

Terms of Reference

Provision of event management services for UN Women in Moldova

Location: Republic of Moldova
Organisation: UN Women

1. BACKGROUND

United Nations' (UN) presence in the Republic of Moldova focuses on bringing about concrete change in the lives of people and the society towards the long-term impact and achievement of the Sustainable Development Goals (SDGs). UN cooperates closely with the government, civil society, academia, private sector and the media to advance social, economic and political rights and opportunities for citizens of Moldova, placing special focus on those from marginalized, excluded and under-represented groups.

As part of the Operating as One strategy of UN in Moldova, the United Nations Operations Management Team (OMT) in Moldova has developed a joint Business Operations Strategy (BOS), which supports the implementation of the United Nations Partnership Framework (UNPF) for 2018-2022. The BOS focuses on efficiency and quality gains: reducing costs and increasing quality of operations support through strengthened procurement, reduced logistics and transportation costs, etc.

The UN Agencies in Moldova¹ regularly organize conferences, workshops, seminars and meetings ("Events") in respect of their programme implementation. They work in partnership with public administration institutions, nongovernmental organizations, businesses, local and central level authorities throughout the country.

In order to achieve cost efficiency from economies of scale that will benefit resident and non-resident UN Women and while ensuring outstanding quality of service, the UN Agencies in Moldova envisage to enter into Long Term Agreement (LTA) with one or more Event Management companies (the Contractors) to serve all its needs and service requirements with regard to organization of events throughout the Republic of Moldova for an initial period from January 2019 until December 2019, with the option to extend the LTAs for two additional years, subject to a satisfactory performance evaluation. The estimated volume of event management services for UN Agencies in Moldova for the upcoming 3 years constitutes ~1,950,000 US dollars.

The LTAs will be signed on a 'non-exclusive' basis with the contractors. This shall mean that the UN Agencies in Moldova covered by the LTA may procure the event management services subject of this TOR from other vendors, in full compliance with their respective Agency's procurement rules and regulations. i.e. UN Agencies may conduct competitive processes for their event management services requirements outside of the LTAs, in line with their rules and regulations. The UN Agencies in Moldova covered by the LTAs do not warrant that any quantity of services will be purchased during the validity of the LTAs from any vendor.

2. SCOPE OF WORK

The selected entities are expected to provide various Event Management Services, regularly required by UN Agencies in Moldova, via Task Orders. All management and administrative products, current and emerging, which assist in the support of the authorized events, fall within the scope of the proposal. The successful Contractors shall provide full, prompt, accurate and expert event management services and products to UN in Moldova.

After the receipt of Task Order, the contractor shall identify suitable hotels, venues or other establishments and services providers, request for proposals and quotations, negotiate rates (UN negotiated rates will be used whenever possible, and in any occasion when they are the most advantageous) and other terms and conditions and present up to 3 offers for consideration and approval of one final offer by the UN Women.

The Contractors shall upon, request and receipt of duly authorized instructions provide event management services nationwide which shall follow the following rules:

¹ UN Women (United Nations Entity for Gender Equality and the Empowerment of Women (UN Women)); United Nations Development Programme (UNDP); United Nations Populations Fund (UNFPA); United Nations Children's Fund (UNICEF); United Nations High Commissioner for Refugees (UNHCR); Joint United Nations Programme on HIV/AIDS (UNAIDS); World Health Organization (WHO); Office of the United Nations High Commissioner for Human Rights (OHCHR); International Organization for Migration (IOM); International Monetary Fund (IMF) and European Bank for Reconstruction and Development (EBRD)

1. *Administrative services:*

- a) The Contractors to provide up to 3 offers arranged in appropriate formal quotation with information on suitable and available conference facilities and/or event management related services to meet the requirements of UN Agencies in Moldova requests, and request in accordance sub-providers lists and with prices/discounts fixed in financial proposal. Specific requirements for each request will be provided/agreed in writing prior to commencement of the services.
- b) The Contractors to ensure that the quoted offers to meet the minimum specific requirements for accommodation, venue, catering, equipment, list of participants, confirmations, invitations, folders for participants, name tags, pick up banners/materials from UN Agencies, etc. and for each request will be provided/agreed in writing prior to commencement of the services.
- c) In the event the requested event management services cannot be confirmed, the Contractors to notify UN Agency's requesting unit of the problem and provide, where possible, alternative quotations for consideration.
- d) The Contractors to ensure that quotations/invoices for event management services are issued/provided in accordance the special agreed discounts with subcontractors and Contractors' fixed service fees.
- e) The Contractors to process changes/cancellations duly authorized by UN Agencies to agreed event management services as required.
- f) The Contractors to absorb charges for event management service cancellation and/or change which are due to no UN Agencies' fault.
- g) The Contractors to deliver event management services based on proper authority from the relevant UN Agencies' requesting unit.
- b) The Contractors to provide emergency event management services after working hours or at a weekend as requested.
- c) The Contractors to provide UN Agency's travelling participants to an event with online/offline relevant information on event venue, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health precautions (including inoculations and vaccinations requirements), weather conditions, etc.

2. *Service support during events:*

- a) The Contractors to timely arrange an event consumables: flipchart paper, markers, participant folder with stationery and materials, name tag, direction signs holders, name tent holders, setting banners etc. Specific requirements for each request will be provided/agreed in writing prior to commencement of the services.
- b) The Contractors to liaise and coordinate with conference venue management on all the organizational issues.
- c) The Contractors to arrange participants' registration to the event, including (a) creation of participant list; (b) staffing of event reception/registration desk; (c) monitoring of and reporting on actual attendance at the event. Specific requirements for each request will be provided/agreed in writing prior to commencement of the services.
- d) The Contractors will appoint one of their employee as a support staff during the event in case of request of UN Agency;
- e) The Contractors to provide copying and printing of materials services as well as technical support, including IT support, coordination with venue management throughout the event period and ensure that all requirements are provided and arranged in a timely manner and as required, including the catering arrangements;
- f) The Contractors to arrange the service desk in the venue of the event to reply to participants' requests/needs and assist them during the event. Provide full day administrative support to the participants in the event; ensure that there are people at the service desk who have English/Romanian/Russian speaking skills to facilitate communication with the participants and who are up-to-date with the latest arrangements on the event;
- g) The Contractors to reimburse travel costs to participants upon provision of receipt for payment of bus ticket or payment per km as per official tariffs in local currency (Moldovan Leu);
- h) The Contractors to take on any miscellaneous tasks that might arise from the organization of the event.

3. *Workshop/conference materials and printing services:*

- a) The Contractors to arrange copying and/or printing of information materials for the participants as per samples/design layouts provided by UN Agency's requesting unit request and to deliver stationary materials for events as requested. Specific requirements for each request will be provided/agreed in writing prior to commencement of the services.

4. *Accommodation services:*

- a) The Contractors to accurately advise UN Agency's requesting unit of deadlines and other relevant information every time to avoid cancellations of bookings.
 - b) The Standard room shall include at least lighting devices, sockets, color TV-set with local/international broadcasting channels, water closet (including minimum sink, bowl, shower cabin and accessories), bed-clothes and towels, heating/AC and ventilation etc. More detailed requirements to venue to be provided with each request for services.
 - c) In the event the requested accommodation services cannot be confirmed, the Contractors to notify UN Agency's requesting unit of the problem and provide, where possible, alternative quotations for consideration.
 - d) The Contractors to accurately advise UN Agency's requesting unit of deadlines and other relevant information every time to avoid cancellations of accommodation bookings.
 - e) The Contractors to ensure that quotations/invoices for accommodation services are issued/provided in accordance the special agreed discounts with subcontractors and Contractors' fixed service fee.
 - f) The Contractors to process duly authorized by UN Agency's changes/cancellations to agreed accommodation services as required.
 - g) The Contractors to absorb charges for accommodation service cancellation and/or change which are due to no UN Agency's fault;
 - h) The Contractors to deliver accommodation services based on proper authority from the relevant UN Agency's requesting unit.
 - i) The Contractors to provide emergency accommodation services after working hours or at a weekend as requested;
 - j) The Contractors to make the requested room reservations for lodging accommodations in accordance the special agreed discounts with subcontractors. This service shall include initiating and confirming reservations, communicating the reservation status with the UN Agency's guests, and confirming the all-inclusive or any other type of rate requested at which the reservation is made. Specific requirements for each request will be provided/agreed in writing prior to commencement of the services.
 - k) The Contractors should assist UN Agency's requesting unit in negotiating with sub-contractors on preferred conditions for UN Women, such as accommodation deadlines to be as flexible as possible;
5. *Conference halls (venue) rental services:*
- a) The Service Provider has to ensure that the recommended venues are accessible and inclusive, have an acceptable security system (including fire safety system), outside lighting of territory, space for temporary parking, heating, A/C and ventilation systems, elevator (for cases when venue is on 2nd floor or higher), water closets nearby the event room. More detailed requirements to venue to be provided with each request for services.
 - b) The Contractors to make timely arrangements for and ensure electronic and audio-visual equipment are rented, installed and fully functional (screen, LCD, pointers, notebooks/laptops, desktop, printers, photocopy machine, conference system, system for simultaneous translation, tape recorder, lightning, cable extension, etc.). Specific requirements for each request will be provided/agreed in writing prior to commencement of the services.
 - c) The Contractors to arrange internet access in the venue areas, seating and venue arrangement/decoration, direction guiding signs. Specific requirements for each request will be provided/agreed in writing prior to commencement of the services.
6. *Catering services:*
- a) The Contractors to make timely arrangements for serving meals (lunch, coffee breaks, dinner, reception) in line with the approved UN Agency's requesting unit request. Specific requirements for each request will be provided/agreed in writing prior to commencement of the services.
 - b) The Contractors to make timely arrangements for serving still water (0.5L per 1 participant for half-day event) during an event. Specific requirements for each request will be provided/agreed in writing prior to commencement of the services.
7. *Photo/video services:*
- a) The Contractors to provide with photo and audio/video documentation and make production of the photos and audio/video as requested. Specific requirements for each request will be provided/agreed in writing prior to commencement of the services.

3. INPUT

UN Agency will provide the Contractors with all the necessary information on the activities and materials and will request services via Task Orders comprising information and relevant details such as the selected services from the Fee Schedule.

4. DELIVERABLES

The selected entity, on the basis of consultation and approval by specific UN Agency's designated person, will be responsible for ensuring appropriate organizational and logistical support for the organization of the events as requested and in accordance with the description of services.

5. REPORTING

- a) The Contractors shall provide the respective UN Agency a complete Activity Report for each Event within one (1) week of the completion of the Event, which would include but will not be limited to date, location, hotel/guesthouse name, list of participants, nature of services delivered, breakdown of costs.
- b) The Contractors shall provide the respective UN Agency with Monthly Reports summarizing the activities performed during the month including the costs incurred and feedback received from the user as well as steps taken as a response to negative feedback, if any. This report should identify problems, if any, and recommend solutions. Suggestions to enhance service should be included.
- c) The Contractors shall provide the respective UN Agency with a Yearly Report summarizing the activities performed during the year including costs incurred and improvement undertaken by the Contractors in order to perform better services for UN Agencies in Moldova. This summary shall reflect all official services provided to UN Agencies in Moldova with a breakdown per 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.

6. SERVICE STANDARDS:

- a) The Contractors shall provide the respective UN Agency polite, responsive and efficient service at all times to fulfil the respective requirements. As a service objective, telephone calls and emails should be answered promptly.
- b) The Contractors shall not favour any particular carrier or service provider when making reservations. The Contractors shall maintain excellent relations with all carriers for the benefit of UN Women.
- c) The Contractors will be assessed for the performance of its services and deliver its products in accordance prescribed minimum performance standards set by the UN Agency described below under the Requirements for Contractors;
- d) The response time to UN Agency order/query shall not exceed 2 working days and the detailed quote for requested venues/events shall be provided accordingly within three (3) working days;
- e) The service provider(s) shall provide polite, responsive and efficient service at all times to fulfill the requirements. As a service objective, telephone calls should be answered promptly.
- f) Contractors shall acknowledge immediately any complaints and disputes which arise and resolve them within five (5) days.

7. QUALITY CONTROL FOR THE SERVICES

- a) The Contractors shall monitor the quality of the services provided on a regular and continual basis. These procedures shall include a self-inspection system covering all the services to be performed in the Contract, and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished. UN Women shall be notified of any deficiencies found and corrective action taken.
- b) UN Women reserves the right to conduct its own quality control surveys to ensure the adequacy of the services.
- c) The Contractors warrants that the personnel assigned to handle UN Women arrangements shall have a strong event management and hotel reservation skills and experience and shall constantly be trained to be kept up to date.

8. PERSONNEL REQUIRED

- a) The Contractors shall assign a Manager experienced in providing corporate Event Management services (minimum 5 years' experience) to oversee the services provided to UN Agencies and to ensure full compliance with all requirements of the Contract with UN Agencies.
- b) The Contractors shall assign adequate personnel to service satisfactorily the volume of work and to fulfil its obligations under the LTA with UN Agencies. In general, the Contractors shall assign the relevant personnel, including Coordinator/Experts, according to their technical know-how and reliability (minimum 3 years of experience on the related field).

- c) The Contractors's employees shall perform their functions in a highly efficient and professional manner;
- d) The Contractors shall confirm that the staff proposed and accepted by UN Agency may only be changed pursuant to written approval from UN Agency.

9. PERFORMANCE EVALUATION

The contractors' performance will be evaluated against such criteria as: timeliness, responsibility, initiative, communication, accuracy and quality of the products delivered.

The contractors shall meet periodically with the UN Women representatives to discuss issues of mutual concern, to review the contractors' performance and to discuss improvements which the service provider(s) or UN Agency should make in order to achieve more effective provision of conference services and greater savings.

10. PAYMENT

UN Agency shall effect payments on monthly basis after acceptance of the **original invoices with breakdown of rendered services and deed of conveyance-receipt** submitted by the entity.

11. REQUIREMENTS FOR CONTRACTORS

- Officially registered legal entity;
- Proven record of previous positive experience of minimum 5 years in the area of specialization (organizing events for government, international and non-government organizations, in providing catering, accommodation and logistic support services);
- Previous experience in working with UN Agencies or other international organizations is an advantage;
- Financially capable of rendering all requested services, which is evidenced by the healthy financial statement/balance sheet;
- Adherence to UN Women General Terms and Conditions for Contract;
- Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR.
- Employs competent and experienced personnel as evidenced by their track record in their Curriculum Vitae and copies of their certificates, if available (at least 1 supervisor and 1 implementing coordinator)
- Qualification of the designated Manager to directly coordinate with UN Women [minimum of 5 years of relevant experience. Fluency in Romanian, English and Russian];
- Qualification of the Coordinator to directly manage the activities [minimum of 3 years of relevant experience. Fluency in Romanian, English and Russian];

12. PERFORMANCE STANDARDS AND SERVICE LEVEL GUARANTEES

The Contractors shall perform its services and deliver its products in accordance with the herein prescribed minimum performance standards set by the UN Women:

PRODUCT/ SERVICE	PERFORMANCE ATTRIBUTE	DEFINITION	STANDARD/ SERVICE LEVEL
Conferences and Meetings including catering	Accuracy	Ability to perform task completely and without error.	Zero-Error conferences arrangements
	Timelines of Delivery	Ability to deliver product or service on or before promised date.	Meeting hall and catering confirmation is made at the latest one (1) week before the event takes place
Provide additional support services such as audio visual equipment,	Timeliness of Delivery	Ability to deliver service promptly.	Confirmation on the delivery of the service on the date of the event is received at the latest one (1) week before the event

PRODUCT/ SERVICE	PERFORMANCE ATTRIBUTE	DEFINITION	STANDARD/ SERVICE LEVEL
workshop materials and others as required	Quality	Ability to deliver excellent product or service.	Product or service is delivered with minimum rate of good quality
Administrative and Secretarial Services	Speed and Efficiency	Ability to deliver product or service promptly and with the minimum use of resources.	Required services are delivered within the deadline
	Accuracy	Ability to perform task completely and without error.	Zero-Error on administrative and secretarial services
	Quality	Ability to deliver excellent product or service.	Product or service is delivered with minimum rate of good quality
Photo and Audio / Video documentation	Timeliness of Delivery	Ability to deliver service promptly.	Confirmation on the delivery of the service on the date of the event is received at the latest one (1) week before the event
	Quality	Ability to deliver excellent product or service.	Product or service is delivered with minimum rate of good quality
Accommodation	Accuracy	Ability to perform task completely and without error.	Zero-Error accommodation arrangements
	Timelines of Delivery	Ability to deliver product or service on or before promised date.	Accommodation confirmation is made at the latest one (1) week before the event take place
Reporting	Management Information	Information is captured for all the services provided.	Provide complete Activity Report and Yearly Reports.
	Timelines of Delivery	Ability to provide report on or before the promised date.	Activity Report is delivered within one (1) week after the event and Yearly Reports delivered within two (2) weeks after the end of the respective month.
Service Quality	Accessibility	Ability to access or approach Contractor	Response Time: Answer 80% of calls within 3rd ring. Hold Time: Maximum 20% of calls placed on hold Call Back Time: 90% of all callback within 60 minutes Abandoned Calls: Maximum 5% lost calls during normal hours E-mail: available and response within the same day
	Speed and Efficiency	Ability to provide Face to Face Assistance with the minimum use of resources.	Waiting Time for Assistance: Not more than five (5) minutes

PRODUCT/ SERVICE	PERFORMANCE ATTRIBUTE	DEFINITION	STANDARD/ SERVICE LEVEL
Hours of Operation	Readiness to do Business	Sufficient manpower to commence business at the start of office hours.	Service hours: Monday — Friday between 8.00 am and 6.00 pm and during event arrangement.
Complaint and Disputes	Acknowledgment	Provide written acknowledgement.	Written acknowledgement provided within 24 hours.
	Problem Solving	Ability to resolve complaints.	Within ten (5) days disputes and misunderstanding are resolved.
Quality Control	Accuracy	Ability to provide service without error.	Log maintained to compare error rate with total transactions.
	Speed and Efficiency	Ability to deliver service promptly and with the minimum use of resources.	Inadequate quality of service is mended within forty-eight (48) hours
Bills	Accuracy	Ability to generate billing statements without errors.	Zero-Error or no discrepancy between invoices and attachments.
	Clarity	Ability to generate bills that are transparent or easy to understand.	Zero>Returns for clarification/ explanation.