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TERMS OF REFERENCE

Title	**Provision of Event Management Services (long-term arrangement) to UNICEF and UN Agencies**
Location	Dushanbe, Regional centres, Recreational zones
Duration	Three years, with possible extension for another two more years
Reporting to	Respective event Organizer or Supply staff

1. BACKGROUND

UNICEF CO in Tajikistan is planning to award Long-Term Arrangements (LTA) for provision of Event management services with the specialized companies or hotels for three years with possibility to extend for two more years (subject to satisfactory performance). The LTAs will be signed with several service providers.

Services, as referred to in the Terms of Reference (TOR), shall apply to all arrangements organized by UNICEF/UN Agencies for official purposes, such as seminars, conferences, meetings, training and retreats in venues with standard or extended conditions located in Dushanbe, regional centers and recreational zones. Arrangements for these events include, but are not limited to:

- rental of venues;
- accommodations;
- catering services;
- provision of ICT equipment, audio translation equipment, screens, speakers and printers/copiers;
- transportation and access to reliable high-speed internet connectivity (if required);
- issuance of cash as fees, perdiem, and any other payment stipulated by UNICEF, to event participants.

2. OBJECTIVES, PURPOSE & EXPECTED RESULTS

The supplier should provide full, prompt, accurate and expert venues, event arrangements and catering services to UNICEF office, in accordance with the policies, procedures and guidelines and hotel ranking and venue's conditions. Partial quotes will be reviewed considering below lots/sub-lots.

1. Event management services in Dushanbe

Lot 1.1 Rent of Venue (must be quoted by venue owners or lessees). All venue rents should include provision of drinking water (NO plastic bottles - in glass jars), accessible for persons with disabilities including WASH facilities; fast and unlimited Wi-Fi; office equipment (one LCD projector, screen, laptop, flipchart, name tags) and stationery (pen, notepad for each participant).

Lot 1.2 Provision of catering services (must be quoted by venue owners, lessees, restaurants, specialized companies, private entrepreneurs).

Lot 1.3 Provision of accommodations (must be quoted by venue owners or lessees): Accommodations should have all the conveniences, including accessibility for persons with disabilities (24/7 cold/hot water, electricity, backup generator, beddings, Wi-Fi).

Lot 1.4 Issuance of cash to participants (must be quoted by venue owners, lessees, specialized companies, private entrepreneurs). Payment of perdiem, transportation expenses, and any other payment stipulated by UNICEF to be made as per list provided by UNICEF in national currency only. Bidders should familiarize themselves with the Taxation policy and advise on what taxes will be added (income, pension, social taxes) in addition to the admin charges of the bidder.

2. Event management services in Regional Centers: Kulob, Bokhtar, Rasht, Khorog, Khujand

Service provider could be based in Dushanbe or in one or all the Regions. Please indicate your specific region/s.
Lot 2.1 Rent of Venue (must be quoted by venue owners or lessees). All venue rents should include provision of drinking water (no plastic bottles – glass jars) and accessible for persons with disabilities, including WASH facilities; fast and unlimited Wi-Fi; office equipment (one LCD projector, screen, laptop, flipchart, name tags) and stationery (pen and notepad).
Lot 2.2 Provision of catering services (must be quoted by venue owners, lessees, restaurants, specialized companies, private entrepreneurs).
Lot 2.3 Provision of accommodations (must be quoted by venue owners or lessees): Accommodations should have all the conveniences, including accessibility for persons with disabilities (24/7 cold/hot water, electricity, backup generator, beddings, Wi-Fi).
Lot 2.4 Issuance of cash to participants (must be quoted by venue owners, lessees, specialized companies, private entrepreneurs). Payment of perdiem, , transportation expenses, and any other payment stipulated by UNICEF. will be done as per details provided by UNICEF in national currency only. Bidders should familiarize themselves with the Taxation policy and advise on what taxes will be applicable if any (income, pension, social taxes) in addition to the administrative charges of the bidder.

3. Event management services at Recreational zones

Lot 3.1 Rent of Venue (must be quoted by venue owners or lessees). All venue rents should include provision of drinking water (no plastic bottles) and accessible for persons with disabilities, including WASH facilities; Wi-Fi; office equipment (LCD projector, screen, laptop, flipchart) and stationery (pen and notepad).
Lot 3.2 Provision of catering services (must be quoted by venue owners, lessees, restaurants, specialized companies, private entrepreneurs).
Lot 3.3 Provision of accommodations (must be quoted by venue owners or lessees): Accommodations should have all the conveniences, including accessibility for persons with disabilities (24/7 cold/hot water, electricity, backup generator, beddings, Wi-Fi). Sports and recreational facilities should be available to all participants and residents.
Lot 3.4 Provision of transportation, considering the needs of persons with disabilities to/from the venue (must be quoted by venue owners or lessees).

4. Provision of ICT and Audio equipment, Internet, Screens, etc.

Lot 1.1.6 Rent of audio simultaneous translation equipment;
Lot 1.1.7 Rent of audio amplifier with microphones and speakers;
Lot 1.1.8 Rent of MFU (3 in 1 printer/copier/scanner);
Lot 1.1.9 Rent of additional LCD projector, screen and laptop;
Lot 1.1.10 Provision of additional Internet channel/ mobile access point for providing internet during the events;
Lot 1.1.11 Rent of ZOOM/MS Teams/Skype equipment with installation. Includes: face recognition camera, main access point, 2 wire speaker phones;
Lot 1.1.12 Rent and installation of Digital screens with frames;
Lot 1.1.13 Rent of additional wireless microphones;
Lot 1.1.14 Rent of Laptops.

5. Provision of Transportation services.

Lot 4.1 Transportation by Sedan vehicle, with professional driver;
Lot 4.2 Transportation by 4x4 Offroad vehicle, with professional driver;
Lot 4.3 Transportation by Minibus 8-seater, with professional driver;
Lot 4.4 Transportation by Minibus 15-seater, with professional driver;
Lot 4.5 Transportation by Bus 30-seater, with professional driver.

***All quotations for all Lots should include administration, bank and any other additional charges, which may be incurred.

3. Description Of the Assignment

Rent of Venues:

1. Provide suitable conference meeting halls in a timely manner. The service provider must ensure that the recommended venues have a good security and fire protection systems, accessibility for persons with disabilities for all facilities in the venue.
2. Provide the following services as and when requested:

a) Audio and simultaneous interpreter system and additional electronic and audio-visual equipment (screen, LCD, pointers, laptops, microphone, tape recorder, lightning, cable extension and others). Ensure that all this equipment are functional and installed prior to start of an event;
b) Workshop consumables such as flipchart paper and set of markers, folders for participants, name tag, quality pens, direction signs holders, name tent holders etc.);
c) Internet access in the venue selected for an event, seating and venue arrangement/decoration when required, direction guiding signs;
d) MFU 3in1: printer, copier and scanner;
e) Photo and audio/video services when needed;
f) Conference Package which should include:
   - Cost of the rent of conference-hall per day including provision of drinking water (0.5 litter) during each session, Wi-Fi and set of equipment such as LCD projector, screen, laptop or PC, flipchart, stationery (folder, pen, notepad, name tag);
   - Cost of the rent of audio equipment and simultaneous translation equipment per person per day.

Catering services:

Arrange meals for participants within agreed amounts/menu. Ensure that meal packages (lunch, coffee-breaks, and dinner) are provided in a timely manner. Ensure that drinking water for the participants is provided during the whole meeting/workshop/round tables.

1. In case of standard coffee breaks following menu including napkins and toothpick shall be organized: coffee, green and black tea in bags, cream, sugar, 1 glass of juice, 1 piece of sweet snack, 1 piece of meat or cheese snack, fruits.
2. In case of standard lunch following menu shall including napkins and toothpick shall be organized: first course, main course, salad, drinks in assortment water, tea, coffee, and juices.
3. In case of standard dinner following menu including napkins and toothpick shall be organized: first course, main course, salad, drinks in assortment water, tea, coffee, juices.
4. In case of extended coffee breaks following menu including napkins and toothpick in the form of buffet shall be organized: coffee, green and black tea in bags, cream, sugar, 1 glass of juice, 1 piece of sweet snack, 1 piece of meat snack, 1 piece of sandwich, fruits, a piece of cake, pizza – or equivalent proposed by the Venue.

5. In case of extended lunch following menu including napkins and toothpick in the form of buffet shall be organized: first course with options, main course with options, salad with options, drinks in assortment water, tea, coffee, juices - or equivalent proposed by the Venue
6. In case of extended dinner following menu including napkins and toothpick in the form of buffet shall be organized: first course with options, main course with options, salad with options, drinks in assortment water, tea, coffee, juices - or equivalent proposed by the Venue.

Payment of per diem, fees, transportation fees, etc.:
Will be done in accordance with the detailed list provided by UNICEF. Original payment report to be submitted upon issuance of the cash against signatures and supported by copy of passports/IDs. Bidders should familiarize themselves with the Taxation policy and advise on what taxes will be added (income, pension, social taxes) in addition to the admin charges of the bidder.

Rent of ICT Equipment and provision of Internet:
Additional equipment and Internet will be required for some events in addition to those which already included in Lot1 - Rent of Venue. Such equipment is mainly required within Dushanbe city. Quotes should include delivery, installation and dismantling of required equipment.

Provision of Transportation services:
Provision of vehicles and professional drivers should be carried out by specialized and competent companies having required pool of vehicles. Vehicle rent prices shall be all inclusive: professional driver fee, fuel expenses and insurance fees – no extra charges shall be accepted. Two types of services required: within Dushanbe city and intercity trips within Tajikistan.

4. Location and duration
In accordance with each individual case/event.

5. Payment terms
Although prices in LTA will be indicated in USD, contracts and payments will be processed in TJS based on the UN Exchange rate (https://treasury.un.org/operationalrates/OperationalRates.php) on the day of invoicing. 100% payment will be made upon satisfactory fulfillment of the requested services (no advance payments).

6. Reporting requirements
Selected company upon finishing its assignment should provide detailed Certificate for services completed after each event within 10 business days from the date of completion of the event and should reflect all costs associated with the event arrangement.

7. Eligibility requirements
The successful companies which will be contracted to serve the needs of the UNICEF/UN Agencies shall have the following minimum qualifications:

- Duly registered /accredited in Tajikistan and provides of Charter and License;
- Financially capable of rendering all requested services, which is evidenced by the healthy financial statement/balance sheet;
- Employ competent and experienced personnel;
- Discount rates available;
- Maintains a good track record in serving international organizations, embassies and multinational corporations; list of corporate clients should be provided;
- Minimum experience of 3 years providing the required services; certified registration form should be provided;
- Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR.

8. Required Documents:

1. Company profile (annex B), including printed brochures and product catalogues relevant to the goods / services offered;
2. INN registration, VAT Certificate and a letter issued by the Tax authority evidencing that the Bidder is updated with its tax payment obligations;
3. Financial/balance reports for the last two years;
4. Valid license for the required services;
5. Statement of satisfactory performance from the top clients for the past 3 years;
6. A list of available premises, equipment and vehicles for provision of required services;
7. Manager's CV responsible for coordination of work with UN Agencies.

***** Partial bid per each lot or sub-lot permitted.**