

<b>Call for Application:</b>	<b>Agency for Service Provision</b>
<b>Duty Station:</b>	<b>Belgrade, Republic of Serbia</b>
<b>Duration:</b>	<b>February – December 31, 2021 [with the possibility of extension]</b>
<b>Application deadline:</b>	<b>12 February</b>

### **Background**

The Roma Education Fund (REF) is an international foundation established in 2005 dedicated to closing the gap in educational outcomes between Roma and non-Roma. With an active and growing network of the representative offices across Central, Eastern, South Eastern Europe and Turkey, REF supports policies and programs which ensure quality education for Roma through scholarships, grant making and advocacy activities.

The objectives of REF include:

- Expanding Romani children's access to quality early childhood education and care.
- Improving primary education outcomes for Romani children aged six to fourteen.
- Boosting academic performance and graduation rates from secondary education for Romani pupils.
- Supporting access to tertiary education, improving graduation levels and strengthening identity of Romani university students.
- Expanding employment opportunities for young Romani adults.

### **Duties and responsibilities**

Given the global pandemic, many activities take place online. Therefore, it is essential that the competent agency can provide and guarantee the best possible quality of online events management and logistics bearing in mind the cost/benefit ratio and simplicity of usage. Adaptability to and from in person/online events quickly is of a high importance.

Service Provider is expected to deliver, but not limited to, the following:

- Provision of flight tickets' reservations for requested flights within 48 hours upon receiving an order.
- Provision of accommodation services within 48 hours upon receiving an order.
- Organization of trainings, seminars, conferences, and special events both in person and online.
- Excellent online platform usage for online conferences and different convenient events.
- Logistic support in renting equipment, printing, copying, working material, catering.
- Highly professional and qualified conference interpreters for both simultaneous and consecutive translation.
- Technical equipment for simultaneous translation, audio and video equipment and other technical support if needed.
- Transfers from/to airport/railway station, local and transfers aboard, as per order.

- Rent-a-car services.
- Maintaining regular communication with REF during the realization of all described tasks.
- Provide any other service within the regular programme frame and approved/requested by REF.

#### **Required qualifications:**

1. License for travel agency as per Serbian law – OTP\* valid license.
2. Membership in the IATA (International Air Travel Association) – IATA certificate provision.
3. Membership in the ICCA (International Congress and Convention Association) – ICCA certificate provision.
4. Platform for realization of the online events and/or partnership with one or more leading platforms for the online event hosting.
5. Minimal annual revenue in the previous three years 10.000.000,00 RSD in average per year.

#### **Application process**

##### **Required application documents:**

- Extract from the Serbian Business Registers Agency.
- Valid copy of the OTP license.
- IATA certificate provision
- ICCA certificate provision
- List of employees along with their education degree level (CVs).
- Portfolio (national and multinational experience essential).
- Financial offer in EUR.

##### **Selection criteria**

- Quality of services offered: 50%
- Sustainable business environment and meeting the REF objectives: 20%
- Price: 30%
- Compliance with technical and management requirements.
- Submitting the full required documentation within the stated deadlines.

REF maintains the right to select one, more or none of the submitted proposals – following the proposal compliance with the required conditions.

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\* OTP in Serbian: *Dozvola za organizaciju turističkih putovanja*

Application must be in English and must be submitted at the latest on 12 February to the following email address: [ljilic@romaeducationfund.org](mailto:ljilic@romaeducationfund.org). Please include in the subject line "Call for Applications: Agency for Service Provision".

Agencies identifying themselves as Roma owned or female entrepreneurs, and/or are able to offer Romani language translation are particularly encouraged to apply.

Applicants are encouraged to submit suggestions of any other benefits or content they can offer related to this Call. In case this increases the price of a service, applicant is obliged to offer relevant explanation.