

Terms of Reference

July 25, 2022

Request for Proposal (RFP_004_2022)

RPS_189_2022

ASSIGNMENT TITLE:	Event organizer
AGENCY/PROJECT NAME:	Khan Hom Project
TYPE OF CONTRACT:	Professional Service Contract
LOCATION:	Vientiane
COUNTRY	LAO PDR
STARTING DATE:	August 15, 2022 (or as early as possible)
DEADLINE FOR SUBMISSION	7 August 2022
SUBMISSION EMAIL ADDRESS	Lao.procurement@undp.org

BACKGROUND

Under the Khan Hom project, UNDP is organizing a conference on developing Standard Operating Procedures for national response to and prevention of gender-based violence (GBV) in Lao PDR, in partnership with UN agencies and government officials from neighboring ASEAN countries. This conference will be a hybrid event whereby there will be a live audience as well as it being broadcast online through a videoconferencing software. In consultation with the procuring UN entity and its associated partners, the suppliers will be expected to deliver a set of services listed below (the event will be covered by an individual Purchase Order). These will be requested on an as needed basis.

GENERAL PROVISIONS

1. The Contract shall be concluded for a period of 1 (one) month and may be extended as necessary at the discretion of the procuring UN entity subject to satisfactory performance by the Contractor/s.
2. The Prices for key services (which are specified in the Form 7 Financial Proposal) shall be maintained for the whole contract duration and quoted in USD or local currency.
3. The Contractor/s (Service Provider) must comply with UNDP General Terms and Conditions for professional services.

SELECTION PROCESS DETAILS

It is anticipated to award the contract to up **to 1 qualified supplier** as a result of this RFP.

SCOPE OF WORK

The Contractor/s (Service Provider) shall upon request and receipt of duly authorized instructions from UN, facilitate, organize and make all necessary arrangements for hosting the Event(s).

The exact requirements for each Event shall be instructed by a “Service Order” (i.e. request for each event) to be issued by UNDP/UN. This shall include arranging rental of hotel venues and all associated facilities and services required for the event(s) as described below:

1. Invitation of Participants - Participants’ invitations, follow-up on the invitation and registration.

2. Identify and provide the Venue Including Arrangement of Equipment & Services as Requested for Each Event:

- I. The Service Provider shall identify the most appropriate offer for the venue in accordance with UN’s instructions (specification).
- II. The Service Provider shall submit the evidential documents on selecting process of the venues upon the request of UN.
- III. During the process of identifying the Event venue and as per UN request for each event, the Service Provider shall take into consideration the available facilities, such as adequate size, level of the hotels and required equipment/material.
- IV. The Service Provider shall arrange the venue in accordance with UN’s instruction;
- V. The Service Provider shall ensure that the Event venue is clean and well prepared;
- VI. The Service Provider shall ensure all required audio-visual equipment is available and operational in all the rooms as required;
- VII. The Service Provider shall ensure service maintenance is promptly available as would be required for all equipment/services and facilities in and around the meeting rooms;
- VIII. The Service Provider shall provide **catering services** if requested (specified) by UN;
- IX. The Service Provider shall provide conference material as per request of UN (production of meeting documents and information materials, preparation and distribution of information pack to participants, preparation of participants' soft copies with all relevant meeting materials, design and preparation of badges, coping and provision of flash cards).

The Event will be held during the weekday in Vientiane Capital.

3. Provide Accommodation Arrangements:

- I. The Service Provider is required to book for the participants’ accommodation if necessary.
- II. The Service Provider is required to compile rooming list for all participants, liaise directly with the hotel and allocate rooms;
- III. The Service Provider shall ensure accuracy of arrival/departure information;
- IV. The Service Provider shall ensure that the provided accommodations are clean, well heated and air conditioning is available as required.

4. Provide Transportation Services:

It is expected that the Service Provider provides transportation services for participants as required.

These services shall include:

- i. Airport pickup to place of event;

- ii. Transportation from and to location of event, transportation between locations of event if the event is taking place in different premises.

5. Arrangement of Payments to Participants of the Event (if such requested by UNDP):

The Service Provider shall provide payment of Per Diem, transportation cost and terminals to participants as per UNDP instructed amount in line with UNDP's rules and regulations. UNDP will reimburse the payments upon submitting the supporting documents of receipts of payments. Payment of Per Diem, transportation and terminals shall be enveloped for each participant.

The Proposers are requested to provide their proposals for the set of services according to the following structure:

1. Conference Package;
2. Catering Services;
3. Accommodation;
4. Transportation (transportation within the city, transportation from/to the city (up to 30 km), intercity travel (price per 1 km), airport/railway pick up);
5. Translation/Interpretation services;
6. Supplementary services (printing, copying of materials, photo/video services).

SERVICES SPECIFICATION:

1. General Service Requirements:

- I. The response time to UN order/query shall not exceed 48 hours and the detailed quote for requested venues/events shall be provided accordingly.
- II. The Contractor shall provide polite, responsive and efficient service at all times to fulfil the UN requirements. As a service objective, telephone calls should be answered promptly. When it is necessary to place calls on hold, they should not be kept on hold for more than a few (i.e. five) minutes and call-back, when necessary, should be made within 1 (one) hour.

1. General Management of the Event and Provision of Focal Point(s) Including General Supervision Services:

- I. The Service Provider shall provide secretarial services for assisting in Events registration and coordination with hotel management throughout the Events executing period. A representative of the Service Provider may be required to be at the venue throughout the Event.
- II. The Service Provider shall organize the required services at the proposed agreed time.
- III. The Service Provider shall assign at least one focal point to provide the needed support during the Event as per UN's instructions.
- IV. The assigned focal point should be able to arrange for simultaneous events to fulfill in a satisfactory level the requirements of each event separately in line with UN requirements.
- V. The Service Provider's employees shall perform their functions in a highly efficient and professional manner in line with UN requirements.

- VI. The Service Provider shall nominate clearly the supervisor(s) responsible for the overall management of UN account.
- VII. Availability of support 24/7 for the UN Manager/Focal point.

2. Event Arrangement and Provision Supplementary Services Requirements:

- I. Upon instructions from UN the Service Provider shall make the booking of the venue of the Event in a timely manner – that is usually within 2 working days from receipt of order and submit the booking confirmation to UN.
- II. The Service Provider shall arrange to hire qualified interpreters/translators.
- III. The Service Provider shall arrange for fully functioned electronic, audio-visual equipment and workshop materials (such as banners and/or flags banners, data shows, wireless microphones, audio systems, video services, decoration and signs, photography and stationary), Teleconference equipment, Interpretation system (booth, system, receivers and headsets); in case that equipment is not available at the venue, the Service Provider shall provide those from outside based on consultation with UN.
- IV. The Service Provider shall ensure the required equipment is checked if it is fully functional one day before the Event and replace non-functional equipment before the event takes place.
- V. The Service Provider shall arrange coffee breaks, lunch or catering services according to UN's instruction.
- VI. The Service Provider shall provide video shooting/photography services during the Event as per UN's instructions.
- VII. The Service Provider shall arrange photocopy and printing services.

Conference package must include (price shall be indicated per 1 person per 1 day of workshop):

- 1. Rent of premises (list of required venues is indicated in a separate table below);
- 2. Logistical support (preparation of the venue, invitation of participants (by necessity), arrangements with the subcontractors, hotels, transportation providers etc., daily coordination and support of the dedicated personnel);
- 3. Consumables (notebooks, pens, folders, badges) - per each participant; scissors - 2, scotch - 2 and paper (500 sheets A4 available if necessary), flipchart paper – 1 roll, set of markers. Conference banners and direction guiding signs.
- 4. Conference participant package (agenda, hand out material, flash drives)
- 5. Mineral and still water for the participants (i.e. 0.5 l bottle of water per participant daily).
- 6. Rent of equipment (LCD projector, screen, flipchart, laptop, multifunctional device). Equipment delivery and installation, engineer support.

Important: The Offerors are requested to provide the detailed description of the offered package in their technical proposal.

Requirements to equipment:

Important: procuring UN entity expects that basic conference equipment will be provided at each workshop, meeting or conference without fail.

Basic conference equipment shall include:

#	Equipment	Description
1	LCD projector	1500 lumens, 1024x768
		2500 lumens, 1024x768
2	Screen	1.50 x 1.50 m
3	Laptop	Intel Core (or analogue) RAM 4Mb, DVD/RW (can be external)
4	Multifunctional Device (printing, scanning, copying options)	A4, min 16 ppm, B&W
5	Flipchart	
6	Presenter with laser pointer	
7	Microphones (stand alone and radio, round table microphone set for the conferences)	frequencies 802, 800; 812, 800; 838-870
8	Sound system	600W (2 active speakers for 3 channels) 1000W (2 active speakers for 4 channels)
9	Consumables (paper, notepads, pen/pencil, flipchart/ white board markers etc.)	

Important: In your technical proposal, please provide the basic specification of equipment proposed / available (parameters, brand name, model etc.).

Requirements to catering services:

Catering services will be ordered for the event. **The Proposers are requested to provide a sample menu for 2 types of coffee breaks – “standard” and “light”, and a lunch in their technical proposal. Both coffee breaks and lunch should include a vegan option.**

Important: only fresh food shall have been provided with acceptable shelf life.

Suggested sample menus shall at minimum correspond to the following standard:

Coffee break “Light” (per 1 person):

Item	Per person
Bakery (or cake)	1 pc.
Chocolates	2 pc.
Tea/Coffee (incl. milk and sugar)	1 pc.

Coffee break “Standard” (per 1 person):

Item	Per person
Bakery (or cake)	1 pc.
Canapé	2 pc.

Fruit	150 gr.
Juice	200 ml.
Tea/Coffee (incl. milk and sugar)	1 pc.

Lunch:

Item	Per person
Salad	1 pc.
Soup	1 pc.
Main Course (meat/fish and garnish)	1 pc.
Juice	250 ml.
Mineral or still water	1 pc
Bread	2 pc.
Tea/Coffee (incl. milk and sugar)	1 pc
Dessert (optional)	1 pc

Buffet dinner:

Item	QTY (for 10 persons)
Juice (at least 2 types)	6 l.
Mineral or still water	6 l.
Vine (at least 2 types – red and white)	4 l.
Beer (at least 2 types – lager and dark beer)	4 l.
Hot appetizer (at least 4 types)	0.5 kg
Canapé (at least 4 types)	1 kg
Tea/Coffee (incl. milk and sugar)	10 pcs
Dessert (at least 3 types)	20 pcs

3. Accommodation arrangements requirements:

- I. Accommodation shall be arranged in a 3-star hotel for government staff of Administrative positions Types 3, 4 and lower, and a 4-5-star hotel for government staff of Administrative positions Types 2 and higher (see Annex 1 to New Government DSA Rates for the list of Administrative Position Types), single standard room, breakfast included.
- II. It is generally advised that the hotel chosen for accommodation has necessary conference facilities for the workshop.
- III. Dinner should be provided in case requested by UN (optional).
- IV. Accommodation shall be at the same Event venue or a hotel nearby considering the transportation arrangement if requested by UN.
- V. The Service Provider shall make reservations of accommodations for the participants, and provide confirming reservations list to UN.
- VI. The hotel accommodation may be subject to the UN's security clearance that the Service Provider should confirm with UN before reservation.

- VII. UN may require additional arrangements for VIP persons all-inclusive rate for additional services requested as part of Hotel room reservation such as internet services, laundry, etc. This shall be agreed upfront, upon UN agreement to such arrangement.

Important: price accommodation and dinner shall be indicated per 1 person per 1 night separately stating the % of discount provided.

Offerors are requested to confirm and describe the possibility of organizing events in all the venues from the list specified below in their technical proposal. Offerors are also strongly encouraged to provide a list of additional venues proposed depending on the availability of their agreements with the hotels and venues, discounts and benefits available in a separate table.

4. Transportation Arrangements Requirements:

- I. The Service Provider shall provide safe and appropriate airport pick up /transfer for the participants in required standard, such as bus, tax, or hire a suitable vehicle for VIP etc.
- II. The Service Provider shall provide safe and appropriate transportation from the venue of accommodation for, outside visit, or evening and social events etc. in timely manner.
- III. All vehicles and drivers should be insured. Drivers should have not less than 5 years of experience on the vehicle requested.
- IV. All vehicles for rent should be clean and well maintained (minimum business class vehicles for high-level representation workshops are a must).

5. Requirements to translation/interpretation and supplementary services:

The translation services shall be normally provided via a roster of the UN-approved interpreters without involvement of Conference Service Provider. However, on an exceptional and ad hoc basis, the procuring UN entity may request a Service Provider to arrange English/Lao/English translation/interpretation. *The Contractor therefore shall clearly identify its capacity to provide the latter service and furnish information on its existing roster of interpreters (including CVs) in its proposal.*

The Contractor will be expected to work with a limited roster of pre-approved interpreters for UN-sponsored events. Approved interpreters shall not be replaced without prior written authorization from the procuring UN entity.

	Type of service
1	Sequential interpretation.
2	Equipment for simultaneous interpretation. Equipment delivery and installation, engineer support.
3	Simultaneous interpretation

Requirements to translation / interpretation equipment to be rented:

#	Equipment (equipment delivery and installation, engineer support should be included)	Description
1	Sound system	600W (2 active speakers for 3 channels)

		1000W (2 active speakers for 4 channels)
2	Radio microphone	frequencies 802, 800; 812, 800; 838-870
3	Radio microphone (AKG or Sennheiser headset)	frequencies 838-866
4	Radio microphone (buttonhole)	frequencies 838-866
5	Microphone stand	on the floor
6	Round table microphones set	for the conferences
7	Booth	

Required supplementary services:

1. Copying of necessary materials:

#	Service
1	A4 1+0 (black and white)
2	A4 1+1 (black and white)
3	A4 1+0 (colour)
4	A4 1+1 (colour)

1. Procuring of USB sticks, branding and copying of information.

3. Printing of materials (*will be required only in exceptional/ad hoc cases but the Contractor shall be on stand-by to provide this service if required*) The price for design and layout of printing materials is to be included as a part conference participant package.

#	Service
1	A4 1+0 (black and white)
2	A4 1+1 (black and white)
3	A4 1+0 (colour)
4	A4 1+1 (colour)
5	A5 4+4 Brochure (colour)
6	A6 4+0 Poster (colour, 200 g/m ² , matt)

7. Requirements to reimbursement of travel costs and distribution Per Diems (if required):

- I. The procuring UN entity may request the Service Provider to reimburse travel costs (amount of reimbursement depends on the actual travel cost incurred) to participants in each particular case (the exact amount and the list of names with figures will be attached to each particular request).
- II. Certification documents as proof of incurred expense for travel are a must.
- III. The Service Provider shall upon request pay Per Diem to the participants attending a meeting in accordance with the UNDP rules and regulations. The Service Provider shall monitor participants check in, which should be taken into consideration when paying the Per Diems.
- IV. Certification documents as proof of incurred expense for travel are a must.

Please indicate possibility of the service to be provided and if any additional cost for UN that will involve.

Please only mention possibility of performing a service, any exceptions if applicable and any other relevant

information in your **technical** proposal. If any additional cost for a procuring UN entity will be involved, please only indicate this in your **financial** proposal.

Possibility of provision of such services may be critical for some UN agencies and will serve as formal pass/fail criteria However, other UN agencies may or may not consider this service and related capacity on a case by case basis. The Proposers are strongly encouraged to furnish clear and exhaustive information on their capacity to provide above services and identify related conditions of service.

8. Requirements to reimbursement of moderator's fees:

The procuring UN entity may request the Service Provider to reimburse moderators' fees (amount of reimbursement depends on the actual trainer's fee) in each particular case (the exact amount and the list of names with figures will be attached to each particular request).

Please indicate possibility of the service to be provided and if any additional cost for UN that will involve.

Please only mention possibility of performing a service, any exceptions if applicable and any other relevant information in your **technical** proposal. If any additional cost for a procuring UN entity will be involved, please only indicate this in your **financial** proposal.

Possibility of provision of such services may be critical for some UN agencies and will serve as formal pass/fail criteria However, other UN agencies may or may not consider this service and related capacity on a case by case basis. The Proposers are strongly encouraged to furnish clear and exhaustive information on their capacity to provide above services and identify related conditions of service.

9. Requirements to personal:

- I. The Service Provider guarantees that the personnel assigned to handle the UN's travel arrangements shall have a strong logistic, administrative and communication skills and shall constantly be trained to be kept up to date.
- II. The Service Provider shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with the UNDP. In general the Contractor shall assign the relevant personnel according to their technical know-how and reliability.
- III. The Service Provider shall assign a senior representative experienced in providing corporate conference services to oversee the conference management services provided to the UN and to ensure full compliance with all requirements of the Contract with the UN.
- IV. The Contractor's employees shall perform their functions in a highly efficient and professional manner.
- V. The Contractor should demonstrate that the following roles and functions can be fully met:
 - a) Project Manager. Minimum experience and qualifications requirements:
 - At least 3 years of experience in area of conference services;
 - At least 3 years of experience in managing teams, support staff;
 - Proven successful experience in the similar assignments projects with acknowledged results
 - Lao and command English are required, fluent English will be deemed as advantage.

- b) Events Manager. Each event shall have a dedicated events manager(s) who will be responsible to coordinate with the requesting UN entity as well as the inputs provided to the event). Please provide CVs for at least 3 event managers.
Minimum experience and qualifications requirements:
- At least 3 years of experience in area of conference services;
 - Proven successful experience in conference services management for the national government/international organizations/companies;
 - Lao is required, fluent English will be deemed as advantage.
- VI. The Contractor shall confirm that the staff proposed and accepted by the UN may only be changed pursuant to written approval from the procuring UN entity.

10. Security requirements to venues/hotels:

- I. Hotel/venue should not be located in the vicinity of government premises and other locations where the demonstrations and large public gatherings usually occur.
- II. Hotel/venue should have reasonable standoff distance from the main road (minimum 50 meters).
- III. Hotel/venue should have its own security service (Security manager and guards), who are deployed both on the perimeter of the hotel and inside the building as well. Security personnel should have emergency button connected to the police who can be deployed in case of emergency within maximum 10 minutes.
- IV. Hotel/venue personnel should duly be screened in the recruitment process. Hotel/venue personnel should be also regularly screened to prevent potential occurrence of theft.
- V. Hotel/venue should have CCTV with at least 2 weeks recording capacity working 24/7, monitoring exterior and interior of the hotel. There should be dedicated staff for monitoring the CCTV, ideally also on 24/7 basis.
- VI. Entry and exit of vehicles from the parking should be monitored by hotel/venue security.
- VII. Hotel/venue windows and glass surfaces inside ideally should be equipped with shatter resistant film (SRF) or should be made of safety tempered glass.
- VIII. Hotel/venue should comply with all fire safety standards as required by Lao legislation. Hotel should have at least one alternative emergency exit from all premises, fire hoses and fire extinguishers should be deployed in sufficient numbers on each floor, hotel personnel should be periodically trained on fire safety procedures and on building evacuation procedures. Fire safety equipment of the hotel should be periodically inspected and certified by respective state authority. Hotel should have enough capacity to accommodate all UN Personnel staying overnight in the hotel maximum up to 7 floor for fire safety reasons.
- IX. Hotel/venue should have sufficient number of First Aid kits and at least one defibrillator (AED). Hotel/venue staff should be trained on the first aid. First aid kits must be regularly checked and replenished as needed.
- X. Hotel/venue should also pay attention to the selection of its clients in order to minimize the risk of potential security incident.

11. Other Requirements:

- I. The Service Provider should negotiate the best possible deals for UN with Hotels and other sub-vendors where UN shall have access to such deals.

- II. Any commissions provided by the Hotels and other sub-vendors to the Services Providers should be passed into UN. The Service Provider's sole income for the services under the LTA should be the management fee. If found otherwise, UNDP may terminate the LTA.
- III. Any information provided to the Service Provider in terms of location of event, number of participants and any other related information shall be dealt with strict confidentiality.

12. Reporting requirements

The Contractor shall provide the respective procuring UN agencies with management information reports consisting, at a minimum, of the following:

- I. A concise quarterly narrative of the Contractor's activities, which shall be submitted to the UNDP within 15 (fifteen) calendar days after the end of the quarter. This report should identify problems, if any, and recommend solutions. Suggestions to enhance service should be included;
- II. A quarterly summary (including year to date cumulative figures) of sales activity data, which shall be submitted to the UNDP within 15 (fifteen) days of the end of the quarter. This summary shall reflect all official services provided to the UNDP with a breakdown per agency/project. This report should also show a detailed analysis of the number of events, most frequently used venues, types of services, scope of events, etc.
- III. The Contractor shall establish and monitor on a regular and continual basis the quality of conference services provided to the UN. These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the UN.
- IV. The UNDP reserves the right to conduct the own quality control of the services provided as well as documentation or other spot check and, if required, suggest the possible improvements to the Contractor.

PAYMENT TERMS

- I. The Service Provider shall submit the Event's invoice(s) to the requestor or focal point at UN within 48 working hours (this equals 6 working days) from event closure.
- II. The requestor/focal point shall review and clear the invoice with the supporting documents within one week from invoice(s) submission date to UN.
- III. The Service Provider shall settle all invoices with the hotel or any other party entitled to be paid, in a timely manner.
- IV. UN shall process reimbursement of Event invoice(s) within maximum 30 days from the date of acceptance of services

Key Performance Indicators and Performance Evaluation

No.	Description	Indicator
1	Response Time to Received Requests	Confirmation e-mail on receipt of Service Order Receipt within one hour
2	Ability to arrange events on scheduled time	Arrangement of event on the agreed dates
3	Ability to provide competitive prices and negotiate rates with Hotels.	Spot checks on received quotations from Hotels and comparing quotes with the given market rate.

4	Provision of reports on managed and arranged events with required details such as place, amount, number of participants.	Provision of the Report on Quarterly basis
5	Ability to provide quality services in terms of venue, food, and related arrangements.	Level of venue rented in terms of cleanliness and appropriateness, type of food provided, proper arrangement of venue.
6	Transportation services provided on time as and when applicable	Feedback from UN focal point through participants
7	Provision of interpretation services	Feedback from UN focal point and requestor on quality of services received
8	Submission of invoices and related documents	Correct invoices provided in a timely manner
9	Customer Complaints	All complaints should be addressed within maximum one working day and to be resolved within the same day

UNDP may organize meeting with Contractor/periodically to discuss issues of mutual concern, to review the Contractor's performance and to discuss improvements which the Contractor or the UN should make in order to achieve more effective provision of conference services and greater savings.