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**OPEN PROCEDURE**

**FOR THE IMPLEMENTATION OF PROCUREMENT OF THE PROJECT FOR THE DEVELOPMENT OF DESTINATION MANAGEMENT COMPANIES (DMC)**

**DOCUMENTATION FOR COMPETITIVE TENDER**

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1. **Name and Head office address of the Commissioner, telephone number, fax number, internet address and e-mail address**

Head Office of the Croatian National Tourist Board (CNTB)

Iblerov trg 10/IV, p.p. 251

10000 Zagreb

Telephone: +385 1 4699333

Fax no. +385 1 4557827

Internet address [www.croatia.hr](http://www.croatia.hr)

Personal Identification Number (Matični broj): 3943658

Tax number (OIB): 72501368180

1. **Person or department responsible for communicationg with those making the tender**

Gordana Borojević

Exclusively in writing, to [gordana.borojevic@htz.hr](mailto:gordana.borojevic@htz.hr), at the latest three days before the date for the opening of the tenders.

1. **Description of the subject to be tendered and designation and name from the Nomenclature of public procurement – CPV**

**Subject of the tender:** services connected to the implementation of the project of development of destination managment companies (DMC).

**CPV code:** 73200000-4, advisory services in management as well as connected services.

1. **Type, quality, volume or quantity of the subject to be procured.**

Under the services connected to the implementation of the project of development of destination management companies (DMC), it is understood:

* Production of the DMC business manual (assignment 1)
* Development and application of the DMC business model (assignment 2)
* Pilot project implementation and technical support of the application of the DMC model (assignment 3)
* Support models for the DMC development (assignment 4)
* Advisory and operational support in organising the DMC national forum (assignment 5)

All costs connected with the implementation of all assignments of the project, including all the costs for education (inclusive of costs for simultaneous interpretation of foreign speakers) and implementation of the pilot project, to be entirely borne by the tenderer.

**Detailed description of the assignments to be found in Annex 2.**

1. **Location and language where services will be supplied**

The location is Croatia, and all the services must be supplied in the Croatian language. In the case of foreign speakers being involved in education or in leading the pilot project, the tenderer must ensure simultaneous interpretation.

1. **Date of delivery of goods and services, that is, completion date or duration period of the agreement**

Date of delivery of services is in accordance with the schedule stated in Annex 2, and the agreement is concluded for the period until 31/12/2013.

1. **Description and designation of groups or parts of the subject to be procured if such an offer is permitted**

It is necessary to tender for the entire subject to be procured, as set out in the documentation for the competitive tender.

A tender is not permitted which only contains some groups or parts of the subject to be procured.

1. **Conditions of competence of business entities, competence and financial indicators, if they can be demonstrated**
2. **Evidence of legal and business competence**

* **Evidence of competence**: a document relating to inclusion in a business, court (commercial), professional, trade, crafts or other appropriate register, specifically a certified declaration or appropriate attestation.The said document must not be dated earlier than 6 months prior to the date of the call for evidence.
* **Provider of evidence of competence**: Commercial court, Trade and Crafts register, specifically the appropriate professional or business register.
* **Financial indicator of evidence of competence:** the tenderer must, by means of a statement from the appropriate register, prove that he or she is registered for conducting business, specifically activities which are the subject of the tender.

If the documents are not issued in the country where the business is situated, the tenderer must submit an appropriate declaration about the evidence of competence, with a certified signature from a public notary.

**Consortium of tenderers:**

In case of consortium of tenderers, all the members of the consortium must indivdually prove legal and business competence as stated in 8.A.

1. **Evidence of absence of a criminal record**

* **Evidence of competency**: Declaration with an attested signature from a public notary or other competent body with which the tenderer proves: that the business or person authorised to represent the business has not received a conviction for a criminal offence of associating in the commission of crimes, receipt of bribes in business transactions, offering bribes in business transactions, abuse of power and authority, abuse of public office, being an illegal intermediary, receiving bribes, giving bribes, fraud, computer fraud, fraud in business dealings or concealment of illegally obtained money or criminal offences according to Croatian regulations, namely to provide appropriate proof of a non criminal record in its home country if the tenderer is registered outside the Republic of Croatia. (**ANNEX 1**).
* **Provider of evidence of competency:** a person authorised to represent the business, in his own name and in the name of the business, is to make a signed statement, with a signature certified by a public notary or other competent body of the home country, provided that the competent body of the home country issues such a document.
* **Value indicator as evidence of competency:** the tenderer must show that the business or person authorised to represent the business has not received a conviction for a criminal offence of associating in the commission of crimes, receipt of bribes in business transactions, offering bribes in business transactions, abuse of power and authority, abuse of public office, being an illegal intermediary, receiving bribes, giving bribes, fraud, computer fraud, fraud in business dealings or concealment of illegally obtained money or criminal offences according to Croatian regulations, namely to provide appropriate proof of a non criminal record in its home country if the tenderer is registered outside the Republic of Croatia. Evidence of absence of a Criminal Record must not be older than 30 days prior to the date of the call for proof.

**Consortium of tenderers:**

In case of consortium of tenderers, all the members of the must individually prove their legal and business competence as stated in 8.B.

1. **Evidence of financial competence**

**C.1. Tax debt status**

* **Evidence of competency**: certificate by the tax authorities concerning the debt status or a equaliy valid document from a competent body of the home country of the tenderer.
* **Provider of evidence of competency:** Ministry of Finance – Tax authority, relevant competent body of the home country of the tenderer.
* **Financial indicator of evidence of competency**: the tenderer must prove that he has fulfilled his obligation to pay all outstanding tax liabilities and liabilities for pension and health insurance. This evidence of competency must not be older than 30 days prior to the date of the call for evidence.

**C.2. Financial report**

* **Evidence of competency:**
* Forms BON 1 (for the financial years 2009, 2010 and 2011)
* and BON 2 ( or SOL 2)
* Profit and loss accounts for the financial years 2009, 2010 and 2011.
* **Provider of evidence of competency:** The Financial Agency (FINA) for BON1, Financial Agency or a bank for BON 2 (or SOL 2) or appropriate bank, financial institution or body if the tenderer is registered outside the Republic of Croatia and the Profit and Loss accounts certified by the Tax Authority or by the competent financial instituition or body if the tenderer is registered outside the Republic of Croatia.
* **Financial indicator as evidence of competency:** that the business was not closed for more than 3 consecutive days in the last 180 days and that in the last 3 years its average annual income was equal or greater than 1 million HRK.

The forms BON 1, BON 2 (or SOL 2) and Profit and loss accountsmust not be older than 30 days prior to the date of the call for evidence.

**Consortium of tenderers:**

* All the members of the consortium must individually prove their financial competence and that their business was not closed for more than 3 consecutive days in the last 180 days prior to the date of the call for evidence,
* The consortium of tenderers must jointly prove that their average annual income was equal or greater than 1 million HRK with the proviso that the leading tenderer of the joint tender proves the stated competence individually.

1. **Evidence of technical and professional competence**

**D.1. Significant services provided and due completion of obligations**

* **Evidence of competence:** List of significant services provided in the last three years **(Annex 3)**, accompanied by certificates showing due completion of the contracts given by the other contracting party to the aforementioned contracts (certified and signed by a reponsible person from the other contracting party).

The certificate showing due completion of the contracts must contain the following information **(Annex 4)**:

1. Name and Head office of the contracting parties
2. Subject of the contract
3. Value of the contract
4. Time and location of the completion of the contract
5. Statement of due completion of the contracts

* **Provider of evidence of competency:** the tenderer must prove the due completion of at least three contracts relative to significant provided services in the last three years identical or similar to the subject to be procured.

**D.2. Quality assurance**

* **Evidence of competence:** certificate of quality ISO 9001
* **Provider of evidence of competency:** certificate issued by the authorised institution
* **Financial indicator as evidence of competency:** the tenderer must provide proof relating to measures for quality assurance

**D.3. Planned methodology, scope of work and implementation plan for services**

* **Evidence of competency:** the tenderer is required to submit a detailed description of the planned methodology, the content of work and implementation plan for services/ requested assignments to be carried out.
* **Provider of evidence of competency:** Tenderer must explain in detail the proposed methodology in a manner such that the Commissioner is able to have a clear idea of ​​the methodology used and the method for achieving the goals
* **Value indicator of evidence:** the tenderer must, on the prescibed forms in **Annex 5 from 5a to 5e**, for each of the assignments 1 to 5, list and define in detail the following:
* Approach and methodology for the implementation of proposed assignments
* Content and volume of the implementation of proposed assignments
* Dynamics and schedule for all the proposed activities.

**D.4. Professional competency of the persons responsible for providing the services**

* **Evidence of competency:** the tenderer must submit a list of members of the proposed work-team and of the assignments associated with individual members of that work-team. The composition of the team must be compatible with the requisite expertise. It is desirable that the majority of members of the work-team of the Tenderer are permanent employees of the Tenderer. The members of the proposed work-team must have a minimum of five (5) years of work experience on similar assignments. The listing of an alternative work-team is not allowed nor are alternative members of the work-team permitted. The aforementioned members of the work-team must also work on the implementation of the assignments.
* **Provider of evidence of competency:** The Tenderer
* **Value indicator as evidence of competency:**
* List of members of the proposed work-team and the assignments given to individual members of the team **(Annex 6).**
* Accurate CV-s, signed by the members of the work-team **(Annex 7).**

**Consortium of tenderers**

In the case of a consortium of tenderers, the members of the consortium may prove jointly their technical and professional competence as stated in 8.D.

**The Tenderer must submit all the evidence required in Article 8. A tender which does not contain all the evidence will not be considered as valid and will not be taken into consideration. Evidence of competence, as stated in Article 8, must be in the original, a certified copy, public notary certification or certification from a competent authority in the home state of the Tenderer.**

**Consortium of tenderers:**

* all members of the consortium must prove individually their legal and business competence as stated in 8.A,
* all members of the consortium must submit individually their evidence of absence of a criminal record as stated in 8.B,
* with regard to financial competence, all members of the consortium must individually prove that they have fulfilled their obligations to pay all outstanding tax liabilities and liabilities for pension and health insurance. Also, all members of the consortium must individualy prove their financial competence in that their business was not closed for more than three consecutive days in the last 180 days prior to the date of call for submitting the documents
* the consortium of tenderers must jointly prove that their avarage annual income was equal or greater than 1 million HRK provided that the leading tenderer of the joint tender proves the stated competence individually.
* all members of the consortium may prove their technical and professional competence jointly as stated in 8.D.

1. **Form, methodology, content and means of submitting the tender**
2. **Form and Method of Tendering**

* The tender must be made in the form specified in the documentation for the competition
* The tender must be bound together with the guarantee, with a seal on the reverse.
* The prescribed text of the documentation for the competition must not be amended or supplemented.
* All pages of the tender are to be marked with the number of the page with the total number of pages or the total number of pages with the number of the page.
* Tenders are to be written in indelible ink
* Corrections to the tender must be made in such a way as to be visible and verifiable. Corrections must be dated and signed with a valid signature and the stamp of an authorised person of the business.

1. **Content of the tender**

**The Tender consists of the totality of documents signed and certified by the tenderer's authorised person as follows:**

* List of all integral parts and/ or annexes of the tender
* Completed Form for the Tender (**Annex 8**)
* Information about members of the Consortium of tenderers (*in the case of a joint tender* ***Annex 9***)
* Completed and certified annexes:
  + **Annex 3** List of significant services provided in the last three years (2010, 2011, 2012)
  + **Annex 4** Cetificate of due completion of the contracts for the significant services provided in the last three years (2010, 2011, 2012)
  + **Annex 5a to 5e** Description of the planned methodology, content and plan for the completion of the assignments 1 to 5 of the object of the tender.
  + **Annex 6** List of members of the work-team, their position in the work-team and assignments given to individual members of the work-team.
  + **Annex 7** CV-s of members of the work-team
* Evidences of competence requested in the Documentation for the Competition for Tender
* Everything else requested in the Tender Document

**The Tenderer must submit all the evidence required in Article 8. A tender which does not contain all the evidence will not be considered as valid and will not be taken into consideration. Evidence of competence, as stated in Article 8, must be in the original, a certified copy, public notary certification or certification from a competent authority in the home state of the Tenderer.**

1. **Method of submitting a Tender**

A tender is to be submitted in written form, in a sealed envelope with the name and address of the Commissioner of the Tender, the name and address of the Tenderer, with an indication of the subject to which the tender relates, with the inscription:

**'**For implementation of the procurement procedure FOR THE PROJECT FOR DEVELOPMENT OF DESTINATION MANAGEMENT COMPANIES (DMC)

**Reference number: 62/13 – do not open'**

and with other information, according to the Documentation for the Competition for Tender. Within the deadline for submitting the tender, the tenderer may also with a validated signed statement, modify his tender, add to it or withdraw it. Amendments or additions of the tender are to be submitted in the same way as the tender.

1. **Permissability of electronic submission of the tender**

It is not permissable to submit the tender electronically.

1. **Permissability of alternative tenders**

Alternative tenders are not permitted.

1. **Method of calculation of the price for the subject to be procured, details of the quoted price, fixed price and the method for changing the price**

The price for the subject to be procured must be expressed both without VAT and with VAT on the form **(Annex 8)**.

The tender price is fixed.

1. **Currency or currencies in which the price of the tender should be expressed**

The price of the tender must be expressed in kuna (HRK).

1. **Terms, method and conditions of payment**

Payment will be made in 30 days upon completion of services carried out in accordance with the agreed schedule of completion of individual assignments.

Advance payment is excluded.

1. **Period of validity of the tender**

60 days from the date fixed for submission of the tender.

1. **Estimated value of procurement**

|  |  |
| --- | --- |
| **Estimated total value of procurement without VAT in HRK** | **Estimated total value of procurement with VAT in HRK** |
| 700,000.00 | 875,000.00 |

**Note: Tenders higher than the estimated value of procurement will not be considered.**

1. **Criteria for the selection of tenders: economic criterion**

Criteria for the evaluation/assessment and selection of the the best tender are at Annex 10.

1. **Language in which the tender is to be expressed**

The language in which the tender is to be expressed is Croatian.

1. **Date, time and place for submission and opening of the tender**

* The deadline for submission of the tenders is 12th June 2013 at 12.00.
* The place of delivery of the tenders is The Croatian National Tourist Board – Head Office, Iblerov trg 10/1V, Zagreb.
* The time of the public opening for the tenders is 12th June 2013 at 12.00.
* The place for the public opening of the tenders is The Croatian National Tourist Board – Head Office, Iblerov trg 10/1V, Zagreb.

Authorised representatives of the tenderers have the right to participate actively in the procedure for the public opening of the tenders. They are required to submit:

* Authorisation of the company which authorises them to participate in the procedure for the public opening of the tenders or
* A copy of an extract from the court register if they are the person, attending the opening, who is named in the extract as the person authorised as the representative

1. **Deadline for making a decision on selection or cancellation**

30 days from the termination of the period for submitting tenders

**The Commissioner reserves the right to withdraw from the subject of procurement at any time until the moment of signing of the Contract, without the right of the tenderer for reimbursement of expenses or sustained damages.**

1. **Notification of assignment of the work**

The Commissioner shall, in writing and before the termination of the period of validity of the tender, and no later than 30 days after the deadline for submitting a tender, announce the result of the competition to the tenderers.

The Commissioner will enter into a contract with the selected Tenderer in which the rights and obligations related to the carrying out the subject of the tender will be regulated.

1. **Availablility of the Documentation for the Competitive Tender**

Documentation for competitive tendering is available from the web site [www.croatia.hr](http://www.croatia.hr). The final time limit for downloading the competitive tender documentation is 12th June 2013 until 12.00.

**ANNEXES**

# Annex 1

Based on the Call for Competitive Tender by the Croatian National Touris Board, I submit the following

**DECLARATION**

I\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(first name and surname)

from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

declare that there are no cirumstances

which would be contrary to the regulations stated in Article 8 of the documentation for the competitive tender by the Head Office of the Croatain National Tourist Board; that neither the business nor I, as the person authorised to represent the business has received a conviction for a criminal offence of associating in the commission of crimes, receival of bribes in business transactions, offering bribes in business transactions, abuse of power and authority, abuse of public office, being an illegal intermediary, receiving bribes, giving bribes, fraud, computer fraud, fraud in business dealings or concealment of illegally obtained money or criminal offences according to regulations of the busines/my home country.

This declaration I make myself as a person authorized to represent the legal person

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(company)

with the Head Office in\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and for the legal person

In­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, date\_\_\_\_\_\_\_\_\_\_\_\_2013.

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**(signature certified by a public notary or other competent body)**

# Annex 2

**Description of the assignment**

Global trends on the international tourism market are characterised by a dynamic growth of supply and demand, by permanent changes in consumer demand which continuously strengthen competitiveness between individual destinations. Sustaining the existing and increasing competitive positions demand a continuous improvement and adjustments to trends imposed by the tourism market, to new technologies, approach to the organisation and method of business of all tourist entities in both, public and private sectors which participate in a value chain of the tourism offer of individual destinations. In addition, the variety and innovation of marketing tools and technology directly influences the need to redefine and adjust business processes and organization in both aspects, professionalism and staff attitude, and demand an agile response in the operational functioning of the tourism system. Croatian tourism, which in 90% of its activities is involved in the international tourism market, is exposed to strong competition, and consequently to the demands continuously to mantain and improve its competitive abilities and to improve marketing and manage performance at all levels (from local, regional to national) and in all sectors (public and private).

In order to enhance the overall tourism offer, and thus the competitiveness of Croatian tourism, the Tourism Development Strategy of the Republic of Croatia until 2020 (Official Gazette 55/13), a measure 23rd Action Plan stipulates "The development program specialization receptive tourism agency" and responsible for the activities are the Ministry of Tourism, the Croatian National Tourist Board and the Professional Association of Tourism Agencies. Measure includes programming and implementation of stimulating production of specialization and competitiveness of receptive tourism agency.

Consequently, one of the key activities of the Croatian National Tourist Board defined in Operational marketing plan Croatian Tourism and Work Programme for the 2013 is the development of destination management companies (DMC) with the aim of enriching and developing new destination offers/products as unique and memorable experience of tourist packages for special interests, especially in the pre- and post-seasons and in the continental destinations. With extensive specific knowledge about local resources and possibilities of an individual destination, specialized receptive travel agency (DMC) are one of the key actors in the diversification and raising the total value of destination offer, or in the creation and marketing of offers complex tourism products/packages, tailored to the needs and/or the requirements of individual market segments of tourists.

Despite the activities, already carried out by the Ministry of Tourism, the Croatian National Tourist Board and professional organizations, in supporting the development of new tourism products and the development of destination management companies, using examples of best practice, and taking into account Croatian specialities, in order to speed up their further development, it is necessary to: define precisely the relation between public and private sectors in creating an incentive environment, to identify and evaluate business opportunities, and develop a sustainable business model for the creation and development of destination management companies (DMC).

The aim of this project is to create, during 2013, an incentive environment for co-operation between private local businesses - receptive tourism agencies and other parties and local or regional tourist boards in order to create a base of at least 10-15 candidates as a model for the further development of destination management companies (DMC), working towards the successful development of a new offer of complex tourism products for the market of special interests, a precondition for the improvement of competitive abilities of Croatian tourism, extension of the tourism season and market assessment of the tourism potential of all Croatian regions.

|  |  |  |  |
| --- | --- | --- | --- |
| **Number of the assignment** | **Name of the assignment** | **Description of the assignment** | **Deadline for the implemention of the assignment** |
| **Assignment 1** | **Production of the DMC business manual** | **Production of the DMC business manual which comprises the following:**   * Defining the concept, method of functioning and functions of the DMC * A guide for successful launching and running of the DMC, as well as for restructuring of the existing tourism agencies * Identifying the key factors of success and measures for the successful professional work of the DMC * Practical instructions and advices for the successful marketing of complex tourism products * Examples of best practice   **In producing this manual, it is necessary to take into consideration the existing DMC business manual** | 90 days from the date of signing of the contract |
| **Assignment**  **2** | **Development and application of the DMC business model** | **Development and application of the DMC business model comprises the following:**   * analysis of the existing situation in the development of DMC in Croatia, identification and assessment of the existing complex tourism products by themes (special interests), geographical regions (tourism clusters) and by their providers * evaluation of business opportunities/ possibilities and formation of the data by themes, geographic regions and suppliers with the aim of extending the pre- and post-season and increasing the tourist traffic in Continental Croatia * development of business model, production of a feasibility study, assessment of profitability and key factors of success of potential DMC ( resources and activities, proposal of the key value of the destination, identification of the key partners, and estimate of earnings and costs) * defining the action plan for the development of the DMC in Croatia * organisation and implementation of 10 regional seminars with the theme of the process of creating the DMC, distribution of the ' Manual for Entrepreneurs' and the DMC business model. | 120 days from the date of signing of the contract |
| **Assignment**  **3** | **Pilot project implementation and technical support for the application of the DMC model** | **Pilot project implementation and advisory/ technical support for candidates and the Commissioner in the development and application of the DMC model, comprising:**   * Selection of 10 to 15 potential candidates for the DMC with at least one candidate for the DMC pilot project for each tourism cluster/ region in agreement with the Commissioner. * Organizing and holding initial meetings, and starting the pilot project with selected candidates for the DMC * Giving technical and advisory support to selected candidates for the DMC in the pilot project to implement the business model, managing, creating and developing new complexe tourism products within the duration of the Contract. | 180 days from the date of signing of the contract |
| **Assignment 4** | **Support models for the DMC development** | **Defining support models for the DMC development, including:**   * Identify the possibilities of EU funds in the field of development of destination management companies, with a concrete proposal Portfolio (description, value, stakeholders, etc.), based on a comparative analysis of the experience of other EU countries in terms of the use of EU funds by the national tourism organization therefor * Establishing criteria, identification, evaluation and selection of potential candidates for the DMC (in cooperation with local and regional tourism associations) * Creation of a database of interested to create DMC (travel agencies, other entities in the private sector), * Defining/creating models, requirements and criteria for the allocation of resources and evaluation of nominations for development assistance DMC and the formulation of the text of the public calls for the identification of candidates for development DMC in consultation with the Commissioner | 100 days from the date of signing of the contract |
| **Assignment 5** | **Advisory and operational support in organising the DMC national forum** | **To supply advisory and operational support in organising the DMC national forum as follows:**   * Ensure participation and personal presentations of representatives of a minimum of two foreign successful DMC and three providers of complex tourism products of special interests at the forum, in agreement with the Commissioner * Conducting, moderating and introductory presentation at the forum * Form a list of guests in agreement with the Commissioner * Produce the report from the forum which must contain key messages and conclusions from the DMC forum | 120 days from the date of signing of the contract |

# Annex 3

**Schedule of contracts for significant services which the tenderer performed in the previous three years (2010, 2011 and 2012)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| List of contracts | Name and address of the commissioner | Subject of the contract | Value of the contract in HRK | Time and place of the completed contract |
| 1. |  |  |  |  |
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Signature of the authorised representative of the Tenderer Stamp of the Tenderer

Place\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annex 4

**Confirmation by the commissioner concerning the satisfactory completion in the last three years (2010, 2011 and 2012) of contracts in which significant services were rendered and cited in the subject of the purchase.**

|  |  |
| --- | --- |
| Name and address of the Commissioner |  |
| Subject of the contract |  |
| Value of the contract in HRK |  |
| Time and place of the completion of the contract |  |
| Attestation by the Commissioner of due completion of the contract | With this, we certify that the Tenderer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Name and adress of the tenderer  duly completed the agreement which is the subject of this certificate. |
|  |  |

**Signature of the authorised representative of the Commissioner**

Stamp of the Commissioner

Place\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Note: The tenderer must submit at least three (3) attestations from respective commissioners concerning the satisfactory completion in the last three years of contracts in which significant services were rendered and cited in the subject of the purchase.**

# Annex 5a

**Description of the planned methodology, content and plan for completion of requested assignments**

|  |  |
| --- | --- |
| **ASSIGNMENT 1 – Production of the DMC business manual** | |
| Approach and methodology of implementation of the assignment |  |
| Content and extent of the implementation of the assignment |  |
| Dynamics and schedule of all activities |  |

**Signature of the authorised representative of the Tenderer**

Stamp of the Tenderer

Place\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annex 5b

**Description of planned methodology, content and plan for completion of requested assignments**

|  |  |
| --- | --- |
| **ASSIGNMENT 2 – Development and application of the DMC business model** | |
| Approach and methodology of implementation of the assignment |  |
| Content and extent of implementation of the assignment |  |
| Dynamics and schedule of all activities |  |

**Signature of the authorised representative of the Tenderer**

Stamp of the Tenderer

Place\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annex 5c

**Description of planned methodology, content and plan for completion of requested assignments**

|  |  |
| --- | --- |
| **ASSIGNMENT 3 - Pilot project implementation and technical support for the application of the DMC model** | |
| Approach and methodology of implementation of the assignment |  |
| Content and extent of implementation of the assignment |  |
| Dynamics and schedule of all activities |  |

**Signature of the authorised representative of the Tenderer**

Stamp of the Tenderer

Place\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annex 5d

**Description of planned methodology, content and plan for completion of requested assignments**

|  |  |
| --- | --- |
| **ASSIGNMENT 4 - Support models for DMC development** | |
| Approach and methodology of implementation of the assignment |  |
| Content and extent of implementation of the assignment |  |
| Dynamics and schedule of all activities |  |

**Signature of the authorised representative of the Tenderer**

Stamp of the Tenderer

Place \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annex 5e

**Description of planned methodology, content and plan for completion of requested assignments**

|  |  |
| --- | --- |
| **ASSIGNMENT 5 - Advisory and operational support in organising DMC national forum** | |
| Approach and methodology of implementation of the assignment |  |
| Content and extent of the implementation of the assignment |  |
| Phasing and schedule of all activities |  |

**Signature of the authorised representative of the Tenderer**

Stamp of the Tenderer

Place \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annex 6

**Composition of the work-team and tasks**

|  |  |  |  |
| --- | --- | --- | --- |
| Assignment | First name and surname of members of the work -team | Position in the work-team | Task in the work-team |
| Assignment 1 |  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Assignment 2 |  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Assignment 3 |  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Assignment 4 |  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Assignment 5 |  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Signature of the authorised representative of the Tenderer**

Stamp of the Tenderer

Place\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annex 7

**CV of member of the work-team**

**General Information about the member of the work-team**

|  |  |
| --- | --- |
| Proposed position in the work-team |  |
| Company in which the member of the work-team is employed |  |
| First name and Surname of the member of the work-team |  |
| Professional qualifications/occupation of the member of the work-team |  |
| Date of birth |  |
| Nationality |  |
| Total years of service of the member of the work-team |  |
| Years of service of the member of the work- team in the company of the Tenderer |  |
| Membership of professional associations |  |
| Assignments in the work-team |  |

**Education of the member of the work-team** (state college and other specialised education, including names of educational establishments, dates of attendance and degrees/diplomas acquired).

|  |  |
| --- | --- |
| Institute of Higher Education |  |
| Period of attendance: from (month/year) – to (month/year) |  |
| Achieved level of education or diploma/degree |  |

**Work experience of the member of the work-team** (state former work experience, beginning with the present. State dates of employment, names of companies/businesses/establishment and a short list of assignments).

|  |  |
| --- | --- |
| Date: from (month/year) to (month/year) |  |
| Company/business/establishment |  |
| Address of the companies/ businesses/ establishments |  |
| Position in the companies/ businesses/ establishments |  |

**Knowledge of foreign languages of the members of the work-team** – for each language state the level of knowledge (excellent, very good, good, working knowledge) in reading,writing and speaking.

|  |  |  |  |
| --- | --- | --- | --- |
| Language | Reading | Speaking | Writing |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**List of the most important projects and assignments of the member of the team in previous employments**

|  |  |  |  |
| --- | --- | --- | --- |
| Name of the project | Commissioner of the project | Short description of tasks in the project | Period of work in the project: from (month/year) to (month/year) |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**I certify that the information given in Annex 7 is a true description of my qualification and work experience.**

Signature of the member of the work-team and of the authorised representative of the Tenderer

First name and surname of the member of the work-team \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

First name and surname of the authorised representative of the Tenderer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Stamp of the Tenderer**

Place \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Note: The Tenderer must submit Annex 7 for each member of the work-team**

# Annex 8

**FORM FOR THE TENDER**

**Tenderer/ Responsible tenderer of the joint tender**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PIN (Croatian OIB) of the Tenderer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Consortium of tenderers (circle): **YES**  **NO**

Based on the Call for submitting the tender, reference number 62/13 from 29th May 2013, we are submitting the following

**TENDER No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

FOR THE PROCUREMENT OF THE PROJECT FOR DEVELOPMENT OF DESTINATION MANAGEMENT COMPANIES (DMC)

1. We undertake the responsibilty to provide the service for the subject matter in accordance with the procuremnt terms
2. **Price for the procurement of the Project of development of destination managment companies (DMC) (without VAT):**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ HRK

(in letters): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

VAT of 25% is not included in the price and it amounts to

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ HRK

(in letters: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

**Total price for the Project of development of destination management companies amounts to (with VAT):**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ HRK

(in letters: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

1. Deadline for the validity of the tender is 60 days.
2. We undertake to carry out the procurement in agreement with the dynamic (schedule) stated in Annex 2. of the Tender Documentation.
3. The payment will be made within 30 days of the completed service, in accordance with the agreed schedule of implementation of the individual assignments
4. For the mutual rights and obligations between us and the Commissioner, not indicated in this tender, the Civil obligations act will apply.
5. We submit, in the attachment, the documents which prove the competences stated in Article 8. of the Tender documentation.

In \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_2013.

SIGNATURE OF THE AUTHORISED PERSON

STAMP

# Annex 9

**Addition to the Tender Form**

**INFORMATION ABOUT THE MEMBERS OF THE CONSORTIUM OF TENDERERS**

(to submit only in the case of a consortium of tenderers)

Additional forms may be submitted with the tender, depending on the number of memebers of the consortium of tenderers.

1) Name and the head office of the member of the consortium of tenderers \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PIN (Croatian OIB): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The account number and bank:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

First name, surname and position of the contact person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For the member of the consortium of tenderers:

Stamp

(first name, surname, position and signature of the authorised person)

2)

First name, surname and position of the contact person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For the member of the consortium of tenderers:

Stamp

(first name, surname, position and signature of the authorised person)

# Annex 10

**Criteria for evaluation/appraisal and selection of the best tender**

|  |  |
| --- | --- |
| **Criteria for evaluation/ appraisal of the tender** | **Maximal number of points** |
| 1. **Professional competence/ references of the performer in carrying out and/or production of the strategic development and other projects for the tourism sector and particularly the following:**  * formal education of leaders and members of the work-team in the implementation of the project which is the subject matter of the procurement (level of university and other specialised education, scientific level – masters, PhD) * total work experience of leaders and members of the work-team in the implementation of the project which is the subject matter of the procurement * relevant work experience/ references of leaders and members of the work-team in the realisation of projects which are identical or similar to the subject matter of procurement ( development and other strategic tourism projects for relevant area of the public and private tourism sector, implementing or participating in production of strategic plans for the development of tourism, regional or destination plans, strategic marketing plans which, in addition to education, also include knowledge of languages, etc.) * number of members of the work- team who are permanent employees * number, value and subject of contracts for significant services which are identical or similar to the subject matter of procurement which the tenderer has implemented in the last three years * Number of reference users of the services, identical or similar to the subject matter of procurement, etc. | **30** |
| 1. **Adequacy of proposed work methodology, particularly the following:**  * specific analytic and other methods, activities and tools which will be used in the implementation of individual assignments of the project which is the subject matter of procurement * principle of benchmarking/ relevant and detailed presentation and inclusion of examples of best practice, in line with the specific needs of programme assignments. * method of selection and education of the candidates for the DMC * principle of inclusion of interest groups of the public and private sectors and the general public in the realisation of the project * method of co-operation with the Commissioner and participants from the public and private sectors who will paticipate in the realisation of the project * method of monitoring/ survey of the implementation and efficacy of the project and work with key management structures of the private sector * process of coordination and harmonisation of the aims and objectives of the project at national and regional levels, and process of implementation of the model of the impact of a DMC on the activities of the private sector (field work,etc.) | **45** |
| 1. **Adequacy of content and extent of the proposed work, particularly the following**  * the proposed extent for completion of each individual assignment which is the subject matter of procurement, * the focus of the content of each individual assignment on the realisation of the key objectives of the project * Inclusion of foreign examples of good practice, etc. | **25** |
| **Total** | **100** |

The weighted score of the tender is calculated according to the formula given below:

**X=Tx70%+(Cx100/S)x30%**

Where:

T = number of points which the Tenderer has received following the criteria for evaluation/ appraisal

C= the highest tender pricefrom all the tenders

S= the actual price of the tender of the Tenderer who is being assessed

The contract will be awarded to the Tenderer with the highest weighted rating, namely, with the highest result for X.