the number of candidates to be invited

Objective criteria for choosing the limited number of candidates: See tender documents: selection criteria may vary per lot.

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 6.1.2014 - 14:00

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

13.1.2014 - 14:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

14.2.2014

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

VI.3. Additional information

To receive more information about this tender, including any amendments and/or clarifications and to request any clarifications and/or to respond to this tender, you must register your interest to this tender on the following site: https://eu.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=117140&B=CTMSOLUTION

VI.4. Procedures for review

VI.4.1. Review body

Official name: Rechtbank Den Haag

Postal address: Postbus 20302

Town: The Hague

Postal code: 2500 EH

Country: Netherlands

E-mail: voorlichting.rb.den.haag@rechtspraak.nl

Internet address: <http://www.rechtspraak.nl/>

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Precise information on deadline(s) for lodging appeals: Civil or arbitral interlocutory injunction proceedings against the award decision must be initiated within 20 calendar days of sending the notice of the award decision. In that case the award will be deferred pending the judgment in the proceedings. The judgment would then constitute the basis for further decisionmaking on the award. After this twenty day term the right for the tenderer to act against the legitimacy of this tender procedure and/or the awarding decisions will be expired.

VI.4.3. Service from which information about the review procedure may be obtained

Official name: Rechtbank Den Haag

Postal address: Postbus 20302

Town: The Hague

Postal code: 2500 EH

Country: Netherlands

E-mail: voorlichting.rb.den.haag@rechtspraak.nl

Internet address: <http://www.rechtspraak.nl/>

VI.5. Date of dispatch of this notice

26.11.2013