

TERMS OF REFERENCE TO IMPROVE THE FUNCTIONING OF THE DISASTER RISK MANAGEMENT UNIT (DRM) OF SAIDA, INCLUDING COMMUNICATION ASPECTS.

Budget code: EEP001

Project: SAFE SPACES

Imputation item: 5.9

Introduction

The Associació MedCités / MedCities is an association of cities, with its headquarters in Barcelona, dedicated to sustainable urban development in the Mediterranean. It comprises 81 municipalities and unions of municipalities from seventeen different states and runs projects in the fields of strategic urban planning, urban services, the environment and local economic and social development, as well as training activities, technical support and the capitalisation of best practices. The network was created in 1991, since which time it has carried out dozens of projects in Mediterranean cities.

MedCities is implementing the project “SAFE SPACES: City response for citizen well-being and emergency situations”, funded by the Barcelona City Council. The activity 2 relates to *Improving the effectiveness of the response to emergency situations in Saida*.

The Disaster Risk Management Unit (DRM), operating at the level of the Union of Municipalities of Sidon-Zahrani (16 municipalities), supports preparedness, response coordination and planning related to risk and emergency response across the Union, helping to overcome sectoral and municipal boundaries. The update of the DRM strategy in 2024 further strengthens this role, reflecting efforts to clarify responsibilities, improve coordination and align local preparedness mechanisms with national and international disaster risk reduction frameworks. In the context of the municipal organization chart, the DRM Unit assumes an added strategic importance as a horizontal connector, capable of linking the departments responsible for planning, the environment, public works and social services. Currently, the DRM is the body that coordinates the response to the current emergency, coordinating action at the shelter level, channeling resources, coordinating local associations, etc. However, the 2024 and current attacks must allow lessons learned to be incorporated to retain this knowledge. For this reason, this contract aims at evaluating the action protocols in order to incorporate improvements and systematize them in future actions.

In addition, given the evacuation situation in southern Lebanon, Saida hosts a displaced population that is pushing its capacity to provide basic services to the limit. In general, it is important to improve information and communication directed at people arriving in the area, such as safe routes, assistance points, self-protection measures, etc.

1. Objective

The objective of this service provision is to carry out an evaluation of response protocols in Saida to introduce improvements and systematize them for future actions.

2. Scope of the services

The service provider will deliver the following:

Activity 1. Improving the effectiveness of emergency response in Saida

- Task 1.1. Assessment of response protocols and real case performance.

The service provider will take stock of the different protocols and compile them in a comprehensive report. This report will contain real cases where these protocols have been followed, as well as an analysis of how well they have performed. Finally the service provider will identify the need for protocols for situations where they do not exist yet.

- Task 1.2. Proposal of improvement/new protocols and uptake by relevant stakeholders, beyond the DRM

The service provider will make concrete proposal to improve the existing protocols, and propose additional ones as appropriate, in agreement with Saida municipality and MedCities. The updated/new protocols should be informed to concerned stakeholders using appropriate means.

- Task 1.3. Advancement towards a Resilience plan, based on the 2025 diagnosis

Building on the 2025 resilience diagnosis, the service provider will take further steps in view of a future work on a resilience plan. The provider will use the results of the previous tasks in this sense.

Activity 2. Improving communication and public information for displaced people

- Task 2.1. Quick Information needs assessment

The service provider will make a quick assessment on the needs for improving communication, considering staff/volunteers dedication, information provided, messages used, means, etc.

- Task 2.2. Communication campaign

Based on the above, the provider will deliver an in-person and online communication campaign to help displaced people to obtain information on their basic needs (shelter, food, hygiene, transportation, internet, etc.). The communication campaign is an integrated service package covering all technical and operational resources necessary for the execution, and it will be agreed with Saida municipality and MedCities.

The provider will elaborate a succinct report explaining the communication activities performed and lessons learned.

3. Deliverables and calendar

Deliverables	Deadline
D1.1. Report on the assessment of response protocols and lessons learnt from implementation	30 th September 2026
D1.2.1 Report on proposal of amended/new protocols and actions taken for approval and uptake	31 st October 2026

D1.2.1. Report on the actions taken for approval and uptake of amended/new protocols	1 st December 2026
D1.3. Report on preliminary elements for Saida Resilience Plan	1 st December 2026
D2.1. Report on displaced people communication needs assessment	30 th September 2026
D2.2.1. Report on the communication campaign: plan and resources (format and units to be determined)	30 th September 2026
D2.2.2. Report on communication activities on the ground and online.	15 th December 2026

4. Type of service, duration and place of execution

These terms of reference and the winning proposal will define the conditions of the service as a contract of provision of services from the notification of the order until 31st December 2026. The service will be carried out in the premises of the service provider.

The service will be governed by the Catalan law, the Spanish law and the courts of Barcelona.

5. Base budget of the service

The maximum budget for this service is €10.400,00 (all taxes included). If the bidder has its tax domicile in Spain, the maximum amount will be € 12.584,00 including the VAT rate valid on the date of the publication of these terms of reference which is 21%.

Any offer exceeding this amount will be rejected.

It is understood that the budget includes all of the costs that the successful bidder is required to pay for the normal fulfilment of the services contracted such as general expenses, financial costs, insurance, transport and travel expenses, remuneration for the staff under its control and all verification and job costs.

6. Price of the contract and economic conditions

The administrative details of the Contracting Body are:

ASSOCIACIÓ MEDCITIES AND/OR MEDCITÉS
 C / 62. 16-18. EDIFICI B, ZONA FRANCA
 08040 BARCELONA – CATALONIA - SPAIN
 Tax number (VAT): ESG66401258

The contract price is the one established by the award of the tender, in line with the offer submitted.

2 invoices are required according to the following details:

- 40% of the total amount after the delivery of D1.1, D1.2.1, D2.1 and D2.2, by 31st October 2026
- 60% of the total amount after the delivery of D1.2.1, D1.3, and D2.3 by 15th December 2026

Offer and invoices must contain at least the following information:

- Full tax name and full tax address of the supplier
- Tax identification number of the supplier
- Complete MedCities data
- Offer/Invoice number
- Offer/Invoice date
- Budget code and project name indicated in the header of this document
- Description of the service to be provided/provided
- Detail of the amount of the service and taxes (if any)

The payment term of the invoice will be: bank transfer around 30 days after the date of the invoice (bank account details are required) and always after internal favourable report issued by the General Secretariat of MedCities at the end of each phase.

The service provider will be directly responsible for paying the local or national taxes applied to the services except if the service provider is fiscally domiciled in Spain, whereupon the current tax law in respect of personal income tax (IRPF) will be applied.

Invoices must be sent either by post to the offices of the General Secretariat of MedCities or, if they are in digital format, to contact@medcities.org.

Bank charges arising from the payment of invoices will be shared (SHA according to bank coding).

MedCities may require information from the service provider regarding its compliance with obligations relating to social security contributions and the payment of taxes.

Those non-EU service providers will be required to present a certificate of tax residence within 7 calendar days of the award of the service. If the aforementioned document has not been provided to MedCities within 7 days, the contract may be terminated.

7. Participation requirements

Those bidding for the service can be individuals or companies that have the full capacity to carry out the work, that are not subject to a ban on hiring staff and that can demonstrate their technical reliability and professional experience.

8. Confidentiality clause

The information that the service provider will have access to in order to fulfil the purpose of this contract must be kept strictly confidential and must not be used for any activity not covered by this contract. In circumstances where a particular use of the information gives rise to doubts in respect of this confidentiality clause, the service provider must, in all cases, request the consent of MedCities.

9. Ownership and authorship of the work

The ownership and authorship of any service provision work carried out belongs to MedCities. As owners of the work, any use or mention of it in publications, articles, interviews, conferences, etc. must have the express authorisation of MedCities.

10. Termination of the service

By giving notice of one month, the service can be terminated by either party before the date indicated in Point 3 of these terms of reference for objective reasons or for the reason described in the last paragraph of point 5 of this terms of reference.

11. Submission of offers

The offer must be sent to the following email address: contact@medcities.org

- Proposal submission period: 5 working days from the date of these terms of reference.
- the subject line of the email should specify "IMPROVING THE FUNCTIONING OF THE DISASTER RISK MANAGEMENT UNIT (DRM) OF SAIDA, INCLUDING COMMUNICATION ASPECTS".

The offer must include the extent of the services offered and fulfil the conditions expressed in the previous sections. Notwithstanding that the candidate can attach to their offer any complementary information they consider to be of interest, the tender must include the following documentation:

- Detailed offer of the services.
- Economic proposal: candidates must submit an economic proposal in euros that either they or their representative must sign. The prices offered should include any type of tax, charge or fiscal ruling of a European, state, autonomous community or local nature as indicated in Points 6 and 7 of these terms of reference.
- CV of the professional person or company involved and of the working team, giving relevant examples of similar work undertaken and, if applicable, international experience.

In the event that additional information is required to present the offer, we invite you to contact MedCities by writing to the email address contact@medcities.org. Only written questions about clarifications of the presentation of offers will be answered.

MedCities may request additional information related to the proposal if it deems it appropriate. If this is the case, the proposals that require clarification must be answered within a reasonable period established by the evaluation team.

12. Assessment criteria

The most advantageous offer will need to be evaluated bearing in mind the cost-effectiveness ratio in accordance with the overall proposal. The assessment could take the price-quality ratio into account.

MedCities guarantees equal treatment of the people/companies bidding and will keep their offers confidential.

The person/company adjudicated as the successful bidder will be notified within a period of 5 working days from the final submission date for offers.

Barcelona, 17th July, 2026

Aleix Villatoro i Oliver
MedCities Secretary General