

Terms of Reference (TOR)

A. Background:

The United Nations Population Fund (UNFPA) Syria regularly organizes conferences, workshops, trainings, seminars, study tours and meetings (“Events”) internally or with the counterparts and Non-Governmental Organizations.

UNFPA Office in Syria is seeking offers from reputable, well established and experienced hotels or vendors (“Firms”) to provide Event and Conference Organizing Services on Long Term Agreement (LTA) basis; at a fixed price for a period of 12 months with possible extension for further two years upon satisfactory performance and delivery of the services.

The required services briefly are:

- a. Event and Conference Organization Management.
- b. Staff and Personnel Accommodation (Room Reservation)
- c. Compensations Payments for non-UNFPA participants.
- d. Transportation

B. Scope of Services:

- a. Event and Conference Organization Management Services

The firm shall upon request and receipt of duly authorized instructions from UNFPA Syria, facilitate the organization and make all necessary arrangements for the hosting of Events. This shall include arranging hotel Venues and all associated facilities or only catering. The firm shall:

1. Identify suitable conference hall meeting and VIP rooms in timely manner.

2. Ensure that any other services such as, translators/interpreters, additional electronic and audio-visual equipment, and workshop materials (such as flipcharts, notebooks, folders, banners, flags), ancillary staff and transportation of participants will be satisfactorily provided, and electronic equipment is fully functional.
3. Provide secretarial services for assisting in Events registration and coordination with hotel management throughout the Events period
4. Ensure that all requirements are provided for and that coffee breaks and meals are arranged in a timely manner and as required.
5. Provide video shooting/photography services if/when requested.

The successful firm shall have the reasonable number of technical team as the following:

- Supervisor/s who shall be responsible for the overall management of the UNFPA accounts,
- Other expertise needed and facilities required.

b. Staff and Personnel Accommodation (Room Reservation) Services

- i) The firm shall make reservations for lodging accommodations when requested. This service shall include initiating and confirming reservations, and confirming the all-inclusive or any other type of rate requested at which the reservation is made;
- ii) The firm shall make sure and use their best effort to host and facilitate the accommodation of the UNFPA participants.
- iii) The firm shall ensure the rooms / accommodation availability over the contractual year LTA to be served to the UNFPA participants within the given rate to UNFPA.

c. Compensations Payments for non- UNFPA participants

- i) Upon UNFPA Instruction, the firm shall pay the compensations for non-UNFPA Participants. UNFPA will reimburse the payments upon submitting the supporting documents of receipts of payments.

e. Transportation

- i) The firm shall provide transportation for participants when requested

C. Reporting:

The firm shall provide UNFPA with management information reports consisting, at a minimum, of the following:

- i) A complete report for each Event within two (2) weeks of the completion of the Event.
- ii) A quarterly summary (including to date cumulative figures) of sales activity not relating to an Event. Such reports shall be submitted within 15 days of the end of the quarter. This summary shall reflect all official sales activities. Reports should identify problems, if any, and recommend solutions, suggestions to enhance service.

D. Service Standards.

The firm shall provide polite, responsive and efficient service at all times to fulfill UNFPA 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 minutes and callback, when necessary, should be made within one hour.

Unless otherwise specifically agreed in writing by the UNFPA, the Contractor shall not favor any particular carrier when making reservations. The firm shall maintain excellent relations with all carriers for the benefit of all UN Agencies

E. Quality Control for the Services:

- i) The firm shall establish and operate to monitor on a regular and continual basis the quality of the services provided to UNFPA. 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 to UNFPA. UNFPA shall be notified of any deficiencies found and corrective action taken; such actions shall be included in the Service Provider's reports required under Section "C" above.

- ii) UNFPA reserves the right to conduct its own quality control surveys.
- iii) The Contractor warrants that the personnel assigned to handle UNFPA events arrangements shall have a strong tariff experience and shall constantly be trained to be kept up to date.

F. Facilities Provided By UNFPA

The firm shall work closely with UNFPA Events Management focal persons. All queries shall be directed to the UNFPA focal person for the respective event.

G. Personnel Required.

- i) The firm shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with UNFPA. In general, the firm shall assign the relevant personnel according to their technical know-how and reliability.
- ii) The Service Provider's employees shall perform their functions in a highly efficient and professional manner.

H. The specific tasks will include:

1. Conference Venue.
2. Enough rooms for breakout sessions.
3. Equipment and supplies
 - a. Simultaneous interpreter system
 - b. Electronic and audio-visual equipment
 - c. Technical equipment in the conference hall including computer and LCD projector for presentation; screen; sound, pointers, notebooks/laptops, desktop, printers, photocopy machine, microphone, tape recorder, lightning, cable extension, etc.);

- d. High speed wireless internet access in the venue area, seating and venue arrangement/decoration performed when needed, direction guiding signs are installed;
 - e. Front desk for registration and communication with participants
- 4. Accommodation for participants: identification and booking for participants and communication with them regarding their bookings
- 5. Conference package
 - a. Preparation of conference packages including name tag, files with conference logo, quality pens, notebooks etc...
- 6. Catering
 - a. lunches and dinners
 - b. coffee-breaks
 - c. opening reception
- 7. Transportation
 - a. Transportation from/to hotel to/from the conference venue as requested.
 - b. Transportation to evening and social events.
 - c. Airport transfers for participants.
- 8. Documentation
 - a. photographer for the conference, opening reception
 - b. sound-recording of the conference
- 9. Compensation payments on behalf of UNFPA for non-UNFPA Participants.

I. REQUIRED EXPERIENCE

The contracted firm shall have:

- Administrative and managerial capabilities needed for management and administration of business events previous experience in organizing events.
- A good track record in serving international organizations, embassies and multinational corporations,

- Employs competent and experienced staff and consultants, especially in organizing workshops, seminars and similar type of events to handle minimum requirements of the UNFPA
- Financially capable of rendering services to UNFPA
- Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR.

J. Schedule of Technical Proposal Requirements

Please note that below requirements are part of technical proposal requirements and proposers must comply with other instructions and requirements as stated in the RFP document.

Required Documents*		Submitted	
		Yes	No
1.	Company Background: Offerors should provide a company profile with details of:		
	1.1 Corporate information - Certification of the legal status (company registration)		
	1.2 Experience in Events Management – Details of events organized, number and service provided.		
	1.3 Experience with UN or International agencies/companies – Offerors should provide their client list.		
2.	General Organization Capability: Offerors should provide details of:		
	2.1 Annual Turnover for the last three years and credit availability		

	2.2 Size of the company (premises, no. of staff, and other main assets).		
3.	Approach and Methodology:		
	3.1 Response to Terms of Reference (TOR) - Offerors should study the TOR and state whether:		
	3.1.1 They can adequately meet the requirements in the TOR		
	3.1.2 They can provide any enhanced service, possess other capabilities and suggest improvements to the TOR		
	3.1.3 Including alternative ways of performing any services.		
	3.2 Offerors should submit their specific methodology for:		
	3.2.1 Management of the Services including any performance standards, Standard Operating Procedure "SOP" and quality control.		
	3.2.2 Reporting plan		
4.	Resource and Staffing Plan: Describe the personnel who will be proposed for undertaking the services. In particular CVs of two key staff (a Senior Manager and a Project Manager), should be included with the following minimum information:		
	4.1 Position nominated for.		
	4.2 Key qualifications and education.		

	4.3 References to similar assignments with brief description of the performance		
	4.4 Years with Firm.		
	4.5 Membership in Professional Societies.		
	4.6 Key Qualifications.		

The answers to the questions must be provided on separate sheets of paper, yet, with strict adherence to the chronological order. We would highly appreciate it if your answers to attached questions are as clear and explicit as possible to facilitate ease of analysis/selection process, and to determine whether the documents are complete, properly signed, and whether the Proposals are generally in order. A Proposal determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

UNFPA recognizes the importance of confidentiality of the data provided and the proposal information