

TERMS OF REFERENCE TO OPTIMIZE SHELTERS MANAGEMENT AND SERVICE OPERATION IN SAIDA.

Budget code: EEP001

Project: SAFE SPACES

Imputation item: 5.10

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*.

This activity follows up on the resilience diagnosis carried out in 2025, taking into account the current emergency situation caused by the armed conflict in the Middle East (as of March 2026), which has a direct impact on the city of Sidon and its surroundings. As of March 16, 2026, 12,262 internally displaced persons were recorded in the city of Sidon, hosted in 24 shelters (municipal schools). This situation requires municipal coordination in terms of information management, coordination, and the operation of shelters, which are overwhelmed as facilities not designed for this purpose.

The current shelters in Saida are mainly schools and public buildings, which are overwhelmed both in capacity and use. Therefore, the project plans to improve their operation in several ways.

1. Objective

The objective of this service provision is to optimize the operation of shelters and daily operations in Saida.

2. Scope of the services

The service provider will deliver the following:

- Task 1.1. Manual for shelters management

The service provider will perform a quick assessment of the management and functioning of the shelters in areas such as food provision, health care, hygiene, sleeping, etc. Based on this, it will elaborate a simple but comprehensive manual for shelters’ management and daily operations. This is meant to be a practical tool for shelters’ managers and the basic information for the training described in Task 1.2. The provider must deliver the digital document ready-to-print.

- Task 1.2. Training on shelters’ management

The provider will train shelters managers (individually or in groups) with the information gathered in the shelter's manual, ensuring that it will guide daily operations in each of the shelters. This entails the provision of a comprehensive service including the supply, setup, implementation, and technical support of the resources required for the delivery of the task, to be agreed with MedCities and Saida Municipality. In addition, the training may serve as a fine-tuning exercise for the manual, so a second version may be foreseen.

- Task 1.3. Information material for shelters

The manual shall include information needs for displaced people, which should be made available in the shelter, either as billboards or fact-sheets. The specific topics and format are to be identified in the manual (e.g. evacuation routes, hygiene recommendations, etc.). The provider must design and deliver ready-to-print information material (MedCities will contract printing services separately), and later make sure it is properly displayed/made available in the shelters.

3. Deliverables and calendar

Deliverables	Deadline
D1.1. Report manual for shelters management	30 th September 2026
D1.2a Report on the training programme and plan for shelters' management	31 st October 2026
D1.2b Report on the results of the training programme	15 th December 2026
D1.3. Communication material (format and units to be determined)	31 st October 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 €13.000,00 (all taxes included). If the bidder has its tax domicile in Spain, the maximum amount will be €15.730,00 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, by 30th September 2026
- 60% of the total amount after the delivery of D1.2a, D1.2b and D1.3, and 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.

General Secretariat

Àrea Metropolitana de Barcelona – Carrer 62, núm. 16-18 Edifici B, Zona Franca, 08040 Barcelona, SPAIN
Tel. (+34) 93 506 93 58 – Fax (+34) 93 223 48 49 – contact@medcities.org – www.medcities.org

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 "OPTIMIZATION OF SHELTERS MANAGEMENT AND SERVICE OPERATION IN SAIDA".

The offer must include the extent of the services offered and fulfil the conditions expressed in the previous sections, **developing further the elements contained in these Terms of Reference**. 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:

- o Detailed offer of the services.
- o 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.
- o 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