



RegionalCooperationCouncil



Co-funded by
the European Union

Open Call

Reference Number: 002-026

Procurement of goods and services

PRINTING SERVICES OF PUBLICATIONS AND MATERIALS;

SUPPLY OF VISUAL IDENTITY MATERIALS;

AND

**LAYOUT DESIGN OF PUBLICATIONS, PUBLIC INFORMATION AND
COMMUNICATION MATERIALS**

1.1. SUBJECT

The RCC is seeking qualified service providers for a period of two (2) years in the following areas:

Printing services of publications and materials; supply of visual identity materials with the organisation's logo(s); and layout design of publications, public information and communication materials, namely:

LOT 1: PRINTING SERVICES OF PUBLICATIONS AND MATERIALS

LOT 2: SUPPLY OF VISUAL IDENTITY MATERIALS

LOT 3: LAYOUT DESIGN OF PUBLICATIONS, PUBLIC INFORMATION AND COMMUNICATION MATERIALS

1.2. PARTICIPATION

Participation in this Open Call procedure is open to the **respective legal entities, individual professionals, and individual professionals within bidding consortia**. The applicant should have **extensive experience** in dealing with layout design, printing, production and supply of visual identity materials.

Bidding consortia of individual professionals participating in this Open Call must indicate the members and show how the work is divided between them. Specifically, all members must name the **team leader** and authorise this member to represent the consortium. A corresponding written authorisation, power of attorney must be attached to the bid.

1.3. CONTENTS

Proposals, all correspondence, and documents related to the Open Call exchanged by the applicants and the Contracting Authority must be written in English.

Supporting documents and printed literature furnished by the applicants may be in another language, provided they are accompanied by an explanation in English.

LOTS

The Open Call has three LOTs. Applicants may submit proposals either only for LOT 1 or LOT 2 or LOT 3, for all three LOTs, or for individual, selected items within LOT 1 or LOT 2 or both.

1.4. TECHNICAL OFFER

LOT 1 and LOT 2

The Technical Offer must include the following documents:

1. Company Profile – Professional Capacity:

- The applicant must provide detailed information on its professional capacity. The applicant must have work experience matching the requirements of this Open Call as specified in Section 2 Terms of Reference. It needs to possess credible expertise and reliability in providing printing and/or supply of visual identity materials. This is to be proved by submitting evidence of minimum two contracts (applicant being a contractor), at least one of them of work comparable to this specified field. The contracts may still be under implementation.
- The applicant must submit proof of ability to perform the scope of work specified in Section 2 Terms of Reference through demonstrated presence (office/staff) within the company. Written statement on the extent to which the capacities of the company, both professional and technical, meet the requirements specified in the Terms of Reference, Section 2, should be provided. As a reference please consider your equipment and staff resources, production time, and delivery time and similar.
- Applicant is requested to present a few samples of its work in the Offer in order to prove the quality (samples, photos of items).

2. Legal Entity Proof:

- Company Registration Certificate Copy;
- Company balance sheet and profit-and-loss statement for the past two years (2023-2024);
- Copy of extract from commercial register;

LOT 3

The Technical Offer must include the following documents:

- Brief profile of the professionals or company with the reference list and samples of previous work;
- Legal entity file: Company balance sheet and profit-and-loss statement for the past two years (2023-2024);
- Copy of extract from commercial register;
- In case of a consortium of individual professionals, a corresponding written authorisation, power of attorney is accordingly treated;
- Proof of technical capacity (CVs of team members for this project);

1.5. FINANCIAL OFFER

LOT 1 and LOT 2

The Financial Offer must be presented in EUR currency and include a budget breakdown.

Budget Breakdown should represent:

- Price of printing for publications and materials, as per technical specification, for each item specified in Subsection 2.6 of the Terms of Reference, Section 2
- Price of supply of visual identity materials, as per technical specification, for each item specified in Subsection 2.6 of the Terms of Reference, Section 2
- VAT amount
- Payment terms:
The RCC Secretariat accepts maximum 30% of advance payments and only in specially approved circumstances.

Note:

According to the Indirect Taxation Authority Instruction and its status of an international organisation, the Regional Cooperation Council Secretariat is entitled to VAT refund and is exempted from customs duties in Bosnia and Herzegovina.

LOT 3

The Financial Offer must include the following elements:

- The financial offer should be prepared in accordance with technical specification specified in Subsection 2.6 of the Terms of Reference, Section 2
- All figures should be expressed in EUR;

Note:

According to the Indirect Taxation Authority Instruction and its status of an international organisation, the Regional Cooperation Council Secretariat is entitled to VAT refund and is exempted from customs duties in Bosnia and Herzegovina

1.6. BINDING PERIOD

Applicants are bound by this Call for 90 days after the deadline for the submission of proposals. In exceptional cases, before the period of validity expires, the Contracting Authority may ask the applicants to extend the period for a specific number of days, which may not exceed 30 days.

1.7. ADDITIONAL INFORMATION

The RCC Book of Visual Identity Standards and RCC logos in vector format are available upon request and are to be used solely for the purpose of submitting an offer in response to this open call.

1.8. SUBMISSION OF PROPOSALS

Submission of proposals:

Applications need to be submitted by **26 January 2026** Central European Time through the website link Apply.

1.9. EVALUATION OF TECHNICAL OFFER

LOT 1 and LOT 2

EVALUATION GRID	Maximum score
Professional capacity and ability based on the Company Profile, list of staff and equipment, resources and delivery time;	30
Track record, reference list, list of contracts with the size of work and value comparable to this Open Call;	35
Quality of products and services (based on samples, photos of items);	35
TOTAL SCORE	100

Score for offer X =

Total quality score out of 100 of offer/ final score of the best technical offer X 100 = Rank 1-5

Only applicants with an average score of at least 80 points shall be qualified for the financial evaluation.

Financial offer/ cheapest price has maximum score	100
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LOT 3

The technical quality will be evaluated on the basis of applicant's professional capacity.

The offers will be evaluated based on:

- Professional profile of the company or individual professional(s)
- Proof of technical capacity (CVs of team members for this project)
- List of references, contracts and work comparable to the size and volume of this Open Call
- Layout design samples
- Support beyond initial design

- Delivery time

as specified in Section 2 Terms of Reference, Subsections 2.3 Scope of Work and 2.6 Technical Specifications.

The best value for money is established by weighing technical quality against price on an 80/20 basis.

EVALUATION GRID	Maximum score
Profile of the company or individual professional(s) based on the list of references	20
Key qualifications based on CV(s)	20
Layout design samples	30
Support beyond initial design	10
Delivery time	20
TOTAL SCORE	100

- **Score for offer X =**
- **[Total quality score (out of 100) of offer X / 100] * 80**
- **[Cheapest price / price of offer X] * 20**

1.10. EVALUATION OF FINANCIAL OFFER

Financial offers should be prepared in accordance with Section 2 Terms of Reference, Subsections 2.3 Scope of Work and 2.6 Technical Specification.

1.11. SELECTION OF THE MOST FAVOURABLE APPLICANT

Selection of the most favourable applicant will be internal, in accordance with the defined award criteria and RCC's procedures.

The best value for money is established by weighing technical quality against price. The applicants with an average score of at least 80 points reached for the technical quality may be invited for an interview to discuss further details should this be necessary.

INFORMATION ON SELECTION OF THE MOST FAVOURABLE APPLICANT

The RCC Secretariat shall inform candidates and applicants of decisions reached concerning the award of the contract as soon as possible, including the grounds for any decision not to award a contract for which there has been competitive Open Call or to recommence the procedure.

Standard letter of thanks for participation for unsuccessful applicants shall be sent within 15 days after the contract is signed with the awarded applicant.

The candidates and applicants wishing to receive a feedback may send a request within 15 days after receipt of the standard letter of thanks.

The request may be sent to the e-mail address ProcurementforRcc@rcc.int or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat
Attention to: Administration Department
Building of the Friendship between Greece and Bosnia and Herzegovina
Trg Bosne i Hercegovine 1/V
71000 Sarajevo
Bosnia and Herzegovina

1. TERMS OF REFERENCE

2.1. REGIONAL COOPERATION COUNCIL SECRETARIAT

The Regional Cooperation Council (RCC) was established in 2008 as a regionally owned and led framework. It works under the political guidance of the South-East European Cooperation Process (SEECP) to promote regional cooperation and European and Euro-Atlantic integration of South East Europe (SEE). RCC's activities are guided by its triannual Strategy and Work Programme (SWP) and the South East Europe 2030 (SEE 2030) Strategy.

The RCC consists of 46 participants. The RCC and its Secretariat receive operational guidance and supervision from the RCC Board. The RCC has a Secretariat based in Sarajevo, Bosnia and Herzegovina, headed by the Secretary General, and a Liaison Office in Brussels. The organisational structure of the RCC Secretariat consists of: Office of the Secretary General, Political Department, Programme Department and Administration Department. The organisation maintains close working relations with all relevant actors, such as governments, international organisations, international financial institutions, regional organisations, private sector and civil society.

The organisation maintains close working relations with all actors of relevance to these areas, such as governments, international organisations, international financial institutions, regional organisations, private sector, civil society and academia.

More information on the RCC work is available at www.rcc.int.

2.2. OBJECTIVE

The Regional Cooperation Council (RCC) Secretariat seeks a professional, full-service company/agency that provides services of printing of publications and materials and supply of visual identity materials with organisation's logo(s), and companies, individual professionals or consortia of individual professionals dealing with layout design.

2.3. SCOPE OF WORK

The Scope of Work is initially for the period of 24 months, with possibility of an extension for another year. Successful applicant(s) will be responsible for providing the RCC Secretariat with services of printing of publications and materials, supply of visual identity materials with the organisation's logo(s), and services of layout design for publications, public information and communication materials. These include, but may not be limited to:

LOT 1: PRINTING OF PUBLICATIONS AND MATERIALS

Printing of publications and materials, which includes printing of various publications, reports, factsheets, brochures, flyers, business cards, envelopes of various formats, memoranda, table flags, outdoor flags in two sizes, roll-ups, banners, tri-form custom-made calendars, notebooks A5, A6 and other formats if requested, paper bags, folders, invitation cards, masks, as well as other materials for conferences and events organised by the RCC Secretariat or its projects which cannot be defined and specified in advance, such as roll wall/back drops, name tags and similar (ad-hoc order).

Note:

The applicant is encouraged to present in the Offer a few samples of its work in order to prove the quality.

Placing of orders with selected company shall be based on prior presentation of samples of work.

LOT 2: SUPPLY OF VISUAL IDENTITY MATERIALS WITH THE ORGANISATION'S LOGO(S)

Supply of quality visual identity items with the logo of the RCC, EU and/or one of its projects and partners, such as: lanyards, USBs, umbrellas, mouse pads, ties, scarves, smart-phone mobile chargers, ear phones, mugs, various types of agendas (leather and eco), pencils, pen sets, as well as other materials for conferences and events organised by the RCC Secretariat or its projects, which cannot be defined and specified in advance, such as roll wall/back drops, name tags and similar (ad-hoc order). In addition, applicants should be able to provide local products, handmade products, products designed and produced by small businesses from the Western Balkans.

Note:

The applicant is encouraged to present in the Offer a few samples of its work in order to prove the quality.

Placing of orders with selected company shall be based on prior presentation of samples of work.

LOT 3: LAYOUT DESIGN OF RCC PUBLICATIONS, PUBLIC INFORMATION AND COMMUNICATION MATERIALS (graphic layout design and DTP)

The RCC, including its projects, publishes a number of publications, reports, brochures, infographics and other communication materials, both printed and electronic, which often requires the use of graphics/design in order to enhance the layout of the text. It also organises a number of different events throughout the year, and orders visual identity items (such as agendas, planners, calendars, etc.) annually.

Therefore, it is envisioned that the layout design for publications, events and materials, in formats selected and approved by the RCC Secretariat or its projects, will be required periodically, upon RCC's request, as and when needed.

All layout design solutions should be in line with the RCC Book of Visual Identity Standards and Communication and Visibility Manual for European Union External Actions.

We are looking for financial and capacity offers for the layout design of:

- 1) flyers, brochures, reports, publications, infographics, plans, etc.;
- 2) events' visual identity;
- 3) visual identity materials (agendas, planners, table and wall calendars, bookmarkers, rollups, banners);
- 4) update of RCC Book of Visual Identity Standards;
- 5) any other materials RCC might need.

2.4. RESOURCES AND TIMING

Successful applicant will have a qualified team of professionals (full-time employees), with one staff member dedicated to manage the RCC's orders relevant to the Open Call. Selected applicant should be ready and able to work on short deadlines and under pressure.

The contract implementation will start in February 2026 and last until February 2028, with a possibility of an extension for another year.

2.5. REQUIRED OUTPUTS/REPORTING

Successful applicant(s) will report directly to the relevant RCC representatives.

Before finalising the order, the selected applicant(s) shall be responsible to submit the layout design for printing/production of a certain item in JPEG or PDF format via email, if applicable, and, after approval from the RCC Secretariat, if requested, to provide sample of the item. The appeal and quality of provided sample shall be subject to RCC's approval, before initiating production of the entire order.

2.6. TECHNICAL SPECIFICATIONS FOR ALL LOTS

LOT 1: Printing services of publications and materials in formats selected and approved by the RCC.

Technical details:

No	Item	Technical details	Quantity (max. annually)
1	Envelope for greeting cards	Size: 176x124 mm; with logo in colour	100, 500 or 1,000, as per order
2	Envelope C 4	Large; with logo in colour print; two colour printing	100, 300, 500 or 1,000, as per order
3	Envelope B 5	Medium; with logo in colour print; two colour printing	100, 300, 500 or 1,000, as per order

4	Envelope American	Small; with logo in colour print; two colour printing	100, 300, 500 or 1,000, as per order
5	Memorandum	Containing logo and address; colour print	100, 300, 500, 1,000, or 2,000 as per order
6	Table flag	Bordered on silk lined with paper; logo; two colour printing	10, 50 or 100, as per order
7	Flag type 1	Size 1,5 x 3 m; logo in colour on white background; two colour printing	10 or 20, as per order
8	Flag type 2	Size 1x2 m; logo in colour on white background; two colour printing	10 or 20, as per order
9	Roll –up	Colour printing on vinyl; with mechanism	Approximately 30 pcs per year
10	Banner	One self-standing banner with logo(s) and website inscription; suitable for usage in the organisation's conference room; Dimensions: 3x3 m and/or 3x4 m. Details to be agreed with selected applicant	Up to 1-3 pcs per year
11	Lanyard	ID and mobile phone lanyard; white, and/or grey, and/or black. Dimensions: 50x 1 or 1.5 cm; two colour print	100, 200 or 300, as per order
12	Notebook A 5	With logo print; spiral binding; two colour printing; 100 pages	100, 200, 300, 500 or 1,000 as per order Approximately 1,500 pcs per year
13	Notebook A 6	With logo print; spiral binding; two colour printing; 100 pages	100, 200, 300, 500 or 1,000 as per order Approximately 2,500 pcs per year
15	Paper bag type 1	For A4 content; white paper; with logo print; two colour printing	100, 200, 300, 500 or 1,000 as per order Approximately 2,000 pcs per year
17	Folder	Paper; for holding A4 size documents; with logo print; two colour printing	100, 200, 300, 500 or 1,000 as per order Approximately 2,500 pcs per year
18	Invitation card	For receptions and similar events, as necessary; size: 164x114 mm; two colour printing;	100, 200, 300, 500 or 1,000 as per order
19	Printing of	Format 86x48 mm	100 pcs per order

	business cards		
20	Template Brochure	Dimensions 118 x 166 mm, 12 pages + covers; paper 150 gr + 300 gr covers, plasticized, colour printing; staple binding	1,000 or 500 pcs as per order (in total approximately 10,000 pcs per year)
21	Template ID card	Two-sided card, colour printing, dimensions 109x 146 mm; paper: 350 mm, plasticized (hard)	1,000 or 500 pcs as per order (approximately 2,000 – 3,500 pcs per year)
22	Infographic booklet	Dimensions: 170 x 102 mm; pages app. 120 + covers; paper 150 gr + 300 gr covers, colour printing; soft binding	100, 200, 300, 500 or 1,000 as per order
23	Template report, type 1	40-60 pages + cover; paper: k/b 135 gr. K + cover 300 gr. + plasticized; printing in colour; format: A4; soft binding	50, 100, 200, 300, 500 or 1,000 as per order
24	Template report, type 1A	40-60 pages + cover; paper: k/b 135 gr. K + cover 300 gr. + plasticized; printing of cover page in colour + printing of inner pages in black and white; format: A4; soft binding	100, 200, 300, 500 or 1,000 as per order
25	Template report, type 2	30-60 pages + cover; paper: k/b 135 gr. K + cover 300 gr. + plasticized; printing in colour; format: A5; soft binding	100, 200, 300, 500 or 1,000 as per order
26	Template report, type 2B	30-60 pages + cover; paper: k/b 135 gr. K + cover 300 gr. + plasticized; printing of cover page in colour + printing of inner pages in black and white; format: A5; soft binding	100, 200, 300, 500 or 1,000 as per order
27	Template report, type C	Format A4, inner pages 150gr paper, cover pages 300 gr paper, plasticized, 90-130 pages + covers, soft binding; colour printing	100, 200, 300, 500 or 1,000 as per order
28	Masks	Reusable, disposable and smog masks – with RCC and EU logo	100, 200, 300, 500, 1000 (1000 only for disposable masks)
28	Promotional materials for conferences	No specification for the moment. We expect expression of readiness for quick production, and delivery date to the venue defined by the RCC.	As per order

LOT 2: Supply of visual identity materials with the RCC logo

Supply of quality visual identity materials with the logo of the RCC, such as: USBs, umbrellas, mouse pads, ties, scarves, various types of agendas (lather and eco), pencils, pen sets, as well as other materials for conferences and events organised by the RCC and/or its Projects which cannot be defined and specified in advance (ad-hoc order).

Technical details:

No	Item	Technical details	Quantity (max. annually)
1	USB stick in a box	8, 16, and 32 GB; two colour printing of logo directly to the surface	100, 200 or 300, as per order
2	USB (credit card shape)	8, 16, and 32 GB; colour printing directly to the surface	50, 100, 200 or 300, as per order
3	Pen	Plastic or metal; colour printing of logo (s) and possible website inscription	100, 300, 500, 1,000, or 2,000 as per order
4	Pen in a box	Metal; colour printing of logo (s) and possible website inscription	100, 200, 300, or 500, as per order
5	Umbrella, small	With logo print; colour printing	100, 200, or 300, as per order
6	Mouse pad	With logo print; two colour printing; preferably with silicon hand-pad	100, 200, 300, or 500, as per order
7	Tie	Material: silk; size: standard; customisation area: suitable for printing visual identity information (logo); each item is to have its own package customised with logo and contact details	10, 30, 50 or 100, as per order
8	Scarf	Material: silk; size: approximately 40x160cm; customisation area: suitable for printing logo; each item is to have its own package customised with logo and contact details	10, 30, 50 or 100, as per order
9	Agenda (leader and eco)	Up to the supplier to give the offer. It needs to have the possibility of printing the logo on it and contact details.	100, 300, or 500 as per order
10	Bag	Linen bags, long handles, with printed logo and slogan	100, 300 or 500 as per order
11	Promotional materials for conferences	No specification for the moment. We expect expression of readiness for quick production, and delivery date to the venue	As per order

		defined by the RCC or its projects.	
12	Locally produced items	Items produced by local producers, such as scarfs, ties, T-shirts, stationary, etc.	As per order (applicants to provide suggestions/samples/photos) if available

LOT 3: LAYOUT DESIGN OF RCC PUBLICATIONS AND PUBLIC INFORMATION AND COMMUNICATION MATERIALS (graphic design and DTP)

Technical Specification:

- The offer must contain a proof of readiness and capability to perform such a task, having in mind that the RCC produces a number of publications, reports, events and promotional materials during the year, and often several at the same time and in short deadlines.
- Please submit at least 3 examples of your work so far in producing layout design for publications, events and promo materials.
- Proposals must be submitted electronically in PDF format.
- The selected visual identity must be submitted in original layout programme (InDesign, as well as in PDF formats for print and web-friendly version).
- Please indicate prices for each segment: for publications – per publication, working hours or pages; for events – per event or working hours; for promo materials – per item or working hours.

Examples of RCC publications (reports, brochures and infographics) are available at https://www.rcc.int/docs_archive

Financial offer:

Must contain financial offer for design and DTP of sample publications as listed below. For each job, we shall ask for an offer, based on the financial offer submitted in the Open Call, and adjusted to the actual work, upon which the successful applicant will have to get the RCC approval before the job starts.

No	Item	Technical details	Price (notes)
1	Original design for events	This includes original design and its DTP adjustments for different formats (online presentation, notebooks, folders, invitations, paper bags, roll-ups, banners, table and name tags, etc.).	Up to 30 events per year; Price to be indicated for single event
2	Adjusted design for events	This includes adjustment of the existing original design in terms of inscription and DTP adjustments for different formats (online presentation, notebooks, folders,	Price to be indicated for single

		invitations, paper bags, roll-ups, banners, table and name tags, etc.).	event
3	Template Brochure – original design	Dimensions 118 x 166 mm, 12 pages + covers Example: https://www.rcc.int/pubs/61/tourism-development-and-promotion-brochure This includes original design, adjustments as per RCC's briefs, DTP and various electronic and print format adjustments and exportations.	Price to be indicated per 1 piece
	Template Brochure – adjustment of original design	Dimensions 118 x 166 mm, 12 pages + covers This includes adjustments of the existing design (different languages, small fact changes, etc.), DTP and various electronic and print format adjustments and exportations.	Price to be indicated per 1 piece
4	Template ID card – original design	Two-sided card, colour printing, dimensions 109x 146 mm; Example: https://www.rcc.int/home# This includes original design, adjustments as per RCC's briefs, DTP and various electronic and print format adjustments and exportations.	Price to be indicated per 1 piece
	Template ID card – adjustment of original design	Two-sided card, colour printing, dimensions 109x 146 mm This includes adjustments of the existing design (different languages, small fact changes, etc.), DTP and various electronic and print format adjustments and exportations.	Price to be indicated per 1 piece
5	Infographic booklet	Dimensions: 170 x 102 mm; pages app. 120 + covers; Example: https://www.rcc.int/pubs/64/balkan-barometer-2018--infographics This includes original design, adjustments as per RCC's briefs, DTP and various electronic and print format adjustments and exportations.	Price to be indicated per 1 piece
6	Template report, type 1	40-60 pages + cover; set design to be adjusted; with photos (provided by the RCC and partially generic, provided by the designer); format: A4 or A5 This includes adjustment of set design, additional adjustments as per RCC's briefs, DTP and various electronic and print format adjustments and exportations. Example: https://www.rcc.int/pubs/68/checklists-on-corruption-risks-in-the-healthcare-sector	Price to be indicated per 1 piece
7	Template report, type 2	40-60 pages + cover; set design to be adjusted; no photos; format: A4 or A5 This includes adjustment of set design, additional adjustments as per RCC's briefs, DTP and various electronic and print format adjustments and exportations. Example: https://www.rcc.int/docs/436/annual-report-on-implementation-of-the-multi-annual-action-plan-for-a-regional-economic-area-map-rea-in-western-balkan-six-	Price to be indicated per 1 piece

		wb6	
8	Template report, type 3	40-60 pages + cover; original design; with photos (provided by the RCC and partially generic, provided by the designer); format: A4 or A5 This includes original design, additional adjustments as per RCC's briefs, DTP and various electronic and print format adjustments and exportations. Example: https://www.rcc.int/pubs/60/annual-report-of-the-secretary-general-of-the-regional-cooperation-council-2017-2018	Price to be indicated per 1 piece
9	Social media content	Adjustment of existing materials or developing the original layout (with RCC inputs) appropriate for use on social media.	Per social media post
10	Other materials	As per RCCs brief, swift production and delivery of final product, such as signage, illustrations, charts, banners, icons, or similar.	Price to be indicated per 1 piece

2.7. MONITORING AND EVALUATION

For the purpose of monitoring and evaluation of public relation activities (PR action plan) the successful applicant will maintain regular contact with relevant RCC staff member(s).