

## **ANNEX VII TO THE INVITATION TO TENDER**

### **INFORMATION SERVICES AND ASSISTANCE TO COMMUNICATION ACTIVITIES OF THE HOUSE OF EUROPE IN ZAGREB**

#### **OPEN CALL FOR TENDERS PO/2018-20/ZAG**

#### **CASE STUDIES FOR TECHNICAL TENDER (Please refer to Sections 6 and 9.1 of the tender specifications)**

The answers must be realistic and should be an A4 page on average for each question. Only one answer per case study shall be submitted. Case one will be given a maximum of 20 points. Cases two and three will be given a maximum of 10 points each.

##### **Case one**

A person enters the EU Info Point. He/she is known to be high-conflict and has come to the centre several times before, without a genuine question or problem but solely to provoke and aggravate the EU Info Point Staff. This time is no different and the person is not inquiring about a real issue that needs resolving but is harassing and bothering the staff with uncomfortable questions and critical tirades. The person is getting increasingly angry and is refusing to leave the facilities. How do you suggest tackling and defusing this situation?

Please describe how you as a Contractor would prepare for and act in this situation.

##### **Case two**

A secondary school class came to visit the EU House. The class express the interest to learn more about the EU and what opportunities it offers for the youth. In particular, the visitors would like to hear about the possibilities for cooperating with other schools in the EU on some projects and what kind of support they can obtain through EU programmes.

Please describe how you as a Contractor would prepare for and act in this case, with focus on how you will engage students and teacher(s) as well as a summary of the support and information provided to the visiting school class.

##### **Case three**

The conference room in the EU House is to be set up for a conference with about 100 participants and two VIP speakers, as well as a panel discussion with four panellists. A professional moderator would be engaged by the EC Representation. The conference is to be web-streamed and questions to the speakers/panel can also be put via social media (Twitter). Sli.do platform would also be used for questions and comments. Representatives of national TV and other media would be present. A press corner, where the speaker would give press statements and answer questions for the media would be organised immediately after the event.

Please describe how you as a contractor would prepare for this type of event, which aspects need to be taken into account and what type of support would be required from you.