



## Call for expressions of interest: Service provider for the organisation of the 16th Annual Assembly of the Eastern Partnership Civil Society Forum – EaP Civil Society Summit

*Last updated on: 06 March 2024*

**Services:** event management, travel management, communication, and live-streaming integration support for the organisation of the 16<sup>th</sup> edition Annual Assembly of the Eastern Partnership Civil Society Forum in November 2024, now **rebranded as the EaP Civil Society Summit**.

**Location:** Vienna, Austria

**Closing date:** 24<sup>th</sup> March, 23h59 CET.

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**Title of the contract:** EaP Civil Society Summit 2024 Service Provider

### Description of the event and background information

The [Annual Assembly](#) of the [Eastern Partnership Civil Society Forum \(EaP CSF\)](#) is the key annual event of the organisation, held yearly since 2009. It serves as a platform to debate the overall state of affairs in the Eastern Partnership region.. For the first time this year, the event will be rebranded as the EaP CSF Civil Society Summit.

Every year, the event brings together over 300 participants, including civil society representatives from the EaP region and the EU, as well as observers, speakers, guests, and media.

The 16<sup>th</sup> edition of the Annual Assembly of the Eastern Partnership Civil Society Forum, or **first EaP Civil Society Summit** will be organised **in person in November 2024 (preferably during the week of 18 to 22 November 2024), in Vienna, Austria**. For a better understanding of the sessions of the event, please check Annex 1.

<b>Type of event</b>	In person (+possible hybrid component)
<b>Start and end dates of event:</b>	November 2024: 3 days event during the week of 18 to 22 November 2024 (indicative; precise dates to be decided in coordination with the selected provider)
<b>Number of registrations and expected number of participants</b>	Between 200 and 300 participants (in terms of registrations) <ul style="list-style-type: none"><li>• EaP CSF Delegates,</li><li>• Observers,</li></ul>



<b>7 categories of attendees</b>	<ul style="list-style-type: none"><li>• Speakers,</li><li>• Guests,</li><li>• Media,</li><li>• Staff (EaP CSF Secretariat team, event moderator(s), interpreters, technical team and allocated staff by the service provider).</li></ul>
<b>Eligible countries</b>	Armenia, Azerbaijan, Belarus, Georgia, Moldova, Ukraine, EU member states.
<b>Registration calendar</b>	Professional online registration platform. <ul style="list-style-type: none"><li>• Launch of the registration period: July 2024</li><li>• End of the registration period: early to mid-October 2024</li></ul>
<b>Interpretation services</b>	Available throughout almost all the sessions of the event, in English and Russian.
<b>Event reporting (including financial reporting)</b>	Available 1 month after the event, by mid-December 2024 at the latest.

## Scope of work

The Secretariat of the Steering Committee of the Eastern Partnership Civil Society Forum (hereinafter the client) is requesting the service of an event management company/ service provider to support with the following:

### Registration management

Based on clear instructions offered by the Client, the service provider will:

- Design the registration platform (see further instructions below);
- Test the functionalities of the registration platform;
- Provide administration and technical support during the registration period;
- Provide weekly statistical information to update the Client on the progress of the registration;
- Accommodate last-minute registration requests received after the deadline;

### Registration platform setup

The registration form for the EaP Civil Society Summit 2024 set up by the selected service provider shall include but not be limited to the following information:

- Category selection (delegates, members, observers, speakers, guests, media, staff)
- Registration details: Title, personal information, organisation, position, country, travel details, accommodation, customized participation in the event (session selection based on Agenda blocks).
- Language preference (EN + RU);
- Record modification and/ or cancellation options;
- Privacy and recording disclaimers;
- A validation feature (that will allow the Client to approve/ decline registrations);

The registration form should be available in both English and Russian.

Depending on their category, invited participants will be able to register using a unique username and a password. Each category will be allocated a secure password (i.e. EaP CSF delegates will be able to register with their own username and the password “xzyw2024”).

The registration timeline and the text of the form will be provided by the Client.

### **Logistical communication management**

In coordination with the Client, the service provider will develop a communication timeline/ plan for the event and will offer logistical communication support before/ during and after the event, including:

#### *Before the event:*

- Save the date emails;
- Invitations;
- Reminders;
- Registration confirmations/ regret letters;
- 1 week before the event communication (which includes Technical Note)
- 1 day before the event communication

#### *During the event:*

- Daily reminders during the event;
- Helpdesk support;

#### *After the event:*

- Thank you notes to all registered participants and satisfaction survey;

Before the launch of the communication process, the service provider should ensure and assure the Client that any communication sent to a large number of invitees does not end up in spam. All communications should be personalised and designed to offer a sneak-peek into the event.

The text of all the communications (i.e. invitations/ reminders/ confirmations/ regret letters in EN and RU) will be provided by the Client.

The event communication support does not include social media management/ design support, or any matters related to strategic communications addressed to stakeholders.

## **Travel management**

The service provider will take care of arranging the travel management for participants and relevant staff to the EaP Civil Society Summit in Vienna by the most convenient means available. This includes but is not limited to flights, train travel, bus travel. The service provider will take care of facilitating the travel of participants by providing visa support letters when appropriate.

## **Technical support / moderation before and during the event**

In coordination with the Client, the service provider will be in charge of:

- Preparing and hosting short technical rehearsal sessions for the staff and speakers;
- Designing the Technical Note for the speakers and the participants;
- Ensuring the technical moderation of each session (i.e. checking sound and video quality for all speakers/ staff involved during each session);
- Troubleshooting in case of any technical problems;
- Production of an award (eg. Trophy) for the award ceremony;
- Providing any additional visual elements, printing for exhibitions, stage set up including flags of the six EaP Countries (Armenia, Azerbaijan, Belarus, Georgia Moldova, Ukraine) and the EU.

## **Simultaneous interpretation services**

The service provider will ensure the availability of a sufficient number of professional interpreters that will provide simultaneous EN-RU-EN interpretation throughout the whole event, including parallel sessions (such as Working Group sessions, Country Stakeholder sessions).

To ensure the balance between the quality and the costs of the interpretation services, the service provider will share with the Client at least 3 offers received for such services.

## **Accommodation and catering**

In coordination with the Client, the service provider will be in charge of:

- Identify at least 3 available hotels that offer the facilities required for the organisation of a large conference
- Ensuring that accommodation is booked for participants to the event, at or near the selected venue (3 nights for approximately 200 participants)
- Ensure that catering is provided for participants to the event. Indicatively, this includes full breakfasts, lunches, and dinners for up to 3 days.

## **Event reporting**

Organisers will need to quantify, track and analyse their event performance.

The service provider will be in charge of collecting data regarding the event (i.e. registration and attendance rate per category, average time spent during each session, post-event survey results, etc).

## Financial reporting

In coordination with the EaP CSF Finance Team, the service provider will ensure a regular and updated overview of the event budget.

All the documents needed for financial reporting purposes after the event will be prepared and delivered to the Client within one-month period after the event, by mid-December 2024 at the latest.

## Expected deliverables

- Comprehensive offer including all the above-mentioned services;
- Financial proposal;
- Registration platform and registration form;
- Logistical communication timeline;
- Travel Management for participants
- Technical note(s) for participants and speakers;
- Post-event report (including statistics and event metrics and survey results);
- Post-event financial report.

## Indicative timeline

### 2024

- Launch of the call for expressions of interest: 6<sup>th</sup> March;
- Deadline for submission of expression of interest: 24<sup>th</sup> March, 23h59 CET.;
- Review of the applications: 25<sup>th</sup> March – 1<sup>st</sup> April;
- Calls with short-listed candidates 2- 6 April;
- Announcement of the selection results: 8 April
- Discussion with the service provider: 8 - 12 April ;
- Signature of the contract: Mid-April;
- First working meeting with the Client: Mid-April;
- Preparatory work and identification of the venue and accommodation: as of April-May;
- Finalisation of the registration platform: by mid-July at the latest;
- Launch of the registration process: mid-July / beginning of August
- End of the registration process: early to mid-October;
- Technical, communication and event management support during the event days (November);
- ‘Thank you’ notes/ event satisfaction survey: a few days after the event;
- Survey results: end of November / beginning of December.

*Additionally*, in the run-up to the event, in coordination with the Client, the service provider will also:

- participate in monthly and, closer to the event, weekly catch-up calls/meetings with the Client;
- participate in the event rehearsal with the Client (following a written script);



After each day of the event, the service provider will participate in short debriefing calls/meetings (30 min) meant to improve the next day's performance of the team.

After the event, the service provider and the Client will discuss the overall collaboration, including points of improvement.

- Post-event and financial reporting: should be made available within 1 month after the event, by mid-December 2024 at the latest.

**Selection criteria:**

- Detailed technical proposal featuring how the requirements mentioned in these TORs will be met (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%)

**Application procedure:**

Interested candidates are invited to submit their expression of interest in English to [applications@eap-csf.eu](mailto:applications@eap-csf.eu) by **24<sup>th</sup> March, 23h59 CET.** (*Subject line: EaP Civil Society Summit 2024 – service provider*).

The application should contain:

- Financial offer;
- Comprehensive offer including all the above-mentioned services described in the TORs;
- Email expressing the interest in the call and describing the experience with organising in-person/hybrid events;

Should you have any questions regarding the current call for expressions of interest, please contact Pascal Willaumez, Membership and Governance Manager at the following email address: [pascal.willaumez@eap-csf.eu](mailto:pascal.willaumez@eap-csf.eu).

## Annex 1: Indicative structure of the EaP Civil Society Summit<sup>1</sup>

Indicative title of the session	Number of sessions	Indicative Duration	Language (EN + RU)	Any other specific requirements
Opening ceremony	1	60 min	EN+RU	Possibility to play recorded interventions and live interventions in a smooth way;
General Assembly	1	60 min	EN+RU	
Thematic panels	3	75-90 min	EN+RU	
Parallel country stakeholder sessions (Armenia, Azerbaijan, Belarus, Georgia, Moldova, Ukraine)	6 (3+3)	60-75 min	EN+RU	The six sessions are grouped in 2 days, with three sessions being organised in parallel in one day, and three other sessions in another day.
Parallel WG sessions	4	Half a day up to a full day	EN+RU	
Parallel Side events	3	60 to 120 min	EN	Usually all three sessions are organised in parallel;
reception and networking opportunity	1	60 min	EN+RU	To be tailored depending on the venue.
Networking options	Ongoing	n/a	n/a	To be discussed depending on the venue.
Closing ceremony	1	30 min	EN+RU	

### Other elements:

- At least two pre-recorded videos may be played during the event (awards ceremony; reporting videos; other);
- The services of a graphic recorder/ event sketcher may be used during the event.

<sup>1</sup> The 2024 agenda will be available at a later stage.

For a better understanding of the structure of the event, the agenda of Annual Assembly 2023 can be consulted [here](#).