



**cross  
-re-  
tour**

# Terms of Reference

for the

Subcontracting of an Expert for the  
Evaluation of Proposals for the Cross-domain  
Open Innovation Programme

Nova Gorica, Slovenia, 23. 12. 2024



Co-funded by  
the European Union

## 1. BACKGROUND INFORMATION – CROSS-RE-TOUR PROJECT

ARCTUR, Nova Gorica, Slovenia is a project partner of the [Cross-Re-Tour](#) project, co-funded by the European Commission (EC) under the Single Market Programme. **Its main objective is to support the innovation of circular, green, and digital operations of small and medium-sized enterprises (SMEs) in the tourism industry.** The project provides access to knowledge, tools and innovative solutions and connects tourism enterprises to frontrunners in the green and digital transition from outside the tourism industry to jointly take on the transition journey. This way, Cross-Re-Tour aims to trespass boundaries between sectors in support of sustainable tourism.

Cross-Re-Tour is led by a consortium of eight partners from across Europe, which are responsible for the project implementation on a local/country level:

1. Breda University of Applied Sciences - The Netherlands – Coordinator
2. Barcelona Chamber of Commerce, Industry, Services and Navigation - Spain
3. Institut für Tourismus- und Bäderforschung in Nordeuropa (NIT) - Germany
- 4. ARCTUR - Slovenia**
5. INOVA+ - Portugal
6. Latvian Country Tourism Association "Lauku ceļotājs" - Latvia
7. Malta Tourism Authority - Malta
8. Regional Development Agency of Bjelasica, Komovi & Prokletije - Montenegro

The project started on 16 September 2023 and will finish on 15 September 2026. It has an overall budget of 3,527,380 € and is 90% co-funded through the Single Market programme of the European Commission.

The core activity under the Cross-Re-Tour project relates to the implementation of the so-called Cross-domain Open Innovation Programme, a funding scheme for tourism SMEs from the partner countries.

To this end, the project will launch a “**Call for Proposals for the Selection of Tourism SMEs to be Awarded Financial Support for the Participation in the Cross-domain Open Innovation Programme**” with the aim to select innovative projects for funding. The Call for Proposals (CfP) is launched on a transnational level in the following territories: The Netherlands, Spain (Catalonia), Germany, Slovenia, Portugal, Montenegro, Latvia, Malta.

The project will dedicate an overall amount of 2,400,000 € in the form of lump sum grants to a minimum of 80 innovative projects in the 8 partner countries. Selected projects will receive a lump sum grant of either 20,000 € or 30,000 € for the implementation of their projects.

**In Slovenia a total amount of approximately 300,000 € will be awarded to innovative projects presented by tourism SMEs.**

Additional information about the Call for proposals:

- **Objective:** The programme supports innovative projects in the tourism sector, including hotels, accommodations, travel agencies, among others. Projects must address at least one of the following themes: water, energy, plastic, transportation, equipment and furniture, food, and the engagement (nudging) of customers and staff.
- **Innovation and Sustainability:** Projects must demonstrate an innovative character and a clear impact on the sustainability of the business.
- **Additional Criteria:** Special consideration will be given to those projects that present a cross-domain innovation aspect (transfer of solutions from other sectors to tourism), apply corporate solutions in the context of SMEs, and/or promote more inclusive markets.
- **Requirements for Applicants:** Applicants must be SMEs in the tourism sector registered in one of the partner territories. Collaborative projects are allowed (maximum of 4 entities, with at least one SME from the tourism sector).
- **Grant Amount:** The grant value is €20,000 or €30,000 (fixed amounts/lump sum), financed 100% as a non-repayable grant.
- **Fundable Activities:** Fundable activities include studies, strategy development, concepts, training and capacity building, as well as the implementation of pilots and innovation measures.
- **Eligible costs:** The grant must be used to cover expenses related to the project, such as: travel (attendance at Cross-Re-Tour project events in Latvia and Malta), service providers, development and implementation of innovations, and limited purchase of solutions (including software and hardware), as long as they are instrumental and necessary for the execution of the project. Internal personnel expenses are not eligible.
- **Approximate Timeline:** The call will open in November 2024, with a submission period of 2 months from the opening date. Project implementation will begin approximately in April 2025 and will last for 14 months.
- **Additional Opportunities:** Networking opportunities will be offered with other companies in the programme across 8 countries, as well as training and advice within the framework of the Cross-domain Open Innovation Programme, of which the selected projects will be a part.
- **Evaluation:** The call is based on a competitive selection system, granting the subsidy to the highest-rated projects based on their relevance, innovative character, impact, and implementation capacity.

More information about Cross-Re-Tour is available on the [project website](#).

## 2. DESCRIPTION OF THE ASSIGNMENT

### 2.1 Objective

**The Cross-Re-Tour project partner ARCTUR is looking for an external expert from Slovenia to assist in the evaluation of proposals submitted under the “Call for Proposals for the Selection of Tourism SMEs to be Awarded Financial Support for the Participation in the Cross-domain Open Innovation Programme”.**

Each of the proposals submitted under the call will be evaluated by two evaluators, one internal evaluator and one external evaluator. The evaluation is overseen and approved by a Selection Committee.

Each project partner will contract one external evaluator to evaluate all proposals submitted in its respective territory. The present document outlines the requirements for subcontracting the external evaluator for proposals submitted by SMEs from Slovenia.

### 2.2 Scope of the assignment

In total it is expected that approximately 150 applicants submit their proposal to the CfP, out of which it is expected that approximately **25-30 proposals will come from Slovenian applicants**. The selected evaluator under the present assignment must evaluate all proposals submitted under the call by Slovenian applicants.

Proposals are submitted through an online application form responding to questions related to the applicant, the project description, innovation, impact, implementation capacity and financial planning (activities and cost-efficiency).

Each proposal has a length of approximately 5-8 pages (narrative part – max 14,000 characters, incl. spaces) and includes a budget/ activity description as annex (Excel 1-pager). The ultimate number of proposals to be evaluated is unclear and will only be known once the CfP is closed. The remuneration of the contract is according to the number of proposals to be evaluated (see financial provisions below).

As part of the assignment, the evaluator is required to familiarise with the CfP requirements and objectives to assure the alignment of its evaluation with the criteria established therein. The evaluation criteria are: relevance, innovation, impact and implementation capacity. **The evaluator will be provided with specific evaluation guidelines and an evaluation matrix that he/she needs to follow.** He/she is required to familiarise with the guidelines including the attendance of a 1-1,5h online introduction session on the evaluation process.

The introduction session will take place on **23th of January 2025, 10-11.30 CET**. A recording will be made available.

The evaluation needs to be carried out according to pre-established criteria and using official templates for the documentation of the evaluation results.

The evaluator is required to follow instructions, procedures and established timelines rigorously.

For each evaluated proposal the evaluator needs to submit a short evaluation report (qualitative feedback – bullet point comments on each evaluation criterion + a quantitative score) in **English language. Proposals to be evaluated may be submitted in English or in local language.**

It is expected that the evaluator carries out the work remotely.

### **2.3 Expected results**

The evaluator is expected to deliver the following results:

- In-depth understanding of the Call for Proposal requirements and the evaluation process and criteria
- Attendance of a 1,5h introduction session (in English) on the evaluation process
- Signature of a confidentiality and absence of conflict-of-interest declaration
- Evaluation of all proposal submitted by Slovenia applicants, estimated at **approximately 25-30.**
- Provision of a short evaluation report (bullet points) in English language and scoring of all proposals in each evaluation criterion using the official Excel template (approx. ½ page report per proposal)
- Justification of evaluation results in front of the Proposal Selection Committee (if requested).

## **3. TECHNICAL REQUIREMENTS**

Experts need to comply with the following criteria in order to be selected as evaluators:

- Knowledge on or experience working with the tourism sector & EU projects, min 5 years (shown with the CV)
- Knowledge on innovation related to the different business areas highlighted in the CfP: water, energy, plastic, transportation, equipment and furniture, food, and the engagement (nudging) of customers and staff.
- Knowledge on the country context - Slovenia in terms of the tourism industry, challenges business is facing and their level of innovation
- Very good knowledge of English (min. B2 level for each)

**Send the application table (last page of this call) with the CV to [info@tourism4-0.org](mailto:info@tourism4-0.org) until the 13th January 2025.**

## 4. CONFIDENTIALITY AND ABSENCE OF CONFLICT OF INTEREST

### **Conflict of Interest:**

The subcontracted evaluator must not have a direct or indirect conflict of interest with any of the proposals that he/she evaluates.

An evaluator is deemed to have a direct conflict of interest when any of the following applies: he/she is employed by the applicant institution; works closely in collaboration with the applicant (professional relationship); was involved in the preparation of the proposal; or is in some other way closely related to the applicant (family relationship).

An evaluator is deemed to have an indirect conflict of interest if any of the following applies: the evaluator would directly benefit from the proposal being funded or not funded in the context of his/her own professional activities.

In such cases, the evaluator may not evaluate the proposal and may not take part in discussions related to the proposal. Evaluators must declare that no conflict of interest exists and that he/she will inform the consortium if any such conflict should arise in the course of his/her duties. If during the evaluation itself, it is discovered that an evaluator is in some way connected with a proposal or has some other involvement, which impairs his/her impartiality, he/she has to inform the contractor immediately.

### **Confidentiality:**

Evaluators are responsible of maintaining confidentiality at all times during the process. The selected evaluator will have to sign a Conflict of Interest and Confidentiality declaration before receiving proposals for evaluation. When carrying out evaluations remotely, evaluators are expected to keep proposal information confidential and not release proposal or evaluation information to third parties.

Under no circumstance may evaluators attempt to contact an applicant either during the evaluation or afterwards.

## 5. DURATION OF THE SERVICE

The technical evaluation process will start after the closure of the CfP, by the 22th January 2025. The work has to be carried out in the course of the following 3 weeks upon reception of the proposals to be evaluated. A rigorous adherence to the established timeline is expected for the evaluator.

The subcontracting service is considered as finalized once the Selection Committee has approved the evaluation results (approximately 2 weeks after the submission of the evaluation results by the evaluator). The evaluator needs full availability and capacity to carry out the evaluation within the indicated time frame.

The date for the obligatory introduction session for evaluators is yet to be defined but will probably take place on 15 January 2025 at 11h CET. Attendance at the session is expected. In the justified case of absence, the evaluator will be provided with the recording of the session.

**Overall calendar overview (estimated):**

Stages	Dates
Opening of the call	19 November 2024
Call closure (Deadline)	22 January 2025, 17:00 h, CET
Evaluator Info Session	23 January 2025, 10:00 h, CET
<b>Technical evaluation of proposals</b>	<b>23 January – 12 February 2025</b>
Submission of evaluation results to the Selection Committee	12 February 2025
Third evaluation (for proposals with high deviation of evaluation results)	13 February – 20 February
Final approval of evaluating results by the Selectin Committee	25 February 2025
Communication of evaluation results to applicants	26 February 2025

## 6. PAYMENT CONDITIONS

The budget for this subcontracting service depends on the number of proposals to be evaluated and is structured as follows:

- Budget incl. the evaluation of up to 30 proposals  
The provider will issue the corresponding invoice at the end of the service provision (once the Selection Committee as approved the final evaluation results).
- The invoice must be identified with the specific purchase order number that the ARCTUR will provide, otherwise it will be returned for identification.
- ARCTUR will pay the invoice within a maximum of 30 days after the finalized evaluations and received invoice.

# CROSS-RE-TOUR

## Evaluator`s Offer Form

### Scope of the assignment

In total it is expected that approximately 25-30 proposals will come from Slovenian SMEs. The chosen expert evaluator will be responsible for evaluating all proposals submitted under the call by Slovenian Tourism SMEs. Each proposal has a length of approximately 8-10 pages (max. 12.000 characters). The ultimate number of proposals to be evaluated is unclear and will only be known once the Call for proposals is closed.

The remuneration of the contract will NOT be based on the number of the proposals. It will be based on the fixed price for all proposals; however, the evaluation is limited to max 30 proposals.

The evaluation needs to be carried out according to preestablished criteria and using official templates for the documentation of the evaluation results. The evaluator needs to submit a short evaluation report in English language for each proposal based on the template.

It is expected that the evaluator carries out the work remotely.

The evaluator is expected to deliver the following results:

- In-depth understanding of the Call for Proposal requirements and the evaluation process and criteria
- Attendance of a 1,5h introduction session (in English) on the evaluation process
- Evaluation of 25-30 proposals
- Provision of a short evaluation report in English language and scoring of all proposals in each evaluation criteria using the official templates (approx. ½ page report per proposal)
- Justification of evaluation results in front of the Proposal Selection Committee (if requested).

### Estimated duration of the assignment

#### Technical evaluation of proposals

**23 January - 12 February 2025**

The subcontracting service is considered as finalised once the Selection Committee has approved the evaluation results. The evaluator needs full availability and capacity to carry out the evaluation within the indicated time frame.

The date for the obligatory introduction session for evaluators is yet to be defined but will probably take place on **23th of January 2025 at 10.00 -11.30 CET online.**



## APPLICATION TABLE

Name & Surname	
Address	
City, ZIP code	
Country of residence	
Contact E-Mail	
Contact Phone Number	
Price/evaluation of up to 30 projects (VAT excluded)	EUR
Curriculum Vitae	ATTACHED
Legal Bases and Processing of Personal Data	By submitting my offer, I confirm I have been informed about the legal bases and the processing of personal data indicated in the " Terms of Reference for the Subcontracting of an Expert for the Evaluation of Proposals for the Cross-ReTour Cross-domain open innovation programme".

Send the application table with the CV to [info@tourism4-0.org](mailto:info@tourism4-0.org) until the 13<sup>th</sup> January 2025.