



No. 49
June 1st 2012

REQUEST FOR PROPOSAL (RFP)

regarding

**Elaboration of Final Synthesis Report for Work Package 5 within the South East Europe Project
ACCESS 2 MOUNTAIN**

"Maramures County Center for Tourism Information "MaramureşInfoTurism" (abbreviation: CJIT MaramuresInfoTurism), as beneficiary, has issued this RFP to solicit proposals from qualified institutions for the elaboration of the **final synthesis report** based on the experiences and results gained within the international project ACCESS 2 MOUNTAIN (Work package 5).

I. Background

CJIT MaramureşInfoTurism is the Romanian partner within the international project "Sustainable Mobility and Tourism in Sensitive Areas of the Alps and the Carpathians" (acronym: ACCESS2MOUNTAIN)", financed by South East Europe Transnational Cooperation Programme (Priority Axis 3: Improvement of the accessibility; Area of Intervention 3.1 Improve co-ordination in promoting, planning and operation for primary & secondary transportation networks).

Sustainable tourist mobility is not well-developed in mountainous regions, especially in South-East Europe, as mountain regions are lacking sufficient sustainable transport facilities and facing major ecological impacts caused by individual vehicles. Based on this fact, EU-, national strategies and INTERREG-outcomes a project was jointly developed under the leadership of the Environment Agency Austria.

The proposed project aims at achieving 'Durable environmentally friendly tourism accessibility and connection to, between and in sensitive regions of the Alps and Carpathians, benefiting all (potential) users' through visualisation of existing problems, awareness raising, development of common knowledge and creation of a monitoring base.

With the long-term perspective of increasing sustainable tourist mobility, railway and multimodal connections will be improved and attractive offers created via pre-investment measures, pilot activities and investments.

12 partners from 8 countries, accompanied by further 20 ASP (strategic level) and Observers from other 4 countries, build the partnership - thus a multi-level participation and broad coverage in both macro-regions and transfer of know-how is ensured.

II. Best-practice collection and Work package 5

Most common mode of transport to tourism areas in the mountains is individual motor car traffic, causing in these sensitive areas disturbances and damage - such as noise, emissions, soil sealing. Experiences of miss-management abound, and proof that regions shall aim towards environmental sensitive tourism development with best mobility solutions; to protect the environment. Thereby either already existing traffic flows have to be steered and/or tourism shall be attracted to regions by means of innovative transport solutions, creating income and employment. But in many mountain regions there is a lack of awareness and knowledge on how to avoid resp. steer individual motorised traffic and offer attractive public transport instead. This results in missing offers that allow or attract tourists to travel to, in or around regions by means other than individual motor cars.

Additional modes of sustainable transport have to be used to get tourists where they want to go. Sometimes bus connections for public transport are in place, though most are struggling for economic survival with deteriorating infrastructure and connections for tourism transport - both to the regions as within the regions - (e.g. on weekends or school holidays).

In other cases it is basically the need for better information and coordination of means for public transport, also between tourism source regions and destinations.

Therefore, the purpose is learning from good approaches, adapt them to mostly rural regions with natural assets and create new innovative best practice examples in different contexts.

In a first step, best-practices from different mountain regions, mostly Alps, are examined for their transferrability to the context of peripheral regions, often at the start of tourism development or with intensive traffic flows and problems at specific locations.

ACCESS 2 MOUNTAIN project partners carrying out pilot activities will consider these lessons from first best-practices for pilot activities in their regions. Within Work package 5, following pilot projects and activities will be conducted:

- analysis of guest needs and testing of sustainable alternative transfer options with alternative transport cooperations (Mostviertel, Austria)
- development of infrastructure and mobility offers, including improvement of bike infrastructure (Mostviertel, Austria; Maramures, Romania)
- elaboration of a sustainable transport&tourism concept aiming to mitigate negative effects of traffic and visitors (EURAC, Italy)
- development of a strategy and action plan to improve sustainable accessibility (Maramures, Romania)
- Implementation of three cross-border intermodal routes in Northern Hungary and Kosice-region
- Creating of transnational ticketing system of public transport in cross-border area (Rzeszow Regional Development Agency, Poland)
- Development of software for transport&tourism information system (Gesäuse, Austria)
- Seat reservation systems for guests travelling by Mariazellerbahn, organisation of luggage and passenger transportation for people cycling to Mariazell (Mostviertel, Austria)
- Development of visitor packages incl. multiple mobility systems with specific tourism products in Maramures incl. small scale infrastructure (bikes, bike racks, baggage storage) and test of packages (Maramures, Romania)

- Creating of transnational mobility and tourism packages with tourism operators from Slovakia; elaboration of a cross-boarder tourist map (Rzeszow Regional Development Agency, Poland and Regional Development Agency in Svidnik, Slovakia)

The external best practices examples priorly examined, matched with the internal experiences and results gained as a result of the activities developed within WP5 and summarized above will be collected in the synthesis report (or final best practice collection) that represents the final object of this RFP. These results will be also integrated in Work Package 7, dealing with policy development and cooperation.

III. Detailed Requirements

III. 1. First stage of the contract should establish the **elaboration of a first draft** of the synthesis report/final best practice collection. The first draft will be finished by September 3rd 2012 and will consist of two different sections:

A) Section I – External Best-Practice Collection

This section will have its content based on best-practices already examined by the European Academy from Bolzano, Italy (EURAC – Access2Mountain project partner) and will serve as a manual for future pilot activities planned within Work Package 5 of Access2Mountain.

B) Section II – First draft of Synthesis Report

This section refers to the elaboration of a preview of the final synthesis report/best practice collection that will help project partners understand how their activities and results gained within Work Package 5 are going to be summarized and shaped at the end of the project

Responsibilities:

Under this stage of the contract, the beneficiary will:

- (section I and II) Have a suitable and constant communication with the contractor (by email, phone, fax and one partner meeting)
- (section I) Provide the contractor with the following data: - Objectives and expected results of the good practice guide; - Best-practice examples; - Matching pilot area objectives with good practice examples to serve as inspiration/assistance to Project partners
- (section I and II) Provide the contractor with visual identity guidelines
- pay the invoice submitted by the contractor according to the conditions mentioned in this RFP, p.VIII.3

Under this stage of the contract, the contractor will:

- (section I and II) Have a suitable and constant communication with the beneficiary (by email, phone, fax and one partner meeting)
- (section I) Issue a report of external best-practices collection (centralise, summarize, define the structure, content, conclusions and future steps for the information provided by the beneficiary)
- (section I) Design the layout for the above mentioned report in accordance with Access2Mountain visual identity guidelines
- (section I) Provide the beneficiary with the electronic copy of the above mentioned report

- (section I) Make 20 printed copies of the external best-practices report in order to have them handed out to the partners during the 4th Access2Mountain partner meeting in Bolzano, Italy (17-19 September 2012)
- (section II) Draw a first draft of the final synthesis report/best-practices collection. This first draft will offer a preview of the structure, headlines, table of contents, layout etc. of the synthesis report that represents the final object of this RFP
- (section II) Provide the beneficiary with the electronic copy of the above mentioned first draft
- (section I and II) Participate to the 4th Access2Mountain partner meeting with a presentation of both the external best-practices report and the first draft of the synthesis report
- Submit the invoice for this first stage of the contract, by the end of September, according to the conditions mentioned in this RFP, p.VIII.3

III. 2. Second and final stage of the contract would consist of the elaboration of a synthesis report/final best practice collection) based on the information already described within **Chapter II-Best practice collection and Work package 5** and in accordance with activities developed within the first stage of the contract (III.1). This second stage will be finished by January 15th 2014.

Under this stage of the contract, the beneficiary will:

- Benefit of a suitable and constant communication with the contractor (by email, phone, fax and one meeting)
- Provide the contractor with all necessary inputs regarding activities developed within Work Package 5
- Pay the invoice submitted by the contractor according to the conditions mentioned in this RFP, p.VIII.3

Under this stage of the contract, the contractor will:

- Have a suitable and **constant communication** with the beneficiary (by email, phone, fax and one meeting)
- Collect all necessary inputs regarding activities developed within Work Package 5
- Centralise, analyse, summarize and define a structure and draw conclusions and further steps of the results gained within activities contained by Work Package 5
- Design the layout for synthesis report/final best-practices collection in accordance with the first draft and with Access2Mountain visual identity guidelines
- Elaborate a synthesis report/final best-practices collection based on stage I of the contract, inputs received within stage II and previous expertise
- Participate to the 6th Access2Mountain partner meeting (October 2012) with a presentation of the synthesis report/final best-practices collection (by that time, the synthesis report will be close to finalisation)
- Provide the beneficiary with the electronic copy of the final synthesis report (printable version)
- Submit the invoice for this final stage of the contract, by the end of January 2014, according to the conditions mentioned in this RFP, p.VIII.3

Important note: Entire communication, all documents, presentations, intermediary and final reports will be in English

IV. Schedule

RFP closing	Complete by June 11 th 2012
Contract signing	June 20 th 2012
First draft delivery	September 3 rd 2012
Provide synthesis report/final best practice	January 15 th 2014

V. Eligibility

Eligible bidders should have a legal professional status that has to be proven by a legal document (authorization /registration) (see also VIII.2 Proposals content - Bidder profile)

Eligible bidders should have similar experience, proven by their portfolio (see also VIII.2 Proposals content - Bidder profile)

Eligible bidders should have qualified staff in the project team, proven by their resumes (see also VIII.2 Proposals content - Bidder profile)

VI. Selection criteria

The selection criteria will be the lowest total price offered by an eligible bidder.

VII. Request for Proposal Process, Terms and Conditions

VII.1. Proposal Submissions

Bidders are invited to submit proposals for the provision of the services as specified in this Request for Proposal (RFP). Submissions will be accepted in hard copy (couriered) or a signed PDF (email attachment, with hard copy to follow by regular mail for successful bidder).

All documents included in proposals should be written in English.

Proposals should be signed and addressed as follows:

CJIT MaramuresInfoTurism
Gh. Sincai, Nr. 46, Cam. 20
430311, Baia Mare, Maramures
Romania
Email: office@visitmaramures.ro
Attn: Rada Pavel, Project Coordinator

VII.2. RFP Closing

The RFP will close at 16:00 (Romanian time), on Monday, June 11th. Proposals received after this RFP's closing date and time will be rejected.

VII.3. RFP Clarification

Bidders should ask for clarification in written, to office@visitmaramures.ro or to fax number +40262206114 by Friday, June 8th 2012, the latest.

VII.4. Language

Entire proposal's content should be in English. Legal documents are to be submitted in the original language and have the English translation as an attached document

VII.5. Irrevocability of Proposals

Bidders may amend or withdraw their proposal prior to this RFP closing date and time by submitting a clear and detailed written notice to CJIT MaramuresInfoTurism. All proposals become irrevocable after this RFP closing date and time.

VII.6. Proposal Return

Proposals and accompanying documentation submitted by bidders are the property of CJIT MaramuresInfoTurism and will not be returned.

VII.7. Proposal Answer

Both successful and unsuccessful bidders will receive an acceptance/rejection answer in written to their contact email address by Friday, June 15th 2012.

VIII. Proposal Content

Each proposal shall include the following items:

VIII. 1. Proposal submission letter

VIII. 2. Bidder profile

Bidder profile should include:

- The full legal name of the bidder and full legal information necessary for signing the contract;
- Documents (authorization/registration) to certify the legal status of the institution, as well as its objects of activity. If submitted in hard copy (couriered), the attesting documents should be copies of the originals. If submitted in electronic format (by email), the attesting documents should be scanned PDF versions of the originals (see also p.VII.5);
- A brief introduction of the bidder, identifying previous relevant experience and portfolio + list of similar contracts made in the last 3 years;
- A brief introduction to the project team and resumes of the contractor/staff involved in the project;
- A bidder contact for all questions and clarifications arising from the proposal. The contact information should include the person's title, address including email, telephone and facsimile number;
- References (minimum 2 references from previous beneficiaries);

VIII.3. Pricing

Prices quoted shall be in Euros and presented in a following detailed format:

Net amount + VAT (%) = Gross amount

Bidders are requested to show separately two phases of costs as well as the total cost :

- Phase one: price for first stage of the contract (as described in Detailed Requirements, p. III.1 A and B)
- Phase two: price for second and last stage of the contract (as described in Detailed Requirements, p. III. 2
- Total cost: price for whole contract (stage one + stage two)

Payment will be made by bank transfer, in two different stages according to the above mentioned two phases of costs:

First payment – within October 2012

Second payment – within February 2014

Important note: Prices should include costs for participating at the two meetings mentioned in Detailed Requirements

VIII.4. Summary of all sent documents (and number of pages)

IX. Contract

The contract to be entered into between the preferred bidder, as contractor and CJIT MaramuresInfoTurism, as beneficiary shall be finalized with the bidder by the beneficiary within 7 working days after RFP closing time (June 20th 2012)

Rada Pavel
Project Coordinator



CJIT MaramuresInfoTurism
Gh. Sincai, Nr. 46, Room 20
430311, Baia Mare, Maramures
Romania
Tel: +40 262 206 113
Fax: +40 262 206 114
Email: office@visitmaramures.ro
www.visitmaramures.ro
www.access2mountain.eu