

Master Agreement for Custom Faculty-Led Study Abroad Programs

between

Contractor

and

Virginia Polytechnic Institute and State University (Virginia Tech)

The following document serves as a service agreement ("Agreement") between Latinsoft SIA ("Contractor") and Virginia Tech for the operation of customized faculty-led study abroad programs. In the interest of expanding educational opportunities and to provide a unique learning experience for graduate and undergraduate students, as well as promote collaboration between the two parties, Contractor and Virginia Tech agree to the following provisions:

Award: This Master Services Agreement (MSA) results from a public and competitive solicitation for services issued by Virginia Tech, followed by the subsequent proposal received from the Contractor. The following documents contain additional terms that are hereby incorporated by reference into the MSA in the following order of precedence:

- a. This executed master agreement for custom faculty-led study abroad programs
- b. Summary of Negotiations
- c. Contractor's Proposal (dated July 26, 2024)
- d. Request for Proposal Addendum (dated July 16, 2024)
- e. Request for Proposal Document (dated June 7, 2024)

Program:

This Agreement is based on the principle of reciprocity and expresses the interest of both parties to cultivate educational experiences for Virginia Tech students and faculty through collaboration with the Contractor.

Academics:

The programs' academic focus will depend upon the academic interests and expertise of individual faculty/staff involved. Contractor will provide the following academic services for the Program participants in an executed Addendum specifying the details of each program.

Fees:

The costs per person will be determined in advance of each customized program and specified in the executed Addendum.

The fee may include but is not limited to. The fee shall be subject to the agreement of both parties:

- a. Administrative Fee
- b. Orientation
- c. Accommodation
- d. Transportation
- e. Airport pick up on arrival day and transfer to the airport on departure day
- f. Meals
- g. Translator fees for project work
- h. All project materials and supplies

Unless notated otherwise in the Executed Addendum, all services and accommodations are to be selected, facilitated, and arranged by the Contractor in consultation with Virginia Tech.

Participant Registration:

Virginia Tech students will be nominated by the academic department to ensure students meet Virginia Tech's institutional requirements for study abroad. The final selection of all participants in the program from the Virginia Tech student body shall remain in the sole and absolute discretion of the specific department for which the program is designed for. All Virginia Tech students selected to participate shall comply with all applicable requirements of the Contractor as detailed within the Executed Addendum.

Payment Schedule:

Full program payment is due 30 days prior to the start of a program. The Contractor will issue an invoice to Virginia Tech a minimum of 60 days prior to the start of a program. Participants are responsible for remitting payment directly to the Contractor for the program fee and services rendered.

Insurance:

In order to participate in the program, all participants MUST acquire international medical and security insurance coverage. Virginia Tech will ensure that all participants have medical and security assistance coverage through the university-contracted vendor for the duration of the program dates.

Acts of God:

Neither party shall be responsible for failure to perform this Agreement if circumstances beyond their reasonable control, including, but not limited to: acts of God, governmental authority, terrorism, or war in or with the United States or the Program's location prevent such performance.

Participant Withdrawal Policy:

In the event that a participant wishes to withdraw from the program prior to the start of the program refund is at the discretion of the Contractor.

Terms of the Agreement:

From January 1, 2025 through December 31, 2026 with the option for four (4) two-year renewals. The Agreement shall become effective on the day representatives of both parties affix their signatures, and is subject to revision or modification by mutual written agreement.

Electronic Transactions:

If this paragraph is initialed by both parties, to the fullest extent permitted by Code of Virginia, Title 59.1, Chapter 42.1, the parties do hereby expressly authorize and consent to the use of electronic signatures as an additional method of signing and/or initialing this contract and agree electronic signatures (for example, the delivery of a PDF copy of the signature of either party via facsimile or electronic mail or signing electronically by utilizing an electronic signature service) are the same as manual executed handwritten signatures for the purposes of validity, enforceability and admissibility.

Initials
SS JS
(initials)

In witness hereof, the authorized representatives of Contractor and Virginia Tech hereby execute this Agreement on the dates set forth below.

For Contractor

Signed by:

Sergey Simonov

229C7F82983347E...

Name

Sergey Simonov

Title

CEO, LatInSoft SIA

Date:

12/16/2024

For Virginia Tech

DocuSigned by:

John Spence

L05597CC6EBEB425...

Name

John Spence

on Behalf of

Director of Procurement

Date:

12/16/2024

Negotiations Summary

1. **Virginia Tech question:** Do you agree that if your company is awarded a contract, any current engagements you are actively working on for the University shall be in accordance with the terms of the final contract?

Provider response: Yes.

2. **Virginia Tech question:** Understanding that price is customized for each trip, will the University be receiving any discount structure compared to your standard list pricing you charge?

Provider response: We prepare a separate budget for each custom study abroad program. As in any other group project, per student participation fee in VT projects will be receive discount if compared to one-on-one study programs.

3. **Virginia Tech question:** Do you agree that your company shall, to the best of your ability, provide transparency in pricing for future engagements if requested?

Provider response: Yes.

4. **Virginia Tech question:** As part of Virginia Tech standard procedures, all awarded contracts will be publicly posted on an online contracts' portal. Is there any information included that would be used to identify or harm a person's identity, finances or personal information? If so, please provide a redacted copy of your proposal.

Provider response: We don't object to public posting of a contract

5. **Virginia Tech question:** Are there any additional forms or documents that you will require to be incorporated into the contract documents? If so, please submit.

Provider response: No additional forms required.

6. **Virginia Tech question:** Do you agree to provide invoices with payment due thirty (30) days after receipt of invoice or goods/services, whichever is later?

Provider response: Yes.

7. **Virginia Tech question:** Do you agree that you will be performing services as an Independent Contractor, Company, Corporation or other business entity and are not an employee of Virginia Tech or any other Commonwealth Entity?

Provider response: Yes.

8. **Virginia Tech question:** Do you further agree that Virginia Tech will not withhold any income taxes from its payments to contractors nor will it provide any employment benefits to the contractor or contractor's employees?

Provider response: Yes.

9. **Virginia Tech question:** Upon completion of the initial contract period, do you agree that the contract may be renewed by Virginia Tech upon written agreement of both parties for four (4) two-year periods, under the terms of the current contract?

Provider response: Yes.

10. **Virginia Tech question:** Please identify the highest-level executive in your organization that is aware of this solicitation. Describe that person's commitment to assuring the highest quality service to Virginia Tech if your organization is awarded a contract.

Provider response:

Sergey Simonov,
Director, Learn Russian in the European Union
CEO, LATINSOFT SIA

11. **Virginia Tech question:** Do you acknowledge, agree and understand that Virginia Tech cannot guarantee a minimum amount of business if a contract is awarded to your company?

Provider response: Yes.

12. **Virginia Tech question:** Does the vendor acknowledge, agree, and understand that the terms and conditions of the RFP # 952642408 shall govern the contract if a contract is awarded to your company?

Provider response: Yes.

13. **Virginia Tech question:** For purposes of interacting with HokieMart, please identify the person (name, phone number, email address, etc.) in your company that will serve as liaison for a) e-commerce, b) accounts receivable, c) emergency orders.

Provider response:

a) b)
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Director, Learn Russian in the European Union
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c)
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Virginia Polytechnic Institute and State University

Request for Proposal # 952642408

for

Custom Faculty-Led Study Abroad Program Providers

Learn Russian in the European Union
Daugavpils, Latvia

PROPOSAL

July 26, 2024
Director

Sergey Simonov,

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Introduction

This Proposal is presented by LATINSOFT SIA, a company registered in Latvia (established in 1991, registration number [REDACTED], legal address Mihoelsa 56 – 4, Daugavpils, LV-5401, CAGE A08MD, www.learnrussianineu.com).

Professional continuing education center LATINSOFT is one of LATINSOFT SIA Departments. It is an educational institution, fully accredited by the Ministry of Science and Education of Latvia and doing business under the “Learn Russian in the European Union” trademark. In this Proposal, Professional continuing education center LATINSOFT is further referenced as LATINSOFT.

Learn Russian in the European Union, established in 2004, is a provider of customized study abroad programs focused in the Russian language and its use in government, academia, and business.

Learn Russian in the European Union is located in Daugavpils, Latvia, the largest Russian-speaking city in the European Union and NATO.

In 2012, LATINSOFT SIA invited Daugavpils University to become a partner under the Learn Russian in the European Union trademark and make their academic and administrative resources available to Learn Russian in the European Union students.

In recent years, Learn Russian in the EU has provided numerous study abroad programs to more than 2200 international students. About 90% of the students came from the USA, representing US government institutions, service academies, universities, and business.

Since 2015, Learn Russian in the EU has provided Project GO summer Russian programs for Virginia Tech ROTC cadets, as well as semester abroad programs to Virginia Tech undergraduate students.

The contact for official communication and requests for clarifications:

Mr. Sergey Simonov, Director
E-mail: simonov@learnrussianineu.com
Tel. +371 65427209, +371 29544413

Learn Russian in the European Union
LATINSOFT SIA,
Mihoelsa 56 – 4, Daugavpils, LV-5401, Latvia
<https://learnrussianineu.com/>

1. Plan for providing the services in accordance with the statement of needs/scope of work as outlined in RFP section VI.

A. Values

Virginia Tech requests proposals that align with the following Global Education Office values and reflect a commitment to:

a. Concrete measures to promote equity, inclusion, and access;

i. *Policies and procedures aligned with inclusive excellence and support staff committed to fostering an environment of inclusion and belonging.*

Learn Russian in the EU does not tolerate discrimination against students, or applicants on the basis of age, color, disability, sex (including pregnancy), gender, gender identity, gender expression, genetic information, ethnicity or national origin, political affiliation, race, religion, sexual orientation, or military status. Discrimination or harassment on any of these bases is prohibited.

The prohibition against discrimination and harassment applies to all levels and areas of Learn Russian in the EU operations and programs, all students, administrators, faculty, staff, host families, vendors and contractors.

Each member of Learn Russian in the EU is committed to working to build and sustain an equitable and inclusive environment where cultural diversity is celebrated and valued. We believe diversity benefits and enriches the development of all of our students, staff, and all program participants.

Learn Russian in the EU provides pre-arrival meetings online, as well as program orientation meeting upon the arrival and adaptation orientation meeting with certified psychologists. Learn Russian in the EU conducts regular feedback sessions among all students.

Learn Russian in the EU academic and administrative staff members are highly qualified, continually developing intercultural competencies and global awareness by attending professional development courses, trainings and workshops provided by educational institutions across European Union member countries.

ii. *Targeted marketing and support materials for under-represented groups*

Learn Russian in the EU provides pre-arrival and Q&A meetings online, as well as program orientation meeting upon the arrival and adaptation orientation meeting with certified psychologists.

Learn Russian in the EU conducts regular feedback sessions among all students. By listening to feedback from underrepresented students, Learn Russian in the EU administrative staff works alongside academic staff to devise strategies responding to

the needs of these learners and devising an action plan that outlines how to support underrepresented students throughout their student journey.

iii. Support for students with financial need

Learn Russian in the EU is always flexible in adjusting the payment terms and schedules for students. If required, a student may pay the program fee in several installments.

iv. Identity-based on-site resources to support student success

Learn Russian in the EU provides pre-arrival and Q&A meetings online, as well as program orientation meeting upon the arrival and adaptation orientation meeting with certified psychologists.

Pre-arrival and program orientation meetings cover general logistics for all students and also address various elements of identity and how they may influence student's stay in Daugavpils. Students can also meet with program administration to discuss navigating identity abroad.

On-Campus and Off-Campus Mental Health Providers

Learn Russian in the EU staff is available to assist students in identifying appropriate community resources. Psychiatric services utilize a short-term treatment model so that they can assist as many students as possible in addressing mental health issues that may come up as part of university life.

Learn Russian in the EU collaborates with Daugavpils University Students' Council where students can also address their concerns in order to get support from peers. Students' Council is committed helping navigate identity-based problems.

v. Guidance and specific program recommendations for students with disabilities

1. Web and other digital technologies, the built environment, and any domain in which thoughtful design, management, and procedures can improve disability access.

Study facilities at Daugavpils University are feasible for students with disabilities.

The program web page was created in accordance with the best practices for responsive design.

Our programs include extensive excursion and study trip experience. These activities require up to 2 hours walking across cities or different terrains, being outdoors in different weather conditions, boarding and unboarding buses, bus rides for several hours, overnight stays in hotels, and other components requesting a certain level of physical effort. Students should evaluate their physical readiness before participating in the program.

b. Intercultural learning, global awareness, and anticolonial action

i. Cultivation of sensitivity to identity, power, and positionality issues

Learn Russian in the EU values the experiences of individuals of every age, national origin, race, ethnicity, gender, sexual orientation, ability status, and other identities, and is conducive to building an inclusive and welcoming environment.

The student guide gives an access to the information regarding the local history, culture, customs and daily life prior the arrival and during the program on site. This information is also reviewed during the pre-arrival, Q&A, and program orientation as well as adaptation orientation meetings.

The excursion program and culture classes and workshops provided to all Learn Russian in the EU students contributes to the understanding of the local identity, power and positionality issues.

ii. Standard inclusion of intercultural engagement and reflection activities

All Learn Russian in the EU study abroad programs include extensive cultural and excursion program focused on exploring the culture, history, and contemporary society. Students are exposed to different ethnic, religious, and social groups and can explore the multicultural history and present of the region.

Students stay with Russian-speaking host families, which adds an invaluable cultural and spoken language experience.

iii. Guidance on the development of intercultural engagement skills for career readiness

During orientation and interim feedback sessions, Learn Russian in the EU always explains the importance of intercultural engagement opportunities provided by the program for the students' competitiveness in future careers.

Positively minded and curious students can take advantage of interacting with people, exploring new and different society, lifestyle, traditions, and cultural heritage in order to be better positioned in their professional field.

iv. Hiring of local teams, application local pedagogy, and redistribution of wealth to the communities that make study abroad possible

Learn Russian in the EU on-site team includes only local teachers, communication tutors, and staff members.

Learn Russian in the EU maintains a system of local Russian-speaking host families, who provide lodging, meals, and language and cultural experience to the student. Host families receive an adequate compensation for their services.

The program also intensively uses services provided by local transportation, catering companies, and gyms.

International students on Learn Russian in the EU programs buy lunches at local restaurants, attend concerts and theater shows, and do local shopping. This adds to a positive economic impact on local businesses.

c. Ethical engagement and service with/within local communities that reflect respect for community care and a commitment to place-based pedagogy

i. Engagement with host communities in ways that reflect their needs and contribute to their well-being.

Learn Russian in the EU students stay with local host families. Host families not only receive a compensation for their services, but also gain an invaluable intercultural experience that broadens their knowledge and awareness, improves communication skills and keeps them open-minded. Learn Russian in the EU provides full support to all host families, this include guidelines, vetting and support line.

Learn Russian in the EU offers students volunteering opportunities. This includes language and cultural exchange by participating in summer camps for high school students, assisting language teachers at public schools, participating in the workshops and events organized by city council, university or non-profit organizations.

Learn Russian in the EU works with local experts and organizations to design certain program features, prioritizes sourcing goods and services from local businesses to boost the local economy, implements training programs and internships to develop

ii. Commitment to continuity of community engagement.

Learn Russian in the EU policies and commitment to best practice includes continuously improving our training and support. Learn Russian in the EU has been working on updating the host family profiles and has also developed a thorough host family training process. Learn Russian in the EU conducts trainings for host families, where all family members are exposed to different cultures, beliefs, values.

Program staff is available to our host families as much as our students and we understand that having a synergy between student, school, host family, parent and our partner agents is key to running a successful high school program and ensuring that the student has ever-lasting memories.

Learn Russian in the EU conducts frequent reviews of the engagement and impact efforts, adjusting strategies based on community feedback and changing needs. Learn Russian in the EU aims to foster a positive, respectful, and collaborative relationship with the communities we work with, ensuring all activities align with their well-being and aspirations.

iii. Prioritization of the health, safety, and perspective of local communities

The health and safety of our students, staff, academic personnel, host families and all other program participants is Learn Russian in the EU highest priority. All program participants have 24/7 access to Learn Russian in the EU support line.

Learn Russian in the EU has developed comprehensive health and safety guidelines tailored to the specific needs of all our participants, including risk assessments and emergency response plans.

All Learn Russian in the EU employees and contractors are trained in safety and health protocols relevant to local conditions and regulations.

Learn Russian in the EU maintain channels for continuous feedback from all program participants, including students, host families and staff to monitor and address concerns promptly.

d. Practicing and prioritizing sustainability

i. Program design with sustainability, environmental justice, and climate action as a foundation

Learn Russian in the EU is committed to integrating sustainability, environmental justice, and climate action into all aspects of our program design. Learn Russian in the EU encourages waste reduction and recycling, reducing emissions, promotes sustainable practices to ensure accountability and continuous improvement.

ii. Incorporation of the UN Sustainable Development Goals into the program experience and curriculum

Learn Russian in the EU incorporates the UN Sustainable Development Goals into a program experience and curriculum to involve aligning educational content, activities, and outcomes with the global agenda for sustainable development. The offered comprehensive framework addresses social, economic, and environmental challenges is integrated into the study process in order to develop Learn Russian in the EU programs.

iii. Options to offset study abroad travel emissions

Learn Russian in the EU plans to offer options for offsetting study abroad travel emissions by partnering with reputable carbon offset programs. These options will allow students to calculate their carbon footprint and invest in projects such as reforestation, renewable energy, and community-based sustainability initiatives. By providing these choices, we aim to promote environmentally responsible travel and help mitigate the impact of international education on climate change.

e. Modeling financial integrity and good stewardship

i. Transparent budgetary practices

Learn Russian in the EU program preparation process includes:

- Receiving the student arrival in Latvia/departure from Latvia dates, estimated number of students, and some other fundamental parameters of the program from the customer.
- Learn Russian in the EU prepares a draft program plan, which includes proposed daily in-class hours, all major activities and events.
- The draft plan is discussed and adjusted to match the customer's goals and preferences.
- Upon approval of the draft plan, Learn Russian in the EU prepares a detailed itemized budget proposal based on the program parameters and draft plan.
- If required, the plan may be reviewed and adjusted, as required by the customer in order to meet the budgetary conditions.

As the result, both parties reach a well-grounded understanding of all features and services included in the program and their costs.

ii. Concrete measures to provide high-quality services at the lowest cost possible

On a regular basis (each 6-8 months), Learn Russian in the EU conducts supplier review, evaluating performance, registered issues or complaints, cost effectiveness. This process relates to transportation, catering, hotel, excursion providers, and other external services.

Learn Russian in the EU runs a sophisticated proprietary Learning Management System, which enables us to manage numerous study abroad projects with minimal administrative overhead.

For the program managers at Virginia Tech, we set up a Partner Portal in our IT system, which gives direct access to program documents, schedules, host family information, and other resources and simplifies information exchange.

f. Opportunities to foster global virtual collaborations

i. Pedagogy and practices aligned with Collaborative Online International Learning and Virtual Exchange

The teaching team at Learn Russian in the EU includes experienced professionals with PhD and Master/double Master degrees in the related field plus 5-10 or more years of experience working with international students.

They all participate in the projects available through the European education support program Erasmus+. Erasmus+ includes international mobility opportunities for teachers, both in-person and online. Daugavpils University teachers regularly teach at different European universities.

ii. Technology and other infrastructure-related capacity to facilitate virtual exchanges

All Learn Russian in the EU teachers have extensive experience teaching online. Our approach considers providing synchronous online teaching in small groups, which proved itself as efficient during the pandemic.

At Learn Russian in the EU, the online platform of choice is Zoom, though other online platforms also may be used by particular teachers.

B. Liability, Emergency Medical & Security Health Insurance Coverage

- a. Successful proposals must include applicable insurance coverage that meets VT's requirements, as shown in ATTACHMENT A, Section 7 – INSURANCE.

LATINSOFT SIA is a Latvian company operating according to business practices in Latvia and the European Union.

Therefore, the conditions listed in the RFP ATTACHMENT A, Section 7 – INSURANCE may be satisfied to the extent obtainable in Latvia.

- b. The university has standard study abroad insurance coverage. Providers shall not require additional insurance coverage beyond what is outlined in ATTACHMENT A, Section 7 – INSURANCE.

LATINSOFT SIA is a Latvian company operating according to business practices in Latvia and the European Union.

Therefore, the conditions listed in the RFP ATTACHMENT A, Section 7 – INSURANCE may be satisfied to the extent obtainable in Latvia.

Learn Russian in the EU study abroad program for Virginia Tech provides Latvian travel insurance, covering medical, emergency, and evacuation services.

- c. Providers must maintain an emergency action and communications plan that is shared with the University and program leaders in advance. The organization must provide a single communication channel 24 hours a day to professionals who specialize in crisis and emergency management to support in an emergency. This service must be able to guide Virginia Tech staff and students on safety and security precautions and if required coordinate evacuation services.

The Emergency Response Plan is available online in the Student Guide (to students) and in the Partner Portal (to program managers at Virginia Tech).

The fixed number +371 65407215 serves as the 24/7 emergency support line at Learn Russian in the EU. The call is routed to staff members, recorded, and the calling number is emailed to the designated e-mail address for registering.

This ensures the call will be answered and registered.

The official emergency number in Latvia and European Union is 112.

C. Program Support

a. Appropriate academic content

- i. *If providing academic services, providers must reflect a commitment to high-quality academics to align with Virginia Tech's curriculum and the learning objectives of the program.*

Learn Russian in the EU students can select from about 90 academic courses in the Russian language and other areas available at Daugavpils University (see the [Course Catalog](#)). All Russian language courses are taught by native speakers.

All these courses can be provided in Russian or in adjusted Russian (e.g. courses in Political Science, Area Studies, History, Mathematics, etc.).

The course portfolio is constantly reviewed and updated with new courses.

All professors and instructors hold PhD and Master/double Master degrees in the related field plus 5-10 or more years of experience working with international students.

In study abroad programs for Virginia Tech students, Learn Russian in the EU provides undergraduate credit transfer at Daugavpils University. The grade transcript is issued within 3-5 weeks after the program completion.

A sample grade transcript and a description of the Latvian grading system that should support correct grades interpretation are attached (see Attachment 1).

b. In-country support

- i. *On-site personnel:*

Virginia Tech's Global Travel Policy indicates a faculty-to-student ratio of 1:15. The standard minimum program enrollment is 10; however, programs may run with fewer students if financially viable. Virginia Tech seeks providers with the ability to offer in-country support staff. Such staff should be fluent in the host language, familiar with the location, and available 24/7 to assist in emergencies. Availability of a local/cultural guide and/or translator (if relevant) is also important.

Learn Russian in the EU provides experienced in-country support staff.

Our staff members are

- local residents;
- fluent in Russian, English, and Latvian;
- available 24/7 to assist in emergencies;
- have up to 10 years experience working with international study abroad programs.

Local guides are available on all cultural events and excursions provided by the program. The guides are Russian and/or English speaking, depending on the requirements set by the program.

iii. Ground Transportation

The University requires safe and reliable airport transfers and ground transportation at each location. The bidder must be able to provide motor coach/bus transportation if required for group activities such as company visits, academic/business lectures, cultural activities and group meals. Ground transportation vendors arranged by the provider must meet all local requirements for licensing and registration.

For student group transfers on arrival/departure, local excursions, and weekend study trips Learn Russian in the EU uses vehicles (coaches, buses) with professional drivers provided by transportation service partners.

The partners are licensed transportation service companies.

iv. Lodging

Lodging must be secured at three-star equivalent hotels or hostels unless otherwise specified. Accommodation in private homes with host families may be requested for some programs. Depending on the location and availability double, triple, or quad occupancy rooms can be reserved for students and single occupancy rooms for faculty/staff. The accommodation should be located near city centers or sites relevant to the program and include wireless internet access. Accommodation facilities must meet any local requirements for licensing, health, and safety.

Host families

On all Learn Russian in the EU study abroad programs, Russian-speaking host families is the primary student lodging option.

Learn Russian in the EU runs a system of selection, vetting, training, monitoring, reviewing, and evaluating the host families. The rules "Staying With a Host Family" (see the Attachment 2) set guidelines for both the host family and the student. Currently Learn Russian in the EU cooperates with more than 130 host families.

We work with host families in selected neighborhoods within the walking distance or 30 minutes on public transportation maximum to the class location.

The living conditions are:

- A separate room with door and window in an apartment or private house;
- Bed or sofa with flat surface;
- Pillow, blanket, bed linen;
- Desk, chair, dresser or closet for student's clothes;
- Unlimited high-speed Wi-Fi;
- Shared bathroom (usually).

In case a host family owns a large private house, we may put two students of the same program and gender to this family. Each student stays in a separate room.

Our host family system has proved its efficiency in numerous study abroad programs provided to US government institutions, service academies, Foreign Area Officers, academic professionals, and universities.

Hotels

Hotel accommodation will be provided in Riga upon arrival in order to compensate possible flight delays and provide required rest after the long journey.

Learn Russian in the EU uses 3-star hotels (double or triple occupancy) on long weekend study trips around the Baltic States.

Virginia Tech escort faculty/staff stays in single-occupancy rooms at the same hotels as students. In Daugavpils, rental apartment (one bedroom) in a short walking distance to Learn Russian in the EU facilities will be provided.

v. Site Visits

Ability to arrange cultural, business, industry, laboratory, and other visits, depending on the program requirements.

Learn Russian in the EU study abroad programs can include site visits to Daugavpils University laboratories, municipal institutions, local industrial companies, ethnographic sites, etc.

vi. Meals

Ability to arrange group meals as requested by the program leader; knowledge and recommendations to students for convenient and inexpensive options for other meals.

Learn Russian in the EU partners with selected cafe and restaurants in Daugavpils and major study trip destinations.

The meal arrangements are discussed during the program preparation. In Daugavpils:

- Host families provide breakfast and dinner on workdays. Three meals provided on weekends (if the student is not away for a study trip).
- Learn Russian in the EU provides detailed lunch information and recommendations during the on-site orientation and the walking tour on the first day in Daugavpils.
- Group meals may be included in the program budget or arranged for students for purchase.

Host families and catering partners are aware of known student diets and allergies, if this information has been provided by students.

In case students buy lunch independently, there several restaurants close to Learn Russian in the EU facilities that serve quick business lunch on workdays. A business lunch provides a choice of 2-3 soups + a choice of 3-4 main course + a drink at a fixed price of 5.50 – 8.00 Euro.

Several supermarkets with deli departments offering fresh-made food to go are located in 5-10 minutes walking distance.

vii. Excursions/Activities

Ability to create and implement an itinerary of local excursions and activities that support the expressed learning outcomes of each program.

All Learn Russian in the EU study abroad programs include a broad range of local excursions, cultural events, workshops, and study trips helping the students understand the history and cultural heritage of the region in the context of relations with Russia.

Preparing a study abroad program, we discuss, what cultural aspects should be put in the focus (e.g. regional cultural diversity, Russian, Jewish, military history, etc.) and build the cultural program accordingly.

Local guides are available on all cultural events and excursions provided by the program. The guides are Russian and/or English speaking, depending on the requirements set by the program.

A typical cultural program included in a 6-8 week long study abroad program is:

- Daugavpils walking tour and practical information.
- Multicultural Daugavpils (ethnic and confessional diversity, cultural heritage).
- Traditional cooking workshops.
- Daugavpils Fortress.
- Mark Rothko Art Center.
- The Museum of Technical History (Engineering Arsenal).
- Military history (memorials of different armies of WW1, WW2, the Independence War) and the Holocaust Memorial.
- Russian Old Believers ethnographic site.
- Basilica of Aglona, WW2 artefact collection, Devil Lake, traditional ceramic and textile workshop.
- Weekend study trip to Riga, the capital of Latvia with visiting the Old Town, Occupation Museum, Rundale palace, Salaspils memorial (2 or 3 days, hotel lodging).
- Weekend study trip to Lithuania – Vilnius, Trakai, Kaunas (2 or 3 days, hotel lodging).

On all excursions, Learn Russian in the EU escort representative goes with the group and supervises all planned activities, transfers, meal stops, etc. As a rule, local guides provide explanations in Russian or English at each site.

Excursion descriptions are available to students at [this link](#).

D. Communications

- a. Providers must offer a dedicated service team for each program that will be responsible for scheduling and facilitating meetings (initial planning calls related to the proposal, pre-departure logistics and orientation, on-site services, post-program debriefing, etc.). The service team must provide regular status updates throughout the planning process and should also be available post-program for debriefing and closure of any outstanding issues.

Learn Russian in the EU assign different team members, who

- Create the general program plan and preparation timeline.
- Monitor document submissions and document compliance.
- Select host families according to student preferences and placement policies.
- Plan all logistics and hotel information, building detailed arrival and departure plans.
- Create and update class and event schedule.
- Provide orientation, adaptation orientation, and adaptation tour.
- Run regular surveys (health, safety, host family, or any other issues).
- Discuss the implementation progress and available feedback with Virginia Tech representatives on-site and program managers at Virginia Tech.

- b. During the program, the service team must provide multiple redundant emergency contact protocols to allow the traveling group to seamlessly communicate directly with the study abroad provider, the in-country ground team, the guide, the University, and other relevant stakeholders. In the event of unforeseeable events, the provider should notify of program alterations and offer regular updates to the University regarding booking confirmation and payment deadlines.

Learn Russian in the EU uses several communication channels with the students and partner program managers:

- We open a personal Student Account in our IT system for each students. The student account (portal) gives a student access to guides, schedules, documents, and points of contact related to the planning and implementation of the program.
- The program managers at Virginia Tech can use the Partner Account in our IT system, which gives access to all management information.
- One of important document is the Arrival plan, which describes all logistics details regarding the airport pick-up, transportation, and the meals for the period from landing at Riga Airport till the first day of classes.
- We also set up a group in WhatsApp, which all the students, teachers, and staff must join at least several days before the departure from the USA. This

group is used for instant communication during the travel, as well as during the implementation period.

E. Pre-Departure/Upon Arrival Support

- a. Providers must offer country-specific expertise including site-specific and collaboration on pre-departure orientation. All Virginia Tech programs are required to host at least one pre-departure orientation and an upon-arrival orientation at each destination. These sessions must include the following content: familiarization with the locality; important logistics; emergency response protocols; communications plan; site-specific and cultural information; and a health, safety, and security briefing).

Learn Russian provides

- Pre-program orientation and a pre-departure Q/A online.
- Upon-arrival orientation is provided on the first day of classes (see the 2024 Virginia Tech Project GO orientation presentation in Attachment 3).
- Walking familiarization tour to the downtown Daugavpils is also provided on the first day of classes.

F. Air Travel

- a. Though Virginia Tech program participants typically make their own air travel arrangements, providers should be able to book group air travel if requested by the program organizer.

So far, all study abroad programs working with Learn Russian in the EU, arranged group air travel themselves.

If required by Virginia Tech, we may assist in the group air travel booking.

G. Marketing & Recruitment

- a. Virginia Tech values providers who are able to assist in marketing and recruitment efforts, including but not limited to support for information sessions, and content creation in alignment with Virginia Tech's brand identity and style guide.

Learn Russian in the EU may assist Virginia Tech in marketing and recruitment. Learn Russian in the EU branded promotional materials (booklets, posters, and souvenirs are available).

We can coordinate creation with Virginia Tech creation of specific promotional content and materials, aligned with Virginia Tech's brand identity and style guide.

H. Data Privacy Protections

- a. To the extent applicable, Contractor agrees to hold student information, including any personally identifiable student information or education records as those terms are defined under federal law, ("Confidential Data") in strict confidence and warrants to University that it will use reasonable industry practices to establish and maintain

adequate procedures to ensure the confidentiality and privacy of such Confidential Data, from unauthorized use or disclosure in violation of the Family Educational Rights and Privacy Act and the Health Insurance Portability and Accountability Act.

All student data are stored in our proprietary IT-system. Only Learn Russian in the EU authorized personnel may have access to the student data according to the access rights assigned to different roles.

All data are backed-up daily. The backup copies are stored in secure cloud storage.

I. Program Cancellation and Return Policy

In the event that Virginia Tech wishes to cancel any program 60 days before the start date (the "Cancellation Deadline") due to low enrollment or any other reason, Virginia Tech will receive a refund of 100% of uncommitted and unexpended program fees. There will be no refund if Virginia Tech wishes to cancel the program after the Cancellation Deadline. Cancellations must be submitted in writing to the Contractor and will be noted based on the date notification is received. [Subject to "Acts of God" section below.]

In the unlikely event that the U.S. Department of State or the Centers for Disease Control and Prevention issues a travel advisory of health notice of Level 3 or higher advising against travel to host country locations during the program and Virginia Tech wishes to cancel the program, Virginia Tech will receive a refund of 100% of uncommitted and unexpended program fees as of the date Virginia Tech notifies the Contractor in writing of the cancellation due to the U.S. Department of State or Centers for Disease Control and Prevention advisory or safety cancellation.

Since many study abroad programs run during the peak tourist season (mid-May-August), Learn Russian in the EU books all hotels and long-distance transportation services 5-7 months in advance.

Usually, our providers' policies allow us to avoid cancellation fees if we cancel a booking 60 days in advance. However, there might be cases, when some cancellation fees will be requested.

J. Invoicing Requirements

The Contractor shall submit invoices for payment to the University exclusively in USD. Each invoice must clearly reference specific line-item descriptions from the Total Program Budget that correspond to the requested payment.

Invoices should be remitted to the University's point of contact for the program specified within the Addendum to the Master Agreement. Normal processing of invoices through standard internal University business procedures will ensure the invoice is submitted to the University's accounts payable department for processing and payment.

LATINSOFT SIA will submit invoices in USD on behalf of Learn Russian in the EU. The invoice will reference specific line-item descriptions from the Total Program Budget.

Method of payment

LATINSOFT SIA is a Latvian company operating according to business practices in Latvia and the European Union.

The preferred method of payment is bank transfer to the IBAN account in a European bank.

2. A description for different types of program offering(s) offeror is able to provide to the University.

Learn Russian in the EU can offer Virginia Tech the following study abroad program type:

- 1) Custom Summer faculty-led Russian language program, 6 or 8 weeks.

In the future, in case Virginia Tech will be interested, we will be ready to offer also:

- 1) Semester Abroad programs:
 - Russian Language and Political Science;
 - Russian Language and East European Studies;
 - Russian Language, Literature, and Culture.
- 2) Custom Winter faculty-led Russian language program, 3 weeks.

Custom Summer faculty-led Russian language program

This program is based upon many years of Learn Russian in the EU experience in providing highly successful Virginia Tech ROTC Project GO Summer programs and many summer programs for universities, federal service academies, and other institutional customers from the USA and Europe.

Major program parameters

Program Focus

The program focuses on developing Russian language communication skills (listening comprehension, speaking, active vocabulary, fluency) and active grammar at ACTFL levels from Intermediate Low to Advanced High.

The program also includes an Area Studies course focused on cultural and historical background of traditionally multicultural and multiethnic region of Eastern Latvia, Baltic States, Russia, and Belarus.

In Daugavpils, modern standard Russian is the primary language of daily communication. This makes a full language and cultural immersion possible.

Group size

The recommended group size is 10-16 students. The optimal group size is 16 students.

For language classes, the group will be split into two subgroups according to the language proficiency (e.g. Intermediate and Advanced). The subgroup size should not exceed 8 students.

2. A description for different types of program offering(s) offeror is able to provide to the University.

Program duration

Proposed program duration is 6 weeks. The program duration may be adjusted if required by Virginia Tech.

Implementation period

This program may run in the mid-May to late August timeframe, as negotiated with Virginia Tech.

Suggested departure and return to the USA

The departure date May 15, 2025

The return date June 28, 2025

Draft program plan

Proposed Summer faculty-led Russian language program plan is included in Attachment 4.

The study program features

Academic program

- Intensive 6-week language study and full Russian language immersion in Daugavpils, Latvia, the Russian-language enclave in Latvia.
- 130 instruction academic hours (45 minutes) total (may be adjusted if required by Virginia Tech).
- Enrollment at Daugavpils University is included.
- Daugavpils University will award 12 ECTS (6 US) undergraduate credits.
- Conversation practice with native Russian communication tutors (peer communication tutoring), 12 hours.

Course selection options

Virginia Tech program managers can select Daugavpils University courses to be included in the program according to Virginia Tech study objectives and preferences.

The available courses are listed in the Course Catalog. The selection is coordinated with Learn Russian in the EU.

For example, there are several available Russian language courses, which may be chosen from the Catalog for the Intermediate and Advanced subgroups.

Virginia Tech can dedicate all 12 ECTS of available coursework to the Russian language, or can include 3 ECTS of the Area Studies courses and leave 9 ECTS for the Russian language.

2. A description for different types of program offering(s) offeror is able to provide to the University.

Enrollment at Daugavpils University

Enrollment at Daugavpils University is required for undergraduate credit transfer. The enrollment paperwork includes:

- Virginia Tech Memorandum to Daugavpils University (the template will be provided by Learn Russian in the EU).
- Daugavpils University application and passport copy submitted by each student.
- The enrollment fee is included in the program budget.

External tests and exams

If required, external tests and exams (e.g. pre-program and post-program OPI, Flagship) may be arranged. The costs for arranging the texts and exams should be added during the budget discussion and preparation stage.

Grade transcripts

Grades will be assigned based on the assessment methods described in the relevant course descriptions.

Daugavpils University issues grade transcripts in 3-5 weeks after the completion of the program.

Grade transcripts and description of the Latvian grading system can be send by registered e-mail to the address specified by program managers at Virginia Tech.

The grade transcript sample and Latvian grading system description are available in Attachment 1.

The language of instruction

The Russian language instruction can be provided at two levels: Intermediate and Advanced.

All language instruction will be provided by very experienced native Russian speaking instructors.

If selected in the program, the courses Area Studies will be taught in adjusted Russian, ensuring students at Intermediate and Advanced levels will be able to follow.

Cultural and excursion program

The program includes extensive cultural component helping the students understand the history and cultural heritage of the region in the context of relations with Russia.

The excursions and cultural events are considered as field practice in the area studies course and are required program components. Reading materials to prepare for an excursion, local guides, and in-class discussion will support the practical student experience.

2. A description for different types of program offering(s) offeror is able to provide to the University.

Cultural events:

- Daugavpils City Days Festival: 750th Anniversary celebration. This is a must attend event, full of concerts, shows, street fairs, parades, entertainment, and street food.
- Ligo (Midsummer): the major Latvian national holiday, rooted in pre-Christian traditions.
- Russian cooking and/or music classes.
- A final outdoors event in countryside, Russian steam house included.

Workday excursions:

- Daugavpils walking tour and practical information “Living in Daugavpils”.
- Daugavpils history walking tour.
- Multicultural Daugavpils (ethnic and confessional diversity, cultural heritage).
- Traditional cooking workshops.
- Daugavpils Fortress, Mark Rothko Art Center, Museum of Technical History (Engineering Arsenal).
- Military history tour (memorials of different armies of WW1, WW2, the Independence War) and the Holocaust Memorial.
- Russian Old Believers ethnographic site and traditional cooking at a ethnographic farmstead in Dviete.

Weekends excursions and study trips:

- Saturday excursion: Basilica of Aglona, WW2 artefact collection, Devil Lake, traditional ceramic and textile workshop.
- Long weekend study trip to Riga, the capital of Latvia with visiting the Occupation Museum, Rundale palace, Salaspils memorial, Zhanis Lipke memorial, and Jurmala sea resort.
- Long weekend study trip to Lithuania: the capital city of Vilnius, Trakai island castle, Kaunas.

The cultural and excursion program may be adjusted according to Virginia Tech preferences.

Travel, arrival arrangements, and transfers

- Learn Russian in the EU highly recommends the group to arrive and depart on the same flight.
- The flight should be arranged by Virginia Tech. Airfare is not included in the budget estimates by Learn Russian in the EU.
- The final destination is Riga Airport (RIX).
- In order to address frequent summer overseas flight delays and ensure physical recovery after the long travel, the group will stay in a hotel in Riga on the day of arrival.
- Pick-up at the airport and transfer to the hotel will be provided.
- One group transfer from the hotel in Riga to host families will be provided. Stops for lunch, sightseeing, and rest will be included.
- Pick-up from the host families and transfer to Riga Airport is included.

2. A description for different types of program offering(s) offeror is able to provide to the University.

In case some students are going to arrive or depart on an individual schedule, their pick-up and transfer should be negotiated at least two weeks in advance and either update the program budget, or covered separately.

Student services

Host family lodging

Homestay is provided in vetted and trained Russian-speaking host families, breakfast and dinner on workdays and three meals on weekends included.

Insurance

Local Medical, Emergency, and Evacuation insurance coverage is provided.

Orientation

On the first day of classes, Learn Russian in the EU will provide

- The program orientation.
- Adaptation orientation.
- Walking tour and practical information “Living in Daugavpils”.

Communication

Local SIM/eSIM will be provided to students. This will enable cell phone calls inside Latvia and access to mobile Internet 4G/5G.

High speed Wi-Fi is available at all Learn Russian in the EU facilities.

Welcome kit

Upon arrival in Latvia, the students receive a set of A4 spiral notebook, stationery, personal business cards, and information materials.

Local transportation pass

Passes for the public transportation (trams and buses) will be provided for the entire duration of the program.

Break room

A break room is available to all students at Learn Russian in the EU programs. The students can use

- free drinking water,
- refrigerator,
- microwave,
- free tea and coffee,
- public-access computers.

2. A description for different types of program offering(s) offeror is able to provide to the University.

Visa

Citizens of the USA need no visa to enter Latvia and can stay visa-free up to 180 days.

2. A description for different types of program offering(s) offeror is able to provide to the University.

Health, Safety, and Security Overview

The Learn Russian in the EU “Health, Safety, and Security Overview” document (see Attachment 5) provides detailed information on our policies and resources related to these challenges.

Sample Cost per Participant

The sample cost per participant shown below is calculated for group sizes from 10 to 16 students.

This gives the program managers at Virginia Tech the way to estimate the relation between the costs and the group size.

All costs are provided using the Bloomberg exchange rate 1.0862 USD/EUR on the day of the proposal submission.

Item	Cost per student, USD			
	10	12	14	16
Tuition total	2850	2643	2331	2108
Classroom instruction	2430	2222	1911	1687
Daugavpils University credit point transfer	420	420	420	420
Excursions total	1627	1512	1338	1223
All workday activities and excursions	300	278	235	207
Weekend study trips (lodging, meals, transportation & tour guide):				
Trip 1: Basilica of Aglona – WW2 Museum – Devil Lake – Clay workshop	131	120	104	93
Trip 2: Kaunas, Trakai, Vilnius (Lithuania)	573	541	491	459
Trip 3: Ligo (Midsummer) celebration	66	66	55	49
Trip 4: Sigulda, Riga, Jurmala, Rundale Palace (Latvia)	557	508	453	415
Lodging and meals total	1654	1649	1643	1643
Host family lodging (breakfast and dinner provided)	1572	1572	1572	1572
Overnight in Riga upon arrival	82	76	71	71
Student services total	753	699	622	573
SIM/eSIM	38	33	33	33
Group airport pick-up and transportation to the hotel in Riga	22	22	16	16
Group 2-way transfers, one ride to and from Daugavpils	197	175	147	126
Welcome kit, insurance	142	142	137	137
Local transportation passes	98	98	98	98
Provider administrative fee	480	480	480	480
Grand total per student, USD:	7108	6754	6223	5864
GRAND TOTAL PER GROUP, USD:	71080	81048	87122	93824

3. Experience / Qualifications

LATINSOFT SIA, a company registered in Latvia (founded in 1991) is doing business under the “Learn Russian in the European Union” trademark.

LATINSOFT SIA is an educational institution, fully accredited by the Ministry of Education and Science of Latvia.

Learn Russian in the European Union, established in 2004, is a provider of customized study abroad programs focused in the Russian language acquisition and its use in government, academia, and business.

Learn Russian in the European Union is based in Daugavpils, Latvia, the largest Russian-speaking city in the European Union and NATO.

In 2012, Learn Russian in the European Union invited Daugavpils University to become a partner and make their academic and administrative resources available to Learn Russian in the European Union students.

In recent years, Learn Russian in the European Union has provided numerous study abroad programs to more than 2200 international students. About 90% of the students came from the USA and represented US government institutions, service academies, and universities.

Since 2015, Learn Russian in the European Union has provided Project GO summer Russian programs for Virginia Tech ROTC cadets, as well as semester abroad programs to Virginia Tech undergraduate students.

a. Industry Recognition your Company has received.

Learn Russian in the EU partners are educational institutions fully accredited by the Latvian Ministry of Education and Science.

b. Forum on Education Abroad membership details

Learn Russian in the European Union (LATINSOFT SIA) was a member of the Forum on Education Abroad in 2020-2021.

Since for a foreign member the membership had been less valuable if compared to US members, Learn Russian in the EU did not extend the membership for the next period.

c. Additional relevant certifications within the industry

The Learn Russian in the EU trademark owner LATINSOFT SIA is assigned NATO CAGE Code A08MD.

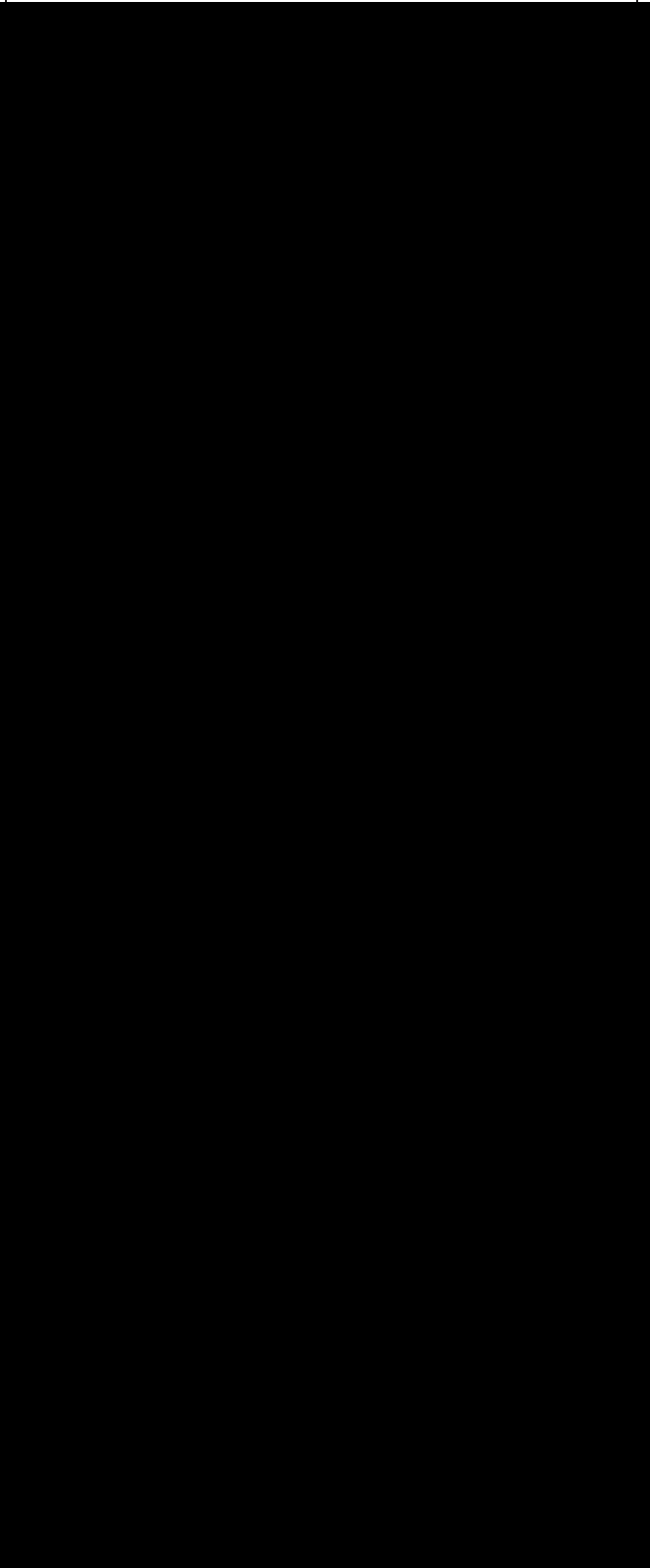
LATINSOFT SIA is registered in the System for Award Management (SAM.gov), an official website of the U.S. General Services Administration.

Availability of CAGE code and registration at SAM.gov enables LATISOFT SIA to provide services to US Government institutions.

Since 2014, Learn Russian in the EU participates in major US industrial association conferences as an exhibitor and panel/roundtable speaker:

- Association for Slavic, East European, and Eurasian Studies (ASEEES) – a nonprofit, non-political, scholarly society, the leading international organization dedicated to the advancement of knowledge about Central Asia, the Caucasus, Russia, and Eastern Europe in regional and global contexts.
- American Association of Teachers of Slavic and East European Languages (AATSEEL) – a non-profit organization, aimed to advance the study and promote the teaching of Slavic and East European languages, literatures, and cultures on all educational levels.

d. Client List / Higher Education Client List

Customer	Contact
Defense Language Institute Foreign Language Center 	
United States Military Academy 	
United States Naval Academy 	
United States Air Force Academy 	
University of North Georgia 	
American University 	

4. Crisis Management and Emergency Response procedures

The Emergency Response Plan is available online in the Student Guide (to students) and in the Partner Portal (to program managers at Virginia Tech). The full document version is available [at this link](#).

Here is a shortened version:

EMERGENCY RESPONSE PLAN

School – “Learn Russian in the European Union” and its collaborating institutions (Training Center LATINSOFT, Daugavpils University), is the host institution for study abroad programs in Daugavpils.

University – The foreign educational institution that coordinates study abroad programs with the School in Daugavpils.

Program Participant – a foreign student, faculty member, program manager or other person participating in a study abroad program established by the School.

Emergency – natural disasters, group accidents, outbreaks of civil or political unrest, acts of terrorism, accidents or injuries, and similar events that pose an immediate threat to Program Participants.

Emergency Point of Contact (POC) – the School’s Program Director should be the first person contacted by Program Participants in case of emergency. If the Program Director is unavailable, then the Group Coordinator, the lead teacher, other teachers in the program, and/or the host family should be contacted.

Emergency Coordinator – the School’s Program Director. If the Program Director is unavailable, then the Group Coordinator or the lead teacher must coordinate the emergency response.

WHAT A PROGRAM PARTICIPANT SHOULD DO:

Stay informed. Know what is going on in the world, in Latvia, in Russia and in the region. Read newspapers, check the Internet.

Avoid crowds. You do not know what is going on and you do not need to. Stay away and read about it in tomorrow’s news.

Try, as much as possible, to blend in or to at least do as little as possible to draw attention to yourself. Dress like a native, do not wear expensive jewelry, and walk as if you know where you are going.

Keep the School’s program administration and/or the Study Abroad Office at your University informed of any difficulties you may experience.

Always carry information for:

- Learn Russian in the EU emergency line: **+371 65407215**
- Local emergency service phone number – 112.
- School Program Director’s/Group Coordinator’s contact information
- Emergency meeting locations
- Host family’s contact information
- Phone numbers of local contacts, such as teachers, communication tutors, your classmates.
- Your home and home University emergency contact information.

4. Crisis Management and Emergency Response procedures

- The address and phone number of your country's embassy or consulate in Latvia.

In the event of an emergency, attempt to contact the Schools' Emergency POC within 30 minutes and explain the situation. Tell them where you are and how they can reach you.

Know the emergency meeting location of School's Emergency POC and other program participants and attempt to get there within 1 hour, only if you are able to do so without risking your personal safety. If this is not possible, try to get in touch with someone from the program, tell them where you are, how long you expect to be in that location, and how you can be reached. Let them know when you will contact them again.

BEFORE DEPARTURE TO YOUR STUDY ABROAD PROGRAM, THE SCHOOL WILL:

Ensure that during the planning period prior to the start of the study abroad program, the University is informed about the advantages of buying a local health insurance plan for its program participants.

Request the names of study abroad participants, their itineraries, passport data, and emergency contact information.

Provide the University pre-departure orientation materials related to health and safety issues.

CRISIS MANAGEMENT CONDITIONS:

The Emergency Coordinator will contact the University under the following circumstances:

- A medical emergency, involving the physical and/or mental health, or death of a program participant.
- If program participant is the victim of a crime, such as theft, assault, rape, harassment, etc., or has been accused of committing such a crime.
- A program participant goes missing.
- A widespread emergency affecting, or potentially affecting, all program participants (i.e., a natural disaster, an act or threat of terrorism, an act of war, or political/civil unrest).

RESPONSIBILITIES OF THE EMERGENCY COORDINATOR IN THE EVENT OF AN EMERGENCY:

Should one of the above-described situations occur, the Emergency Coordinator should take the following actions:

- Move the program participant(s) away from the source of danger.
- Take immediate measures needed to protect the health and safety of program participant(s).
- Contact the appropriate local authorities (i.e., police, medical personnel, insurance provider, Embassy or Consulate) to begin the process resolving the crisis.
- Communicate with the designated emergency contacts at the University to create an appropriate plan of action with respect to the following:
 - o the immediate physical, mental health and safety needs of the program participant(s);
 - o the need for an evacuation plan;

4. Crisis Management and Emergency Response procedures

- the continuation or termination of the academic program and its financial impact on the student/university program;
- the relocation of the program participant(s) to another site and best means of accomplishing this under local conditions;
- the response to anticipated telephone calls and inquiries from parents and other interested parties;
- the provision of a set of documents, communications, and recommendations relating to the emergency.

This document is a general policy to be considered in case of an emergency situation with international program participant(s) on study abroad program in Daugavpils. This is not a complete plan of operation, but provides a general guideline of procedures to follow. The actual situation will dictate the actual plan of action/response that will be determined.

EMBASSIES

Embassy of the United States

Regional security officer: +371 6710 7000 (24h), RigaRSOAmericans@state.gov

Duty officer (only after working hours): +371 29205708

1, Samnera Velsa Street, Riga, LV-1510, Latvia

www.lv.usembassy.gov

EMERGENCY MEETING LOCATIONS

Primary

LATINSOFT, Learn Russian in the EU

Address: 49B Saules street, Daugavpils, LV-5401

Landline phone number: +371 65423288

Secondary

Daugavpils University

Address: 13 Vienibas street, Daugavpils, LV-5401

Landline phone number: +371 65422180

LEARN RUSSIAN IN THE EU CONTACTS

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5. Medical, Emergency, and Evacuation Insurance Coverage details

Learn Russian in the EU study abroad program for Virginia Tech provides Latvian travel insurance, covering medical, emergency, and evacuation services. The insurance provider is ERGO Insurance SE, the local representative of an established European insurance company ERGO Group.

A standard policy covers:

	Risks insured	Sum insured per person, EUR	Deductible, EUR
X	Medical treatment	75000,00	--
X	Medical expenses	75000,00	--
X	Dentistry	750,00	--
X	Repatriation in case of illness/ death	75000,00	--
X	Med. transport abroad	75000,00	--
X	Med. transport in country of residence	375,00	--
X	Travel expenses for relative	11250,00	--
X	Injured attendant expenses	11250,00	--
X	Burial expenses abroad	11250,00	--
X	Phone call expenses	75,00	--
X	Transport expenses for continuing the trip	750,00	--
X	Personal accidents	10000,00	--
X	Death	10000,00	--
X	Disability	10000,00	--
X	Private liability	30000,00	--
	Baggage insurance	--	--
	Trip cancellation, interruption, delay	--	--
	Flight delay, cancellation	--	--
X	Travel documents	100,00	--
	Legal expenditures	--	--
	Replacement of Insured	--	--
	Electronics insurance	--	--
	Sports Equipment Insurance	--	--
	Additional skiing risks	--	--

The ERGO Travel Insurance Terms & Conditions No. CA 05-2018 and Additional Conditions and Special Agreements are available in the Attachment 6.

6. Scheduling, Planning, and/or Lead Time Requirements or Considerations

6. Scheduling, Planning, and/or Lead Time Requirements or Considerations

The scheduling and planning process at Learn Russian in the EU consists of three components:

- General project planning and preparation.
- Student document submission and Daugavpils University enrollment.
- Finalizing weekly class and excursion schedule.

All major events shown below are displayed in the Preparations and Program Timeline, available to students in their student accounts and to Virginia Tech managers through the partner portal.

General project planning and preparation

The project planning and preparation requires close cooperation between program managers at Virginia Tech and Learn Russian in the EU staff. The interaction includes e-mail and online communication, document exchange through e-mail and partner portal.

The general project planning and preparation timeline (anchored at the program start date) and the party/parties responsible for completion:

Description	Lead time, weeks	Virginia Tech	Company
1. Initiating the program preparation	29-32	X	
2. Setting tentative dates of the program and planned number of participants	29-32	X	
3. Setting up a project instance in the Learn Russian in the EU IT system and partner portal for Virginia Tech	28-30		X
4. Draft plan preparation	26-28		X
5. Draft plan approval	25-26	X	
6. Draft budget submitted for review	22-24		X
7. Draft budget discussed and adjusted	20-22	X	X
8. Preliminary hotel and transportation booking	20-22		X
9. Finalizing the program dates	13-15	X	
10. The student list is ready.	13-15	X	
11. Setting up student accounts in the Learn Russian in the EU IT system. Students start submissions through their student accounts.	11-13		X
12. Finalizing the course selection at Daugavpils University	10-12	X	X
13. Student number and program budget finalized	9-10	X	X
14. Enrollment memorandum for Daugavpils University is ready	9-10	X	

6. Scheduling, Planning, and/or Lead Time Requirements or Considerations

15. Program invoice submitted	9-10		X
16. Program cancellation deadline	8-9	X	
17. Program introduction and Q/A in Zoom	8-9	X	X
18. Program payment completed	4-5		
19. Student document submission deadline	4		X
20. Flight itineraries ready	3	X	
21. Pre-departure orientation and Q/A in Zoom	2	X	X
22. Arrival plan published in student accounts	1		X
23. Student enrollment at Daugavpils University	1		X

Student document submission and Daugavpils University enrollment

This process starts after Virginia Tech provides the student list with full names and e-mail addresses.

Description	Lead time, weeks	Student	Company
1. Set up student accounts	11-13		X
2. Send introductory e-mail and detailed instruction	10-12		X
3. Log in the student account, read the Student Guide, and review the Preparations and Program Timeline in the student account	9-10	X	
4. Program introduction and Q/A in Zoom	8-9	X	X
5. Submit through the student account: - Health Declaration form - Host Family Placement form - Daugavpils University application form - Passport scan	4-9	X	
6. Inform about any specific arrival arrangements	4-5	X	
7. Student document submission deadline	4		X
8. Complete the Start Language Test in the student account	3	X	
9. Finalize host family selection and publish host details in student accounts	2		X
10. Pre-departure orientation and Q/A in Zoom	2	X	X
11. Arrival plan published in student accounts	1		X

Weekly class and excursion schedule.

The program implementation follows the draft program plan negotiated during the program preparation and approved by Virginia Tech.

Precise weekly class and event schedules are finalized 2-3 days before the week starts. The schedules are published in student accounts.

7. Participant Withdrawal Policy

After the student list and the total program budget are finally confirmed by the program managers at Virginia Tech and Learn Russian in the EU, in the event that a participant wishes to withdraw from the program prior to the start of the program any refunds are at the discretion of Learn Russian in the EU.

Usually, Learn Russian in the EU may refund (conditions apply):

- unpaid host family accommodation fee for the remaining program period,
- unused event ticket costs.

8. Submission of Insurance Documentation (COI) in accordance with ATTACHMENT A, Section 7 - INSURANCE.

CLARIFICATION

LATINSOFT SIA is a Latvian company operating according to business practices in Latvia and the European Union.

Learn Russian in the EU cooperates with established insurance providers in Latvia. We are able to maintain a Commercial General Liability contract according to the existing business practice and available insurance offers in Latvia.

Therefore, the conditions listed in the RFP ATTACHMENT A, Section 7 – INSURANCE may be satisfied to the extent obtainable in Latvia.

AVAILABLE INSURANCE

The insurance provider is AAS BALTA (<https://www.balta.lv/>).

The insurance coverage by may be provided for

- sudden and unexpected environmental pollution;
- financial expenses resulting from damage or death of property;
- moral damage caused;
- subcontractor liability.

Within the scope of the insurance contract, the liability of the program participant in connection with damages caused to third parties during the study abroad program is insured with a sub-limit of EUR 50,000 per insurance occurrence.

Total limit: 2,000,000.00 EUR / 1,000,000.00 EUR per occurrence

Sample BALTA General Civil Liability insurance policy and conditions is included in Attachment 7.

9. Participation of Small, Women-owned and Minority-owned Business (SWaM) Business

If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSD website at <http://www.sbsd.virginia.gov/>

LATINSOFT SIA is a Latvian company operating according to business practices in Latvia and the European Union. We can't be classified as SWaM in Virginia.

With the number of full-time employees under 40 and annual turnover of 2 million USD, LATINSOFT SIA is considered a small company in Latvia. This also is compliant to the definition used by the Virginia Department of Small Business and Supplier Diversity (SBSD).

10. The return of the Submission Instruction page and addenda, if any, signed and filled out as required.

RFP # 952642408, Study Abroad Program Master Service Agreement Providers

INCLUDE THIS PAGE WITH YOUR PROPOSAL, SIGNATURE AT SUBMISSION IS REQUIRED

DUE DATE: Proposals will be received until **July 25, 2024 at 3:00 PM**. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

INQUIRIES: All inquiries for information regarding this solicitation should be directed to Levi Henry, Phone: (540) 231-7852 e-mail: lhenny29@vt.edu. All inquiries will be answered in the form of an addendum. Inquiries must be submitted by 2:00 PM on July 3, 2024. Inquiries must be submitted to the procurement officer identified in this solicitation.

OPTIONAL PRE-PROPOSAL CONFERENCE: An optional pre-proposal conference will be held on **June 27, 2024 at 2:00 PM**. See RFP Section IX, Pre-proposal Conference for additional information.

PROPOSAL SUBMISSION:

***Please note, proposal submission procedures have changed effective March 2023.**

Proposals may NOT be hand delivered to the Procurement Office.

Proposals should be submitted electronically through Virginia Tech's procurement portal. This portal allows you access to view business opportunities and submit bids and proposals to Virginia Tech digitally and securely.

Proposals must be submitted electronically at:

<https://bids.scquest.com/apps/Router/PublicEvent?CustomerOrg=VATech>

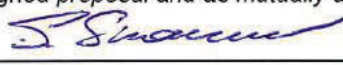
Vendors will need to register through this procurement portal, hosted by Jaggaer. **It is encouraged for all vendors to register prior to the proposal submission deadline to avoid late submissions.** Registration is easy and free. If you have any challenges with the registration process, please contact Jaggaer Support at 1-800-233-1121 or procurement@vt.edu.

Click on the opportunity and log in to your vendor account to begin preparing your submission. Upon completion, you will receive a submission receipt email confirmation. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time.

Hard copy or email proposals will not be accepted. Late proposals will not be accepted, nor will additional time be granted to any individual Vendor.

Attachments must be smaller than 50MB in order to be received by the University.

In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

AUTHORIZED SIGNATURE:  Date: July 22, 2024

[INCLUDE THIS PAGE]

11. Budget Creation Process

Provide Information about how your company can work with the University to engage in the budget creation and development process.

Since 2015, Learn Russian in the European Union has provided Project GO summer Russian programs for Virginia Tech ROTC cadets.

Our program development and budget preparation process always includes detailed coordination with program managers at Virginia Tech. We discuss all major project features, make adjustments as requested, and run multiple program and budget reviews during the preparation stage.

As the result, both parties reach understanding of all features and services included in the program and their costs.

Attachment 1. Daugavpils University sample grade transcript and Latvian grading system



DAUGAVPILS UNIVERSITĀTE

DAUGAVPILS UNIVERSITY

reģ. Nr. 2793000222

Vienības ielā 13, Daugavpilī, LV-5400

phone +37165422180, +37165422922, fax. +37165422890 e-mail du@du.lv

TRANSCRIPT

Daugavpils

14/07/2023No. 18-10/190

Elizabete Jayne Čarka (Id. No. 01122004) studies in full time at the Daugavpils University from 17.05.2023. till 13.07.2023.

Study programme - Eastern European Cultural and Business Relations (Bachelor's Degree Programme).

Elizabete Jayne Čarka has covered the following courses and assessed:

COMPULSORY COURSES						
Nr.	Course code, Title	Credit points	ECTS credits	Grade	Date	Lecturer
1.	Vēst1118 Peculiarities of borderland culture (Russia, Belarus, Lithuania, Latvia, Poland)	2	3	9 (excellent)	30.06.2023	Prof. Anna Stankeviča
ELECTIVE COURSES						
Nr.	Course code, Title	Credit points	ECTS credits	Grade	Date	Lecturer
1.	Valo2192 Fundamentals of Russian orthography and punctuation (Russian as the second language)	2	3	10 (with distinction)	07.07.2023	Lecturer Andris Kazjukevičs
2.	Valo2269 Practical Russian I	4	6	9 (excellent)	07.07.2023	Lecturer Andris Kazjukevičs
3.	Valo1254 Normative grammar I (Russian as the second language)	2	3	9 (excellent)	11.07.2023	Assoc. Prof. Elvīra Isajeva
4.	Valo2191 Normative grammar III (Russian as the second language)	2	3	10 (with distinction)	11.07.2023	Asst. Prof. Gaļina Pitkeviča

* 1 Credit point is one study week (1 full time study year is 40 credit points - 60 ECTS credits, 1 part time study year is 32 credit points - 48 ECTS credits)

** The amount of CP is included also in acquisition of divided study courses in semesters

With the decision No 4-7/1903 of the rector on 13.07.2023 dismissed from studies due to completed individual study programme

Project Manager in International Students Recruitment



DU seal

Velta Kuzmicka

Jelena Tamane

Grading system

Education in Latvia » Grading system

The Education Law (1998) stipulates that basic assessment principles and procedures for obtained education are regulated by the state education standards. The acquisition of professional qualifications is stipulated by the Vocational Education Law (1999) and the Law on Higher Education Institutions (1995); the latter regulates also the assessment in the obtained academic higher education. At the end of the acquisition of education in accredited education programmes there are state organised examinations.

Students' assessment is carried out in 10 point scale according to such criteria:

- The volume and quality of obtained knowledge;
- Obtained skills;
- Attitude towards learning;
- Dynamics of learning achievements.

If in a regular test it is not possible to assess achievements in the 10-point scale, teachers may use "pass" or "fail".

10-point grading scheme for assessment

Achievement level	Grade	Meaning	Approx. ECTS grade
very high	10	izcili (<i>with distinction</i>)	A
	9	teicami (<i>excellent</i>)	A
high	8	ļoti labi (<i>very good</i>)	B
	7	labi (<i>good</i>)	C
medium	6	gandrīz labi (<i>almost good</i>)	D
	5	viduvēji (<i>satisfactory</i>)	E
	4	gandrīz viduvēji (<i>almost satisfactory</i>)	E/FX
low	3-1	negatīvs vērtējums (<i>unsatisfactory</i>)	Fail

The Cabinet of Ministers regulations concerning students' assessment:

- CoM Regulations No.450 "Procedures by which state recognized documents certifying higher education are issued" - cancelled; in place CoM Regulations of 13 April 2013 No. 202 "[Procedures by which state recognized documents certifying higher education are issued](#)";
- CoM Regulations No.141 "[Regulations on the first level professional higher education state standard](#)" (20.03.2001; with the amendments of 2009 regulations No.347);
- CoM Regulations No.715 "Regulations on the state general secondary education standard and standards of general secondary education study subjects" - cancelled; in place CoM Regulations of 21 May 2013 No. 281 "[Regulations on the state general secondary education standard and standards of general secondary education study subjects](#)";
- CoM Regulations No.211 "[Regulations on the state vocational secondary education standard and the state vocational education standard](#)" (27.06.2000; with the amendments of 2010.gadā noteikumi Nr.826) ;
- CoM Regulations No.462 "Regulations on the state standard in basic education and in basic education study subjects' standards" - cancelled; in place CoM Regulations of 12 August 2014 No. 468 "[Regulations on the state standard in basic education, basic education study subjects' standards and basic education study programme examples](#)".

Source: <http://www.aic.lv/portal/en/izglitiba-latvija/izglitibas-sistema>



Attachment 2. Staying With a Host Family

STAYING WITH A HOST FAMILY

Host family – one or several people who hosts a foreign student at their house or apartment, lives him/her on a consistent basis, and performs the duties listed below.

As a rule, students on academic semester abroad programs stay with a Russian-speaking host family in a separate room and with breakfast and dinner served. Please read our Host Family Rules.

In order to inform us about your preferences, please complete the Host Family Form in the student account.

We assign host families 2-3 weeks before a students' arrival in Latvia. As soon as we assign the host family to you, the details of your host family will be available in the student account.

REQUIREMENTS OF THE HOST FAMILY

PROVISIONS

A house/apartment is situated in Daugavpils, normally within a walking distance to the school. If a house/apartment is not situated in the city center, it should be located close to a public transport stop.

The student stays in a separate, enclosed room with a window and door; a bed or folding couch with a level surface; a table, a chair, and place for storing personal items; bed linens, a pillow, a blanket, and towel set (bath towels, hand towels and kitchen towels).

The student uses the host family's bath and toilet.

Wi-Fi, access to the Internet, and if necessary, an opportunity to use the host family's computer to check emails.

The host family gives the student the keys to their house/apartment (to be returned at the end of their stay) and a security code (if there is one).

The student is permitted use the washing machine two times a week.

The host family cleans the student's room once a week at a time convenient to the student.

The host family changes bed linens and towels every other week.

MEALS

The host family provides lunch or dinner on the arrival day.

A daily breakfast (consisting of foods such as porridge, yogurt, cereal, muesli, sandwiches, omelets, pancakes, boiled eggs, tea, coffee, milk, juice, etc.) is offered to the student.

A daily hot dinner is offered to those students who have paid it in their residency plan. The host family should be ready to offer the dinner till 10 pm.

We recommend that students come to an agreement in advance with their host families regarding the time dinner will be served.

The host family makes allowances for the student's dietary restrictions and allergy sensitivities.

The host family follows program requirements regarding the consumption of alcoholic beverages. In general, there are restrictions on drinking in all programs. All project participants (teachers, managers, peer students, guides...) should use common sense and minimize alcohol consumption while in the presence of students. If the student is minor (under age 21) – consumption of alcoholic beverages is strictly forbidden.

We highly recommend that the student have meals together with the host family as it creates a natural environment for informal communication.

On weekends (Saturday, Sunday) three meals a day or a packed lunch for long excursions is offered to the student.

Tea, coffee and fresh fruit, as well as a jug with drinking (filtered or boiled) water always should be available at no extra charge for the student.

With the host family's consent, the student may use space in the refrigerator, the kitchen, and the kitchen equipment for storage.

COMMUNICATION

It is a firm requirement that the host family engages in conversation with the student.

The host family treats the student as a full member of the family – always being friendly, patient, and ready to help in any way while the student is in Daugavpils.

The host family communicates with the student in Russian to the fullest extent of the student's ability.

The host family may discuss with the student any topics of conversation which are of interest to the both sides. However, there is nothing to be gained in attempting to impose personal political views on one another, drawing one other into any kind of dispute, or insisting on a certain point of view. Any political, historical and cultural disagreements have to be limited to the exchange of opinions and the recognition that all of us are different and have the right to hold different points of view.

The host family should respect the student's personal space and not enter his/her room without permission, or when he/she is not present.

The host family offers the student to participate in the host family's daily life, vacation, discussions, and entertainment, with the exception of extreme sports.

Most programs strictly forbid student participation in any kinds of extreme leisure and extreme sports (hang-gliding, parachuting, diving, etc.). Violation of this rule can lead to serious consequences to the individual student as well as threaten the continued operation of study programs in Daugavpils in general.

The host family follows all rules and limitations on travel to other countries and beyond Daugavpils city limits as specified in the student's study program. Some programs may prohibit individual trips outside the city, or outside of the approved schedule. If the student is invited to participate in a trip outside the city at no extra charge, he/she must inform their program administrator about the trip and request permission in advance to participate. It is recommended that a minimum of two students from the same study program participate in any trip.

!!! We ask the host family to immediately inform the administration of the Training Center of any gross violations of student obligations (if the student did not spend the night at home without warning the family, etc.) and other serious violations.

PRACTICAL ARRANGEMENTS

The host family escorts the student to school on the first day of classes or gives him/her directions to school in advance. The host family explains how to use public transportation to get to class.

If necessary, the host family helps the student buy a monthly public transportation pass, which the student pays for.

The host family and student come to an agreement on convenient times for breakfast and dinner. They also work out what foods will be served.

Hosts regularly familiarize themselves with the student's weekly program schedule, including lessons, excursions, and other events, in order to plan their meals and leisure time around the student's schedule.

If specified as part of the student's educational program, the host family helps the student with homework assignments. Usually, these assignments consist of conversations on various topics in Russian. In homework conversation practice, the use of relevant words and phrases are more important than any semantic and/or ideological content.

The host family must not discuss the teachers or other project participants with the student. As a rule, the program fully complies with the requirements and preferences of the student's home educational institution.

The host family informs the school in advance of any extended absences and/or business trips. The student must not stay alone. For this reason, the program reserves the right to move the student to a temporary place of residence during the host family's absence. Lodging payment for that period will be deducted from the permanent host family and paid to the accommodating temporary host family or hotel.

If necessary, the host family helps the student top up his/her mobile phone account. The student pays for the top-up.

During the last week of the program, the host family familiarizes itself with the student's group departure plan, in which the time of departure is specified.

The host family returns any belongings accidentally left behind by the student to the program.

THE STUDENT'S HEALTH ISSUES

The host family must inform the Training Center if the student becomes ill in any way.

In case of a minor illness, if the student consents, the host family may:

- Offer the student typical remedies such as aspirin, or simply honey or tea with lemon.
- Accompany the student to the pharmacy and help him/her choose and purchase medications and explain their effects.
- Consult the host family's physician.
- Take the student to the physician and inform the school about it.

The student pays for the doctor visit and any medicines. Please note that the student's personal data must be specified on all documents and receipts.

The host family must respect the wishes of the student if he/she chooses not to take any medicine or see a doctor.

If the student requires more serious medical assistance or consultation with a specialist, the host family contacts the Training Center.

The host family must immediately inform the Training Center in the event of an emergency, as well as call emergency medical services if necessary.

PAYMENTS

The host family receives payment for hosting the student from the school in accordance with the terms of the signed agreement.

If the student wishes to use the host family's washing machine more than twice a week, he/she must pay 3€ directly to the host family for each additional use.

For each additional meal not covered by the student's host family meal plan – such as lunch on a weekday – a student has to pay 5€ directly to the hosts.

The host family doesn't pay for student's monthly transportation passes, bus/tram tickets, phone cards, and medical costs.

The Training Center must approve any other payments the host family may request regarding the student's accommodation.

All services offered by the host family to the student on a voluntary basis are not to be considered chargeable expenses.

Except in emergencies, the host family does not cover any expenses incurred by the student.

THE STUDENT'S DUTIES

THE STUDENT WHO IS STAYING WITH A HOST FAMILY

Respects the house rules and traditions of the host family.

Refrains from entering private rooms of the host family and using their personal things without for permission.

Does not invite guests over.

Takes care of furniture, dishes and other household goods offered for use.

Independently keeps basic order in the room (doesn't leave dirty dishes or leftovers in his/her room or kitchen, keeps clothing and papers off the floor/rug, makes his/her bed, etc.).

Does not smoke in the house or apartment.

Takes care not to waste electricity and water, since the host family must pay for these utilities based on total use.

Coordinates with the family about the best time to use the washing machine.

Shows his/her schedule of lessons and excursions to the host family, as well as any and all changes to them, his/her departure details, and any other administrative information.

Involves the host family in completing his/her homework if specified as part of his/her educational program. Usually these assignments consist of conversation on various topics in Russian.

Has the right to spend time alone in his/her room if tired at the end of the school day. However, the student should keep in mind that the main purpose of his/her stay with host families is to engage in communication with them.

As much as possible, tries to use Russian in communication with the host family – speaking, listening, asking questions and discussing topics such as culture, traditions, daily life.

Keeps the key to the house or apartment and returns it to the host family upon his/her departure.

Lets the host family know in advance if he/she:

- Prefers not to eat breakfast;
- Won't be home for dinner at the usual time or won't be home at all for dinner;

- Plans to arrive home later than 10:00 pm (in that case the host family has the right not to offer hot dinner).

Understands that being away from home any day between midnight and 5:00 am is strictly prohibited.

Covers all expenses incurred by him/herself when receiving medical assistance. If Latvian health and medical insurance is available, all receipts and copies of medical documents must be submitted to the Training Center in order to process reimbursement. Please note that the student's personal data must appear on all documents and receipts.

If the student does not fulfill his/her duties as outlined in this document, the host family shall immediately inform the Training Center.

Attachment 3. 2024 Virginia Tech Project GO orientation presentation



Learn Russian in the European Union

2024 Summer:
Virginia Tech



Daugavpils

Daugavpils is a Russian linguistic enclave within the territory of the European Union.

Population 80 000 people, the ethnic composition:

- Russians	48%	- Belorussians	7%
- Latvians	21%	- Ukrainians	2%
- Poles	13%		

80% speak Russian as their first or bilingual language;
96% speak Russian fluently;
Russian is the primary language of everyday communication.



Sergey Simonov

Director, Learn Russian in the European Union

CEO, LatInSoft SIA, Daugavpils

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Daugavpils

The city has changed the name several times

- The Dünaburg Castle founded by German Livonian Order in 1275.
- Dünaburg (1275—1656)
- Borisoglebsk (Борисоглебск) (1656—1667)
- Dinaburg (1667—1893)
- Dvinsk (Двинск) (1893—1920)
- Daugavpils (after 1920)



Learn Russian in the EU

Learn Russian in the European Union is a trademark, used by two accredited educational institutions:

- Training Center LATINSOFT (the trademark owner).
- the Department of Russian and Slavic Linguistics at Daugavpils University.

Since 2004, we have been offering customized study abroad programs in Russian language and other areas.

We work in Daugavpils, Latvia, the largest Russian-speaking city in the European Union and NATO.

Learn Russian in the EU is the 2024 Summer programs provider



Daugavpils

Daugavpils has been a part of:

• Livonian Order	1275–1561
• Grand Duchy of Lithuania	1561–1569
• Polish–Lithuanian Commonwealth	1569–1772
• Russian Empire	1772–1917
• Latvian Republic	1920–1940
• Soviet Union	1940–1941
• Nazi Germany	1941–1944
• Soviet Union	1944–1991
• Latvian Republic	1991



Speak Russian!

Daugavpils is the perfect location for Russian immersions

Please take full advantage of living in the Russian-speaking environment:

- Speak Russian to people in the town.
- Speak Russian to your classmates, at least while in the school.
- **Russian-only rules**
- Waiters can speak English, but ask them to use Russian.
- Listen what people say and memorize patterns.



Our customers and students

2013-2024: 2000+ students, 90% from the USA

Our major US customers:

- US Defense Language Institute, Monterey;
- US Military Academy West Point, US Air Force Academy, US Naval Academy;
- ROTC Project GO summer immersions (VT & UNG);
- Undergraduate students on Semester/Academic Year study abroad programs;
- Foreign Area Officers and diplomats from Britain, USA, Netherlands, Sweden, and Norway;
- NSLI-Y program by the Department of State.

The University of Bristol (UK), Leiden University (Netherlands)



Local features

- By the law, all street signs are written in Latvian. In almost all x-USSR countries street signs are in their national language.
- In stores, all items are labelled in Latvian.
- Please use the EN-RU-LV dictionary.
- Almost all history of Latvia in XIX-XX centuries is a part of the Russian or USSR history.



Virginia Tech Summer 2024

The major goals of the program:

- Boosting Russian communication skills (fluency, comprehension, active vocabulary) by intensive in-class study and full language immersion;
- Building cultural competence by exploring the region, studying its history and culture, and living with a host family.



Respect the difference

Please remember:

- You are here to learn the language and explore a society with a different historical and cultural heritage, traditions, lifestyle, and contemporary challenges.
- Keep your minds open, positive, and curious.
- People here may have different views, not necessarily matching yours.
- You need to respect and explore these differences and try to understand their background.
- Viewing these differences as backward or erroneous might be perceived as arrogant and disrespectful.



Virginia Tech Summer 2024

The program includes:

- 18 ECTS (9 US) undergraduate credits. You will be enrolled at Daugavpils University.
- 15 ECTS credits in Russian.
- 3 ECTS credit in area studies (in adjusted Russian).
- 16 academic hours with communication tutors.
- Field trips and cultural program. Tours across Latvia and Lithuania.
- City Days festival and Ligo national holiday.

Russian is the primary language of instruction.



Virginia Tech Summer 2024

The program includes:

- The group will be divided in 4 subgroups (A, B, C, and D).
- Russian will be taught in the subgroups.
- The area studies course and local excursions will be provided in paired subgroups (e.g. A+B and C+D).
- Weekend study trips will be provided for the whole group.

Always follow the schedule in your student account.



Program features

Student account – your primary interface to the program

- All information will be available there. Check it daily.
- Read the Student Guide and the documents uploaded in the Documents section of your account.
- If you have a question, look in the student account first.
- During the program, use your student account to view the schedule and answer our surveys.
- If we post a question or a survey, your prompt answer is required.
- On weekends, the next week schedules will be finalized and published in student accounts.



The team

Your lead teachers:

- Larisa Romanchuk, the Head of the study program
- Alyona Savelyeva
- Tatiana Revina
- Natalia Ivanova
- Zhan Badin

Support staff:

- Kristine Yushkova – Deputy Director, the program manager
- Galina Kozhoroneka, Zhanna Zubritskaya – student service managers;
- Gergey Galaktionov, Janis Mickevich – guide.

Communication tutors



Program features

Closed group in WhatsApp

- You are required to join the group.
- We will post cultural and sports event announcements.
- You may contact the staff members directly.



Program features

English language communication tutoring to local school students

- This is an optional activity.
- The plan will be finalized by June.

For providing 3 or more tutoring sessions, we will issue a certificate confirming your service. Good for your CV.

Write Galina in WhatsApp, if interested.



Program features

Classes will run at Saules 49b and Vienibas 13

- Saules 49b is open 8:00 – 18:00.
- Use code 1268# to open doors.
- The facility is accessible for students, teachers, and staff only.
- All excursions will start from Saules 49b.
Please read the excursion description in advance (the student account!).
Dress properly!



Host families

The rules: "STAYING WITH A HOST FAMILY"

- Always remember: you represent your country and culture.
- Respect your hosts and their lifestyle.
- Hosts are your and our partners in this project.
- Give your business card to your hosts.
- Hosts can help you with homework.
- Talk to your hosts to practice Russian.
- The family will consider your dietary needs or allergies.
- If some food is too exotic to you, please, politely explain this to your hosts.



Host families

Discipline:

- You are supposed to be at home by 22:00 and in a perfect shape.
- In case you may be late – let the family know timely.
- You must be at home by 24:00.

**Complaints to a student's behavior will be treated very seriously.
The student can be removed from the program.**



Program features

Meals

The host family will provide

- breakfast and dinner on workdays.
- three meals on weekends.

Please coordinate the meal time with your hosts in advance.

There are many lunch options nearby.

A typical «business lunch» (soup + main course + drink) in a cafe is 5.50 – 8.00 Euro.



Health and safety

- Any medical issues: tell us – we will help.
- We will take you to a medical service, if required.
- Dress properly!

- Be reasonable, do not look for adventures.
- Return to the host family on time.
- Go with a buddy.
- Use taxi, we recommend installing the BOLT app.

• Avoid using scooters!

- No unauthorized travel allowed.
- No extreme sport while on a study abroad program.

Follow our guidelines in the "Emergency response plan".



Host families

Please follow our recommendations

- No smoking indoors is allowed.
- Take off outdoor shoes while at home.
- Keep your room clean.
- Don't waste water, switch the lights off when leaving a room.
- Never throw away any food the hosts give you.
- Never whistle indoors.
- Speak softly.
- Leave your hosts time for their personal life.



Please follow us

www.LearnRussianInEU.com

www.LearnRussianInEU.com/blog

facebook.com/LearnRussianInEU



We will appreciate your likes!



Questions?



Good luck!



Attachment 4. Proposed Summer faculty-led Russian language program plan

Virginia Tech 2025 Draft Plan			Total in-class lessons	Peer communication tutoring	Excursions
			130	12	68
16-May-25	Friday	Departure from the USA			
17-May-25	Saturday	Arrival in Riga Overnight at a hotel			
18-May-25	Sunday	Pickup at the hotel Excursion: Riga Old Town walking tour, The House of the Blackheads Lunch at Lido Transfer to Daugavpils Arrival to host families			3
19-May-25	Monday	Orientation, adaptation orientation Placement test Classes Excursion: Living in Daugavpils	5		1
20-May-25	Tuesday	Classes	5	1	
21-May-25	Wednesday	Classes Excursion: Daugavpils multicultural history	5		2
22-May-25	Thursday	Classes	5	1	
23-May-25	Friday	Classes	5		
24-May-25	Saturday	Excursion: Basilica of Aglona - WW2 Museum - Devil Lake - Kraslava crafts center (Clay workshop)			6
25-May-25	Sunday				
26-May-25	Monday	Classes	5	1	
27-May-25	Tuesday	Classes	5	1	
28-May-25	Wednesday	Classes Excursion: Daugavpils Fortress, Mark Rothko Art Center, Engineer Arsenal	5		4
29-May-25	Thursday	Classes	5	1	
30-May-25	Friday	Classes City Days Festival - Daugavpils 750 Anniversary	5		
31-May-25	Saturday	City Days Festival - Daugavpils 750 Anniversary			
01-Jun-25	Sunday	City Days Festival - Daugavpils 750 Anniversary			
02-Jun-25	Monday	Classes	5		
03-Jun-25	Tuesday	Classes	5	1	
04-Jun-25	Wednesday	Classes Excursion: Military history (Military Memorials, Holocaust Memorial)	5		3
05-Jun-25	Thursday	Classes Culture Class: Russian Old believers	5	1	
06-Jun-25	Friday	Classes	5	1	
07-Jun-25	Saturday	Excursion: Old Believers ethnographic site/ Traditional cooking in Dviete Ethnographic site			5
08-Jun-25	Sunday				
09-Jun-25	Monday	Classes	5		
10-Jun-25	Tuesday	Classes Culture Class: Music	5	1	
11-Jun-25	Wednesday	Classes	5		
12-Jun-25	Thursday	Classes	5	1	
13-Jun-25	Friday	Study trip: Kaunas (Holocaust memorial at the 9th Fort), Old Town			6
14-Jun-25	Saturday	Study trip: KGB Museum, Vilnius Cathedral, walking tour			6
15-Jun-25	Sunday	Study trip: Trakai Castle			6
16-Jun-25	Monday	Classes	5	1	
17-Jun-25	Tuesday	Classes Culture Class: Music 2	5		
18-Jun-25	Wednesday	Classes	5	1	
19-Jun-25	Thursday	Classes	5		
20-Jun-25	Friday	Study trip: Rundale Palace, Zhanis Lipke Memorial			6
21-Jun-25	Saturday	Study trip: Occupation museum, Jurmala			6
22-Jun-25	Sunday	Study trip: Riga Motor museum, Salaspils			6
23-Jun-25	Monday	Excursion: Celebrating Ligo			6
24-Jun-25	Tuesday	National holiday Ligo			
25-Jun-25	Wednesday	Classes	5		
26-Jun-25	Thursday	Classes Final event	5		5
27-Jun-25	Friday	Classes Graduation	5		
28-Jun-25	Saturday	Transfer to the airport Departure to the USA			
29-Jun-25	Sunday				

Attachment 5. Health, Safety, and Security Overview



Health, Safety, and Security Overview

Learn Russian in the European Union

Daugavpils, Latvia

<https://www.learnrussianineu.com/>

Special Instructions for Addressing Health, Safety, and Security

1. Safety and Security

Terrorism: The U.S. Department of State has assessed Riga as being a LOW-threat location for terrorism directed at or affecting official U.S. government interests.

According to the DOS Travel Advisory System: “Credible information indicates terrorist groups continue plotting possible attacks in Europe. European governments are taking action to guard against terrorist attacks. However, all European countries remain potentially vulnerable to attacks from transnational terrorist organizations.”

Latvian State Security Service conducts counterintelligence and operational activities in order to obtain pre-emptive information on the planned terrorist actions to prevent them in due time. Latvian State Security Service closely cooperates with foreign partner services in order to identify terrorism threats and neutralize them.

<https://vdd.gov.lv/en/areas-of-activity/counterterrorism>

Impacts:

- Travel warnings can impact our excursions as well as the routes we may take
- There is the potential for serious physical harm should an event directly impact a student or staff.

Mitigation strategies:

- During the stay in Latvia we alter our excursions to avoid going to certain areas of concern.
- The obligatory on-site health, safety, and security orientation sessions address risk, prevention, and mitigation strategies as well as communications procedures for receiving information related to such threats or potential threats.
- Our travel policy does not allow any unapproved independent travel within Daugavpils.
- We send announcements about demonstrations, strikes, and threats as necessary and activate our emergency plan accordingly.

- Threats are monitored, and information is disseminated with the help of the US embassy warden system and American Citizen Services, local authorities, news outlets, and social media (particularly that of groups involved in political action).

Civil unrest: Demonstrations are common in Latvia and are generally peaceful and well-organized. They are usually planned, and take place in mostly in Riga.

Usually, the impact is logistical, and students are advised to avoid particular areas at particular times while in Riga.

According to the OSAC latest report: Latvia is a stable and functioning democracy. There are no security concerns regarding elections or political stability. The geopolitical situation in Eastern Europe has raised concerns that events, unrest, and tensions could affect the Baltic countries, at least indirectly. There is no indication of these broader regional issues extending to Latvia, but travelers would do well to stay abreast of current events for the region in the news and post-specific information.

Demonstrations are often registered with the local police ahead of time and spontaneous demonstrations rarely occur. Avoid demonstration activity whenever possible.

<https://www.osac.gov/Country/Latvia/Content/Detail/Report/71ccfea5-9249-4b54-8297-1cea32560cb2>

Impacts:

- Travel warnings can impact our excursions as well as the routes we may take.

Mitigation strategies:

- Students are reminded of civil unrest risks, mitigation strategies as well as communications procedures during the on-site health, safety and security orientation sessions.
- Students are advised to avoid areas where there are protests.
- We send announcements about demonstrations and strikes as necessary and activate our emergency alert system accordingly.
- These events are monitored by the Ministry of the Interior of Latvia, with the help of the US embassy warden system and American Citizen Services, local authorities, news outlets, and social media (particularly that of groups involved in political action).

Crime/criminal activity: The U.S. Department of State has assessed Riga as being a MEDIUM-threat location for crime directed at or affecting official U.S. government interests.

According to OSAC report:

Latvia is a relatively safe country where the overall crime and safety situation has remained static for several years. Crime statistics trend higher during the summer due to increases in tourism and associated crimes of opportunity. Non-confrontational property crimes of opportunity (e.g.,

pickpocketing, swindling, bag snatching) may occur at any time. Residential and commercial burglaries – traditionally non-confrontational crimes of opportunity – also occur in Riga, especially during evening hours. Burglars will not hesitate to enter unlocked/unalarmed dwellings where they believe occupants are either inattentive or asleep.

Latvia's relatively safe environment may mislead travelers to believe they are immune from crimes of opportunity. Use caution when using ATMs on the street, especially in Old Town.

Latvia is not immune from credit card fraud, but concerted law enforcement efforts have helped reduce the number of incidents. By law, merchants must conduct all credit card transactions in front of the customers. Therefore, the customer should decline any attempt by a merchant to walk away to process a credit card. All merchants in Latvia will take cash payments. Be aware of individuals asking visitors to buy them drinks - particularly young, attractive women. Scams sometimes occur in less reputable establishments, in which the visitor is presented with an exorbitant bill based on a separate menu and is detained until the bill is paid, sometimes through physical intimidation. Local authorities have cracked down on notorious establishments. As a result, incidents of scams and fraud at these places have decreased over the years. Prostitution occurs on a small, localized scale.

Tourists reports of possible spiked drinks at bars that render victims unconscious have occurred. Most of the victims reported waking up in their hotel rooms realizing their belongings were gone, ATM card used to withdraw cash and thousands of dollars charged to their credit cards. Do not accept any beverages from strangers, nor drink a beverage if left unattended for any amount of time. Report such crimes to Latvian police immediately. Eastern European organized crime syndicates are active in cybercrime, narcotics, prostitution, and other illicit enterprises. Harassment of foreigners and same-sex partners has also occurred in Latvia.

Mitigation strategies:

- Pre-departure materials indicate the potential crimes and warn students of the importance of personal responsibility and situational awareness.
- We keep close contact with the Family Protection Unit which is specialized to deal with family violence, harassment and sexual harassment, assault and rape cases.
- Students are always housed in an area or apartment building with other students so they can meet each other and commute/get around together.

Natural disasters: Latvia is safe from natural hazards, as it is well beyond the danger zone for earthquakes, tornadoes or volcanoes. However, there is a minor risk of floods, forest fires, strong wind, and intense cold.

The national disaster management system of Latvia is organized and regulated under the legislative framework of Civil Protection and Disaster Management Law.

Civil Protection and Disaster Management Law states that people have the right to receive an early warning and recommendations regarding action in case of a disaster or threats, and to receive assistance from the state and local government authorities.

https://civil-protection-humanitarian-aid.ec.europa.eu/what/civil-protection/national-disaster-management-system/latvia_en

Mitigation strategies:

- In case of advance warning of severe weather, staff shares that with students via Facebook, WhatsApp, and email, along with advice for maintaining their safety.
- In extreme situations of rain, ice, or snow, activities/classes are cancelled or moved online.
- Information about risks, Health and Safety, and Emergency response plan is provided to students prior the arrival, and included in the Student Handbook, issued to all students.

Emergency Support line

The number **+371 65407215** serves as Learn Russian in the EU 24/7 emergency support line. The call is routed to several staff members and the calling number is emailed to the specially designated group address.

This ensures the call will be answered and registered.

The official emergency number in Latvia is **112**.

2. Health

Health risks:

Health risks in Latvia is usually low to moderate with the following most common health incidents:

- Gastrointestinal illnesses
- Cold/flu
- Allergies
- Minor injuries
- Emotional distress
- Mental health

Mitigation strategies:

Prior the arrival we:

- request students to send us a health declaration and information related to special dietary needs.
- advise students to bring with them enough supplies of any prescribed medication for the period of the program and consult with their health provider prior to departure.
- provide students with a digital copy of Student Handbook, which includes Health and Safety rules and recommendations, a list of recommended hospitals and health care providers, pharmacies, including 24/7 pharmacy.
- provide information regarding Health and Safety prior the arrival.

In the beginning of the program we:

- discuss information regarding Health and Safety on arrival orientation meeting.

- advise students with special dietary needs where they can get any special food item.
- provide an adaptation orientation provided by certified mental health counseling specialists.

During the program we:

- follow up with students on any medical issue that they disclose in their medical form to ensure we provide the needed support.
- request students to fill in health and safety check questionnaires on weekly basis.

Information regarding Health and Safety is discussed with students on Pre-Arrival orientation meeting, and included in the Student Handbook issued to all students. The Student Handbook also includes list of healthcare institutions, as well as pharmacies, including 24/7 pharmacy

Access to medical care:

According to the OSAC latest report: The quality of medical care in Latvia continues to improve, but often falls short of Western standards. Latvia has highly trained medical professionals, but hospitals and clinics still suffer from a lack of equipment and resources. Many doctors speak at least limited English. There are few private clinics in major cities that offer services equal to Western European or U.S. standards.

There is 24/7 access to medical care in Daugavpils provided by Daugavpils Regional Hospital with ER clinic for general doctor visit.

The cost varies depending on the tests/procedures they do. We offer our students local health insurance plan, which will cover ER and doctor's visits, several procedures, and health checks.

To address mental health issues, Learn Russian in the EU made agreements with

- Youth Mental Health Resource Center
- Daugavpils Psychoneurological Hospital.

As for specialists, we have a list of recommended doctors that we refer students to and they're the best in their field. All medicines can be bought from the pharmacy.

3. Program Activities

- *A detailed program itinerary:*

The program usually includes classes at our Training center or Daugavpils University campuses, and such activities as excursions, study trips (1 day and multiple day) in different locations in the city, and outside the city.

The study locations:

- Daugavpils University campuses:
 - 13 Vienibas Street, Daugavpils, Latvia
 - 1 Parades Street, Daugavpils, Latvia
 - 1A Parades Street, Daugavpils, Latvia
- LATINSOFT Training Center (49B Saules Street, Daugavpils, Latvia).

Sample excursions in Daugavpils:

- Daugavpils historical center walking tour (guide)
- Church Hill (guide, bus)
- Daugavpils Fortress (guide, bus)
- Military history (guide, bus)

Sample study trips:

- Old Believers Ethnographic site (guide, bus)
- The Basilica and WW1 Museum in Aglona (guide, bus)
- 3-day trip to Ligatne-Riga-Rundale (guide, bus, hotel)
- 3-day trip to Lithuania (guide, bus, hotel)

Our program guides:

- Galina Kozhoroneka: G.Kozoroneka@latinsoft.lv
- Sergey Galaktionov: S.Galaktionovs@latinsoft.lv
- Janis Mickevich: janis.mickevics@inbox.lv

Transportation providers:

- "DAUTRANS" SIA
1.Pasažieru ielā 8,
Daugavpils, Latvia, LV -5401
dautrans@dautrans.lv
- "STARD" SIA
58 – 90 Valkas Street,
Daugavpils, Latvia, LV-5410
stard@inbox.lv

Lodging provider in Riga (Latvia):

- Wellton Centrum Hotel & SPA
33 Kaleju Street,
Riga, Latvia, LV-1050
reservations@mogotel.com

Lodging provider in Vilnius (Lithuania):

- Corner Hotel
16 T. Sevcenkos Street,
Vilnius, 03111, Lithuania
b2b@cornerhotel.lt

- *A description of any water safety concerns and mitigation strategies (e.g. swimming, snorkeling, water sports etc.).*

Swimming is allowed only with the permission of a responsible accompanying teacher and only in properly equipped designated places.

The water safety rules are included in the Student Handbook, and are available to the student prior the arrival.

Extreme sports, including extreme watersports are strictly prohibited in our program.

- *Maps of program activity locations.*

Maps with all the program activity locations with detailed information and contacts are available to students prior the arrival in a digital format, and in paper format upon the arrival.

- *Physical requirements for participation in the program:*

Keep in mind that students with physical disabilities and/or pre-existing physical and mental health conditions may be interested in participating in your program.

- Regular: involves similar activities to those on campus. Moderate level of walking expected. Should not create any unusual physical demands.
- Strenuous: Involves travelling that includes carrying luggage and may include frequent use of public transportation. Includes one or more required physical activities that contribute to the academic goals of the program.

4. Local Support and Resources

- *An overview of on-site contacts that program participants connect with while the program is running.*

Sergey Simonov, Program Director: s.simonovs@Latinsoft.Lv

Kristine Yushkova, Program Manager: k.juskova@Latinsoft.Lv

Galina Kozhoroneka, Logistics and Student Service Manager: g.kozoroneka@latinsoft.lv

Zhanna Zubricka, Housing and Student Service Manager: z.zubricka@Latinsoft.lv

- *A description of the types of transportation you will be using throughout your program. This may include modes of public transportation, contracted vendors, etc.*

Most of our students live in downtown. Other students live near the route of public buses and/or trams. The host family escorts the student to school on the first day of classes or gives him/her directions to school in advance. The host family explains how to use public transportation to get to class. It is also common to use taxi/Bolt for the daily commute with the option to share taxi, which is convenient since we place students in small groups with host families in the same neighborhood.

The private transfer from/ to Riga/ Riga Airport and on all our excursions is provided on request by our contracted vendors:

"DAUTRANS" SIA
1.Pasažieru ielā 8,
Daugavpils, Latvia, LV -5401
dautrans@dautrans.lv

"STARD" SIA
58 – 90 Valkas Street,
Daugavpils, Latvia, LV-5410
stard@inbox.lv

Our staff escorts all of our study trips and transfers within the program.

- *Contact information for the nearest U.S. Embassy or Consulate in each location your program will be visiting.*

U.S. Embassy Riga
1 Samnera Velsa St.
Riga LV-1510
Latvia
Phone: +371 6710 7000

The contact information for the nearest U.S. Embassy is included in the Student Handbook, and other materials.

5. Program Preparation

Please describe your plans for offering pre-departure and on-site orientation for students.

- Welcome meeting and cultural orientation
- Multiple health, safety, and security instructions
- Program overview
- City walking tour
- Regular meetings with program manager
- Pre-departure meetings

Prior the arrival

All the instructions regarding arrival details, health and safety, insurance, and housing are sent via e-mail to each student prior the arrival.

In the beginning of the program

The onsite orientation and city walking tour is provided on the first day of the program.

Program begins with a comprehensive orientation to the country, city, university, and the program, which includes, among other information, an explanation of any local risks that the School has identified and tips for enhancing personal safety.

Program provides an adaptation orientation intended to dampen culture shock, stress, anxiety, depression, and other mental health issues.

All information regarding program, living in Daugavpils, Host Family Rules, Health and Safety Rules, as well as emergency contact information, and emergency response plan, is included in the Student Handbook, and issued to each participant.

We provide an activated local SIM card/eSIM that allows calls within Latvia and during the study trip to other Baltic countries.

During the program

Regular meetings, check-ins for reminders with program manager throughout the period of stay, and as needed.

Health and safety check questionnaires on weekly basis.

Prior the departure

Pre-departure meetings with manager. Providing detailed departure instructions.

6. Housing

- *Please describe the type of accommodations (e.g. residence hall, apartment) and the security features in place (e.g. 24/7 security, swipe key access).*

Our students can choose to stay with Russian host families or in a hotel.

We recommend staying in a private room in a typical local Russian-speaking family, where students can take advantage to practice using Russian in a relaxed and natural way. All families are carefully selected, and must meet our requirements and high standards.

Host family – one or several people who hosts a foreign student at their house or apartment, lives him/her on a consistent basis, and performs the duties included in the Student Handbook.

All homestay families speak Russian, and most homestay families speak different levels of English. Host families offer insight and perspective into the host culture as well as provide opportunities to learn Russian and immerse in the local culture. Students are usually provided with two meals; breakfast and lunch/dinner every day, and three meals on weekends.

The host family gives the student the keys to their house/apartment and a security code. Most of our families have alarmed security systems at the residences.

- *Where is housing located in relation to classroom space? Will students need to commute to campus? If so, please describe the transportation available.*

Most of our students live in downtown. Other students live near the route of public buses and/or trams. The host family escorts the student to school on the first day of classes or gives him/her directions to school in advance. The host family explains how to use public transportation to get to class. It is also common to use taxi/Bolt for the daily commute with the option to share taxi, which is convenient since we place students in small groups with host families in the same neighborhood.

7. COVID-19 Considerations

All COVID-19 restrictions in Latvia, including travel restrictions have been lifted.

With Latvian authorities devolving most decision-making around the risk mitigation of COVID-19, the following principles guide “Learn Russian in the EU” actions:

- Act to support the health, safety and wellbeing of students, faculty, staff, host families, and all partners.
- Maintain the “Learn Russian in the EU” learning experience.
- Consultative decision-making with transparent communication.
- To have an awareness of the impact of our action on others.
- Fully comply with Latvian regulations.

Communication strategy

Students, teachers, and staff are kept informed and updated on the current rules and regulations regarding the protection from and the management of the spread and transmission of COVID-19.

“Learn Russian in the EU” opens a private group in Facebook, including all current students, teachers, staff, and communication tutors. This private group in Facebook is used for making announcements, sharing documents, and making updates.

“Learn Russian in the EU” program management meets students in-person or in Zoom on a regular basis.

Risk management strategies

Risk management strategy	Actions
Ensuring fully vaccinated environment	“Learn Russian in the EU” accepts only fully vaccinated students. All teachers, staff, communication tutors, and host families are fully vaccinated.
Limiting visitors to the facilities	The main school facilities at Saules 49b are code locked and accessible for students, teachers, and staff only.
Physical distancing	Teacher and staff to maintain social distance at all times.
Hygiene and cleaning	Conducting routine extended cleaning of school facilities. Encouraging regular hand hygiene for all students and staff.
Infection control	All students and teachers make rapid COVID-19 tests on Wednesday and Sunday. A photo proof of the test result should be sent to info@learnrussianineu.com . The tests are provided by “Learn Russian in the EU” free of charge.

Mitigation and control measures:

- In all cases, all staff and students must follow all rules and regulations regarding the wearing of appropriate PPE (e.g. face covering), hygiene and social distancing.
- Immune status of teachers, staff, communication tutors, and host families is verified on the basis of their EU Digital COVID Certificates.
- International students provide a proof of their immune status using EU Digital COVID Certificate or CDC Vaccination Card.
- “Learn Russian in the EU” helps international students obtain temporary (30-day) and permanent EU Digital COVID Certificates, as well as helps make booster vaccination.
- All students and teachers make rapid COVID-19 tests on Wednesday and Sunday. The tests are provided by “Learn Russian in the EU” free of charge. A photo proof of the test result should be sent to info@learnrussianineu.com.
- A full cleaning regime is in place to keep areas, common touch points and surfaces clean and sanitized
- Regular communication with staff and students to update them on procedures, rules and updates

Action plans

- In case of any COVID-19 symptoms:
 - Student makes an express test immediately.
 - Tests are available in supermarkets and drug stores, or may be provided by “Learn Russian in the EU” free of charge.
 - In case the express test is positive, report to the “Learn Russian in the EU” immediately.

- If the express test is positive (students):
 - “Learn Russian in the EU” will arrange a laboratory test to verify the result.
 - “Learn Russian in the EU” identifies contact persons.
 - Student informs parents, doctor, and home school.
 - Student stays in self-isolation at the residence and follows medical recommendations.
 - Student uses a special “Learn Russian in the EU” online form to report on conditions daily.
 - If three days after the symptoms disappear, the express test is negative, it means student has recovered.
 - Students may attend classes online (hybrid class).

Attachment 6. ERGO Travel Insurance Terms & Conditions No. CA 05-2018

ERGO Travel Insurance Terms & Conditions No. CA 05-2018

I chapter Terms

1. article. Definition of Terms:

II chapter Insurance Protection and amount, territory of operation

2. article. Insurance Protection
3. article. Sum of insurance and liability limit
4. article. Territory of operation

III chapter Insured Risks

5. article. Medical support
6. article. Accidents
7. article. Private third-party liability
8. article. Luggage
9. article. Travel cancellation, stoppage, being late for
10. article. Delay, cancellation of a flight
11. article. Travel documents
12. article. Legal Expenses
13. article. Substitution of an Insured
14. article. Insurance of Electronics
15. article. Insurance of Sports Equipment
16. article. Additional skiing risks
17. article. Property insurance

IV chapter An obligation of the Policyholder and the Insured Party

V chapter Insurance Indemnity and Pay-out Conditions

18. article. Insurance Indemnity
19. article. The documents to be submitted to receive Insurance Indemnity

VI chapter General Provisions

20. article. Insurance obligations
21. article. General Exceptions
22. article. Individuals, who cannot be insured
23. article. Termination of the Contract and Payment of the Insurance Premium Balance
24. article. Conclusion of a Distance Contract
25. article. Privacy policy

These terms and conditions are translation from original terms and conditions issued in Latvian. In case of inadequacies between Latvian terms and conditions and English translation, the Latvian terms and conditions shall prevail. Please read the entire Insurance Contract carefully to learn about the rights, duties and cases when insurance is not provided. Words and notions of particular importance have been explained in the chapter "Terms".

I chapter Terms

1. article. Definition of Terms:

Insurer – ERGO Insurance SE, registered in the Commercial Register of the Republic of Estonia under registration No. 10017013, registered office: A.H. Tammsaare tee 47, Tallinn, 11316, Estonia, represented in the Republic of Latvia by ERGO Insurance SE Latvian branch, registration No. 40103599913, registered office: 50 Skanstes street, Riga, LV-1013. The Insurer's type of commercial activity is the provision of insurance services. The Insurer's activity in Latvia is monitored by the Financial and Capital Market Commission, address Kungu iela 1, Riga, LV-1050.

The Policyholder – a legal or natural person who concludes the Insurance Contract in his or another person's favour.

Insured sum – The amount as specified in insurance policy, for which insured person's interest is not to suffer losses, is insured in case of an insured event Insurance of civil liability insured sum is a liability limit of an insurer.

Insured – in insurance policy identified natural person, who has insurance interest and to whom the Insurance Contract has been signed

Insured Risk – any potential future event which is specified in the Insurance Policy, the occurrence of which does not depend upon the will of the Insured Party.

Insurance Indemnity – an amount of money or providable services in case of occurrence of the Insurance Event in accordance with the Insurance Contract.

Insurance Contract – an agreement by and between the

ERGO

To insure is to understand.

Insurer and the Policyholder regarding the conditions of insurance. Insurance Contract consists of evidence of insurance or insurance policy, rules of insurance and all the amendments and addenda about which the insurer and the policyholder have agreed upon in a written form.

Abroad - countries which are not the residency of the Insured.

Luggage – travel luggage, its content, clothes and other personal items, which belong to or are in possession of the Insured during the journey.

Travel - a journey of an Insured outside the country of residency. Travel begins when Insured leaves the country of residency by crossing the border and ends when Insured returns to a country of residency.

Travel organizer - tourism agency, tour operator, transport operator, transport or hotel service company or another legal person, who is connected to providing travel services.

Natural catastrophe - an occurrence connected to consequences of the effect of natural forces, which make substantial changes in an environment in large territories and which are made by natural forces such as earthquakes, volcanic eruptions, fire, draught, deluge, tornado, occurrence of ice in rivers, seas, lakes and water basins, lasting extreme temperatures, land slides, massive presence of vermin, animal and plant diseases.

Distance Contract - Insurance contract with is signed by using distance means of communication (internet, e-mail, phone or other means of information exchange).

European Health Insurance Card (EHIC) - identification card which certifies the rights of residents of EU member states as well Norway, Lichtenstein, Iceland and Switzerland to receive a guaranteed emergency medical treatment or necessary medical assistance in the same range, as provided to the residents of the concerned country, during short-stays in any of the countries mentioned.

Emergency medical treatment - medical services, which have to be provided urgently. Acute worsening of health of an Insured because of a sudden illness or an accident, to prevent further worsening of health of the Insured and/or threats to the life of the Insured.

Accident - instance when an external force unexpectedly has influence on the body or health, contrary to his/her will caused damage or death of the Insured.

Home Country - Insured's citizenship country, permanent country of residency and/or country, which handed out a permanent or temporary residency permit to the Insured.

Enhanced Risk Activities - sport or activity, which is connected to enhanced degree of danger.

Excess - in terms of money or percentage declared amount of damages, assumed by policyholder in case of insurance event. Excess in percentage is calculated from the amount of loss.

Transport Operator - a company, which on a legal basis performs carriage for hire or reward.

Help Desk - Partner, authorised by Insurer, which helps to organize assistance in case of an insurance event.

Acute illness - sudden, beforehand unpredictable, unexpected worsening of health status of the Insured, which is not a

continuation or a result of state of health in which Insured started traveling and/or was before the travel.

Policy - document, which certifies the conclusion of insurance contract.

Chronic disease – state of health opposite to an acute illness – progressive deterioration of physiological processes and body functions that have developed internally and over a prolonged period, which is characterised by more or less frequent drastic changes of state of health (illness outbreak) irrespective whether such condition has been diagnosed beforehand.

Exacerbation of a Chronic Disease - appearance of characteristic symptoms of chronic disease, which results in the need of emergency medical treatment of Insured.

Repatriation - transportation of the Insured or his mortal remains to home country;

Terrorism - political, religious, ideological or ethnic purposes carried out by one person or group of persons to influence a Government and/or intimidate the public or a part of the public;

II chapter Insurance Protection and amount, territory of operation

2. article. Insurance Protection

- 2.1. Insurance protection enters into force with the time indicated in policy and refers to the insured indicated in the Policy if Insurance premium or first part has been paid, if insurance premium has been fixed to be paid out in multiple parts, payment in Policy in specified order, term and amount.
- 2.2. In case if during conclusion of insurance contract Insured is outside the home country, Insurance contract comes into force after 24 hours of signing the insurance contract and full amount of premium payment.
- 2.3. If in the Policy a limited length of a single travel is mentioned or overall residency length, exceeding a single travel or overall residency length abroad, insurance protection is not in force to the period exceeding the limited length specified in Policy.
- 2.4. Insurance protection for travel cancellation risk (including as a result of natural catastrophe) enters into force 72 hours after conclusion of Insurance Contract. Insurance protection for travel cancellation risk (including as a result of natural catastrophe) enters into force immediately only if Insurance contract has been concluded no more that 24 hours after full or partial payment for travel services (including travel tickets).
- 2.5. **Insurance Protection is not in force in case of sport or other enhanced risk activities.**
 - 2.5.1 If in Policy of an Insured person is made a specific mark, insurance protection is in force when Insured is doing the enhanced risk activities as specified in 1. Annex.
 - 2.5.2 Without special marking in Policy, insurance protection is in force and enhanced risk of physical activities, in

terms of comprehension of these rules, are not considered such activities, which are being done as leisure (without participation in competitions or preparing for them): aerobics, driving with a boat or a motorboat in inland or shore waters (up to 24 miles from the shore), distance skiing, golf, riding a bicycle, boating in mountain rivers (up to II degree river category and their spans based on International Scale of River Difficulty category system), fishing, riding a scooter or motorcycle, in which engine displacement does not exceed 125 cm³, activities in a gym, Nordic walking, walks in the caves, hiking (as well as trekking up to 2500 meters of altitude without mountain climbing equipment), swimming, running, ice-skating, skating, snorkelling, gymnastics, horseback riding.

- 2.5.3 Indulging in any sports on a professional level, insurance protection is not in force. Professional level is considered a participation in world or continental championships as well as if doing this sport is the Insured's main occupation or one of the income sources.
- 2.5.4 Insurance protection, while doing physical work, is only in force if in the Policy of the insured person is a specific mark. With physical work in terms of these rules is understood as hired or volunteering job where physical work load or exertion is involved.

3. article. Sum of insurance and liability limit

- 3.1. Sum of insurance for each Insured risk for Insured is specified in Policy. Insurance risks of private civil liability is specified in liability limits.
- 3.2. In case of one of the Insured risks lead to multiple insurance instances, combined compensation cannot exceed sum of insurance of a specific insurance risk which is specified in the Policy.

4. article. Territory of operation

- 4.1. Insurance contract is in force in the geographical territory as specified in Policy, except the home country of the Insured.
- 4.2. Territory 'Europe' in terms of comprehension of these rules are the following countries: Albania, Andorra, United Kingdom (Great Britain), Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Czech Republic, Denmark, Egypt, France, Greece, Georgia, Croatia, Estonia, Italy, Ireland, Iceland, Kazakhstan, Cyprus, Kosovo, Euro-Russian part (up to Ural Mountains), Lithuania, Lichtenstein, Luxembourg, Macedonia, Malta, Montenegro, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Finland, Spain, Switzerland, Turkey, Tunisia, Ukraine, Hungary, Vatican, Germany, Sweden and islands of all previously mentioned countries which have political affiliation in them.

III chapter Insured Risks

Insured are only the risks indicated in the policy. In accordance with insurance rules such risks can be insured:

5. article. Medical support

5.1. Medical expenses

- 5.1.1 Insurer compensates to Insured emergency medical treatment expenses abroad which has happened in connection with:
- 5.1.1.1 Acute illness;
- 5.1.1.2 Prevention of Accident Consequences;
- 5.1.1.3 Sudden worsening of health as a result of sunburns, frostbite, poisoning etc. instances;
- 5.1.1.4 Exacerbation of a Chronic Disease
- 5.1.2 Insurer compensates emergency medical care expenses till the moment when after the medical testing such help is not necessary anymore or the Insured, after an attending doctor has concluded that the Insured can continue treatment in home country.
- 5.1.3 The Insurer shall indemnify the Emergency care expenses abroad for:
- 5.1.3.1 out-patient and in-patient medical services provided, including acute surgeries as well as therapy until Insured can be transported to home country. In case of exacerbation of chronic disease, medical expenses are compensated for not more than five days, counting from the first time visiting doctor. If the same exacerbation of chronic disease happens more than once, medical expenses to Insured are compensated only once during validity period of the contract.
- 5.1.3.2 Diagnostics (functional, laboratorial, instrumental);
- 5.1.3.3 drugs and dressing materials prescribed by a doctor;
- 5.1.3.4 procedures prescribed by a doctor in a course of the in-patient treatment;
- 5.1.3.5 stay, meals and care in the hospital;
- 5.1.3.6 doctor's appointed technical medical supplies - purchase or rent of crutches, orthoses, wheelchair, supports, which does not exceed 200 EUR for an event.

5.2. Dentistry

- 5.2.1 Insurer shall compensate to Insured dental expenses in events of acute illness or trauma, which happened abroad, for:
- 5.2.1.1 doctor's advice;
- 5.2.1.2 x-ray for particularisation of diagnosis;
- 5.2.1.3 dental channel opening and cleaning;
- 5.2.1.4 a temporary dental filling;
- 5.2.1.5 tooth extraction.

5.3. Repatriation in case of illness/ death

- 5.3.1 The Insurer shall compensate the expenses related to the Insured's repatriation following the receipt of medical assistance or death, according to the rules laid down in paragraph 5.1.1, where additional costs have occurred in connection with that;
- 5.3.2 the need for repatriation shall be agreed by the Insurer or its authorised person with the specialist from the respective medical institution, and costs are

- compensated if repatriation is medically justified and has been recommend in writing by the attending doctor;
- 5.3.3 If according to a doctor's instructions the Insured needs accompaniment of medical staff, then Insurer compensates expenses for accompanying medical staff services.
- 5.3.4 If the mortal remains of the Insured are delivered to his/her home country according to instructions of the relatives, then Insurer compensates:
- 5.3.4.1 expenses for coffin, crematory urn and transporting;
- 5.3.4.2 expenses connected to document and permission arranging of repatriation of mortal remains.
- 5.3.5 if, before the commencement of repatriation, the Insured or his/her representative has not coordinated the procedure and costs of repatriation with the Insurer then the Insurer shall compensate the expenses within the minimum amount for which the repatriation could be provided for.
- 5.4. **Medical transport abroad**
- 5.4.1 Insurer compensates to Insured expenses for Emergency medical treatment transport or taxi abroad to reach the doctor or treatment centre where emergency medical treatment will be provided to Insured.
- 5.4.2 According to this rule's section III (5.1.1) Insurer compensates to Insured for rescue services if they also include emergency medical treatment.
- 5.5. **Medical Transport in Home Country**
- 5.5.1 Insurer compensates expenses that are agreed upon beforehand for transporting to out-patient in his/her home country, if repatriation of Insured follows and hospitalization is necessary in home country.
- 5.6. **Arrival and Living Expenses of Relatives**
- 5.6.1 If during travels abroad, as a result of illness or accident, the state of health of the Insured is severe according to the doctor's conclusion and it prevents repatriation of the Insured, and they need to be hospitalized for more than 10 days, the Insurer shall compensate travelling costs for one family member of the Insured (husband/wife, one parent, adult child) so that the family member would arrive to the Insured place in the hospital - hotel costs 50 EUR (fifty euros) a day, but not more than 10 days, as well as ticket costs in both direction in economy class.
- 5.7. **Expenses of the Casualty's Companion**
- 5.7.1 If during travels abroad, as a result of illness or accident, the state of health of the Insured is severe according to the doctor's conclusion and it prevents repatriation of the Insured, and they need to be hospitalized for more than 10 days, the Insurer shall compensate travelling costs for one person with whom Insured has been traveling together - hotel costs 50 EUR (fifty euros) a day, but not more than 10 days and ticket costs in economy class so companion could return to home country with Insured.
- 5.8. **Evacuation of a Child**
- 5.8.1 If during travels Insured is hospitalized and the minor of Insured, who was travelling with Insured is left without supervision of adults, Insurer compensates previously agreed upon expenses for returning the minor back to home country.
- 5.9. **Burial Expenses Abroad**
- 5.9.1 Insurer compensates expenses for mortal remain burial of the Insured abroad, including coffin that have been agreed upon beforehand in written form with Insurer or its authorized person
- 5.10. **Phone-call Expenses**
- 5.10.1 Insurer compensates to Insured expenses for telecommunications to call the Insurer and/or the Help Desk in accordance with section III (5) entry of included risks.
- 5.11. **Transportation Expenses to Continue Travels**
- 5.11.1 Insurer compensates to Insured transportation expenses if according to one of the section III (5.1.1) mentioned reasons Insured received medical assistance and continues the treatment abroad, resulting he/she cannot use the previously bought tickets to return to home country. Insurer compensates expenses for economy class tickets of a mode of transport, which is equivalent to what Insured could not use. If tickets can be exchanged or returned, then Insurer compensates a sum of money which had to be paid for ticket exchange by the Insured.
- 5.12. **An obligation of the Insured, upon the occurrence of the Insured event**
- 5.12.1 An obligation of the Insured is:
- 5.12.1.1 to do everything possible to get emergency medical assistance;
- 5.12.1.2 seeking medical assistance in any EU member state as well as Norway, Iceland, Lichtenstein or Switzerland treatment centre, on Insurer's demand, EHIC has to be shown. In the event the Insured does not have EHIC, the Insured person or his/her authorised person, following the instructions of the Insurer, shall take the actions required to receive EHIC or its replacement document and shall submit it to the appropriate medical institution;
- 5.12.1.3 Coordinate with Insurer or Help Desk a treatment in enhanced service conditions, change of treatment centre or repatriation;
- 5.12.1.4 respective state authorities shall be notified about bodily harm and proceed further following the instructions of the officials.
- 5.13. **Exceptions**
- In addition to the expenses referred to in Paragraph 21, the Insurer shall not indemnify any damages incurred by the Insured:
- 5.13.1 for treatment if before the start of travel, the doctors recommended for insured not to do so;
- 5.13.2 for rehabilitation;
- 5.13.3 for tissue and organ transplanting, prosthetics;

- 5.13.4 for infection treatment, if recommendation of a responsible institution (for example Latvian Centre of Infectious Diseases) or specialists on traveller and tropical diseases have not been taken into account about vaccination and prophylaxis;
- 5.13.5 for surgeries, which according to a conclusion of a treating doctor and/or Insurer's authorized doctor can be postponed, including knee joint surgeries;
- 5.13.6 for examination and treatment connected to pregnancy, therapeutic abortion or premature births before 28th week of pregnancy, excluding situations if medical help is provided after the accident during travels;
- 5.13.7 for psychiatric, psychoanalytic and psychotherapeutic treatment;
- 5.13.8 for the treatment of epilepsy;
- 5.13.9 for diagnostics and treatment of diseases, health status, which made by sexually transmitted diseases, positive HIV test or acquired immune deficiency syndrome (AIDS);
- 5.13.10 for beauty care, plastic surgery, disinfection, vaccination, prophylactic tests;
- 5.13.11 medicinal products that had to be regularly used in connection with an existing disease before the beginning of a travel;
- 5.13.12 for further treatment, starting from the day, when repatriation is coordinated with the treating doctor and is possible, but Insured declined it;
- 5.13.13 for teeth conservative treatment, prosthetics, dental hygiene, root canal filling, orthodontics and periodontal disease treatment;
- 5.13.14 for travel and living expenses of a relative or person, who has travelled with Insured, if insured has been hospitalized for less than 10 days;
- 5.13.15 if Insured or his/her relatives unilaterally, without a written coordination with Insurer or Help Desk, has decided to examine, diagnose, undergo treatment, undergo treatment in enhanced service conditions, change treatment centre, to come to terms about surgery and urgency of Insured's transporting and repatriation;

6. article. Accidents

6.1. Death

- 6.1.1 if because of an accident, which happened during the travels, in one calendar year after the accident Insured dies, then Insurer compensates the death risk Insurance amount as specified in Policy. Insurance compensation is paid out to beneficiary or legatee, who has been approved in inheritance rights as specified in regulations in home country of Insured.
- 6.1.2 From Insurance compensation a fee is charged for specific accident that has already been paid out from Insurance compensation sum, which has been paid out for an accident that caused permanent disability.

6.2. Disability

- 6.2.1 if because of an accident, which happened during the travels, in one calendar year after the accident Insured becomes permanently disabled, then Insurer pays out Insurance compensation, the amount is expressed as % (accordingly) in a table below as specified in policy for Insurance sum for disability risk. Disability is considered in case of loss of functional capabilities or in case when the person has lost:

Limb/ organ/ functional	Reimbursement % of sum of insurance
Shoulder joint level	70%
Hand above elbow joint	65%
Hand under elbow joint	60%
Palm joint level	45%
Hand thumbs	15%
Hand thumbs, nail phalanges	8%
Any other finger of a hand	5%
leg above knee joint	70%
leg below knee joint	60%
feet joint level	40%
Any of the feet fingers	5%
Sight with one eye	50%
Hearing with one ear	25%
Sense of smell	5%
Sense of taste	5%

- 6.2.2 If in case of an accident a loss of multiple limbs, organs, or functions has occurred, then the compensation percentage sums for each loss, however it cannot exceed 100%.

6.3. An obligation of the Insured, upon the occurrence of the Insured event

- 6.3.1 An obligation of the Insured is to inform the appropriate state institution if the bodily injury was caused by a road traffic accident or related to a criminal offense of which the Insured is the victim.
- 6.3.2 If in a result of an accident Insured has become permanently disabled or has died, it has to be certified with medical documents, submitting them to Insurer not later than 3 months after discovery of the fact.

6.4. Exceptions

In addition to stated exceptions of these rules in Article 21, Insurance compensation is not paid out for:

- 6.4.1 Accidents, which occur because of mental or consciousness disorders, as well as strokes, epileptic seizures or other seizures;
- 6.4.2 health disorders, where the cause is treatment or interference, which is done by Insured to himself or has ordered to make, except the cases when treatment or interference, including ray diagnostics and therapy were necessary in connection with an accident covered by insurance protection;

- 6.4.3 any kind of infections, except cases, when the cause of disease has come into the organism due to a result of an injury during an accident, if the accident, according to Insurance Contract rules, is considered an insurance case. Bodily injuries, which were gained during an accident, are not considered - skin or mucous membrane damage, which are irrelevant, but through which the cause of a disease has come into the body. This limitation is not in force in case of tetanus or rabies;
- 6.4.4 abdominal and lower abdomen hernia, except cases where it has happened as a result of an accident;
- 6.4.5 intervertebral disc damage, internal bleeding from organs, haemorrhage from cerebrum, except cases, when the reason is an accident that according to Insurance rules is considered an insurance case;
- 6.4.6 traffic accidents if the Insured was driving a vehicle without a proper category license for the vehicle;
- 6.4.7 pathological bone fractures and repeated bone fracture, when the previous fractures have not healed yet.

7. article. Private third-party liability

- 7.1. The Insurer shall indemnify any damages caused to a third party during a Trip if the damage was caused to health or property of a third party as a result of the Insured's actions or lack thereof or deliberate and a third party raises a demand for damage compensation.
- 7.2. Compensation demands for damages in accordance to section III (7.1) mentioned cases can be raised only on the applicable law of civil liability in force in that country.
- 7.3. **Insurance protection, within the limits of the Insurer, provides:**
 - 7.3.1 verification of validity of compensation demands;
 - 7.3.2 satisfaction of valid compensation demands for damages;
 - 7.3.3 rejection of invalid compensation demands for damages;
- 7.4. Insurance protection applies to court and out-of-court expenses, which are connected to a third person compensation demand for damages finding or rejection.
- 7.5. Insurance protection also applies to extra expenses, which are connected with Insurers duty to perform plea.
- 7.6. **An obligations and rights of the Insured, upon the occurrence of the Insured event.**
 - 7.6.1 Insured, without prior agreement from Insurer, has no rights to acknowledge or satisfy compensation demand for damages.
 - 7.6.2 An obligation of the Insured is to submit all necessary authorizations and information to Insurer or representative appointed by Insurer.
- 7.7. **Exceptions**
 - 7.7.1 In addition to the expenses referred to in Paragraph 21,

- the Insurer shall not indemnify any damages incurred:
 - 7.7.1.1 which happened when the Insured was performing occupation, professional or business activity;
 - 7.7.1.2 which happened in connection with driving or using motorized vehicles (including air and water vehicles);
 - 7.7.1.3 which happened to Insured or his/her relatives. Relatives are considered to be parents, spouse, children, adopted children and adoptive parents, stepfather, stepmother and stepchildren, grandparents and grandchildren, brothers, sisters, foster parents and foster children, as well as any other person with whom the Insured have a common household.
 - 7.7.1.4 which happened to an item of the Insured, that is being rented, leased, used or any other way it has become his/her property. This exception does not apply on rented space and its equipment, if renting the space is the renter's business and renting period does not exceed 30 calendar days;
 - 7.7.1.5 which are income foregone and lost profit;
 - 7.7.1.6 what has done by an animal;
 - 7.7.1.7 which are non-material, connected to defamation, dissemination or publication of false news, as well as moral harm and insulting behaviour.

8. article. Luggage

- 8.1. **Damaging, losing luggage (Transporters fault)**
 - 8.1.1 If during travels, the lost insured luggage, which has been registered on Insured's name and given in care to a transporter, then Insurer pays out actual loss amount as compensation of the value of the luggage, without exceeding the Insurance sum of the damage and loss risk (because of the transporter) as specified in Policy. Luggage is considered lost if it is confirmed by a transporter.
 - 8.1.2 If during travels luggage of the Insured, which is registered on the name of the Insured or a first-degree relative and given to a transporter as a luggage unit, is damaged, Insurer compensates the actual loss, based on a certification document of loss amount for damaged luggage cleaning and repairing, to the Insured. If the damage repairs of luggage exceed actual value of luggage before an Insured event sets in or repairs are not possible, Insurer pays out compensation for full actual amount of luggage value.
 - 8.1.3 In case the transporter has paid out a compensation, Insurer pays out Insurance compensation taking into account a compensation principle, i.e., Insurer pays out difference between the loss and compensation paid by transporter.
- 8.2. **Luggage Delay (because of the transporter)**
 - 8.2.1 If during travels, for more than 4 hours luggage is delayed, which is registered and is under the care of the transporter, Insurer compensates to Insured expenses for basic goods, hygiene goods, suitable clothes and baby carriages or any purchase or rent of carriages abroad, which is done to substitute the

personal items delayed, if the delay has happened abroad. expenses for basic goods, hygiene goods, suitable clothes and baby carriages or any purchase or rent of carriages abroad, which is done to substitute the personal items delayed, if the delay has happened abroad.

8.3. **Luggage theft**

8.4.1 An obligation of the Insured is to inform the transporter in 24 hours after the theft about the situation.

8.4.2 An obligation of the Insured is to demand and receive a confirmation document from a Transporter for event of loss.

8.4.3 In case of luggage theft, an obligation of the Insured in 24 hours after the moment of detection to inform the state police of the appropriate country and receive written police confirmation of the theft.

8.5. **Exceptions**

8.5.1 In addition to the expenses referred to in Paragraph 21, the Insurer shall not indemnify any damages incurred:

- 8.5.1.1 which has been done to the luggage by the Insured, regardless of a reason;
- 8.5.1.2 for luggage, which is being transported as freight in a vehicle that is not used by the Insured or transportation aircraft;
- 8.5.1.3 for scratched items;
- 8.5.1.4 for broken glass or other fragile items;
- 8.5.1.5 for money, currency and securities, checks, tickets, all times of card (bank, telephone, driving, fuel, etc.), coupons, all types of document delay, damage, loss or theft;
- 8.5.1.6 for jewellery, precious metals, art and antiques;
- 8.5.1.7 for plants and animals;
- 8.5.1.8 for food, drinks and tobacco products;
- 8.5.1.9 for perfumes;
- 8.5.1.10 for hardware, video, audio, photo, communication etc., equipment. This exception does not apply to electronics chargers in case of luggage delay;
- 8.5.1.11 for software, audio/video recordings and other digital information;
- 8.5.1.12 for vehicles or their accessories, spare parts;
- 8.5.1.13 for loss or damage of separate items, when the luggage was under the care of transporter, unless cases, when Insured can provide documentary proof them being in the luggage;
- 8.5.1.14 what has been done by the leakage of a liquid in the luggage;
- 8.5.1.15 if luggage delivery is delayed in the home country.

9. article. Travel cancellation, stoppage, being late for

9.1. **Cancellation**

- 9.1.1 Insurer compensates to Insured proven expenses, which have happened in connection with a cancellation of a planned travel because of:
 - 9.1.1.1 Acute illness, exacerbation of chronic disease or an accident of the Insured, because of which, according to

doctor, Insured cannot travel;

9.1.1.2 Death of Insured;

9.1.1.3 Acute illness or accident of the closest relatives (parents, step-parents, wife/husband, children, step-children, brother, sister) or the only travel companion (if travel tickets and bookings have been purchased for two people), because of which, according to a doctor's report, relative or the only travel companion is hospitalized or resulting in death and because of this reason, the Insured does not go on a trip.

9.1.1.4 Property of the Insured is damaged because of fire, natural catastrophe or as a result illegal actions of third person, if this loss in comparison to victim's property is significant or for the evaluation of losses Insured's presence is needed in home country;

9.1.1.5 Insured is a victim of a crime and it is a reason for travel cancellation;

9.1.2 In case of travel cancellation, the insurer, without exceeding the sum of insurance, compensates the proven transport and living expenses, which have been paid for but have not been used, or extra expenses for bookings changes or new booking.

9.1.3 Compensation for extra expenses for a booking change or a new booking cannot exceed initially purchased transport and living service sum.

9.1.4 If an insurance event happens, Insurer compensates that part of expenses from the total cost of a travel, which, in accordance to terms and conditions of ordered travel, are not refunded by Travel organizer.

9.2. **Stoppage**

9.2.1 Insurer compensates to Insured proven transport and living expenses, to return to home country, which happened in connection with travel stoppage because of such reasons:

9.2.1.1 Acute illness or accident of the closest relatives (parents, step-parents, wife/husband, children, step-children, brother, sister) or the only travel companion (if travel tickets and bookings have been purchased for two people), because of which, according to a doctor's report, relative or the only travel companion is hospitalized or resulting in death and because of this reason, the Insured does not continue a trip.

9.2.1.2 Acute illness, accident or death of Insured's work colleague, which is the reason for Insured to be called back to work from vacation or business trip;

9.2.1.3 Property of the Insured is damaged because of fire, natural catastrophe or as a result illegal actions of third person and this loss in comparison to victim's property is significant or for the evaluation of losses Insured's presence is needed in home country;

9.2.1.4 because of a traffic accident vehicle was damaged with which Insured was travelling and vehicle because of technical damage cannot be used to continue travels.

9.3. Being late (including being late for transit)

9.3.1 Insurer compensates to Insured proven expenses which happened in connection with missing (being late for a plane or another public transport) travel because of such reasons:

9.3.1.1 Insured is involved in a traffic accident or is a victim of a crime and that is the reason for missing the travel;

9.3.1.2 public transport (excluding a plane) or taxi, with which Insured was using to get to an airport or any other public departure place, arrives there being late because of traffic accident, technical difficulties/damages or because of bad weather, which is the reason for missing the travel.

9.3.2 In case of missing a travel Insurer, without exceeding sum of insurance, compensates for transport ticket reforming or purchase of a new ticket, so Insured could reach the travel destination or to return to home country with the same type or alternative vehicle.

9.3.3 In case Insured misses next vehicle (before and after missed transit), because of flight delay or bad weather, Insurer compensates the Insured:

9.3.3.1 extra expenses for transport, to continue the intended travel in economy class, with closest in terms of time same or alternative type of vehicle;

9.3.3.2 extra expenses for a hotel in transit point, if it is necessary to stay there for at least 4 hours during night and at least 8 hours during any other day-time.

9.4. Cancellation/Stoppage because of a natural catastrophe

9.4.1 Insurer compensates to Insured proven expenses, which have happened in connection with a cancellation or stoppage because of natural catastrophes.

9.4.2 In case of travel cancellation or stoppage, the insurer, without exceeding the sum of insurance, compensates the proven transport and living expenses, which have been paid for but have not been used, or extra expenses for bookings changes or new booking.

9.4.3 Compensation for extra expenses for a booking change or a new booking cannot exceed initially purchased transport and living expenditure sum.

9.4.4 If an insurance event happens, Insurer compensates that part of expenses from the total cost of a travel, which, in accordance to terms and conditions of ordered travel, are not refunded by Travel organizer.

9.4.5 If return to home country has been delayed in connection with stoppage of a travel because of a natural catastrophe, Insurance Contract is prolonged by 48 without extra charge.

9.5. An obligation of the Insured, upon the occurrence of the Insured event

9.5.1 An obligation of the Insured is to inform travel organizer for full or partial service cancellation and demand a loss compensation from travel organizer.

9.5.2 An obligation of the Insured is to solve the issues

connected to ticket exchange or a purchase of a new ticket.

9.6. Exceptions

9.6.1 In addition to the expenses referred to in Paragraph 21, the Insurer shall not indemnify any damages incurred by the Insured:

9.6.1.1 if possibility of travel cancellation, stoppage or missing it was predictable before conclusion of an Insurance Contract;

9.6.1.2 if travel is cancelled or stopped because of a natural catastrophe about which information was published in mass media before conclusion of an Insurance Contract;

9.6.1.3 if in case of a missed transit when transit period (time period between a flight in a list of arrival in transit point and starting travel with next vehicle) is shorter than 2 hours.

9.6.1.4 if transit is missed in connection with delay of official authorities upon arrival;

9.6.1.5 for a damaged vehicle repair or transporting because of a traffic accident;

10. article. Delay, cancellation of a flight

10.1. The Insurer compensates to the Insured the expenses which happened because of a delay or technical difficulties of a flight for more than 4 hours or cancellation of a flight.

10.2. The Insurer compensates to the Insured expenses abroad for food, hotel, transport to and from airport.

10.3. The Insurer compensates to the Insured 50% of the expenses of purchasing a new ticket, which has been bought so the Insured could continue the travel with a different flight or a vehicle.

10.4. In case of a new ticket purchase, the Insurer compensates only those expenses, which cannot be refunded to the Insured in accordance with travel organizer and/or terms and conditions of passenger transporter contract or regulations (for example, Regulation (EC) No 261/2004 of the European Parliament and of the Council establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights).

10.5. The Insurance protection applies to regular flights, done by licenced airlines, which have flight lists published, as well as to charter flights.

10.6. An obligation of the Insured, upon the occurrence of the Insured event.

10.6.1 The obligation of the Insured is to demand and receive an issued confirmation from an airline, that the Insured has registered his ticket for the specific flight.

10.6.2 An obligation of the Insured is to demand and received an issued confirmation from an airline, in which is specified a reason of delay, duration and/or actual time of departure.

10.7. Exceptions

- 10.7.1 In addition to the expenses referred to in Paragraph 21, the Insurer shall not indemnify any damages incurred by the Insured:
- 10.7.1.1 if Insured has not registered for a flight;
 - 10.7.1.2 if flight is provided by unlicensed air carrier;
 - 10.7.1.3 for purchase of alcoholic beverages;
 - 10.7.1.4 for expenses, that have been covered by Travel organizer, airline or another third party.

11. article. Travel documents

- 11.1. If during travels, passport, ID card, drivers licence of a land vehicle or vehicle registration certificate of the Insured is lost or stolen, the Insurer compensates expense to the Insured for recovery of a specific document in home country and/or its substitution document acquisition abroad.
- 11.2. If during travels the documents of the Insured mention in Article 11.1 are stolen, lost or abducted, the Insurer compensates:
- 11.2.1 state tax for issuing a document to substitute lost, stolen or abducted document;
 - 11.2.2 telecommunication expenses with concerned authorities abroad in connection with lost, stolen or abducted document;
 - 11.2.3 transport expenses abroad to/from concerned institutions of authorities;
 - 11.2.4 accommodation expenses abroad, if without substitution document it is impossible to return to the home country.
- 11.3. **An obligation of the Insured, upon the occurrence of the Insured event.**
- 11.3.1 In case of lost, stolen, abducted documents, an obligation of the Insured is to inform the appropriate country's authorities abroad in 24 hours.
- 11.4. **Exceptions**
- 11.4.1 In addition to the expenses referred to in Paragraph 21, the Insurer shall not indemnify any damages incurred by the Insured:
- 11.4.1.1 which are connected to certificates that are bound to ID card, as well as any type of losses, which are connected to digital service, that are bound to the card, action restoration;
 - 11.4.1.2 for extra charges to receive documents in an accelerated procedure.

12. article. Legal Expenses

- 12.1. The insurer pays out compensation to Insured for the damages without exceeding sum of insurance in connection with legal help (lawyer's fee) expenses abroad, if the Insured during travels flouts tradition and behavioural norms in the appropriate country and/or the Insured unknowingly violated the laws of the appropriate country, as a result of which damages has been done to the third party.
- 12.2. The insurance compensation is intended only in cases,

if the Insured is involved in legal proceedings as a physical person and in cases, which have been started during travels and are connected with travel process.

- 12.3. In the case, the expenses of the Insured will be compensated for being as a defendant at the court of first instance and appeal court, and expenses which regulate the dispute, but without being involved in court proceedings.

12.4. Exceptions

- 12.4.1 In addition to stated exceptions of these rules in Article 21, protection does not apply for:
- 12.4.1.1 when legal help is provided in connection with an objective that has been raised against the Insured's vehicle storing, renting or using, including violation of road traffic rules, or the civil liability of the driver of the vehicle coming into force;
 - 12.4.1.2 when legal help is provided in connection with an objection if damage has been done by an animal which are Insured's property or are under his/her supervision, or these animals belong to person, about whom the Insured is legally responsible;
 - 12.4.1.3 when the Insured has offered some legal character services or has made payments before the Insurer has given him/her a written confirmation;
 - 12.4.1.4 when legal services have been provided by a representative, who does not have appropriate qualification to examine the legal issue or if the Insured has been represented in court by a person who does not have appropriate qualification and the Insured knew about it;
 - 12.4.1.5 when legal help is provided in connection with an appeal of an administrative act;
 - 12.4.1.6 when legal help is provided in connection with a defence in criminal proceedings of the Insured if accusation has been brought as deliberate act, direct or indirect intention, such as drunk driving, fraud, forging, etc., if the Insured is found guilty;
 - 12.4.1.7 when legal help is provided in connection with enforcement of a judgement;
 - 12.4.1.8 when legal help is provided in connection with insolvency or bankruptcy.
- 12.4.2 The Insurer does not compensate the following expenses of the Insured:
- 12.4.2.1 expenses for court of arbitration;
 - 12.4.2.2 expenses for judicial procedure, which, according to the judgment, must be paid or it is agreed that they will be paid by the Insured;
 - 12.4.2.3 expenses for obtaining legal expert opinion;
 - 12.4.2.4 expenses for notification about violation, crime and its pre-trial investigation;
 - 12.4.2.5 expenses for Insured's or his/her representative's absence in the court, disregards of the court's judgement or expenses, which appeared because of delaying judicial procedure or expenses because of gross negligence or any other way increasing the expenses;

13. article. Substitution of an Insured

- 13.1. The Insurer compensates the expenses which happened to the Policy Holder (legal person), if the Insured during a business trip abroad suddenly becomes ill or is harmed in an accident and he/she has to be hospitalized for some time, that is longer than 24 hours, or to repatriate and the Insured needs to be substituted with a different person to fulfil the job duties.
- 13.2. The Insured pays economy class tickets return to a specified person by a Policy holder, so he/she can substitute the Insured in job duties.
- 13.3. **An obligation of the Policy Holder, upon the occurrence of the Insured event.**
- 13.3.1 An obligation of the Policy holder is to inform the Insurer about the person, who will substitute the Insured, by indicating his/her name, surname, identification number, and date of birth.
- 13.4. **Exceptions**
- 13.4.1 In addition to these rules Article 21 defined exceptions, the Insurer does not compensate the damages to the Policy Holder, which happened with substituting the Insured but are not directly connected to transportation expenses (tickets).

14. article. Insurance of Electronics

- 14.1. **Damaging**
- If during travels, because of a sudden, unpredictable event, a phone, laptop, tablet, photo, video or audio (henceforth Electronics) equipment of the Insured is damaged, the Insurer compensates expenses for repairs of the damaged Electronics. If repair expenses exceed the substitution expenses of damaged electronics, then the Insurer compensates expenses for purchase of equivalent Electronics, without exceeding the sum of insurance in Policy for damaging risk and/or actual value of damaged electronics.
- 14.2. **Theft**
- If the insured electronics during travels are stolen, the Insurer compensates purchase expenses of equivalent electronics, without exceeding the sum of insurance indicated in Policy for risk of theft and/or actual value of stolen electronics.
- 14.3. **Value of Electronics**
- The actual value of damaged or stolen electronics is defined on a basis of a market price level at the moment of damages or theft. Electronics, which are older than one year, value reduction is taken into account, applying 20% depreciation a year for each year from the moment of purchase, but in total not exceeding 80% depreciation.
- 14.4. **An obligation of the Insured, upon the occurrence of the Insured event.**
- 14.4.1 In case of theft of electronics, an obligation of the Insured in 24 hours after the moment of detection to inform the state police abroad and receive written

police confirmation of the theft.

- 14.4.2 The obligation of the Insured is to hand over the damaged or recovered electronics to the Insurer on its demand, if the paid out compensation is an actual value of the Electronics. If the Insured refuses to hand over the relevant electronics to the Insurer, an obligation of the Insured is to immediately return the received Insurance compensation.
- 14.5. **Exceptions**
- 14.5.1 In addition to the expenses referred to in Paragraph 21, the Insurer shall not indemnify any damages incurred because of:
- 14.5.1.1 at the moment when Electronics have been handed over luggage under the care of a transporter;
- 14.5.1.2 at the moment, when Electronics have been left in a public space without supervision or have been left in an unlocked motorized vehicle;
- 14.5.1.3 as a result of disregard of instructions of use or maintenance of an Electronics manufacturer;
- 14.5.1.4 as a result of checking or confiscation done by state authorities or customs;
- 14.5.1.5 in connection with depreciation of Electronics during its usage.

15. article. Insurance of Sports Equipment

The insurance risks included in this Articles are in force in a relation to sports equipment, that is being used only on such enhanced risk activities, about which the Insured has Insurance coverage in force according to these rules Article 2.5. and Annex No. 1.

15.1. Damages as a Result of an Accident

- 15.1.1 If during travels, the Insured does sports which are covered by Insurance and an accident happens with bodily injuries, as a result of which the sports equipment, which is in possession of the Insured, is damaged, the Insurer:
- 15.1.1.1 compensates the expenses for repairs of damaged sports equipment which occurred during the accident;
- 15.1.1.2 pays out the compensation which is equal of the actual value of the sports equipment if the expenses of repairing the sports equipment exceeds its actual value before an accident or repairs are technically impossible.
- 15.1.2 The insurance compensation is paid out under the condition, that because of an accident, a medical attention has been provided to the Insured.
- 15.2. **Damaging, losing (Transporters fault)**
- 15.2.1 If during travels the sports equipment, which is a possession of the Insured, is lost, which has been registered on Insured's name or on a first-degree relative and given in care to a transporter, then Insurer pays out actual loss amount as compensation of the value of the sports equipment, without exceeding the sum of insurance of this risk as stated in policy. Sports equipment is considered lost if it is confirmed by a transporter.

- 15.2.2 If during the travels, the sports equipment, which is a property of the Insured is damaged and is registered on the Insured's or his/her first-degree relative's name and given under the care to the transporter, the Insurer:
- 15.2.2.1 compensates the expenses for repairs of damaged sports equipment;
- 15.2.2.2 pays out the compensation which is equal of the actual value of the sports equipment if the expenses of repairing the sports equipment exceeds its actual value before an accident or repairs are technically impossible.
- 15.2.3 In case the transporter has paid out a compensation, Insurer pays out Insurance compensation taking into account a compensation principle, i.e., Insurer pays out difference between the loss and compensation paid by transporter.
- 15.3. **Delay (because of the Transporter)**
- 15.3.1 If during travels, the sports equipment, which is registered and is under the care of the Transporter, is delayed for more than 4 hours, the Insurer compensates to Insured the expenses abroad for a rent of an equivalent sports equipment up to the moment, when the delayed equipment is given back to the Insured.
- 15.4. **Theft**
- 15.4.1 If during the travels, the sports equipment of the Insured is stolen, excluding the time, when it is under the care of the Transporter, the Insurer compensates to the Insured the expenses for purchase or rent of equivalent sports equipment abroad.
- 15.5. **An obligation of the Insured, upon the occurrence of the Insured event**
- 15.5.1 An obligation of the Insured is to inform the transporter in 24 hours after the theft about the situation.
- 15.5.2 An obligation of the Insured is to demand and receive a confirmation document from a Transporter for event of loss.
- 15.5.3 In case of sports equipment theft or abduction, an obligation of the Insured in 24 hours, after the moment of detection, to inform the state police of the appropriate country and receive written police confirmation of theft or abduction.
- 15.6. **Exceptions**
- 115.6.1 In addition to the expenses referred to in Paragraph 21, the Insurer shall not indemnify any damages incurred as follows:
- 15.6.2 if the damage of the sports equipment is insignificant, as a result of which it is fully valid for further usage as it is intended to;
- 15.6.3 if in 24 hours after discovering the theft it has not been reported to the appropriate state police;
- 15.6.4 if the sports equipment during the theft has been left unattended or in a freely approachable space, or in an unlocked motorized vehicle, trailer or boot;

- 15.6.5 if sports equipment is delayed in the home country;
- 15.6.6 if sports equipment, which is being transported as freight in a vehicle that is not used by the Insured or with transport plane during which the equipment is damaged or lost.

16. article. Additional skiing risks

16.1. Hoist Card

- 16.1.1 The Insurer compensates for the damages connected to purchase expenses of a skiing hoist card, for as much the Insured was not able to continue mountain skiing or snowboarding relating to a sudden illness or an accident during the travels, because of which, the Insured received emergency medical treatment.
- 16.1.2 Compensations is paid out without exceeding 50 EUR for a day, and total sum of insurance for a Hoist Card insurance risk.

16.2. Closed Skiing tracks

- 16.2.1 The Insurer compensates for the damages connected to purchase expenses of a skiing hoist card, for as much the Insured was not able to continue mountain skiing or snowboarding relating to a sudden, unforeseen closure of skiing tracks because of weather.
- 16.2.2 Compensations is paid out without exceeding 50 EUR for a day, and total sum of insurance for closed skiing tracks.
- 16.2.3 This risk is in force if a ski resort confirmation is issued, that all tracks have been closed because of bad weather, indicating precise time.

16.3. Exceptions

- 16.3.1 In addition to Article 21 of these rules the Insurer does not compensate for the damages if the skiing tracks are closed outside the track operating season.

17. article. Property insurance

- 17.1. An object of Insurance is dwelling house or a flat (including interior decoration of a flat) and household property, the immovable property permanently inhabited by the Insured, but during the travel period unattended or in the real estate owned/controlled by the other person in the Republic of Latvia. Civil liability of the Insured is also insured as owner or renter of an immovable property, if the property is used for living.
- 17.2. An Insurance of a property or civil liability is in force if in Policy at the section of the Insured person has a corresponding mark.
- 17.3. The insurance is in force in cases which happen when the Insured is travelling but not longer than the period the travel insurance contract has been concluded for.
- 17.4. The insurance of objects mentioned in this Article is being applied to the Insurer's terms and conditions of property insurance of a private individual, with which you can get acquainted on <https://www.ergo.lv> in travel insurance section.
- 17.5. Regarding movable and immovable property, the

Insurer compensates the losses or damages, as well as extra expenses (clean-up of a damaged space, moving and guarding expenses), coming into force any of the following insurance risks as listed in the terms and conditions to the private individual's property insurance:

- 17.5.1 Fire accident risk insurance
- 17.5.2 Insurance in the event of the water supply accident;
- 17.5.3 Insurance for Damages Done by Natural Disasters
- 17.5.4 Insurance of the losses caused by the illegal action of third parties.
- 17.6. The sum of insurance is not the value of property of the Insured, but is the responsibility limit of the Insurer or maximally possible pay-out sum during the time when the contract is in force. Terms and Conditions of Underinsurance do not apply.
- 17.7. An Insurance event coming into force, the amount of insurance compensation is set, based on actual sum of damages and the relevant private individual property insurance terms and conditions, which defines the calculation procedure for insurance compensation.
- 17.8. Limit of civil liability is set EUR 1000.
- 17.9. **An obligation of the Insured, upon the occurrence of the Insured event**
- 17.9.1 In addition to the obligations mention in terms and conditions of private individual's property insurance, in case of an insurance event, an obligation of the insurer, referring to the demand of the Insurer, to prove with official documents, that the damaged immovable property is the habitual residence of the Insured when the loss happened. A tenancy agreement or utility bills, which are addressed to the Insured person, can serve as an official documentary proof.
- 17.9.2 An obligation of the Insured is immediately, whenever it is possible, but no later than 3 working days after the end period of the insurance policy, to inform the Insurer about insurance event in a written form.
- 17.10. **Exceptions**
- 17.10.1 In addition to the exceptions to these terms and conditions set in Article 21
- 17.10.2 The Insurer does not compensate the damages:
 - 17.10.2.1 which are not covered in accordance with the valid terms and conditions of insurance of Insurer's individual person property;
 - 17.10.2.2 who has insurance coverage in accordance with another valid Insurance contract;
 - 17.10.2.3 which have happened more than 31 days when the Insurance contract comes into force.

IV chapter An obligation of the Policyholder and the Insured Party

- 17.1. Obligations of the Policyholder during the Contract period is:
 - 17.1.1 to pay insurance premium in the due date as set in Insurance contract and to follow these terms and conditions;

- 17.1.2 to submit necessary information to the Insurer to fulfil the contractual obligations;
- 17.1.3 to inform the Insured, that he/she/they are Insured and to introduce him/her/they with the terms and conditions of Insurance contract. In case if, Policy holder has not informed the Insured, that he/she/they are Insured and has not informed him/her/they with terms and conditions of the Insurance contract, the Insurer is not responsible for the consequences cause by such lack of information.
- 17.2. The Insured shall have the following obligations, upon the occurrence of the Insured event:
 - 17.2.1 for each insurance event immediately, when it is possible, but no later than in 30 (thirty) day, inform the Insurer in a written form;
 - 17.2.2 to perform all the possible measures necessary to clarify and reduce losses of the insurance event circumstances. When taking the aforementioned measures, all possible instructions of the Insurer or its authorized representative shall be observed;
 - 17.2.3 to help the Insurer to find out the circumstances of an Insurance event coming into force, to submit documents, which confirm the circumstances of an Insurance event coming into force and damage amount.

V chapter Insurance Indemnity and Pay-out Conditions

18. article. Insurance Indemnity

- 18.1. The Insurer compensates the damages, which happened to the Insured connected to the Insurance risk as a result of a cause bound to an event when the Insurance Contract is in force. For the Insurance Indemnity a compensation principle is used, excluding the compensation for accidents in accordance with terms and conditions of Article 6.
- 18.2. Excess of the payable Insurance Indemnity is withheld, if it has been set in terms and conditions of Insurance and both sides have not agreed differently.
- 18.3. The Insurer compensates the expenses and/or extra expenses for insurance event confirmation documents to their submitter:
 - 18.3.1 The Policy Holder, Insured Person or another authorised person, if they made the service payment by themselves;
 - 18.3.2 To the service provider or another person entitled to receive the insurance indemnity based on the submitted invoice or other documents;
- 18.4. Total pay-out of the sum of insurance indemnity to a single person for one or more than one insurance events, which have happened when Policy was in force, cannot exceed the sum of insurance or liability limit for a specific Insurance risk.
- 18.5. The Insured has rights to use the services of the authorised representative of the Insurer, who is

specified in the Policy and that he/she was authorised by the Insurer to organise and supervise the necessary assistance services.

- 18.6 Expenses of an abroad currency is calculated in euros (EUR). The expenses are calculated by the Bank of Latvia currency exchange rate of the day when the Insurer has received relevant bills.
- 18.7 The Insurance Indemnity is paid out in 14 days after receiving all the necessary documents, which are necessary to determine damage coming into force and damage amount.
- 18.8 Before paying out the Insurance Indemnity, the Insurer is entitled to take over the movable property which was damaged during insurance event. If the Insured refuses to hand over the relevant property to the Insurer, an obligation of the Insured is to immediately return the paid out Insurance compensation.

19. article. The documents to be submitted to receive Insurance Indemnity

- 19.1 Regardless of the Insurance risk, for all the Insurance Indemnity demand cases the Insured has to submit to the Insurer such documents and information:
 - 19.1.1 an application for the happened event and its circumstances, indicating the name, surname, identification number, date of birth, address of actual residency, telephone number, e-mail of the Insured;
 - 19.1.2 all receipt originals or their copies (showing the originals on the demand of the Insurer). They have to have information about the service receiver - (name, surname, date of birth) and service provider (name, address, registration number, bank details), the amplitude of the service, precise name, location of the services provided, date of beginning and end,
- 19.2 **In case of Medical expenditure risk, additional documents have to be submitted:**
 - 19.2.1 Medical certification with a precise diagnosis, transcript, location of receiving and date of the received services;
 - 19.2.2 prescription or its copy of the purchased drugs or medical supplies;
- 19.3 **In case an event of repatriation risk, in addition, a doctor's certification has to be submitted for necessity of such transportation or certification of cause of death approved by a doctor.**
- 19.4 **In case of an arrival and stay of a relative expenditure risk, additional documents have to be submitted:**
 - 19.4.1 a doctor's closure about the health status of the Insured, including the certification for repatriation possibilities and predictable time of hospitalization;
 - 19.4.2 Attesting documents for transport and hotel expenses;
 - 19.4.3 A document, which proves kinship with the Insured.
- 19.5 **In case a risk comes into force, telecommunication expense, in addition telecommunication printouts has to be handed in, which prove calls to the Insurer**

or the Help Desk

- 19.6 **In case of a death risk, additional documents have to be submitted:**
 - 19.6.1 a description of an accident;
 - 19.6.2 a certification about an accident from police or any other competent authority;
 - 19.6.3 A copy of the confirmation of death of the Insured, showing the original;
 - 19.6.4 certification about a cause of death;
 - 19.6.5 a copy of a certificate of succession, showing the original;
- 19.7. **In case of disability risk coming into force, in addition a medical certification has to be submitted indicating a type and nature of injury and a precise diagnosis.**
- 19.8. **In case civil liability risk, additional documents have to be submitted:**
 - 19.8.1 detailed description of an accident, personal data of the witnesses;
 - 19.8.2 documents which prove the authenticity of the demand;
 - 19.8.3 other documents, which are connected with the event and its circumstances.
- 19.9. **In case of damage to luggage, loss (transporters fault) risk, the Insured has to submit:**
 - 19.9.1 Transporter's certification, which proves the damage or loss of the baggage and the amount payed out as a compensation or refusal to pay;
 - 19.9.2 damaged property or its picture, documents of proof of value;
 - 19.9.3 A payment certifying document or a certificate for the repairs of the damaged property where repair is economically unreasonable;
 - 19.9.4 a detailed description of the lost property, indicating value and, if possible, documents, which prove that (for example, purchase receipts);
 - 19.9.5 a copy of a ticket and luggage voucher or its copy.
- 19.10. **In case of luggage Delay (because of the transporter) risk, additional documents have to be submitted:**
 - 19.10.1 The transporters certification, which proves delay of the luggage at the destination;
 - 19.10.2 a copy of a ticket and luggage voucher or its copy.
 - 19.10.3 purchase documents for bought property.
- 19.11. **In case of a stolen luggage risk, additional documents have to be submitted:**
 - 19.11.1 a police certification of theft, location and circumstances;
 - 19.11.2 Description of the luggage;
 - 19.11.3 purchase documents for bought property, which substitutes the stolen property.
- 19.12. **In case of a travel cancellation, stoppage or missing risk, additional documents have to be submitted:**
 - 19.12.1 in case of illness or an accident - a certification from medical institution, certificate of incapacity for work, if the treatment is ambulatory, it is necessary to indicate the diagnosis;

- 19.12.2 in case of death – a copy of certification of death;
- 19.12.3 In case of damaging the property of the Insured – a certification from the appropriate and competent state authorities (police, firefighters, rescue operators, etc.), which proves the event, as well as the documents which prove the extent of damages;
- 19.12.4 payment proving documents, which certify the paid amount to travel organiser and/or service provider;
- 19.12.5 a copy of concluded travel contract, ticket, in which cancellation terms and sum can be seen, which is not refunded by the travel organiser or service provider in case of cancellation;
- 19.12.6 a certification from traffic police of traffic accident;
- 19.12.7 a certification from police about a crime;
- 19.13. **In case of missed transit risk, additional documents have to be submitted:**
- 19.13.1 transport tickets or their copies;
- 19.13.2 a certification from airline or airport, which proves the departure delay, resulting into missing the next transport, indicating the reason for delay;
- 19.13.3 attesting documents for transport and hotel expenses;
- 19.14. **In case of a flight cancellation or delay risk, additional documents have to be submitted:**
- 19.14.1 A certification about registration of the Insured on the specific flight or a copy of a boarding pass;
- 19.14.2 A certification about the flight delay and duration of the delay, with an indicated reason for delay and compensation type/sum or its refusal.
- 19.15. **In case of travel document risk, additional documents have to be submitted:**
- 19.15.1 a certification, which proves that for the loss, theft or kidnapping of a document, the appropriate state authorities have been notified in 24 hours after it happened and which confirms loss, theft or kidnapping fact of a document;
- 19.15.2 attesting documents for payment of making new documents, payment for state tax;
- 19.15.3 an extract of telecommunications, which prove calling to appropriate state authorities and communication expenses;
- 19.15.4 attesting documents for transport and hotel expenses;
- 19.16. **In case of legal expenditure risk, additional documents have to be submitted:**
- 19.16.1 a copy of a raised demand against the Insured;
- 19.16.2 a contract with a provider of legal help, in which is indicated a reason why the legal help is provided;
- 19.16.3 an attesting document of payment for legal help services.
- 19.17. **In case of a substitution of the Insured risk, additional documents have to be submitted:**
- 19.17.1 In case of an accident or sudden illness – a certification from a medical institution about hospitalization or repatriation necessity of the Insured, compulsory indicating the diagnosis.
- 19.17.2 In case of death of the Insured – a copy of certification of death.

- 19.18. **In case of Electronics insurance risks, additional documents have to be submitted:**
- 19.18.1 purchase documents (such as, receipt for purchase) of stolen or damaged electronics or, if it is impossible, then information about model, date of purchase and the sum.
- 19.18.2 A payment certifying document or a certificate for the repair expenses of the damaged electronics that the repair is economically unreasonable;
- 19.18.3 a police certification of theft, location and circumstances;
- 19.19. **In case of sports equipment insurance risk, additional documents have to be submitted:**
- 19.19.1 the damaged sports equipment or a picture of it and its description, indicating the brand, model and its value and, if possible, documents, which proves it (for example, receipts of purchase);
- 19.19.2 A payment certifying document or a certificate for the repair expenses of the damaged sports equipment that the repair is economically unreasonable;
- 19.19.3 a description of the lost sports equipment, indicating its value and, if possible, submitting the documents, which prove that (for example, purchase receipts);
- 19.19.4 If the sports equipment is damaged because of an accident - medical documents, which confirm an accident and defined diagnosis;
- 19.19.5 In case of delay of sports equipment – a certification from a transporter, which proves the delay of sports equipment luggage to the destination, as well as tickets and a copy of luggage voucher;
- 19.19.6 In case of a theft of the sports equipment - a police certification of theft, location and circumstances;
- 19.19.7 payment documents for rent of substitution sports equipment in case of delay or theft of sports equipment.
- 19.20. **In case of additional skiing risks, additional documents have to be submitted:**
- 19.20.1 a doctor's certification with a diagnosis or a confirmation/certification issued by a skiing resort about track closure, in which a precise time has been specified, where and which tracks were close and the reason for closure;
- 19.20.2 certification documents of purchase of a skiing passport.

VI chapter General Provisions

20. article. Insurance obligations

- 20.1. All disputes arising in relation to this insurance liability shall be settled through negotiations. The Insured shall be entitled to lodge a complaint with the Ombudsman of the Latvian Insurers' Association if the resolution of such a dispute is provided for by its regulations. In the case of failure to reach an agreement or if the parties are not satisfied with the decision made by the Ombudsman, any disputes shall be adjudicated in a

court, in accordance with the regulatory enactments of the Republic of Latvia.

- 20.2. The Insurer communicates with the Policy holder in Latvian language. A correspondence to be sent to the Policy Holder, the Insurer provides in Latvian language.
- 20.3. All of the applications and explanations have to be submitted in a written form and have to be addressed to the Insurer. Submissions and explanations that are not delivered in writing shall not be binding upon the Insurer.
- 20.4. Upon conclusion of the Insurance Contract, the Policy Holder in his, as well as in the name of Insured person, authorizes the Insurer as a manager of the system and operator of personal data to process his/her, as well as the personal data of the Insured, including sensitive personal data, with objective to provide fulfilment of Insurance Contract in accordance to law of protection of personal data of legal person and other regulatory acts of Republic of Latvia. The Insured has rights in case of necessity to demand for additional information.
- 20.5. The Policy Holder agrees, that information about the health status, diagnosis and treatment of the Insured are given to the Insurer and/or its authorised representative. An obligation of doctors or other Insurers is to provide all necessary certifications.
- 20.6. Upon conclusion of the Insurance Contract, the Policy Holder in his own name as well as in the name of the Insured person, authorizes the Insurer or its authorized representative to demand and receive necessary information of damage regulatory from medical institutions, patient funds and other treatment institutions.
- 20.7. By concluding the Insurance contract, the Parties have agreed that they will regulate the relationship arising from this contract by applying these provisions, the laws and regulations of the Republic of Latvia regarding insurance, the Civil law of the Republic of Latvia - in the aforementioned order. If, while this insurance contract is in force, the laws and regulations of the Republic of Latvia, according to which the Insurer amends these provisions, are amended, then these provisions remain in force insofar as they are not subject to the new amendments. If any of these provisions regarding the amendments of the laws and regulations of the Republic of Latvia becomes invalid, the Insurer adapts and interprets it in accordance with the provisions of the valid laws and regulations of the Republic of Latvia.

21. article. General Exceptions

- 21.1. Upon conclusion of the Insurance Contract, the sides have agreed, when finding the following circumstance, the Insurer is exonerated from a duty to pay out Insurance Indemnity:
 - 21.1.1 The damages have been done in a territory which according to the terms and conditions are not

considered abroad (excluding the risks describes in Article 9., 10., 17 and section 5.5);

- 21.1.2 The insurance event has occurred before the insurance premium payment;
- 21.1.3 Insurance risk coming into force with direct or indirect exposure to nuclear energy, rebellion, internal state disturbances, orders of state authority institutions, riots, war, epidemy, pandemic, strike, lock-out;
- 21.1.4 Insurance risk coming into force in connection with Terrorism. However, this exception does not apply to Article 5 (Medical help), Article 6 (Accidents and Article 8 (Luggage) included risks in territory about which Ministry of Foreign Affairs of Republic of Latvia has not published information in home page with a warning not to visit this territory before the start of the travels. If such warning is published after, when the Insured is already in the dangerous territory, then the insurance coverage regarding terrorism end on the 7th day after the publication of a warning;
- 21.1.5 the damage has been done as a result of a direct action or ill will of the Insured;
- 21.1.6 Insurance risk coming into force in connection with Natural Catastrophe. However, this exception does not apply to the terms and conditions of the included risks of Section 9.4 - Cancellation/stoppage because of Natural Catastrophe;
- 21.1.7 The damage has been done by a radioactive poisoning, poisoning with chemicals;
- 21.1.8 The Policy Holder or the Insured has provided false information or has not provided information about the circumstances of insurance event coming into force or the extent of damages;
- 21.1.9 The damage has been done as a result of committing suicide or trying to commit suicide;
- 21.1.10 The damage has been done when the Insured was influenced by alcoholic, toxic or drug intoxication;
- 21.1.11 The damage has been done as a result of a direct action or ill will of the Insured person;
- 21.1.12 The damage has been done participating in clinical trials of a medicine;
- 21.1.13 The damage has been done when the Insured is in military service in any of the army units or another military formation, excluding the cases where the sides have made special agreements and a specific marking is in Policy;
- 21.1.14 The damages have been caused by participating in, attempting or performing criminal action, while being legally detained or being in custody;
- 21.1.15 The damages have been caused by using a non-self-propelled aircraft, gliders, hang gliding, paragliders as a pilot or passenger, jumps with a parachute;
- 21.1.16 The damages have been caused sailing a means of water transportation registered as a means of passenger transport along a specific route other than as a passenger;
- 21.1.17 The damage has been caused when Insured has done

such enhanced risk activities: trekking in mountains with altitude above 3,500 meters, mountain climbing, diving in caves, diving deeper than 30 meters, bungee jumping, heliboarding or any other enhanced risk activity, which has not been mentioned in terms and conditions of Annex 1.

- 21.1.18 The damage has been the cause when the Insured participated or trained for any type of competitions which use motorized, land, air or water vehicle, except cases where the sides have made special agreements and a specific marking is in Policy;
- 21.1.19 the damaged has been caused by doing a payed physical work except cases, if the sides have made special agreements and a specific marking is in Policy
- 21.1.20 The Policy Holder or the Insured has not done one of the obligations which have been set in terms and conditions.

22. article. Individuals, who cannot be insured

- 22.1. Mentally ill individuals as well as individuals who need constant nursing cannot be insured. Individuals, who need constant nursing are considered individuals, who need a physical help from another individual to fulfil daily activities. In the case that such a person has been Insured and the Insured premium has been paid, the Insurance contract is considered invalid from the moment of conclusion.
- 22.2. While the Insurance contract is in the force, the Insurance protection ends at the moment, when the Insured person, in accordance to the rules of section 22.1 becomes a person, which cannot be insured. With this moment, the concluded Insurance contract regarding uninsurable individual is considered invalid.
- 22.3. The Insurer, within 15 days, refunds the amount paid for Insurance premium for uninsurable individuals after receiving a written request of the Policy Holder. Individuals who have become uninsurable when the Insurance Contract was in force, a part of unused Insurance premium has to be refunded, which corresponds to the time, when the person has become uninsurable until in the Policy specified date of the termination of the contract.

23. article. Termination of the Contract and Payment of the Insurance Premium Balance

- 23.1. If the Insurance Contract is terminated and no Insurance Indemnity payments have been made during its operation, the Insurer shall refund to the Policyholder the unused part of the insurance premium, which shall be determined by deducting from the insurance premium a part paid for the duration of the Insurance Contract and expenses of the Insurer related to the conclusion of the Insurance Contract, up to a maximum of 25 (twenty five) % of the insurance premium.
- 23.2. In all cases during the contract activity when there

have been insurance claims made and the Insurer has paid the Insurance Indemnity or fixed its amount, the insurance premium for the entire Policy duration of the Insurance Contract shall be due to the Insurer.

- 23.3. Insurance Contract can be terminated by both parties agreeing in a written form. Any party may terminate the Insurance Contract after occurrence of an Insurance Event, when the Insurance Indemnity has been paid, or before payment of the Insurance Indemnity if the Insurer has determined the amount of losses related to the Insurance Event.
- 23.4. The Insurance Contract shall be terminated 15 days after the date on which the relevant party has sent a written notice of termination of the Insurance Contract or when the two parties have agreed on other arrangements for termination of the Insurance Contract by a corresponding agreement;
- 23.5. If the Policyholder has intentionally provided false information about insured risk, the Insurer shall be entitled to refuse the payment of the Insurance Indemnity and terminate the Insurance Contract. Deposited insurance premium is not refunded by insurer in this case

24. article. Conclusion of a Distance Contract

- 24.1. If the Insurance Contract is concluded using a means of distance communication, the Policy Holder sends an electronic insurance application to the address specified by the Insurer.
- 24.2. The Insurance Contract is concluded based on a sent insurance application of the Policyholder. The Insurance Contract is considered concluded at the moment, when the Insurer in an electronic form to an e-mail of Policy holder has sent a prepared insurance Policy, insurance terms and conditions and a bill, but no sooner than the moment of receiving the Insurance Premium payment.
- 24.3. If the Insurance Premium is not paid by the deadline then it is considered that the Insurance Agreement is invalid.
- 24.4. The Policyholder may use the right of withdrawal and unilaterally withdraw from the concluded insurance contract within 14 days from the conclusion of the insurance contract. The Policyholder cannot use the right of withdrawal if the period of the insurance contract is less than one month. If the Policyholder has not used the right of withdrawal in the 14 (fourteen) day time provided in this clause, it is considered that the right of withdrawal has not been used and the insurance contract is in force.
- 24.5. The Policyholder sends the Insurer a written application about the decision. Within 30 (thirty) days from the day when the Policyholder's notification about withdrawal is received, a refund to the Policyholder of the unused amount of the insurance premium, which is determined by deducting from the

insurance premium paid the Insurer's expenses in the amount of 15% (fifteen per cent) from the remaining insurance premium due for the remaining insurance period, but not exceeding a period of one year. The unused amount of the premium is not refunded if, during the performance of the Insurance contract, an insurance indemnity is paid or an insurance event is announced.

25. article. Privacy policy

- 25.1. The Insurer has the right to transfer the Policyholder's personal data (including, but not limited to personal code or identification number) and information about the Policyholder's obligations towards the Insurer deriving from the insurance contract to any credit information bureau (including, but not limited to AS "Kreditinformācijas birojs") in accordance with the requirements of the provisions of the Law on Credit Information Bureaus.
- 25.2. The Policyholder authorizes the Insurer to request, receive, evaluate and save credit information about the Policyholder from databases of any credit information bureau (including, but not limited to

AS "Kreditinformācijas birojs") in order to evaluate the Policyholder's creditworthiness and to manage the credit risk of the Policyholder.

- 25.3. The Policyholder authorizes the Insurer to provide the Policyholder, upon its request, with information regarding the validity of the insurance contract, including by informing the Policyholder about the fact of payment of the insurance premium and by issuing him an insurance policy.
- 25.4. The Policyholder authorizes the Insurer to provide a third party, upon its request, with information regarding the validity of the insurance contract, including by informing the third party about the fact of payment of the insurance premium.
- 25.5. The Insurer publishes the Privacy policy regarding personal data processing on its website www.ergo.lv as well as makes it available in its points of sale or sends it to the Policyholder upon request. The Policyholder is obliged to get acquainted with the Insurer's Privacy policy regarding the processing of personal data, as well as to inform the persons whose data is given to the Insurer by the Policyholder about it.

Appendix No.1

Classification of enhanced risk activities

Mark in the insurance policy	Sport activities*			Competitions/ training**	
	Winter	Diving	Other	Extreme	Other
In insurance coverage included activities	Driving a snowmobile, mountain skiing and snowboarding (Insurance coverage for skiing and snowboarding is only in force for prepared and equipped ski runs in official ski resorts without violation of prohibitions of ski resorts or instruction concerning the dangerous zones and using helmet).	Scuba diving till 30m of depth excluding diving in caves or ship wrecks (Diving more than 10m of depth, Insured has to have Professional Association of Diving Instruction classification (PADI) certificate of competence).	Basketball, riding a motorcycle, sailing or windsurfing in inland or seashore waters (up to 24 miles from a shore), floorball, frisbee, football, handball, kite-boarding, rafting (up to III river category and their spans based on International Scale of River Difficulty category system), rugby, surfing, hiking, trekking in mountains up to 3500 meters of altitude, tennis, water skiing, wakeboarding, volleyball.	BMX, bobsleigh, sailing or windsurfing, in inland or seashore waters (up to 24 miles from a shore), martial arts, hockey, inline kite-boarding, mountain skiing, luge sport, marathon, rugby, snowboarding, skateboarding, skeleton, water skiing, wakeboarding, triathlon.	Aerobics, rowing, basketball, biathlon, dancing, distance skiing, floorball, fitness, frisbee, football, handball, horseback riding, orienting, fencing, swimming, squash, heavy athletics, shooting, road bicycle racing, tennis, athletics, gymnastics, volleyball.

*Sport of physical activities without participation in competitions or trainings.

**Sport activities with participation in competition or trainings.

Additional conditions and special agreements

Contrary to what is mentioned in the rules and/or policy:

1. The Insurer does not indemnify the losses, and the Insurance indemnity is not paid, in the event that this is in conflict with any, including trade and economic sanctions, prohibitions or restrictions, determined by the resolutions of the United Nations Organization or the legislation of the European Union, or in accordance with the laws of Latvia National sanctions determined by the laws and regulations of the Republic. The said exception also applies to trade or economic sanctions, regulatory enactments or legal regulation introduced in the United Kingdom or the United States of America, unless it violates the legal norms applicable in the Republic of Latvia. If any of the above cases occur during the term of the Insurance contract, the Insurer has the right to unilaterally terminate the Insurance contract within 10 working days from the day the Insurer sends a notice of termination of the insurance contract. The Insurer does not indemnify the losses, and the Insurance indemnity is not paid in the event that the losses are related to direct or indirect effects of nuclear energy.
2. The Insurer does not indemnify the losses, and the Insurance Indemnity is not paid out in the event of an information technology security incident (cyber incident). Information technology security incident (cyber incident), which in the context of these regulations is understood as a security incident occurring in a computer, computer network or information system, which causes or damages system security, including but not limited to events such as: cyber attacks, including various types of denial of service attacks on information system, computer network or parts thereof; incidents caused by malicious software (computer viruses, worms, Trojan horses, malicious system blocking programs, etc.); any complete or partial interruption of the operation of a computer, computer network or information system caused by external physical forces or as a result of material damage, which in any way affects access to data and/or the computer, computer network or information system.
3. Territorial protection of insurance risks does not include the territory of the State of Israel. In addition, if it is established that the insured risks specified in the insurance contract will occur in the territory of the State of Israel, the Insurer is not responsible for the payment of any compensation or benefits, according to this contract, to the extent that the payment of such compensation or the provision of such benefit would reveal that there has been a violation in the aforementioned territory coverage limitation.
4. Within the scope of this Insurance Agreement, ERGO Travel Insurance Regulations No. CA 05-2018 (hereinafter - Regulations) 21.1.3. point is expressed in the following wording: "The occurrence of the insured risk is related to direct or indirect effects of nuclear energy, rebellion, internal state unrest, orders of state authorities, mass disorder, hostilities, epidemic, pandemic (except for contracting the virus SARS-CoV-2), strike , lockout".
5. If abroad the Insured is diagnosed with COVID-19 (a disease caused by the SARS-CoV-2 coronavirus, hereinafter referred to as COVID-19) the insurance compensation for the risks listed in Clause 5 of the Regulations is paid in accordance with the conditions in Clause 5 of the Regulations not exceeding the insurance amount specified in the insurance contract (policy) for each insured risk and the maximum insurance indemnity amount of EUR 50,000.

If the risk "Cancellation" is insured in the insurance contract (policy), in the event of an event the consequences of which are related to contracting COVID-19, the Insurer will reimburse the expenses

related to the cancellation of the trip in accordance with clause 9.1 of the Rules, if the Insured, a member of the Insured's family (parents, foster parents , wife/husband, children, foster children, brothers and sisters) or the only traveling companion (if travel tickets and reservations are purchased for two persons):

- the illness of COVID-19 has been diagnosed and the period of treatment of the ill person partly or completely overlaps with the travel dates, and for this reason the Insured does not travel;
- boarding the Carrier's vehicle is denied due to symptoms of COVID-19.

If the insurance contract (policy) has insured the risk "Interruption", in the event of an event, the consequences of which are related to the illness of COVID-19, the Insurer will reimburse the maintenance expenses abroad, not exceeding 75 EUR per night, until the time when it is allowed to return to the Home country in accordance with the specific country the specified restrictions, as well as transport expenses to return to the Homeland in accordance with Article 9.4.2 of the Regulations, if:

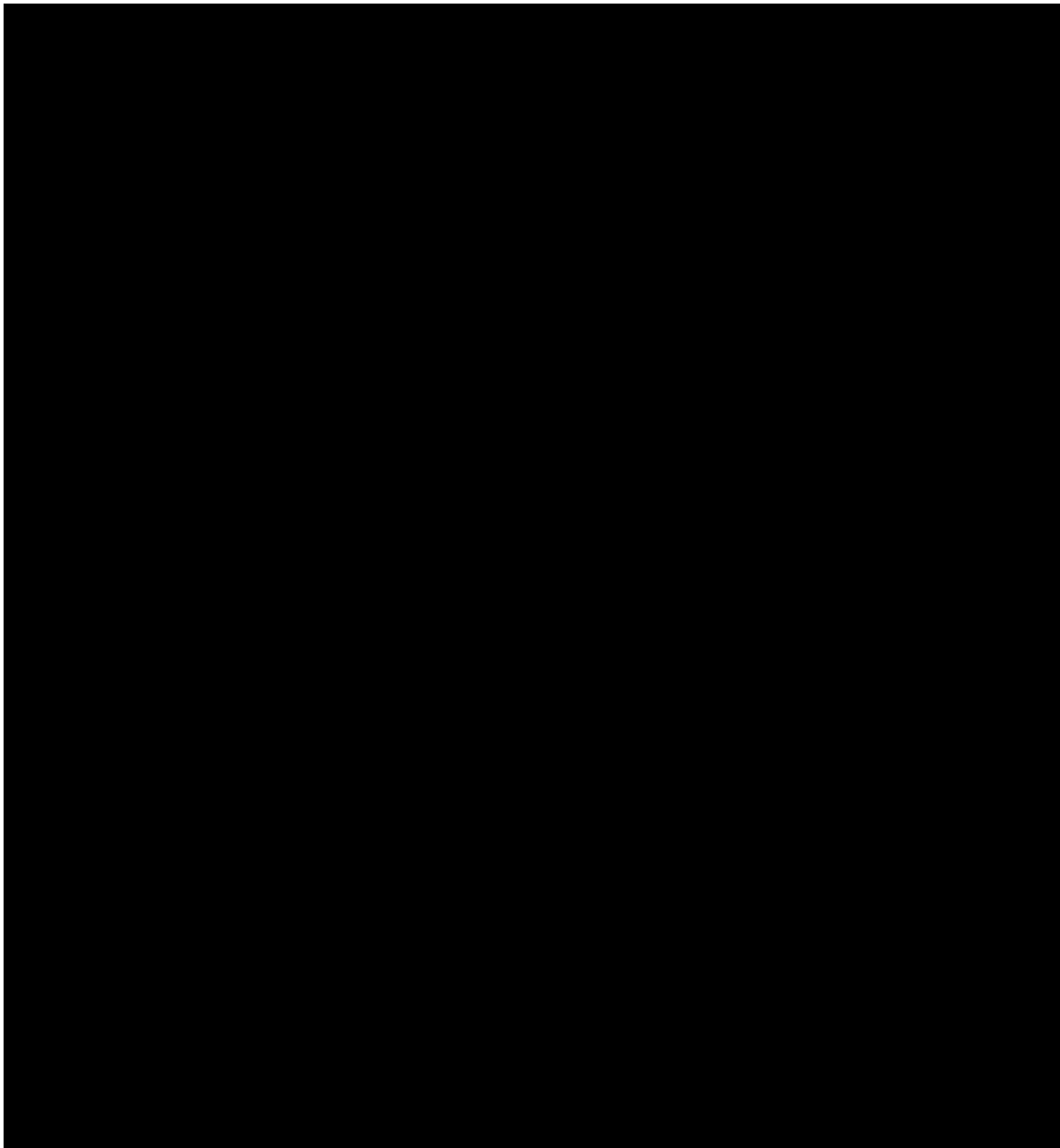
- The Insured, a member of the Insured's family (parents, foster parents, spouse, children, foster children, brothers and sisters) with whom the trip took place or the only traveling companion (if travel tickets and reservations were purchased for two persons) are diagnosed with COVID-19 abroad and return is not possible in the previously scheduled time due to restrictions set abroad or when the insurable risk "Medical expenses" occurs;
- boarding the Carrier's vehicle is denied due to symptoms of COVID-19. The insurance amount for the insured risk Cancellation, interruption, delay of the trip cannot exceed the insurance amount specified in the insurance contract (policy), but not more than 2000 EUR. Insurance compensation is not paid for expenses related to staying in a pre-paid place of residence abroad, if there are no additional living expenses, as well as expenses related to conducting tests for the detection of COVID-19, unless the insured risk "Medical expenses" and COVID- 19 detection test is done for diagnosis. The other conditions are in accordance with the provisions of the Regulations.

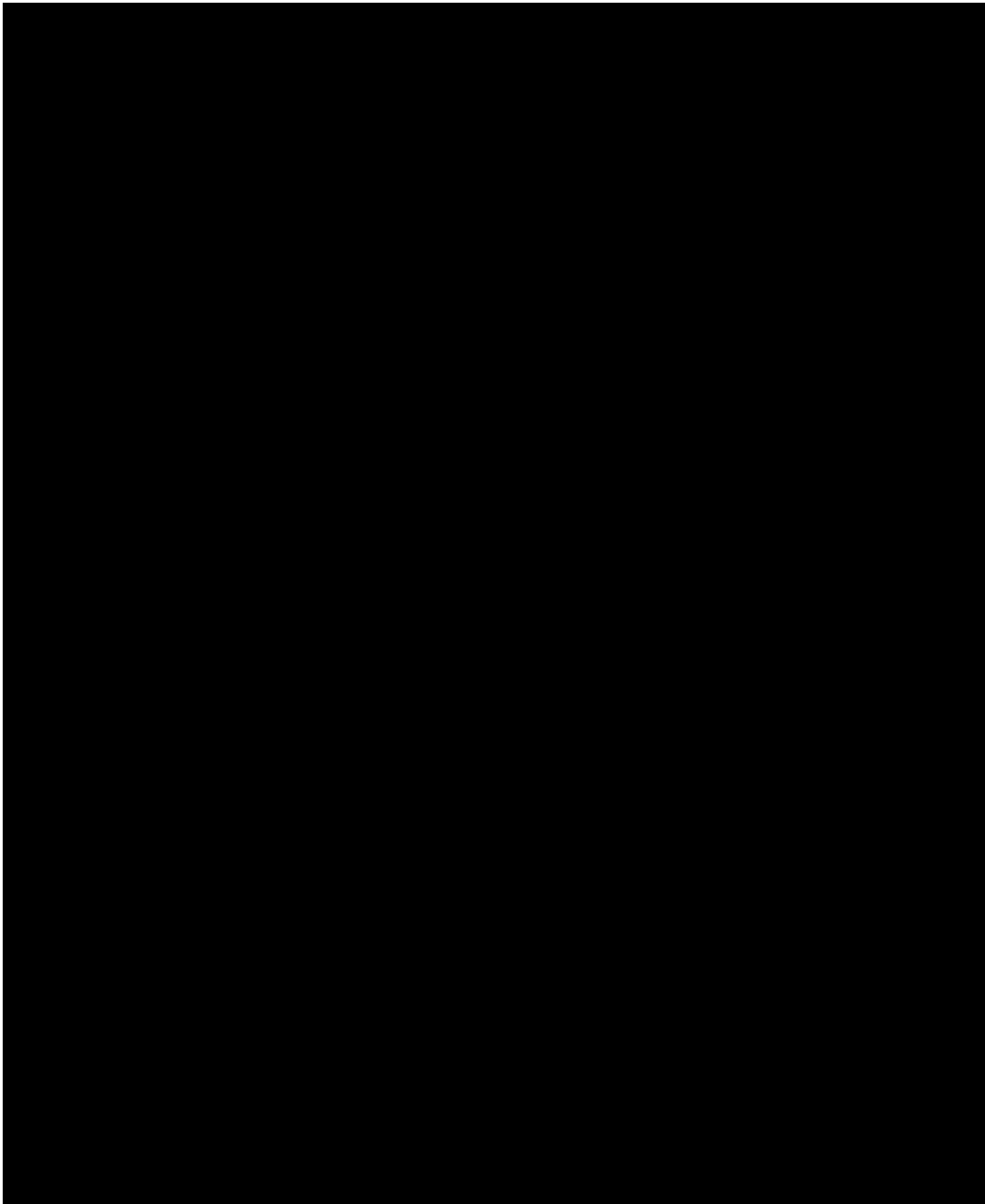
6. ERGO Travel Insurance Regulations No. CA 05-2018 Clause 9.1.1.3 is expressed in the following wording: "The insured's immediate family members and relatives (parents, foster parents, spouse, children, foster children, brothers, sisters) or the sole traveling companion (if travel tickets and reservations are purchased for two persons) a sudden acute illness, as a result of which treatment is required, an accident or death, and for this reason the Insured does not go on a trip."

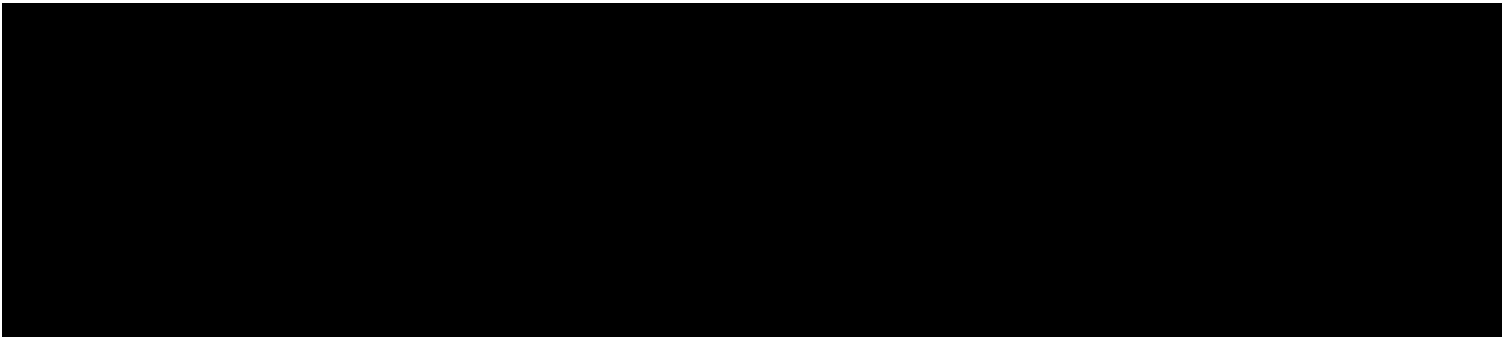
Attachment 7. Sample BALTA General Civil Liability insurance



General civil liability insurance offer with basic coverage no. 8-1619862







General liability insurance

Insurance product information document



Society:

insurance joint stock company BALTA Legal
address: Raunas iela 10, Riga, Latvia

Product:

Liability insurance

This document is for informational purposes only and is not part of the insurance contract. Complete pre-contractual and contractual information is provided in the insurance offer, if issued, in the insurance contract, in the basic rules of general civil liability insurance for legal entities no. 52.041 and Clauses, which are an integral part of the insurance contract.

What is this type of insurance?

General civil liability insurance covers losses caused to third parties when the insured performs the insured commercial activity.



What is insured?

- ✓ Losses due to injury to life, health of a third party and consequential financial losses
- ✓ Losses due to damage to third party property
- ✓ Liability of lessee/owner of real estate
- ✓ Liability for loading/unloading
- ✓ Liability for land transportation not subject to OCTA
- ✓ Legal costs (legal costs of the injured third party awarded by the court)
- ✓ Expenses of legal services (expenses of the insured in connection with the examination of the claim, settlement of the claim, services of lawyers and law firms)
- ✓ Rescue expenses (for loss prevention and mitigation measures)
- ✓ Expertise expenses (for expert services, consultations, for carrying out expertise)
- ✓ **Additional risks (if specified in the offer)** Non-pecuniary damage (compensation for physical or mental suffering)
- ✓ Financial losses resulting from damage or loss of third party property, including lost profits
- ✓ Liability of subcontractors with right of recourse
- ✓ Liability for leased real estate
- ✓ Liability for entrusted/leased movable property
- ✓ Liability for sudden and unexpected environmental pollution
- ✓ Expenses for attending court hearings in civil proceedings
- ✓ Mutual liability of the insured and additional insureds
- ✓ Liability of subcontractors without right of recourse
- ✓ Employer's responsibility
- ✓ Product Liability
- ✓ Product recall
- ✓ Liability after completion of work

Depending on the insured commercial activity, there is a possibility to choose an additional coverage extension. Information about additional coverage options is included in the insurance contract.



What is not insured?

- ✗ Any penalties, liquidated damages or interest
- ✗ Liability covered by professional indemnity insurance
- ✗ Losses of which the insured or the policyholder knew or should have known or were clearly foreseeable at the time of the conclusion of the insurance contract



Are there any coverage limits?

- ! The regulatory acts of the Republic of Latvia are applied to the consideration of claims or demands (if unless stated otherwise in the insurance contract).
- ! The maximum total amount of all insurance benefits to be paid cannot exceed the total liability limit specified in the insurance contract.
- ! Certain insured risks may have certain sub-limits.
- ! The claim must be submitted to the insurer during the insurance period or the extended claim period, which is 36 months after the end of the insurance period (unless otherwise specified in the insurance contract).
- ! Damages caused by:
 - to the insured himself;
 - due to malicious intent or an action comparable in terms of consequences;
 - due to wear and tear, corrosion, wear, moisture, condensation, rotting or similar processes;
 - from breach of contractual relations;
 - under the influence of alcohol, drugs or other intoxicating toxic/psychotropic substances.

Full details of coverage limits are included in the insurance contract.



Where am I insured?

The insurance contract is valid in the territory specified in the insurance policy.



What are my obligations?

- To provide true and complete information, which is necessary for the conclusion of the contract, execution and examination of the insurance case.
- If you are the policyholder, you have a duty to inform the insured that he is insured and to inform him of the terms of the insurance contract.
- Comply with the obligations set out in the insurance contract, including obligations after the insurance contract enters into force and obligations after the occurrence of the insured risk.
- Immediately, as soon as it becomes possible, notify AAS "BALTA" about the occurrence of the insured risk or about any event that could be a potential cause or basis for making a claim or claim against you in the future.

- In the event of an insured event, take all possible reasonable measures to prevent or reduce the amount of losses as far as possible.
- Notify AAS "BALTA" also of such cases when you do not consider yourself guilty of causing damages, or the claim has not yet been filed, or there is no information about specific damages yet.
- In the event of an insurance event, act in accordance with the instructions of AAS "BALTA".
- After the accident, submit an application for compensation to AAS "BALTA" and documents confirming the occurrence of the insured risk, its circumstances and the amount of losses.



When and how should I pay?

You must pay for the insurance within the terms and in the amount specified in the insurance policy.



When does coverage start and end?

The insurance contract comes into force on the start date specified in the insurance policy, Latvian time, if the insurance premium has been paid by the date specified in the insurance policy.

The insurance contract ends on the date and time specified in the insurance policy.



How can I cancel the contract?

- If the insurance contract was concluded with the help of distance means (Internet, e-mail, etc.), you can unilaterally withdraw from the insurance contract within 14 days from the date of conclusion of the contract by submitting a written notice to AAS "BALTA" or by sending it to the e-mail address policy@balta.lv.
- In other cases, the insurance contract can be terminated by agreeing with AAS "BALTA" and submitting a relevant application.



CLAUSE NO. VP1

RESPONSIBILITY FOR SUDDEN AND UNEXPECTED ENVIRONMENTAL POLLUTION

This clause is AAS "BALTA" Professional Civil Liability Insurance Regulations No. 58.03 is an integral part and is valid if there is a special reference to this in the insurance contract. If between this clause and AAS "BALTA" Professional Civil Liability Insurance Regulations No. 58.03 are in conflict, then the provisions of this clause take precedence.

1. **Urgent measures**—all necessary and practically possible measures for the management of the situation, those in the environment for containment and collection of polluting substances and prevention of other factors causing damage in order to limit or prevent further damage to the environment and adverse effects on human health or deterioration of functions related to natural resources.
2. In accordance with this clause, the insurer reimburses the costs of emergency measures arising from or related to **damage environment**—environmental pollution caused by the insured's accidental failure or negligence, which caused the earth, soil, atmosphere or pollution of any body of water or groundwater, as well as damage to forest stands.
3. The costs of emergency measures are reimbursed only under the condition that the pollution threatens the life or health of a third party, or its property, as well as if the damage is not based on slow, gradual exposure or repeated action or inaction, or on any other repeated events.



CLAUSE NO. FZ1
LIABILITY FOR FINANCIAL LOSSES RESULTING FROM DAMAGE OR
LOSS OF PROPERTY

This clause is AAS "BALTA" Professional Civil Liability Insurance Regulations No. 58.03 is an integral part and is valid if there is a special reference to this in the insurance contract. If between this clause and AAS "BALTA" Professional Civil Liability Insurance Regulations No. 58.03 are in conflict, then the provisions of this clause take precedence.

1. Consequent financial losses—financial losses (including lost profits) directly related to and resulting from property damage or loss.
2. Insurance compensation for resulting financial losses is calculated according to the following principle:
 - 2.1. The insurer reimburses third parties agreed and demonstrable reasonable expenses incurred in connection with financial losses directly related to the damage or loss of the third party's property.
 - 2.2. The following financial losses are also considered financial losses in connection with the partial or complete interruption of economic activity, which have occurred to a third party as a result of property damage or death. Such losses are compensated until the third party is able to restore the economic activity to the extent that it existed before the damage or death of the property, starting 24 hours after the partial or complete cessation of economic activity, but not exceeding two months.

The amount of insurance compensation for each day of interruption of economic activity cannot exceed the average daily gross profit of the third party, which is calculated by dividing the total amount of fixed costs and net profit of the last 12 months by 365 days.
 - 2.3. The resulting financial losses are compensated only to those third parties to whom the insured has directly caused damage or loss of property and damages for damage or loss of this property are compensated in accordance with this insurance contract.



CLAUSE NO. MK1 RESPONSIBILITY FOR MORAL DAMAGE

This clause is AAS "BALTA" Professional Civil Liability Insurance Regulations No. 58.03 is an integral part and is valid if there is a special reference to this in the insurance contract. If between this clause and AAS "BALTA" Professional Civil Liability Insurance Regulations No. 58.03 are in conflict, then the provisions of this clause take precedence.

1. **Pursuant to this clause, the third party shall only be indemnified for losses related to:**
 - 1.1. treatment;
 - 1.2. temporary incapacity;
 - 1.3. loss of working capacity;
 - 1.4. death.
2. In accordance with this clause, damages incurred in connection with damage caused to a third party are compensated **moral damage** (compensation for physical or mental suffering) related to damage to the life or health of third parties.
3. Compensation for damages in connection with the moral damage caused to a third party (compensation for physical or mental suffering), related to the damage caused to the life or health of a third party, takes place in accordance with the court judgment that has entered into force, but the insurance compensation cannot exceed the sublimit specified in the insurance policy for professional civil liability for moral damage caused to third parties.



**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY
PROCUREMENT DEPARTMENT**

ADDENDUM NO. 1

DATE: July 16, 2024
TO: All Offerors
FROM: Levi Henry, Contracting Officer
TOTAL PAGE(S): 4 pages (not including attachments)
SOLICITATION TITLE: Custom Faculty-Led Study Abroad Providers
SOLICITATION NUMBER: 952642408

I. CLARIFICATIONS AND ADDITIONAL INFORMATION

The deadline for proposal submission has been extended from 3:00 PM EST on July 25, 2024 to **3:00 PM EST on July 26, 2024** as part of this addendum

The following sub-sections are being added to Section VI – Statement of Needs:

J. Invoicing Requirements:

The Contractor shall submit invoices for payment to the University exclusively in USD. Each invoice must clearly reference specific line-item descriptions from the Total Program Budget that correspond to the requested payment.

Invoices should be remitted to the University's point of contact for the program specified within the Addendum to the Master Agreement. Normal processing of invoices through standard internal University business procedures will ensure the invoice is submitted to the University's accounts payable department for processing and payment.

The following sub-section is being added to Section VII.A – Specific Requirements for Proposal Submission:

11. Budget Creation Process – Provide Information about how your company can work with the University to engage in the budget creation and development process.

The following sub-section replaces in entirety the section titled "Fees" on Attachment B template:

Cost per Participant, Participant's Program Fee and Development of Total Program Budget:

The costs per person and the subsequent Participant's Program Fee will be determined in advance of each customized program and specified in the executed Addendum as the Total Program Budget.

The Total Program Budget shall be developed taking in to consideration the costs of the following line items but is not limited to only these items and may be program specific. The Total Program Budget shall be subject to the agreement of both parties and finalized through execution of the Program's Addendum to this Agreement:

a. Administrative Fee of Contractor

- b. Orientation
- c. Accommodation
- d. Transportation
- e. Airport pick up on arrival day and transfer to the airport on departure day
- f. Meals
- g. Translator fees for project work
- h. All project materials and supplies
- i. Cultural engagement and class activities

The following sub-section is added to the Attachment B template:

Payment Schedule:

Participants: Registered participants will pay Participant's Program Fee directly to the University. The University will in turn make payments directly to the Contractor under the following guidelines:

Milestone payments, such as initial deposits, pre-payments, and interim payments, are permitted and will be specifically outlined and mutually agreed upon in the Addendum to the Master Agreement.

II. REQUESTS FOR INFORMATION

- 1. In regard to the template for the master services agreement, is there any flexibility with using the provider's template instead?**

Virginia Tech Response: *To streamline our approach to these agreements, the preference is that the Master Services Agreement Template be the document utilized for the agreements established from this RFP. This will help expedite the approval process at the University.*

- 2. Does the scope of this RFP cover all Virginia Tech's different schools and programs, or will those separate entities develop their own agreements?**

Virginia Tech Response: *This covers all the Study Abroad Programs under Virginia Tech.*

- 3. Will it be mandated that the University uses providers selected as part of this RFP process?**

Virginia Tech Response: *As this is a new process, they will be used to the extent they can. Over time as the program develops, it will eventually be a requirement that a provider has gone through this process to obtain a master service agreement to be included in the study abroad provider list.*

- 4. What is the renewal process after each 2-year term?**

Virginia Tech Response: *Typically, we will reach out with 6 months remaining on the current term to send the provider a renewal letter asking if they are willing to renew the contract for the next term. At that time if there are any additional items that need to be incorporated, that will be reviewed.*

- 5. Many points within the RFP appear to be related to U.S. based suppliers. As a foreign entity, will this affect our consideration of being selected as a provider?**

Virginia Tech Response: No, the intent and goal of this RFP is to be open to all entities both foreign and domestic. The location of your company shall not be used as a factor for selecting awarded providers. If there are items within the RFP that you feel do not apply to your company, please note in your proposal response that our request is not applicable to your company.

6. **Per section VI.I. in the RFP, to what extent is there flexibility to negotiate the outlined Cancellation and Program Return Policy? In many of our locations, in order to secure program arrangements over peak tourism season when the majority of faculty-led programs occur, bookings must be made far in advance and come with non-refundable cancellation fees. There are cases when we may not be able to ensure 100% refunds for cancellations earlier than 60 days (about 2 months) before the program start date.**

Virginia Tech Response: The preference is to proceed with the policy outlined, however we understand that there may be cases where this is not possible. In this case, we ask that providers be transparent with the University about the challenges that need to be considered so that we can proceed accordingly.

7. **What is the current number of faculty-led study abroad programs that are being conducted by Virginia Tech?**

Virginia Tech Response: There are currently about 90 faculty-led programs taking place.

8. **Approximately how many students and faculty typically participate in these programs?**

Virginia Tech Response: It is dependent upon multiple factors, but typically they tend to range from between 10 to 30 participants.

9. **What are the University's expectations for the involvement of the budget development and creation?**

Virginia Tech Response: Once your company has been engaged to provide services, the expectation is that there is a partnership between your company and the program coordinator at Virginia Tech to have an honest dialogue about what would be a justifiable budget in order to obtain the highest quality services for the lowest price to the students.

10. **How far into detail should providers go in terms of developing the budget? For example, is that from the time they arrive to the airport to the time they leave?**

Virginia Tech Response: The budget for the programs will need to go into considerable detail if possible. However, there will be categories within the budgets that allow for shifting of budgeted resources between categories as needed during the execution of the program all the while maintaining the overall program budget. Note, The RFP is not asking for any specific budget to be provided at the time of RFP proposal submission, but we do wish to understand your company's process for developing total program budgets so we can plan accordingly.

11. **We currently have an ongoing Program Services Agreement with the university under which our Program Proposals fall under. If we are to be awarded a contract through this process and the document under Attachment B is executed, then is the understanding correct that the current PSA will be replaced in its entirety by this new document?**

Virginia Tech Response: Yes, that is correct. Your current PSA will be replaced by the new master services agreement with the University resulting from this RFP.

- 12. And if that understanding is correct, is there room to negotiate provisions that had been in the Program Services Agreement to be placed back in this new Master Agreement (should our counsel advise so)?**

Virginia Tech Response: Yes, pending VT legal review and approval.

- 13. I note that you have Attachment C which is the Addendum template for the program portion that is meant to go with VT's Master Services Agreement. Does this mean that all our program proposals need to conform to Attachment C format or are we still able to submit our version of a program proposal?**

Virginia Tech Response: Once you have a Master Services Agreement with the University, moving forward all program proposals shall conform to the template in Attachment C.

- 14. We do multiple types of programs with VT (such as semester/internship), not just faculty led. How does this RFP process affect those non fac led programs?**

Virginia Tech Response: The current RRP process is specific to custom faculty-led programs and will not affect providers who engage in other program collaborations with VT. If you have a question about a particular circumstance, please contact vtabroad@vt.edu for support.

III. ATTENDANCE ROSTER AND RECORDING OF PREPROPOSAL CONFERENCE

Below is the attendance roster and a link to the recording of the pre-proposal conference held on June 27, 2024

<https://www.procurement.vt.edu/preproposal.html>

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY ATTENDANCE ROSTER NON-MANDATORY PRE-PROPOSAL CONFERENCE

RFP Number 952642408

Date: June 27, 2024 Time: 2:00 PM EST

Company Name	Representative(s)
Peacework	Jessica Falla
Key Travel	Brandon Trefonas, Mike Schields, Makenzie Howard
Santa Reparta International School of Art	Allison Reyna
MICExperts Ticino	Diana Richner
EDU Africa	Tafadzwa Muchopa
Worldstrides	Alexis Bourgeois
7 Mares GMBH	Tiago Pinto Pais
CET Academic Programs	Brian Wiehr
Academic Programs International	Shanaya Thompson
Global Economic Ventures	Anna Brady
EDU Trips	Kate Coffey

IES Abroad	Robin Leephaibul
American Universities International Programs Limited	Kevin Arscott
Diversity Travel	Beverly Weir
SIT Study Abroad	Ben Efird
Learn From Travel	Roman Yavich
Learn Russian in the EU	Sergey Simonov
Service Without Borders	Daniel Hindman
Knomadic	Maria Rojas
SRISA	Emily Cucalon, Allison Reyna
Vla Vla Travel	Vlatka Maric
Wayra Spanish Institute	Diego Patt
Virginia Tech	Glenn Bugh, Katie Heiderscheit, Emily Talley, Candice Albert, Bob Efird, Keith Goyne, David Robertson, Ragheda Nassereddine, Margie Deck, Marie Medley, Levi Henry, Mary Helmick, John Spence, Theresa Johansson, Emily Schwartz



Request for Proposal # 952642408

For

Custom Faculty-Led Study Abroad Program Providers

June 4, 2024

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

RFP # 952642408, Study Abroad Program Master Service Agreement Providers

INCLUDE THIS PAGE WITH YOUR PROPOSAL, SIGNATURE AT SUBMISSION IS REQUIRED

DUE DATE: Proposals will be received until **July 25, 2024 at 3:00 PM**. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

INQUIRIES: All inquiries for information regarding this solicitation should be directed to Levi Henry, Phone: (540) 231-7852 e-mail: lhenry29@vt.edu. All inquiries will be answered in the form of an addendum. Inquiries must be submitted by 2:00 PM on July 3, 2024. Inquiries must be submitted to the procurement officer identified in this solicitation.

OPTIONAL PRE-PROPOSAL CONFERENCE: An optional pre-proposal conference will be held on **June 27, 2024 at 2:00 PM**. See RFP Section IX, Pre-proposal Conference for additional information.

PROPOSAL SUBMISSION:

***Please note, proposal submission procedures have changed effective March 2023.**

Proposals may NOT be hand delivered to the Procurement Office.

Proposals should be submitted electronically through Virginia Tech's procurement portal. This portal allows you access to view business opportunities and submit bids and proposals to Virginia Tech digitally and securely.

Proposals must be submitted electronically at:

<https://bids.sciquest.com/apps/Router/PublicEvent?CustomerOrg=VATech>

Vendors will need to register through this procurement portal, hosted by Jaggaer. **It is encouraged for all vendors to register prior to the proposal submission deadline to avoid late submissions.** Registration is easy and free. If you have any challenges with the registration process, please contact Jaggaer Support at 1-800-233-1121 or procurement@vt.edu.

Click on the opportunity and log in to your vendor account to begin preparing your submission. Upon completion, you will receive a submission receipt email confirmation. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time.

Hard copy or email proposals will not be accepted. Late proposals will not be accepted, nor will additional time be granted to any individual Vendor.

Attachments must be smaller than 50MB in order to be received by the University.

In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

AUTHORIZED SIGNATURE: _____ Date: _____

[INCLUDE THIS PAGE]

I. PURPOSE:

This Request for Proposal (RFP) seeks to solicit proposals to establish a contract through competitive negotiations by Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia.

As a leading research institution, Virginia Tech engages in global teaching, research, and service, which includes offering a robust study abroad program portfolio. In an effort to streamline the University's approach to selecting providers that assist with study abroad programs, we are encouraging proposals from all potential providers to be submitted for review in order to establish master service agreements with the University. Providers who have worked with the University in the past and those who wish to work with the University in the future are highly encouraged to participate in this solicitation. Providers who are currently affiliated and working with Virginia Tech on existing programs are also strongly encouraged to submit in this solicitation cycle so as to be part of the full portfolio. The goal through this process is to centralize oversight of study-abroad provider services and networks. The University invites all qualified providers to submit a proposal.

II. SMALL, WOMAN-OWNED AND MINORITY (SWAM) BUSINESS PARTICIPATION:

The mission of the Virginia Tech supplier opportunity program is to foster inclusion in the university supply chain and accelerate economic growth in our local communities through the engagement and empowerment of high quality and cost competitive small, minority-owned, women-owned, and local suppliers. Virginia Tech encourages prime suppliers, contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

For more information, please visit: <https://www.sbsd.virginia.gov/>

III. CONTRACT PERIOD:

The term of this contract is for two year(s), or as negotiated. There will be an option for four (4) two-year renewals, or as negotiated.

IV. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:

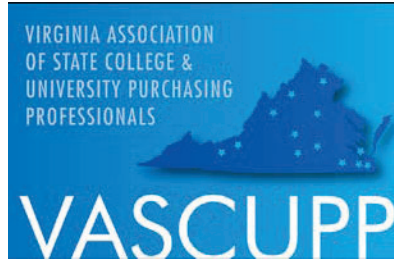
The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. *We are, therefore, requesting that your firm register as a vendor within the eVA system.*

There are transaction fees involved with the use of eVA. These fees must be considered in the provision of quotes, bids and price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <http://www.eva.virginia.gov/pages/eva-registration-buyer-vendor.htm> and **register both with eVA and Ariba**. *This process needs to be completed before Virginia Tech can issue your firm a Purchase Order or contract.* If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at: <https://eva.virginia.gov/>, or call 866-289-7367 or 804-371-2525.

V. CONTRACT PARTICIPATION:



It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or Virginia Tech's affiliated corporations and/or partnerships may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify Virginia Tech in writing of any such entities accessing the contract, if requested. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract, as requested. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from Virginia Tech. Virginia Tech shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Virginia Tech is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

VI. STATEMENT OF NEEDS/SCOPE OF WORK:

Virginia Tech's current faculty-led program portfolio includes 90 programs across all academic areas on all continents including Antarctica. As a comprehensive institution with a large global engagement portfolio, we aim to identify a network of providers to support high-quality study abroad services aligned with the Forum on Education Abroad's *Standard of Good Practice* and *Code of Ethics* that maintain the existing breadth of the portfolio as well as its geographic diversity.

- A. Values: Virginia Tech requests proposals that align with the following Global Education Office values and reflect a commitment to:
 - a. Concrete measures to promote equity, inclusion, and access; these could include, among others:
 - i. Policies and procedures aligned with inclusive excellence and support staff committed to fostering an environment of inclusion and belonging.
 - ii. Targeted marketing and support materials for under-represented groups

- iii. Support for students with financial need
- iv. Identity-based on-site resources to support student success
- v. Guidance and specific program recommendations for students with disabilities
 - 1. Web and other digital technologies, the built environment, and any domain in which thoughtful design, management, and procedures can improve disability access.
- b. Intercultural learning, global awareness, and anticolonial action, for example:
 - i. Cultivation of sensitivity to identity, power, and positionality issues
 - ii. Standard inclusion of intercultural engagement and reflection activities
 - iii. Guidance on the development of intercultural engagement skills for career readiness
 - iv. Hiring of local teams, application local pedagogy, and redistribution of wealth to the communities that make study abroad possible
- c. Ethical engagement and service with/within local communities that reflect respect for community care and a commitment to place-based pedagogy
 - i. Engagement with host communities in ways that reflect their needs and contribute to their well-being
 - ii. Commitment to continuity of community engagement.
 - iii. Prioritization of the health, safety, and perspective of local communities
- d. Practicing and prioritizing sustainability
 - i. Program design with sustainability, environmental justice, and climate action as a foundation
 - ii. Incorporation of the UN Sustainable Development Goals into the program experience and curriculum
 - iii. Options to offset study abroad travel emissions
- e. Modeling financial integrity and good stewardship
 - i. Transparent budgetary practices
 - ii. Concrete measures to provide high-quality services at the lowest cost possible
- f. Opportunities to foster global virtual collaborations
 - i. Pedagogy and practices aligned with Collaborative Online Internal Learning and Virtual Exchange
 - ii. Technology and other infrastructure-related capacity to facilitate virtual exchanges
- B. Liability, Emergency Medical & Security Health Insurance Coverage
 - a. Successful proposals must include applicable insurance coverage that meets VT's requirements, as shown in ATTACHMENT A, Section 7 – INSURANCE.

- b. The university has standard study abroad insurance coverage. Providers shall not require additional insurance coverage beyond what is outlined in ATTACHMENT A, Section 7 – INSURANCE.
- c. Providers must maintain an emergency action and communications plan that is shared with the University and program leaders in advance. The organization must provide a single communication channel 24 hours a day to professionals who specialize in crisis and emergency management to support in an emergency. This service must be able to guide Virginia Tech staff and students on safety and security precautions and if required coordinate evacuation services.

C. Program Support

- a. Appropriate academic content
 - i. If providing academic services, providers must reflect a commitment to high-quality academics to align with Virginia Tech's curriculum and the learning objectives of the program.
- b. In-country support
 - i. On-site personnel: Virginia Tech's Global Travel Policy indicates a faculty-to-student ratio of 1:15. The standard minimum program enrollment is 10; however, programs may run with fewer students if financially viable. Virginia Tech seeks providers with the ability to offer in-country support staff. Such staff should be fluent in the host language, familiar with the location, and available 24/7 to assist in emergencies. Availability of a local/cultural guide and/or translator (if relevant) is also important.
 - ii. Ground Transportation: The University requires safe and reliable airport transfers and ground transportation at each location. The bidder must be able to provide motor coach/bus transportation if required for group activities such as company visits, academic/business lectures, cultural activities and group meals. Ground transportation vendors arranged by the provider must meet all local requirements for licensing and registration.
 - iii. Lodging: Lodging must be secured at three-star equivalent hotels or hostels unless otherwise specified. Accommodation in private homes with host families may be requested for some programs. Depending on the location and availability double, triple, or quad occupancy rooms can be reserved for students and single occupancy rooms for faculty/staff. The accommodation should be located near city centers or sites relevant to the program and include wireless internet access. Accommodation facilities must meet any local requirements for licensing, health, and safety.
 - iv. Site Visits: Ability to arrange cultural, business, industry, laboratory, and other visits, depending on the program requirements.
 - v. Meals: Ability to arrange group meals as requested by the program leader; knowledge and recommendations to students for convenient and inexpensive options for other meals.

- vi. Excursions/Activities: Ability to create and implement an itinerary of local excursions and activities that support the expressed learning outcomes of each program.

D. Communications

- a. Providers must offer a dedicated service team for each program that will be responsible for scheduling and facilitating meetings (initial planning calls related to the proposal, pre-departure logistics and orientation, on-site services, post-program debriefing, etc.). The service team must provide regular status updates throughout the planning process and should also be available post-program for debriefing and closure of any outstanding issues.
- b. During the program, the service team must provide multiple redundant emergency contact protocols to allow the traveling group to seamlessly communicate directly with the study abroad provider, the in-country ground team, the guide, the University, and other relevant stakeholders. In the event of unforeseeable events, the provider should notify of program alterations and offer regular updates to the University regarding booking confirmation and payment deadlines.

E. Pre-Departure/Upon Arrival Support

- a. Providers must offer country-specific expertise including site-specific and collaboration on pre-departure orientation. All Virginia Tech programs are required to host at least one pre-departure orientation and an upon-arrival orientation at each destination. These sessions must include the following content: familiarization with the locality; important logistics; emergency response protocols; communications plan; site-specific and cultural information; and a health, safety, and security briefing).

F. Air Travel

- a. Though Virginia Tech program participants typically make their own air travel arrangements, providers should be able to book group air travel if requested by the program organizer.

G. Marketing & Recruitment

- a. Virginia Tech values providers who are able to assist in marketing and recruitment efforts, including but not limited to support for information sessions, and content creation in alignment with Virginia Tech's brand identity and style guide.

H. Data Privacy Protections

- a. To the extent applicable, Contractor agrees to hold student information, including any personally identifiable student information or education records as those terms are defined under federal law, ("Confidential Data") in strict confidence and warrants to University that it will use reasonable industry practices to establish and maintain adequate procedures to ensure the confidentiality and privacy of such Confidential Data, from unauthorized use or disclosure in violation of the Family Educational Rights and Privacy Act and the Health Insurance Portability and Accountability Act.

I. Program Cancellation and Return Policy:

In the event that Virginia Tech wishes to cancel any program 60 days before the start date (the "Cancellation Deadline") due to low enrollment or any other reason, Virginia Tech will

receive a refund of 100% of uncommitted and unexpended program fees. There will be no refund if Virginia Tech wishes to cancel the program after the Cancellation Deadline. Cancellations must be submitted in writing to the Contractor and will be noted based on the date notification is received. [Subject to "Acts of God" section below.]

In the unlikely event that the U.S. Department of State or the Centers for Disease Control and Prevention issues a travel advisory of health notice of Level 3 or higher advising against travel to host country locations during the program and Virginia Tech wishes to cancel the program, Virginia Tech will receive a refund of 100% of uncommitted and unexpended program fees as of the date Virginia Tech notifies the Contractor in writing of the cancellation due to the U.S. Department of State or Centers for Disease Control and Prevention advisory or safety cancellation.

VII. PROPOSAL PREPARATION AND SUBMISSION:

A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

1. Plan for providing the services in accordance with the scope of work as outlined above in section VI. Offeror shall demonstrate understanding and commitment to adhere to the expectations of the University.
2. A description for different types of program offering(s) offeror is able to provide to the University.
3. Experience / Qualifications
 - a. Industry Recognition your Company has received.
 - b. Forum on Education Abroad membership details
 - c. Additional relevant certifications within the industry
 - d. Client List / Higher Education Client List (preferably 3-5 references)
4. Crisis Management and Emergency Response procedures
5. Medical, Emergency, and Evacuation Insurance Coverage details
6. Scheduling, Planning, and/or Lead Time Requirements or Considerations
7. Participant Withdrawal Policy
8. Submission of Insurance Documentation (COI) in accordance with ATTACHMENT A, Section 7 - INSURANCE.
9. Participation of Small, Women-owned and Minority-owned Business (SWAM) Business: If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to

subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSD website at <http://www.sbsd.virginia.gov/>

10. The return of the Submission Instruction page and addenda, if any, signed and filled out as required.

D. General Requirements

1. RFP Response: In order to be considered for selection, Offerors shall submit a complete response to this RFP to include;

- a. **One (1) electronic document** in WORD format or searchable PDF of the entire proposal as one document, INCLUDING ALL ATTACHMENTS must be uploaded through the Virginia Tech online submission portal. Refer to page 2 for instructions.

Any proprietary information should be clearly marked in accordance with 2.d. below.

- b. Should the proposal contain **proprietary information**, provide **one (1) redacted electronic copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This redacted copy should follow the same upload procedures as described on Page 1 of this RFP. This redacted copy should be clearly marked "*Redacted Copy*" within the name of the document. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. Virginia Tech shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposals shall be made by the Offeror.

2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Virginia Tech requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Virginia Tech at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.
- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP

requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

- d. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. –The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.
3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech.—This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations. Oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

VIII. SELECTION CRITERIA AND AWARD:

A. Selection Criteria

Proposals will be evaluated by Virginia Tech using the following:

<u>Criteria</u>	<u>Maximum Point Value</u>
1. Quality of services offered and suitability for the intended purposes	30
2. Qualifications and experiences of Offeror in providing the services	30
3. Specific plans or methodology to be used to provide the Services	30
4. Participation of Small, Women-Owned and Minority (SWAM) Business	10
Total	100

B. Award

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal, including price, if so stated in the Request for Proposal. Negotiations shall then be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, Virginia Tech shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech may cancel this Request for Proposal or reject proposals at any time prior to an award. Should Virginia Tech determine in writing and in its sole discretion that only one offeror has made the best proposal, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of this solicitation and the Contractor's proposal as negotiated.

Virginia Tech reserves the right to award multiple contracts as a result of this solicitation.

IX. OPTIONAL PRE-PROPOSAL CONFERENCE:

An optional pre-proposal conference will be held on **June 27, 2024 @ 2:00 PM**. The purpose of this conference is to allow potential Offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

ZOOM Link: <https://virginiatech.zoom.us/j/83100288578>

Meeting ID: 831 0028 8578

While attendance at this conference will not be a prerequisite to submitting a proposal, offerors who intend to submit a proposal are encouraged to attend.

Any changes resulting from this conference will be issued in an addendum to this solicitation.

X. INVOICES:

Invoices for goods or services provided under any contract resulting from this solicitation shall be submitted by email to vtinvoices@vt.edu or by mail to:

Virginia Polytechnic Institute and State University (Virginia Tech)
Accounts Payable
North End Center, Suite 3300
300 Turner Street NW
Blacksburg, Virginia 24061

XI. METHOD OF PAYMENT:

Virginia Tech will authorize payment to the contractor as negotiated in any resulting contract from the aforementioned Request for Proposal.

Payment can be expedited through the use of the Wells One AP Control Payment System. Virginia Tech strongly encourages participation in this program. For more information on this program please refer to Virginia Tech's Procurement website: <http://www.procurement.vt.edu/vendor/wellsone.html> or contact the procurement officer identified in the RFP.

XII. ADDENDUM:

Any **ADDENDUM** issued for this solicitation may be accessed at <http://www.apps.vpfin.vt.edu/html.docs/bids.php>. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.

XIII. COMMUNICATIONS:

Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement Department rejects all proposals. Formal communications will be directed to the procurement officer listed on this solicitation. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement Department representative may result in the offending Offeror's proposal being rejected.

XIV. CONTROLLING VERSION OF SOLICITATION:

The posted version of the solicitation and any addenda issued by Virginia Tech Procurement Services is the mandatory controlling version of the document. Any modification of/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by Virginia Tech Procurement Services. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Tech reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

XV. TERMS AND CONDITIONS:

This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions, see Attachment A.

XVI. CONTRACT ADMINISTRATION:

- A. Theresa Johansson, Director, Global Education Office, at Virginia Tech or their designee, shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its faithful performance.
- B. The Contract Administrator, or their designee, shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator, or their designee, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech Procurement Department through a written amendment to the contract.

XVII. ATTACHMENTS:

Attachment A - Terms and Conditions
Attachment B - Template for Master Agreement
Attachment C – Template for Addendum to Master Agreement

ATTACHMENT A

TERMS AND CONDITIONS

RFP GENERAL TERMS AND CONDITIONS

See:

https://www.procurement.vt.edu/content/dam/procurement_vt_edu/docs/terms/GTC_RFP_02182022.pdf

ADDITIONAL TERMS AND CONDITIONS

1. **ADDITIONAL GOODS AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the Agreement.
2. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Virginia Tech, its authorized agents, and/or the State auditors shall have full access and the right to examine any of said materials during said period.
3. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Virginia Tech shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
4. **CANCELLATION OF CONTRACT:** Virginia Tech reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
5. **CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all modifications thereof, the proposal submitted by the Contractor, the written results of negotiations, the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
6. **IDENTIFICATION OF PROPOSAL:** Virginia Tech will only be accepting electronic submission of proposals. All submissions must be submitted to the Virginia Tech online submission portal. Upon completion you will be directed to your Submission Receipt. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time. **Attachments must be smaller than 50MB in order to be received by the University.** Proposals may **NOT** be hand delivered to the Procurement Office.

7. INSURANCE

The [Contractor] shall maintain (and shall cause its independent contractors or subcontractors to maintain), at its own expense, with a company or companies licensed to do business in the Commonwealth of Virginia the following insurance coverages:

Workers' Compensation

Statutory Virginia Limits

Commercial General Liability – to include coverages for premises & operations, personal & advertising injury, rented premises, and bodily injury.

\$1,000,000 per occurrence

\$2,000,000 aggregate

\$2,000,000 products/completed operations

Business Auto Liability – to include owned, non-owned, and hired car coverage

\$1,000,000 each accident, combined single limit

Umbrella Liability - in excess of commercial general & business auto liability

\$5,000,000 per occurrence

All coverages listed above pursuant to this Agreement shall be primary and non-contributory, and shall be maintained throughout the Term of this Agreement. All insurance policies listed above, with the exception of Workers' Compensation, must list "Virginia Polytechnic Institute and State University and the Commonwealth of Virginia, its officers, officials, employees, agents, and volunteers" as additional insureds. Contractor's obligation to maintain Workers' Compensation insurance applies only to the extent that it is required by statute in the Commonwealth of Virginia, and the Contractor's obligation to maintain Business Auto Liability insurance applies only to the extent that Contractor owns or utilizes automobiles. Contractor agrees that the insurance requirements specified in this Agreement do not reduce the liability of the Contractor, and that Contractor is responsible for maintaining its own insurance coverage on its personal property.

Evidence that such insurance is in effect shall be provided upon execution of this Agreement, annually thereafter, and at the request of Virginia Tech in the form of a Certificate of Insurance. The Certificate of Insurance must list "Virginia Polytechnic Institute and State University and the Commonwealth of Virginia, its officers, officials, employees, agents, and volunteers" as additional insureds. The Certificate of Insurance should list the following as the certificate holder, and the certificate sent to the same:

Virginia Polytechnic Institute and State University and the Commonwealth of Virginia
Office of Risk Management
North End Center, Suite 3300 (MC0310)
300 Turner Street
Blacksburg, VA 24061
riskmanagement@vt.edu

8. **NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing via email.
9. **SEVERAL LIABILITY:** Virginia Tech will be severally liable to the extent of its purchases made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.
10. **CLOUD OR WEB HOSTED SOFTWARE SOLUTIONS:** For agreements involving Cloud-based Web-hosted software/applications refer to link for additional terms and conditions: http://www.ita.vt.edu/purchasing/VT_Cloud_Data_Protection_Addendum_final03102017.pdf

ATTACHMENT B

Template for

Master Agreement for Custom Faculty-Led Study Abroad Programs

between

Contractor

and

Virginia Polytechnic Institute and State University (Virginia Tech)

The following document serves as a service agreement ("Agreement") between _____ ("Contractor") and Virginia Tech for the operation of customized faculty-led study abroad programs. In the interest of expanding educational opportunities and to provide a unique learning experience for graduate and undergraduate students, as well as promote collaboration between the two parties, Contractor and Virginia Tech agree to the following provisions:

Award: This Master Services Agreement (MSA) results from a public and competitive solicitation for services issued by Virginia Tech, followed by the subsequent proposal received from the Contractor. The following documents contain additional terms that are hereby incorporated by reference into the MSA in the following order of precedence:

- a. This executed master agreement for custom faculty-led study abroad programs
- b. Summary of Negotiations (dated xx/xx/xx)
- c. Contractor's Proposal (dated xx/xx/xx)
- d. Request for Proposal Addendum (dated xx/xx/xx)
- e. Request for Proposal Document (dated June 7, 2024)

Program:

This Agreement is based on the principle of reciprocity and expresses the interest of both parties to cultivate educational experiences for Virginia Tech students and faculty through collaboration with the Contractor.

Academics:

The programs' academic focus will depend upon the academic interests and expertise of individual faculty/staff involved. Contractor will provide the following academic services for the Program participants in an executed Addendum specifying the details of each program.

Fees:

The costs per person will be determined in advance of each customized program and specified in the executed Addendum.

The fee may include but is not limited to. The fee shall be subject to the agreement of both parties:

- a. Administrative Fee
- b. Orientation
- c. Accommodation
- d. Transportation
- e. Airport pick up on arrival day and transfer to the airport on departure day
- f. Meals
- g. Translator fees for project work
- h. All project materials and supplies

Unless notated otherwise in the Executed Addendum, all services and accommodations are to be selected, facilitated, and arranged by the Contractor in consultation with Virginia Tech.

Participant Registration:

Virginia Tech students will be nominated by the academic department to ensure students meet Virginia Tech’s institutional requirements for study abroad. The final selection of all participants in the program from the Virginia Tech student body shall remain in the sole and absolute discretion of the specific department for which the program is designed for. All Virginia Tech students selected to participate shall comply with all applicable requirements of the Contractor as detailed within the Executed Addendum.

Payment Schedule:

Full program payment is due 30 days prior to the start of a program. The Contractor will issue an invoice to Virginia Tech a minimum of 60 days prior to the start of a program. Participants are responsible for remitting payment directly to the Contractor for the program fee and services rendered.

Insurance:

In order to participate in the program, all participants MUST acquire international medical and security insurance coverage. Virginia Tech will ensure that all participants have medical and security assistance coverage through the university-contracted vendor for the duration of the program dates.

Acts of God:

Neither party shall be responsible for failure to perform this Agreement if circumstances beyond their reasonable control, including, but not limited to: acts of God, governmental authority, terrorism, or war in or with the United States or the Program’s location prevent such performance.

Participant Withdrawal Policy:

In the event that a participant wishes to withdraw from the program prior to the start of the program refund is at the discretion of the Contractor.

Terms of the Agreement:

The Agreement shall become effective on the day representatives of both parties affix their signatures, will be in force for a period of five years, and is subject to revision or modification by mutual written agreement.

In witness hereof, the authorized representatives of Contractor and Virginia Tech hereby execute this Agreement on the dates set forth below.

For Contractor

Name
Title
Date: _____

For Virginia Tech

Name
Director of Procurement
Date: _____

ATTACHMENT C
Template for
Addendum to Master Agreement for Custom Faculty-Led Study Abroad Programs
between
Contractor and
Virginia Polytechnic Institute and State University (Virginia Tech)
Date

The following document serves as an addendum to the agreement for Custom Faculty-Led Study Abroad Programs ("Master Agreement") between Contractor, and Virginia Polytechnic Institute and State University (hereinafter "Virginia Tech") for the operation of the XXXXX Program in XXXXXXXXXX.

The College of XXXXXXXXXX at Virginia Tech and Contractor are partnering to offer the "XXXXXXXXX Program" in TERM/YEAR subject to the terms of this Addendum.

This Addendum outlines the specifics of the program. All Terms and Conditions of the Master Agreement prevail.

Program:

Program Name:

A. Program dates

- a. The program begins on _____ in the following locations _____
- b. The program ends on _____ in the following locations _____

B. Program inclusions

- a. Participant lodging accommodations will include _____
- b. Participant transportation will include _____
- c. Other inclusions

C. Program costs

- a. The Program Fee is USD _____ per Participant
- b. For each program track offered, Contractor will provide Virginia Tech with _____ free faculty/staff placements.
- c. Beyond this allocation, faculty/staff costs are USD _____ per Program Leader.
- d. Additional staff from Virginia Tech will be charged the normal program fee by Contractor. Such fees will be due at the same time as students' program fees.

D. Number of Participants

- a. Contractor requires a minimum enrollment of ____ Participants and ____ Program Leader from Virginia Tech in order to offer the program.
- b. If there is need for additional space, Virginia tech will contact Contractor to see is space is available.

E. Deadlines

- a. The final enrollment and deposit deadline is _____.
 - i. Final faculty/staff and student participant names (as written on passport) and, insofar as the information is disclosed to Virginia Tech, their gender, dietary

requirements, allergies, and special accommodations (if applicable) must be confirmed by this date (as per the template to be provided by Contractor).

- ii. The non-refundable payment of ____% of the program fees or \$____ amount is due at this time.
- b. Final payment and documentation deadline: _____
 - i. The balance of the payment of the program fees are due at this time.
 - ii. All remaining Participant information (completing the template provided by Contractor) is due.

F. Itinerary

- a. Refer to attached draft itinerary
- b. Virginia Tech acknowledges and agrees that the attached itinerary and program details are subject to change and are contingent upon factors including but not limited to, the availability of transport, and any changes imposed by third parties, among other possible changes. Decisions on itinerary changes will be made in the best interests of all participants and with regards to the health and safety of participants.

For Virginia Tech

Name

Dean of XXXXXXXX

Date

For Contractor

Name

Title

Date