



Reference - MARKET RESEARCH

Procurement Notice

Assignment Name: Market Research of available conference, accommodation and catering facilities in Danilovgrad area

Section 1. Introductory Information

1.1 Background information on the Regional School of Public Administration (ReSPA)

The Regional School of Public Administration (ReSPA) is the inter-governmental organization for enhancing regional cooperation, promoting shared learning and supporting the development of public administration in the Western Balkans. ReSPA Members are Albania, Bosnia and Herzegovina, Macedonia, Montenegro and Serbia, while Kosovo*¹ is a beneficiary. ReSPA's purpose is to help governments in the region develop better public administration, public services and overall governance systems for their citizens and businesses, and prepare them for membership in the European Union (EU). Since its inception, ReSPA has contributed to the development of human resources and administrative capacities through training programmes and innovative cooperation mechanisms such as the exchange of good practices, peer reviews and development of know-how.

The European Commission (EC) provides directly managed funds for support of ReSPA activities (research, training and networking programmes) in line with the EU accession process. The new EC grant supports the main objective of ReSPA work in 2016-2017: Improving regional cooperation in the field of PAR and EU integration and strengthening administrative capacities in the beneficiaries. ReSPA is implementing its activities through the Secretariat which is consisting of 15 staff members from the Western Balkan region. The Secretariat is located in Danilovgrad, Montenegro.

1.1 ReSPA now seeks to engage an expert to conduct Market Research within Danilovgrad area, in order identify and compare provided services with other accommodation and catering capacities that provide similar service as in ReSPA Campus

1.2 Objective and purpose of the assignment is:

For the purpose of optimization of ReSPA Campus Services and overall improvement of value for many for provided set of services, ReSPA Secretariat would like to engage an expert to conduct Market Research of available similar capacities in the Denilovgrad area. The Market Research

¹ * This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory opinion on the Kosovo Declaration of independence

should enable ReSPA Secretariat to fine tune the offered price for provided values and services, based on the collected Market Research information.

The assignment will be performed by one expert. The tasks of the expert are in more details defined by the Terms of Reference.

1.3 Tentative timeframe: the assignment is expected to be performed during July 2018.

1.4 Budget: The contracted expert will be remunerated on the basis of a daily fee. The concrete fee for the selected expert will be determined based on the applicant's experience in accordance with the applicable ReSPA rules and within the budgeted maximum for this assignment.

Level of effort for the performance of assignment is up to 5 expert days, as specified in the terms of Reference.

Section 2. Preparation of CVs and supporting documentation

2.1 Language of application: The CVs and supporting documentation shall be prepared in English.

2.2 The CVs should provide information on the qualifications and competencies of the applicant, her/his general track record and previous specific experience in similar assignments, as required by the Terms of Reference.

2.3 The required qualifications, experience and skills: as per Terms of Reference

Section 3. Submission of CVs and supporting documentation

3.1 The applicants are required to submit the applications. Any applicant should meet the requirements as defined by the Terms of Reference.

3.2 The applicants are invited to submit the following documentation:

- **Personal CV** (up to three pages maximum) including past experience in similar activities and particularly issues referred to under point 2.2 of this Procurement Notice.
- At least three contacts for references (name and position of referee, email address and phone number) which may be contacted by ReSPA. (**NOTE:** There is no need to submit reference letters; ReSPA will directly contact the referees, if considered necessary)

3.3 The required documentation should be submitted in electronic format by e-mail and with the reference title – “MARKET RESEARCH” stated in subject field, to the following address: procurement@respaweb.eu by 12 July 2018 before midnight. Late submissions will not be considered for evaluation.

Public servants of ReSPA Members and Kosovo* are not eligible to apply.

Section 4. Evaluation of offers

4.1 The offer will be evaluated against the required qualifications, experience, skills and competencies as defined in the Terms of Reference.

4.2 The applicant securing the highest final ranking will be invited to submit a financial proposal (the financial proposal shall specify a total sum amount **in EURO** for expert's daily fee) and negotiate the contract. If negotiations are successful, the selected candidate will be awarded the contract. Should the negotiations fail; the next ranked candidate will be invited to negotiations.

Section 5. Final Considerations

5.1 The payment will be done in one installment, following the submission and approval of the deliverables, as defined in the Terms of Reference.

5.2 The following documents are attached to this Procurement Notice:

- *Terms of Reference*

5.3 ReSPA reserves the right to cancel this procurement procedure at any moment without any compensation to the applicants.

The cost of preparing a proposal and of negotiating a contract, including any related travel, cannot be reimbursed by ReSPA under any circumstances nor can ReSPA be held liable for it, regardless the outcome of the procurement procedure.

5.4 Should you need any further clarifications with respect to this procurement notice, please contact: Mr. Vlatko Naumovski, Finance and Operations Manager – Coordinator via email: v.naumovski@respaweb.eu

Any request for clarification must be sent by standard electronic communication to the above email address.



Terms of Reference

Expert for conducting Market Research of available conference, accommodation and catering facilities

Introduction

The Regional School of Public Administration (ReSPA) is an inter-governmental organisation established to enhance regional cooperation, promote shared learning and support the development of public administration in the Western Balkans. ReSPA Members are Albania, Bosnia and Herzegovina, Macedonia, Montenegro and Serbia, while public servants from Kosovo*¹ participate in ReSPA activities funded by the European Commission. ReSPA's purpose is to help governments in the Western Balkan region develop better public administration, public services and overall governance systems for their citizens and businesses and prepare them for membership in the European Union (EU). Since its inception, ReSPA has contributed to the development of human resources and administrative capacities through training programmes and innovative cooperation mechanisms such as the exchange of good practices, peer reviews and development of know-how.

The European Commission (EC) provides funds for support of ReSPA activities (research, training and networking programmes) in line with the EU accession process in support of the main objective of ReSPA work to Improve regional cooperation in the field of PAR and EU integration and strengthen the beneficiaries' administrative capacities.

ReSPA lays only 25 km away from Podgorica, nestling in the foothills of mountains which provide a stunning backdrop. Set in a multi-cultural environment, ReSPA is beautifully restored with its rugged exterior revealing its campus equipped accommodation and catering facilities, with hi-tech equipment, comfortable capacity building and networking rooms.

Within ReSPA Campus, accommodation facility is located next to the capacity building and networking center. The accommodation and catering facilities offers 54 comfortable single rooms that are surrounded by a serene court yard designed to meet all business needs. All the rooms have all the basic amenities. Each room is equipped with: air condition unit (individual climate control) free WI FI internet access, cable TV with 15 national and international channels. On each floor there is a computer with internet access for guests. ReSPA offers a balanced mix of national and international cuisine specialties (buffet style).

ReSPA Capacity Building and Networking Centre comprises of 4 different training halls, each with different capacity. Some of these rooms can be used for large events and contain higher

¹ * This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory Opinion on the Kosovo Declaration of independence.

number of participants and some may be used for smaller events with a more limited number of participants. All the capacity building and networking facilities are equipped with state of the art facilities, LCD projectors, translation booths, translation equipment, wireless internet etc.

For the purpose of optimization of ReSPA Campus Services and overall improvement of value for many for provided set of services, ReSPA Secretariat would like to engage an expert to conduct Market Research of available similar capacities in the area.

Purpose

Following consultations with the ReSPA Governing Board and EC representatives, ReSPA should conduct Market Research within Danilovgrad area, in order identify and compare provided services with other accommodation and catering capacities that provide similar service in the area. The Market Research should enable ReSPA Secretariat to fine tune the offered price for provided values and services, based on the collected Market Research information.

Objectives and Scope of the Assignment

The objectives of the Market Research are to obtain comprehensive comparative status table and narrative elaboration of available vendors in Danilovgrad or wither, offered sets of services compliant with the needs of ReSPA for organising conferences/workshops, necessary for implementation of ReSPA work. The comparative analysis should encompass total price for provided service package of identified vendors – compliant with the one provided by ReSPA Campus

Tasks and Responsibilities

The Expert should perform Market Research by implementation of the following critical tasks and responsibilities:

1. To familiarise and identify sets of services and prices at the ReSPA Campus.
2. To identify vendors with similar capacities in the Danilovgrad area including their capacities and limitations for offering conference/workshop services similar to the ones provided at the ReSPA Campus.
3. To contact selected vendors and request bids for offered services necessary for organisation of conference/workshop
4. In line with the obtained offers/contacts to compile comparative tabular and narrative Market research analysis of findings.
5. In line with the performed Market Research analysis to prepare final report with recommendations for optimization and fine tuning of currently provided value for money and current prices of services at the ReSPA Campus, supported by the obtained primary data from vendors.

6. During all phases of the assignment to liaise directly with the responsible ReSPA Finance and Operations Manager – Coordinator and take into consideration instructions received beforehand. All the materials should be submitted to the responsible ReSPA Finance and Operations Manager – Coordinator for approval beforehand and, if necessary, all adjustments will be done in accordance with suggestions made by ReSPA.

Necessary Qualifications

Educational background:

- Advanced degree in Business Administration, Economy, Tourism, Engineering or related field;

General professional experience:

- Minimum 5 years of professional experience in Hotel Management, procurement, Market Research analysis or similar;
- At least 3 years' experience in Conference Management and familiarity with the available related capacities in Montenegro

Skills:

- Research and Analytical skills;
- Presentation skills;
- Familiarity with Conference Management Capacities in Montenegro
- Excellent written and oral communication skills in English;
- Ability to work with people of different nationalities, religions and cultural backgrounds.

Time-frame, Level of Effort, and Location

The main assignment is to be completed within July 2018.

The Level of Effort (LoE) is estimated at 5 (five) expert days, as follows:

- 1 (one) day for implementation of tasks listed in item 1 and 2, under the heading Tasks and Responsibilities
- 2 (two) days for implementation of tasks listed in item 3 and 4, under the heading Tasks and Responsibilities;
- 2 (two) days for implementation of tasks listed in item 5, under the heading Tasks and Responsibilities and visit to ReSPA for final presentation of adopted report;

The Assignment foresees work from home, at least one visit of ReSPA Campus in Danilovgrad, Montenegro in July 2018.

Remunerations

The Assignment foresees 5 (five) expert days. The daily fee shall be determined based on the expert's experience within maximum rate allocated for this activity and following the profiling performed in accordance with ReSPA rules. The payment will be done in one instalment, following the submission of the final report and necessary documents.

Note: ReSPA will reimburse or organise the international round trip for the Expert to and from Podgorica. ReSPA will organize and cover the transfers for the Expert from Podgorica Airport to Hotel and back.

Reporting and Final Documentation

The Expert will be requested to deliver the following documents:

- *Final report* in English, no later than three days after the completion of the Assignment. The report will be subject of approval of the ReSPA as a contracting authority;
- Boarding passes (original) – if applicable;
- Timesheet (original and signed);
- Invoice (original and signed).

The abovementioned documentation shall be delivered to the following contact person and address:

Mr. Natasa Kuc
Finance and Operations Assistant
Regional School of Public Administration - ReSPA
PO BOX 31, 81410 Danilovgrad, Montenegro
n.kuc@respaweb.eu