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TÜRKİYE-EU
BUSINESS DIALOGUE II

Call for Tenders

Provision of services for the Organisation of the TEBD II Study Visits to the EU (2027)

Terms of Reference

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CALL FOR TENDERS – Provision of services for the Organisation of the TEBD II Study Visits to Europe (2027)

1. Background information

1.1. Background information about Eurochambres

Eurochambres is the Association of European Chambers of Commerce and Industry, a nonprofit international organisation headquartered in Brussels, Belgium (www.eurochambres.eu). Established in 1958 as a direct response to the creation of the European Economic Community. Eurochambres acts as the eyes, ears and voice of the Chambers and business community.

Eurochambres represents more than 20 million businesses through its members and a network of 1700 regional and local chambers across Europe. Eurochambres is the leading voice for the broad business community at EU level, building on chambers' strong connections with the grass roots economy and their hands-on support to entrepreneurs. Chambers' member businesses – over 93% of which are SMEs – employ over 120 million people.

1.2. Background Information on the Türkiye-EU Business Dialogue II (TEBD II) project

The "Türkiye-EU Business Dialogue II" (hereinafter referred to as TEBD II Project) is an EU-funded project implemented by Eurochambres in close cooperation with TOBB, the Union of Chambers and Commodity Exchanges of Türkiye as an affiliated entity. TEBD II was designed to enhance mutual understanding and collaboration between Turkish chambers and their European counterparts. The project aims to facilitate the integration of Turkish and EU business communities, fostering stronger economic ties between Türkiye and the European Union. Furthermore, TEBD II helps to raise awareness of both the opportunities and challenges related to Türkiye's potential EU accession.

The project will run over 36 months, from October 2024 to October 2027, and will include a wide range of collaborative activities. These will feature high-level business dialogues, SME surveys, joint workshops between Turkish and EU chambers, and efforts aimed at capacity building, such as study visits, chamber academies, and support programmes focused on energy efficiency, sustainable growth, and aligning with EU Acquis. These activities will help enhance the capabilities of both Turkish and European chambers.

1.3. Legal background

This call for tenders is launched in the framework of the grant contract (reference number IPA III/2024/458-440) signed between the European Union and Eurochambres on 5 October 2024 (hereinafter the Grant Contract). Therefore, some of the specific provisions of the general conditions of the Grant Contract are applicable to the selected services provider too.

2. Purpose of this Call for Tenders

The purpose of this call for tenders is to select two qualified entities or two consortia of qualified entities (hereinafter the "Tenderer") for the **organisation** of the **TEBD II Study Visits to the EU 2027**.

Two TEBD II Study Visits to the EU are planned, of which one in **March 2027** (*indicatively*, 15-19 March 2027) and one in **May-June 2027** (*indicatively*, 31 May – 4 June), and these shall be covering (each) one of the following topics:

- Sustainable and digital solutions for the tourism sector;

- Internationalisation, exports, foreign economy relations and customs;
- Agriculture, diary production, foodstuff and circular economy.

The 2027 Study Visits in the EU aim to familiarize representatives from the **Turkish chambers and/or commodity exchanges** with the role and best practices applied by the EU chambers in the selected country (both at a national and regional/local level). The ultimate aim of the study visits is to further improve services provided by chambers and /or commodity exchanges in Türkiye. Participants (Turkish chamber and commodity exchange representatives) will also have the opportunity to promote the Turkish market and business opportunities, to present the main areas for future cooperation between the EU and Turkish chambers.

Each Study Visit will be attended by **12 participants from Turkish chambers and commodity exchanges**, **3 staff members from Eurochambres TEBD II team**, and **1 staff member from TOBB.**

3. Services to be provided

The services to be provided are described here below:

A – Organisation of the Study Visit

i) Development, organisation and implementation of a 3 full-day programme for the Study Visit:

- The Tenderer(s) shall develop a three full-day programme for the study visit, ideally from Tuesday to Thursday (indicatively with starting time: 9:30, ending time: 16:30), with participants' arrivals set on Monday and departure on Friday.
- The programme shall include presentation of the activities of the hosting chamber, its best practice exchanges and field visits to companies/organisations in one of the thematic areas indicated in section 2 of this ToR. It is recommended that the programme includes at least one networking activity with companies, relevant organizations or staff/management of the successful Tenderer(s).
- The programme shall be drafted taking into account logistic aspects (transfers as per the agenda), meals (e.g. lunch, coffee breaks), slots for some free time for participants and networking activities (to be decided with TEBD II team).
- The programme shall be relevant to Turkish participants and be run in English only. Turkish interpretation services might be contracted by the Eurochambres/TEBD II team (if needed).
- The final programme shall be provided and agreed with the Eurochambres/TEBD II team at the latest 3 weeks before the event. The Selected Tenderer(s) shall also be responsible of contacting, selecting and overseeing the preparatory activities of relevant speakers and session facilitators for the preparation and implementation of all sessions in the programme. The selected speakers and facilitators shall be subject to the approval by Eurochambres/TEBD II team.
- The selected Tenderer(s) shall develop and/or gather all the support materials (e.g. PowerPoint presentations) presented during the study visit and share them with Eurochambres/TEBD II team after the activity. All material shall be developed in English.
- At least one staff member of Selected Tenderer(s) shall accompany the group during the entire length of the Study Visits, provide necessary support to guide the group, facilitate networking, and be the contact point with services contracted during the Study Visit (e.g. venue, catering, transfers).
- If necessary, the successful Tenderer(s) shall provide invitation letters to selected Turkish participants for their VISA applications.

ii) Develop an Info pack for participants:

- The successful Tenderer(s) shall develop an info pack for the participants (approx. 3 pages), including i) practical information for their stay at the Study Visit locations, ii) the final programme, iii) information on most practical routes from the airport to the hotel, iv) recommendation for dinnertime (e.g. restaurants), v) practical information and emergency contacts, also including details of one contact person from the successful Tenderer(s) and one from the Eurochambres/TEBD II team.

iii) Final reporting of the activity:

- The selected Tenderer(s) shall prepare the final report of the activity (approx. 4-5 pages), inclusive of short narrative report, conclusions, recommendations, participant feedback and pictures. The reporting template will be provided by Eurochambres/TEBD II team.

B - Provision of transport services during the Study Visit days (excluding arrival and departure days):

- The selected Tenderer(s) shall organise the local transfers from hotel to the study visit venue(s) and other locations included in the programme during the study visit days. Please note that the hotel will be arranged by Eurochambres/TEBD II team, prioritizing central and accessible location to the selected venue.
- Local transfers shall be organised via a shuttle bus with sufficient capacity for the group.

C - Venue selection and contracting in accordance with the Study Visit Programme:

- The selected Tenderer(s) shall provide suitable venues for the study visit, inclusive of technical equipment and materials for the study visit's implementation (e.g. projector, stationery, printed materials, wifi connection, interpretation booths, etc.). A description of the venue, available equipment and any other relevant information (e.g. accessibility) shall be provided in Annex I.
- Venue(s) shall have an approximative capacity to host Turkish participants, Eurochambres/TEBD II team, TOBB, speakers, staff from organising Tenderer(s).
- Venue options shall be proposed by the selected Tenderer(s) in line with the proposed programme, also taking into account logistics (transfer itinerary and time).

D - Provision of catering services in accordance with the Study Visit Programme:

- The selected Tenderer(s) shall organise catering services during the study visit's days, inclusive of at least one mid-morning coffee break, lunch services and afternoon coffee break
- No alcohol shall be served as part of the catering services as this cost is ineligible under EU grants.
- The Tenderer shall provide the description of the coffee breaks and lunch menu (per each day) attached to their offer. Menu options shall be inclusive of at least one vegetarian option.
- Menu shall be agreed with Eurochambres/TEBD II team and align with participants' dietary restrictions/allergies at the implementation phase.

In order to follow up on the implementation of the services above:

- A virtual **kick-off meeting** shall be organised between the selected Tenderer(s) and Eurochambres/TEBD II upon signature of the contract.
- **Coordination meetings** (virtual) shall be held between the Eurochambres/TEBD II team and the selected Tenderer(s) to follow up the development of the programme.

- Throughout the implementation of the contract, the selected Tenderer(s) shall remain in close contact with the TEBD II team, specifically with the Capacity Building Expert, and timely report any relevant matter arising from the implementation of their tasks.

4. Eligibility and selection criteria of applicants

4.1. Eligibility criteria

The Tenderer(s) shall meet the following criteria:

- Be a **Chamber of Commerce and/or Industry or their affiliates**;
- Be effectively established in one of the **EU Member States**;
- Be a legal private or public entity able to issue a regular invoice; and
- Have extensive experience in delivering services similar to the ones in the object of the current Call for Tenders and be able to demonstrate similar previous experience.

If requested, each applicant must be able to demonstrate the foregoing criteria by supporting official documentation.

4.2. Selection criteria

4.2.1 Professional experience

- The Tenderer(s) shall be able to demonstrate that they have proven experience and that they provide services, implement projects on the topic of the study visit they apply for. These should be clearly described in Annex I.

5. Implementation of the service & timeline

For the TEBD II 2027 Study Visits in the EU, tentative timeline of milestones (including those that fall under the Local organiser's responsibilities) are outlined below:

Study Visit to the EU (mid-March)	
Milestone	**Deadline**
Selection of Tenderer(s) and contract(s) signature	End of November 2026
Drafting of the programme & logistics preparation (based on the offer submitted and discussed with Eurochambres/TEBD II team)	Mid-December 2026
Call for participants, selection & confirmation of participants – carried out by Eurochambres/TEBD II team	December- January 2027
Logistics arrangements by both parties (venues and visits, flights, accommodation, transfers, meals), preparation of the Info pack for participants, submission of final programme/agenda to Eurochambres/TEBD II team	January to early March 2027
Final arrangements in coordination with the Eurochambres/TEBD II team	Early March 2027
TEBD II Study Visit in the EU (1/2) *[including travelling days]*	15- 19 March 2027
Submission of final report to TEBD II team, completion of administrative follow-up	End of March 2027

Study Visit to the EU (early June 2027)	
Milestone	**Deadline**
Selection of Tenderer(s) and contract(s) signature	End of November 2026

Drafting of the programme & logistics preparation (based on the offer submitted and discussed with Eurochambres/TEBD II team)	Mid-January 2027
Call for participants, selection & confirmation of participants (including VISA applications) – carried out by Eurochambres/TEBD II team	January-February 2027
Logistics arrangements by both parties (venues and visits, flights, accommodation, transfers, meals), preparation of the Info pack for participants, submission of final programme/agenda to TEBD II team	February to Mid-May 2027
Final arrangements in coordination with the Eurochambres/TEBD II team	Mid-May 2027
TEBD II Study Visit in the EU (1/2) *[including travelling days]*	31 May- 4 June 2027
Submission of final report to TEBD II team, completion of administrative follow-up	June 2027

6. Financial information, maximum budget available and payment modalities

The **maximum available budget** for the delivery of all the services as outlined in section 3 of the ToR, **is EUR 20.600,- (exclusive of VAT), per one study visit.** The Tenderer shall provide its offer in accordance with Annex II (Financial offer) and the points listed below:

- The financial offer's price shall be indicated in **EUR and it shall be all inclusive (except for VAT)**.
- The following payment schedule shall apply:
  - Advance payment of 5.000,00 EUR after signature of the service contract;
  - Balance payment after implementation of the activities, including the detailed report listing all services rendered and after all required supporting documents are provided.
- Each instalment shall be paid within thirty (30) days after approval of the correct invoice.

The invoices to be issued to Eurochambres by the selected Tenderer will be **VAT exclusive** and in EUR. The selected Tenderer(s) is responsible for all tax liabilities arising as a result of the provision of the services and the remuneration obtained under the contract.

7. Timetable of the tendering process

	DATE	TIME*
Launch of the Tender	07.10.2026	-
Deadline for submitting questions	06.11.2026	23:59
Deadline for submitting tenders	**15.11.2026**	**23:59**
Completion date for evaluating offers (indicative)	20.11.2026	-

Contract signature (indicative)	30.11.2026	-

*** Shall be understood as Central European Time (CET/CEST) which is the standard time in Brussels**

8. How to apply and deadline

Deadline for submitting enquires is 06/11/2026 at 23:59 CET. Enquiries can be sent to tebd2@eurochambres.eu. Replies will be published on the TEBD II website.

Tenderers are invited to submit offers for the services as outlined above **BY EMAIL (**attaching all documents of the offer in a single PDF file) to the following address: tebd2@eurochambres.eu by **15/11/2026 at 23:59 PM CET** at the latest. Submitted offers after said deadline are automatically rejected.

Tenderers should use the following subject line when sending the application email: "***TEBD II - Provision of services for the Organisation of the Study Visits to the EU (2027)"***.

The Tenderer's offer shall include the following documents and information:

- Annex I - Tender Submission form
- Annex II – Financial Offer

Certificate of registration/establishment or legal statute might be requested by Eurochambres/TEBD II team at the evaluation phase.

Each Tenderer may submit an offer for one, two, or all three topics covered under this Call for Tenders. However, no Tenderer shall be awarded more than one contract. In the event that a Tenderer qualifies for multiple topics, a contract will be awarded for only one topic, and the remaining topic will be awarded to the next best-ranked Tenderer(s).

By submitting an offer, Tenderer(s) accept to receive a notification of the outcome of the procedure by electronic means. Tenderers may alter or withdraw their offers by written notification prior to the deadline for submission of tenders. No offers may be altered after this deadline.

All correspondence, exchanges of emails, documentation, offers related to this tender procedure must be done in **English**.

9. Selection process

The received offers will undergo a thorough evaluation process based on the following steps:

- Eligibility and administrative compliance: the evaluation committee will assess the eligibility and administrative compliance of the offers received. Only eligible Tenderers will proceed to the next step of the evaluation.
- Comprehensive evaluation: the evaluation committee will then evaluate the offers against the technical award criteria detailed below.

10. Award decision

The contract will be awarded based on criteria indicated below:

Nr	Concise Evaluation Criteria	Max Points	Description
1	**Technical capacity and expertise**	30	Technical capacity and expertise of Tenderer(s) in carrying out the activity of this TOR, and expertise of the personnel assigned to this activity.
2	**Study Visit programme**	30	Quality and relevance of the Study Visit programme drafted by the Tenderer(s), including potential names of organisations to be invited, topics to be discussed, relevance to the Study Visit's topic and link with green and digital transition. The proposed agenda shall cover technical and practical information, best practices related to the selected topic mentioned under section 2, to the maximum extent possible and allow networking opportunities.
3	**Quality assurance measures**	20	Tenderer's approach to ensuring high-quality service delivery, including effective handling of logistic arrangements (catering, venue and transport services), interactive programme delivery, integrating feedback mechanisms and participant satisfaction.
4	**Financial offer**	20	Total price (VAT exclusive)

11. Visibility rules & personal data protection

By submitting an offer, the Tenderer acknowledges and agrees to fully comply with the European General Data Protection Regulation (EU) 2016/679, applicable to national data protection laws and according to Eurochambres' instructions. The specific obligations are outlined in the service contract. The selected Tenderer shall treat all personal data of participants and programme-related information as strictly confidential.

No participant names, contact details, or programme content may be shared, disclosed, or used for any other purpose beyond the implementation of the services described in this contract, and only with the explicit consent of the TEBD II coordination team. Failure to adhere to these data protection requirements may result in the termination of the agreement and further legal consequences.

The selected Tenderer(s) will have to comply with the visibility rules applying to the TEBD II project, which has been implemented under IPA III programme. The Visibility Guidelines for external actions are available at: https://international-partnerships.ec.europa.eu/knowledge-hub/communicating-and-raising-eu-visibility-guidance-external-actions_en. Complementary to the EU Visibility Guidelines, the Communication and Visibility Manual for specifically EU-TR Actions is available at: https://www.eeas.europa.eu/delegations/t%C3%BCrkiye/visibility-guidelines-clarification-2022-guidelines-communicating-and-raising-eu-visibility_en?s=230

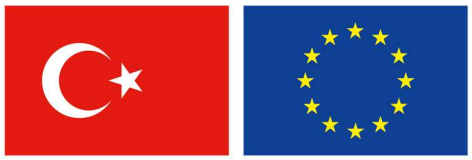
The Visibility rules must be applied when carrying out any events or project related activities. The visibility guidelines of Eurochambres, project logos and any other visibility tools will be provided to the selected Tenderer during implementation of the contract, where needed. By participating in the tender process, the Tenderer(s) agree(s) to the processing of their personal data by Eurochambres. For any questions related to the processing of the personal data, please contact privacy@eurochambres.eu.

12. Cancellation of the tender procedure

In the event of cancellation of the tender procedure, Eurochambres will notify the Tenderers of the cancellation. In no event shall Eurochambres be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a tender procedure, even if Eurochambres has been advised of the possibility of damages. The publication of a call for tender does not commit Eurochambres to implement the programme or project announced.

13. Annexes

- Annex I - Tender submission form
- Annex II – Financial Offer
- Annex III – Service Contract Template



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