

SERVICE REQUEST AND SPECIFIC TERMS OF REFERENCE
12th Annual Assembly of the Eastern Partnership Civil Society Forum

Last updated on: 13.10.2020

1. BACKGROUND INFORMATION

<p>N° of invited participants</p> <p>Categories</p> <p>Eligible countries</p>	<p>Between 200 and maximum 300 participants (in terms of registrations)</p> <p>EaP CSF Members and Delegates, Observers, Speakers, Guests, Media</p> <p>Armenia, Azerbaijan, Belarus, Georgia, Moldova, Ukraine, EU countries</p>
<p>Start and end dates of event:</p>	<p>07-11 December 2020</p>
<p>Location of event:</p>	<p>Online</p>
<p>Deadline for receiving the offer:</p>	<p>26 October, 2020, 23:59 CEST</p>
<p>Contact person(s) for the assignment (phone number, e-mail, fax):</p> <p>Small summary of event (Maximum 4/5 lines):</p>	<p>Alexandra Sabou, Administrative and Statutory Affairs Manager admin@eap-csf.eu</p> <p>The Annual Assembly of the Eastern Partnership Civil Society Forum (EaP CSF) is the key event conducted on an annual basis since 2009. It is the highest decision making body in the EaP CSF and serves as a platform for debate on the achievements of the Forum and the EaP in general, as well as on civil society contribution to the reform process in the region. Every year the event brings together over 200 civil society representatives from the EaP region and the EU, as well as other stakeholders.</p> <p>This year, we will organise the 12th Annual Assembly of the Eastern Partnership Civil Society Forum. For the first time, the event will be organised fully online.</p>

2. SCOPE OF THE WORK

The service provider will support the Client with the following services:

2.1. Registration platform: Yes No

The registration platform for the Annual Assembly 2020 provided by the selected service provider should include the following information:

- Registration details: Name, organization, position, country, contact data (email address);
- Category selection (delegates, members, observers, speakers, guests, staff);
- Language preference (EN or RU);
- Agenda selection;
- Record modification;
- Ticket creation and security options;
- Weekly updates on the registration rates.

The privacy of the live event should be ensured by password protected tickets approved before the event by the Client.

2.2. Video conferencing platform: Yes No

The service provider will provide the video conferencing platform on which the event will be organised.

Mandatory requirements:

- Secure and personalised connection to the video conferencing platform via secure link and user credentials;
- Live-stream options;
- Break-out room options;
- Customised event experience;
- Embedded simultaneous interpretation options (English and Russian channels);
- Live engagement functions (i.e. polls, surveys, group chats, one-to-one chats, question submissions to the organisers/ speakers, etc.);
- Recorded content available.

Optional features:

- Digital library available;
- Exhibition integration.

2.3. Interpretation services offer: Yes No

EN-RU-EN simultaneous interpretation will be ensured throughout the whole event, including 3 parallel Working Group sessions and 3 parallel National Platform sessions

2.4. Event communication plan and dedicated services before/ during/ after the event: Yes No

In coordination with the Client, the Service Provider will provide communication support before the event:

- Invitations;
- Reminders;
- Confirmation/ Regret letters.

In coordination with the Client, the Service Provider will provide communication and technical support during the event:

- Daily reminders to attend the sessions participants signed up to;
- Technical moderation during the event and technical support;
- Streaming: live stream in English.

In coordination with the Client, the Service Provider will provide communication support after the event:

- Thank you notes to all participants;
- Satisfaction survey.

2.5. Secretariat support Yes No

The Client will support the service provider in all the above-mentioned activities.

2.6. Reporting activities Yes No

Comments / special requirements:

All the documents needed for the financial reporting of the EaP CSF Secretariat will need to be prepared one month after the event at the latest. Questions to financial manager of the EaP CSF Secretariat finance@eap-csf.eu

2.7. Other services (i.e. event moderation) Yes No

3. DELIVERABLES

- Comprehensive offer including all the services mentioned above;
- Financial offer;
- Video conferencing platform options;
- Registration platform;
- Post-event financial report.

4. TIMELINE

- Launch of the call for expressions of interest: 14 October
- Deadline for submission of expression of interest: 26 October, 23:59 CEST
- Review of the applications: 27-28 October
- Announcement of the selection results: 30 October
- Signature of the contract: 4 November
- First kick-off meeting with the Client: 6 November
- Launch of the registration: 12 - 16 November
- End of the registration: 3 December

5. SELECTION CRITERIA

- Technical proposal (50%)
- Financial offer and cost of service compared to budget constraints (20%)
- The flexibility of the proposal to adapt to possible changes (20%)
- Previous experience in organising CSF events (10%)

6. APPLICATION PROCEDURE

Interested candidates are invited to submit their expression of interest in English to applications@eap-csf.eu by **October 26, 23:59 CEST**. (*Subject line: AA2020 – service provider*).

The application should contain:

- Financial offer;
- Comprehensive offer including all the services mentioned above;
- Email expressing the interest in the call and describing the experience with organising online events.

Should you have any questions regarding the current call for expressions of interest, please contact Alexandra Sabou, Administrative and Statutory Affairs Manager, admin@eap-csf.eu.