

REQUEST FOR PROPOSAL

TENDER SPECIFICATIONS FOR PROJECT SERVICES – EXPERT C, COMMUNICATION OFFICER

EU4Green Recovery:

Support the implementation of the Green Agenda for the Western Balkans

IPA/2021/429-949

November 2025



**Funded by
the European Union**

With funding from
 **Austrian
Development
Cooperation**

umweltbundesamt^U
ENVIRONMENT AGENCY AUSTRIA

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These tender specifications are structured into the following four sections:

- i) General information
- ii) Terms of Reference
- iii) Evaluation and award criteria
- iv) Submission of tender and timeline

These tender specifications will form an Annex to the service contract resulting from this tendering procedure and will be binding on the contractor during the period of performance of the contract.

1. GENERAL INFORMATION

1.1. Funding

Funded by the European Union (IPA/2021/429-949) and co-financing by the Austrian Development Agency.

1.2. Procedure

This call for tenders is governed by the provisions of the Austrian Bundesvergabegesetz BVergG 2018.

Please note: This call for tenders is subject to the signing of the extension of the underlying contract with the EC.

1.3. Nature of the contract

Service contract

1.4. Time period of implementation

Date of contract signature 01.01.2026 (estimated) until 30.06.2026

1.5. Contracting authority

Umweltbundesamt GmbH
Spittelauer Lände 5
1090 Wien
Austria

Any questions concerning this tender shall be addressed to the responsible Umweltbundesamt officer for this tender:

Vlasta Nejasmic
E-Mail: EU4Green@umweltbundesamt.at
Umweltbundesamt GmbH
Spittelauer Lände 5
1090 Wien
Austria

1.6. Maximum contract amount

19.000 Euro net amount (possible reimbursement of travel costs not included)

1.7. Place of performance

The expert will be based in the EU4Green project office in Belgrade. Travel within Western Balkans is part of the job description. Occasional travel to the EU Member states may occur.

1.8. Working environment

A serviced office space and technical equipment (e.g. laptop and mobile phone, software) necessary for the implementation of the services will be provided.

2. TERMS OF REFERENCE

2.1. Background information

Based on the Sofia Declaration, signed in November 2020, and in line with the European Green Agenda for the Western Balkans 2021 – 2030, the project “EU4Green Recovery: Support the implementation of the Green Agenda for the Western Balkans” started in January 2022 and takes place in Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Northern Macedonia and Serbia (WB6).

The project has the overall objective to enhance the Western Balkans transition to modern, resource-efficient and competitive economies and the specific objective to support the Western Balkans in the implementation of the Green Agenda.

The project fosters progress across all five pillars of the Green Agenda, addressing the challenges of EU ETS MRVA, circular economy, depollution of water, air, and soil, biodiversity, sustainable agriculture, and cross-cutting themes such as green finance, monitoring and reporting, communication, education, and stakeholder participation. The project remains a key instrument in helping WB6 economies transition toward EU standards, fostering climate neutrality by 2050.

“EU4Green” is a comprehensive project that leverages the collective expertise and close collaboration of the economies involved, coordinated by Umweltbundesamt (Environment Agency Austria).

The implementation phase of the agreement concluded in 2022 between the Environment Agency Austria and the European Commission will end at 31st of December 2025.

A six-month extension of the project is planned for the implementation of more in-depth and advanced tasks and is nearing its formal conclusion.

NOTE: This tender is subject to the final signing of the contract extension with the EC.

2.2. Requested services

The subject of this call for tenders is the provision of services to the Contracting Authority. The Contracting Authority requests the services of:

- Provision of Project Services: **Communication Officer (Expert C)**

Ancillary services, which are not explicitly stipulated in this document but obviously are necessary in order to perform and fulfil the services, shall be covered by the remuneration. The same shall apply to minor supplements, clarifications or attendance at meetings regarding the subject-matter by the service provider.

Possible travel expenses necessary to perform the tasks described, will be reimbursed upon submission of proofing documents, according to project requirements and rules. It is possible that there will be no travel.

2.2.1. Project Services

Communication Officer (Expert C)

The provision of services is limited to a maximum of **1.040 hours** throughout the entire performance period (01.01.2026 - 30.06.2026). The Contracting Authority is not obliged to exhaust the maximum volume of hours throughout the entire performance period.

Key-tasks and responsibilities

- Collaborate with project team members and (where needed) communication agencies and other stakeholders to develop and implement communication strategies and action plans
- Support implementation of the activities according to action plans and communication campaigns

- Collect and prepare content following project activities for defined project target groups in WB6
- Draft press releases and speeches following project news
- Content-creation for/content-management of social media channels
- Prepare and organise press and stakeholder events in WB6
- Support for organisation of field trips for media
- Networking with key communications staff of authorities and EU-offices
- Documentation of selected activities for media use
- Establish and maintain a media network (Classic and Social Media)
- Perform media monitoring
- Follow visibility guidelines
- Content management of website

Requirements

- Minimum undergraduate university degree or working experience in a relevant position
- Minimum of 5 years professional working experience, e.g. as PR Officer or related field
- Profound working experience with digital communication/marketing, online and print media
- Working experience with public authorities in WB6
- Experience in international donor funded projects is an asset
- Working experience with Content Management Systems is an asset
- Excellent organizational, communication and networking skills
- Hands-on mentality and solution orientated approach
- Excellent command of English and BCSM official languages
- Solid computer skills

2.3. Performance of the contract

Once the service contract has been awarded, the contractor must be able to perform the services from 01.01.2026.

3. EVALUATION AND AWARD CRITERIA

3.1. Eligibility and exclusion criteria

The Contracting Authority will award the contract after the standard evaluation and selection procedures based on the best price-quality ratio through direct award procedure according to the relevant legal procedure.

Tenderers have to be compliant with these tender specifications and the following specific criteria.

Tenderers are required to adhere to the EU Russia sanctions. Tenderers found to be in breach of these regulations may be rejected. As evidence of compliance each tenderer shall submit with their tender Declaration of Honour on the tenderer's honour concerning the restrictive measures established by Council Regulation 833/2014 amended by Regulation (EU) 2022/576 (the "Regulations") concerning restrictive measures in view of Russia's actions destabilising the situation in Ukraine (Bidform Annex 1.).

The tenderer has to declare that he is not in any of the exclusion situations listed in Article 136(1) of the EU Financial Regulation (Bidform Annex 1.).

As evidence of non-exclusion, each tenderer shall submit with their tender a Self-Declaration available in the Bidform (Annex 1.).

Tenderers found to be in an exclusion situation and/or in breach of these regulations may be rejected.

3.2. Selection criteria

The objective of the selection criteria is to assess whether the tenderer has necessary capacities to perform the contract. Tenders submitted by tenderers which do not meet the minimum level of capacities may be rejected.

- **Legal Capacity:** Each tenderer has to be authorised to perform the contract and, as the case may be, to confirm the possession of appropriate licenses and certificates as required under the relevant laws and regulations. Upon request, the tenderer has to submit appropriate approving documents.
- **Economic Capacity:** Tenderers have to be in a stable financial situation and the economic capacity to perform the contract. Upon request of the Contracting Authority, the tenderer has to submit appropriate approving documents.
- **Technical and professional capacity**
- **Human resources capacities**
- **Capacity to carry out services in the required standards** to handle the proposed contract (including time records)

In case the tenderer is a company: Ability and adequacy to change/adapt the proposed expert in the event of unavailability and/or unsatisfying quality services within 30 days from the official notice by the Contracting Authority.

Relevant experience:

- Experience in EU-funded projects in the last 5 years, preferably in the environmental sector in one or more of the Western Balkan economies, will be taken into consideration to determine the best price-quality ratio of tenderers.

3.3. Award criteria

The contract will be awarded according to the applicable legal tender procedure, based on the best price-quality ratio principle. The Contracting Authority will, in its sole discretion, determine the best bid.

The Contracting Authority may also conduct negotiation rounds at its own discretion if, from its point of view, a better offer (in particular, but not limited to the price offered or with respect to any other criteria the Contracting Authority deems appropriate) can be achieved. For this purpose, the Contracting Authority may, in its sole discretion, conduct either one or more rounds of negotiations with any bidder.

Technical Quality

Based on the applicable legal procedure: not specified. The use of the bid form (Annex 1) is recommended.

Financial Offer

Tenderers are requested to submit a financial offer giving an hourly rate excluding VAT in **EURO** for the requested task. The Contracting Authority is not obliged to exhaust the maximum volume of hours throughout the entire performance period.

The tenderer has to indicate if the service is subject of any VAT or indicate whether Reverse Charge applies. If the tenderer is VAT-exempt, it has to be declared in the bid.

Please note: Possible travel expenses necessary to perform the tasks, will be reimbursed separately up to 4.000.- Euro upon submission of proofing documents, according to project requirements and rules. This is a maximum assumption of travel; it is possible that there will be no travel.

It is understood that the contracting authority has no obligation to award any contract of this tender and reserves the right to withdraw from or cancel this tender.

4. TENDER SUBMISSION AND TIMELINE

Submission of the tender

Tenders are to be submitted via email to the responsible Umweltbundesamt tender officer. The maximum allowable size of the email is 9.9 MB.

The tender and all documents must be submitted in English. The bidder must name an English-speaking contact person in his bid.

It is advised to start completing your tender early and to submit your tender several hours before the deadline. A tender received after the deadline for submission of the tender will be rejected. In case of technical problems, please contact the nominated Umweltbundesamt officer.

Deadline for submission of the tender

The deadline for submitting of the tender is Monday 01.12.2025 at 10:00 am

Form of submission of the tender

Digital, by e-mail.

No reimbursement of costs / no remuneration

The Contracting Authority shall not reimburse any costs for participating in this selection procedure; such as but not limited to the preparation of bids, translation, clarifications, negotiations.

Content of the tender

- i) Bidform (Annex 1.)
- ii) CV in EuroPass format of proposed expert
- iii) References

Signature of the tender

Signatures must be either hand-written or a qualified electronic signature as defined in Regulation (EU) No 910/2014 on electronic identification and trust services for electronic transactions.

Indicative time schedule

Last day for submitting clarification requests:	21.11.2025
Deadline for submitting the tender:	01.12.2025 at 10:00 am
Award decision and notification:	week 49 2025 (expected)
Contract signature:	week 51 2025 (expected)
Commencement of Services:	01.01.2026 (expected)

ANNEXES

Annex 1	BIDFORM
Annex 2	SERVICE AGREEMENT TEMPLATE
Annex 3	SERVICE AGREEMENT GENERAL CONDITIONS
Annex 4	GENERAL CONDITIONS OF THE MAIN CONTRACT – ANNEX II of CONTRIBUTION AGREEMENT NOV 2021
Annex 5	ADA INFORMATION SHEET PARTNER RECIPIENTS
Annex 6	EU COMMUNICATION AND VISIBILITYPLAN
Annex 7	EU EMBLEM RULES EN
Annex 8	EU4GREEN BASIC STYLEGUIDE
Annex 9.1	DATA PROCESSING AGREEMENT ACCORDING TO Art 28 GDPR incl. TOM (Non-EU Countries)
Annex 9.2	DATA PROCESSING AGREEMENT ACCORDING TO ART 28 GDPR (EU-Member States)