



Request for Proposals (RfP)

PROVISION OF PROFESSIONAL SIMULTANEOUS TRANSLATION, AUDIO VISUAL AND PRODUCTION, LIVE STREAMING, PROFESSIONAL USHERING AND EXHIBITION SERVICES FOR THE AFRICA PROTECTED AREAS CONGRESS (APAC).

IUCN Rwanda, APAC(Africa Protected Areas Congress)

Issue Date: 11th October 2021

Closing Date and Time: 07th November 2021 at 05:30 pm (Kigali time)

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PART 1 – INSTRUCTIONS TO PROPOSERS AND PROPOSAL CONDITIONS

1.1. About IUCN

IUCN is a membership Union uniquely composed of both government and civil society organisations. It provides public, private and non-governmental organisations with the knowledge and tools that enable human progress, economic development and nature conservation to take place together.

Headquartered in Switzerland, IUCN Secretariat comprises around 950 staff in more than 50 countries.

Created in 1948, IUCN is now the world's largest and most diverse environmental network, harnessing the knowledge, resources and reach of more than 1,300 Member organisations and some 10,000 experts. It is a leading provider of conservation data, assessments and analysis. Its broad membership enables IUCN to fill the role of incubator and trusted repository of best practices, tools and international standards.

IUCN provides a neutral space in which diverse stakeholders including governments, NGOs, scientists, businesses, local communities, indigenous peoples organisations and others can work together to forge and implement solutions to environmental challenges and achieve sustainable development.

Working with many partners and supporters, IUCN implements a large and diverse portfolio of conservation projects worldwide. Combining the latest science with the traditional knowledge of local communities, these projects work to reverse habitat loss, restore ecosystems and improve people's well-being.

www.iucn.org
<https://twitter.com/IUCN/>

1.2. Summary of the Requirement

IUCN invites you to submit a Proposal for the **provision of professional simultaneous translation, audio visual and production, live streaming, professional ushering and exhibition services for the Africa Protected Areas Congress (APAC)**

1.3. The procurement process

The following key dates apply to this RfP:

RfP Issue Date	11 th October 2021
RfP Closing Date and Time	07th November 2021 at 05:30 pm (Kigali time)
Estimated Contract Award Date	30 th December 2021

1.4. Conditions

IUCN is not bound in any way to enter into any contractual or other arrangement with any Proposer as a result of issuing this RfP. IUCN is under no obligation to accept the lowest priced Proposal or any Proposal. IUCN reserves the right to terminate the procurement process at any time prior to contract award. By participating in this RfP, Proposers accept the conditions set out in this RfP.

IUCN requires Proposers to refrain from corrupt and fraudulent/prohibited practices in participating in this procurement. To this end, Proposers must sign the "[Proposer's Declaration](#)" and include it in their Proposal.

Proposers shall permit IUCN to inspect all accounts, records and other documents relating to the submission of the Proposal and contract performance (in case of an award), and to have them audited by auditors appointed by IUCN.

1.5. Queries and questions during the RfP period

Proposers are to direct any queries and questions regarding the RfP to the above IUCN Contact. No other IUCN personnel are to be contacted in relation to this RfP.

Proposers may submit their queries no later than **[20th October 2021]**.

As far as possible, IUCN will issue the responses to any questions, suitably anonymised, to all Proposers. If you consider the content of you question confidential, you must state this at the time the question is posed.

1.6. Amendments to RfP documents

IUCN may amend the RfP documents by issuing notices to that effect to all Proposers and may extend the RfP closing date and time if deemed appropriate.

1.7. Proposal lodgement methods and requirements

Technical and financial proposals must be submitted via email in pdf format showing each the nature of the offer concerned (technical or financial offer), and the firm's name and both put in sub folder marked as follow: "Provision of Event's production and related services for the Africa Protected Areas Congress (APAC)" **not later than 07th November 2021, 05:30 PM (Kigali time)** to rwanda@iucn.org and copy Charles.Karangwa@iucn.org, Valentine.Ikirezi@iucn.org, VNjoroge@apacongress.africa and ENsekanabo@apacongress.africa

IMPORTANT: Submitted documents must be password-protected so that they cannot be opened and read before the submission deadline. Please use the same password for all submitted documents. After the deadline has passed and no later **than 05:30pm on 8th November 2021**, please send the relevant password to the same

email address as used for submitting your Proposal. This will ensure a secure bid submission and opening process. Please **DO NOT** email the password before the deadline for Proposal submission.

Proposals must be prepared in English and in the format stated in Part 3 of this RfP.

1.8. Late and Incomplete Proposals

Any Proposal received by IUCN later than the stipulated RfP closing date and time, and any Proposal that is incomplete, will not be considered. There will be no allowance made by IUCN for any delays in transmission of the Proposal from Proposer to IUCN.

1.9. Withdrawals and Changes to the Proposal

Proposals may be withdrawn or changed at any time prior to the RfP closing date and time by written notice to the IUCN contact. No changes or withdrawals will be accepted after the RfP closing date and time.

1.10. Validity of Proposals

Proposals submitted in response to this RfP are to remain valid for a period of 90 calendar days from the RfP closing date.

1.11. Evaluation of Proposals

The evaluation of Proposals shall be carried out exclusively with regards to the evaluation criteria and their relative weights specified in part 3 of this RfP.

PART 2 – THE REQUIREMENT

2.1 BACKGROUND

The overarching objective of the Africa Protected Areas Congress (APAC) is to position Africa protected and conserved areas within the broader goals of economic and community well-being and increase the understanding of their vital role in conserving biodiversity, delivering ecosystem services that underpin human welfare and livelihoods.

This inaugural congress, which is scheduled to take place from March **7th-12th 2022** at Kigali Convention Center, will establish APAC as Africa's pre-eminent platform for thought leadership and engagement of various actors on issues related to protected areas, people and biodiversity. There is urgency to stop biodiversity loss and restore ecosystems. This congress will help achieve the following objectives:

- i. Establish a vision and shared values for Africa's protected and conserved areas as core to achieving the ambitions set out in Agenda 2063.
- ii. Set a common agenda for Africa's protected and conserved areas that ensures they contribute to socio-economic transformation across Africa and the attainment of the post 2020 Global Biodiversity Framework goals and targets.
- iii. Recognize and promote the rights of indigenous people, local communities and young people, and their role as custodians and defenders of nature
- iv. Provide a platform for innovative solutions and exchange of perspectives, through the sharing of experiences and best practices for harmonizing conservation and human development needs and develop strategic mechanisms and partnerships for ensuring long-term sustainability.

The Congress, on the other side, will be only one milestone in a journey that should start with some actions suggested by the different stakeholders and interested parties and continue towards future commitments in engagement and action.

GENERAL OBJECTIVE

The service provider(s) will work with the relevant members of the Logistics and Administration Committee (LAC) and the wider Congress Organising Committee (COC) in a team oriented manner to plan and deliver high quality services to the congress as outlined further below in part 2 of this RfP.

GENERAL DISCLOSURE AND DISCLAIMER

APAC is not bound in any way to enter into any contractual or other arrangement with any Bidder as a result of issuing this RfP. APAC is under no obligation to accept the lowest priced Proposal or any Proposal. IUCN reserves the right to terminate the procurement process at any time prior to contract award. By participating in this RfP, Bidders accept the conditions set out in this RfP.

Any response, including written documents and verbal communication, by any Bidder to this RFP, shall become the property of APAC and may be subject to public disclosure. APAC and by extension, AWF and IUCN shall not be held liable for any costs incurred by Bidders in preparing and submitting proposals in response to this RFP or for any costs and expenses incurred in meeting with, or making oral presentations to the LAC or COC if so requested.

QUESTIONS TO THE RfP AND AMENDMENTS TO RfP DOCUMENTS

APAC may amend the RfP documents by issuing notices to that effect to all Bidders and may extend the RfP closing date and time if deemed appropriate. Bidders are to direct any queries and questions regarding the RfP to the above IUCN Contact. No other APAC personnel are to be contacted in relation to this RfP. Proposers may submit their queries no later than 20th October 2021. As far as possible, APAC will issue the responses to any questions, suitably anonymised, to all Bidders. If you consider the content of your question confidential, you must state this at the time the question is posed.

LATE AND INCOMPLETE PROPOSALS

Any Proposal received later than the stipulated RfP closing date and time, and any Proposal that is incomplete, will not be considered. There will be no allowance made by APAC for any delays in submission of the Proposals. Where bidders are experiencing challenges with online submissions, the APAC focal point listed on page one should be notified immediately.

In such instances physical submissions will be allowed and an official confirmation of the receipt of the bid shall be issued by the APAC focal point.

WITHDRAWALS AND CHANGES TO THE PROPOSAL

Proposals may be withdrawn or changed at any time prior to the RfP closing date and time by written notice to the APAC IUCN contact. No changes or withdrawals will be accepted after the RfP closing date and time.

VALIDITY OF PROPOSALS

Proposals submitted in response to this RfP are to remain valid for a period of 45 calendar days from the RfP closing date.

2.2: SPECIFIC REQUIREMENTS

To ensure its successful delivery, the congress organising committee seeks to recruit qualified firms to provide the following services:

- i. Professional simultaneous translation services from/to English, French, Portuguese and Arabic, and vice versa. Please note a final decision on Arabic shall be made closer to the event date. (LOT 1)
- ii. Supply of audio visual equipment, virtual platform and engagement management, event production and live streaming services. (LOT 2)
- iii. Professional ushering services. (LOT 3)
- iv. Professional exhibition services (including provision and set up of stands). (LOT 4)

Further details of the requirements for each lot are described in each lot section. Potential service providers are invited to bid on one or multiple lots. Proposers are further advised that with the aim of reducing costs, APAC is actively looking for in-kind donations for items such as furniture or decorations. For this reason, APAC reserves the right to exclude the above features from the scope of this RfP in LOT 4 at a later stage.

1. SCOPE OF WORK FOR SIMULTANEOUS TRANSLATION SERVICES (LOT 1)

Consultancy Summary & Objective

Provision of professional, accurate and fast translation service from/to English, French, Portuguese and Arabic and vice versa, such that the meaning and understanding of all principles and analysis presented in the discussions, presentation and documents reflect their true sense. The COC seeks to enhance and maximise the contribution of all participants during the Congress, and at various levels within APAC's engagement platforms. APAC thus seeks:

- i. Qualified translators for simultaneous translation from/to English, French, Portuguese and Arabic, and vice versa during APAC opening and closing plenary sessions (1500 participants each), and 3 parallel streams for three days (500 participants each).
- ii. Provision of translation equipment.
- iii. Comply with the health and safety legislation;
- iv. The company should have back up /Standby translators in case of illness or accidents.

The service provider's duties and responsibilities include the following:

- i. Provide interpreters with have rich experience at multilingual conferences and knowledge of the routine and the provisions at international or intergovernmental meetings.
- ii. Demonstrate flexibility and provide solutions, in case sessions exceed their regular duration in order to continue interpretation without interruption.
- iii. Oversee the administration of the logistical aspects of providing simultaneous interpretation services during the Congress for the interpreters including the organisation of travel, accommodation, ground transportation, visa and other arrangements as will be required.
- iv. Coordination and management of the interpreters' team before and during the conferences.
- v. Prepare the interpreters with the terminology and vocabulary used at APAC meetings based on previous experience and research in the conservation space, and meeting documents and speeches as will be provided by the COC.

i. Terms for simultaneous translation

- a. The congress organizing committee is not responsible for accommodation and transportation of the interpreters.
- b. Translators should be qualified and should have previously participated in workshops as well as high-level events within government settings. They should have good working experience in the field of translation.
- c. Translators shall be at the venue as per time schedules provided by the organizing committee.
- d. Professional translation from/to English, French, Portuguese and Arabic languages.
- e. The firm should have back up /standby translators in case of illness or accidents.

ii. **Simultaneous Translation Equipment**

a. Working with KCC, provision of the relevant simultaneous translation equipment and technical support per day for opening and closing plenary sessions (1500 participants each) and 3 parallel streams for three days (500 participants each) including but not limited to:

- Interpretation Booth
- Interpreters console
- Headsets
- Receivers
- Radiators
- Audio transmitters
- Control Unit
- PA System (speakers, 1 mixer, 1 amplifier)
- Cordless roving Microphones
- Wireless Desk microphones
- Connection accessories

b. Transportation cost is inclusive with the offer of provision in price list.

c. In case of damage, loss or any other problem to the equipment, it will be the responsibility of the supplier.

d. Equipment, microphones, and booth should be in good condition and clear sound.

e. The company should install all equipment a day prior the event and should test it.

Confidentiality and Copyrights:

For avoidance of doubt and upfront disclosure, all documents compiled by or received by the Contractor in connection with this assignment are the sole and exclusive property of AWF, APAC, IUCN and other relevant contributing partners as will be determined over the course of the consultancy and will be treated as confidential and shall be delivered only to duly authorized officials on completion of the work or services under the contract.

In no event shall the contents of such documents or any information known or made known to the Consultant by reason of association with AWF, APAC, IUCN and other relevant contributing partners be made known by the Consultant to any unauthorized person without the written approval of an authorized official. The Consultant shall be expected to take a duty of care and all reasonable measures to ensure that its agents, employees, subcontractors and independent contractors comply with the provisions of this requirement. The obligations in this requirement shall not lapse upon termination of the contract.

Expertise Required:

- Minimum five years of professional experience in provision of simultaneous translation services (reference letters and/or testimonials will be an added advantage);
- Past work with big events and congresses will be an added advantage;
- Experience working with international development organizations is desirable;
- Demonstrated willingness and experience working in teams and within multi-cultural environments;
- Demonstrate effective organizational skills and ability to handle work in an efficient and timely manner;
- Ability to work under pressure and to meet strict deadlines;
- Ability to produce a high volume of quality content.

Duration of the Assignment:

It is expected that the consultant will be assigned for the entire duration of the congress and on a need basis from the time of contracting until most of the post-Congress activities are implemented, by the end of March 2022.

2. SUPPLY OF AUDIO VISUAL EQUIPMENT, VIRTUAL PLATFORM AND ENGAGEMENT MANAGEMENT, EVENT PRODUCTION AND LIVE STREAMING SERVICES (LOT 2)

As a hybrid congress, APAC seeks to ensure an unforgettable delegate experience during the congress that fosters learning, participation and connection while ensuring effective management and reporting of conferencing sessions, including ensuring the availability of historical scheduling information and conferencing sessions for future reference.

The successful bidder is expected to employ relevant innovative measures for the successful execution of the congress. This will include not only a state of the technology, but also the setup and operation of the technology and production of the sessions in coordination with the COC and other consultants supporting other aspects of the congress such as the exhibition. All products developed and delivered through this consultancy shall remain the exclusive property of the APAC secretariat and shall not be divulged and/or used without prior written authorization.

i. Technical Specifications for AV Engagement

APAC has identified the following AV, production and live streaming needs for the congress. Bidders are advised that the below analysis is preliminary and there may be revisions as the successful bidder, the CoC and KCC team-work together to refine the needs.

#	Item Description	Qty	Freq
AUDIO VISUAL & LIVE STREAMING SERVICES			
8th March 2022 - PLENARY SESSION (AUDITORIUM)			
1	VIDEO CONFERENCE: Livestream & Event Platform:	1	1
	Licensed Video Conference Platform (Zoom, Teams, Webex,... for interactive audience with VIDEO, AUDIO & Q&A Functions) with remote simultaneous interpretation system integrated for 4 languages: English, Portuguese, Arabic & French; and livestream via Facebook Live & YouTube Live for general audience & Visibility with a chat function	1	1
	Platform Database filtering and confirmation of email	1	1
	3 to 4 XD Cameras X1 & Tripods	4	1
	Video Convertors	1	1
	Streaming Encoder	1	1
	Video Splitters	1	1
	Frame Synchronisers	1	1
	Video Mixer	1	1
	Audio Recording	1	1
	Video Production Crew (3 Cameraman & 1 Gaffer)	1	1
	Production Manager (1 Video Producer & 1 Video Director)	1	1
	All Cabling	1	1

	4 Languages Streaming for YouTube Live (English, Portuguese, Arabic & French)	4	1
	1 Floor Language Stream for Facebook Live	1	1
	High Speed Internet (50Mbps dedicated)	1	1
2	Video Highlights for all rooms & Interviews: 2 Crews per Day for teaser, Key note speech Highlight, Social Media & Content for Presentation	2	1
	2 Cameras & Operators (Dslr)	2	1
	Microphones		
	Animator & Video Graphist		
	Editing Suite		
3	Photography	4	1
	Team of 4 Photographers to cover all the venue		
	Instant photos for socio media platforms		
	Photo Editing Pro		
4	Sound System for Plenary (PA)	1	1
	K12 - QSC hookup drawings Speakers & Stage Return Speaker	8	1
	MIDAS VENICE F-24 Table Mixer	1	1
	Press box For Media	1	1
	Cabling: Set of harting multicables	1	1
	Handheld Microphones Seinheiser G3 for Q&A with Tripods (For COVID measures)	6	1
	Gooseneck Microphones For Panelists (6) & Lectern (1)	7	1
	Professional Technicians	2	1
	Stage Lighting		
	LED Bars for main stage backdrop	12	1
	LED Profiles Spot	8	1
5	Trussing for Profiles	2	1
	Lighting Mixer , Power Grader, Cablings	1	1
	LED Room Ambient Lighting	20	1
	Lighting Technician	1	1
6	LED Screen (Auditorium)		
	Two LED Screens of 4.5m length by 2.5m width	22.5	1
	Backdrop Banner 17m by 4.5m Fabric Material with Metallic structure / frame	76.5	1
	Comfort Monitors for Panelist: LCD Screens 55 Inches	2	1
9th March 2022 - PARALLEL SESSIONS - MH1, MH2 & MH3			
1	Sound System Parallel Sessions (MH1,2&3)	3	1
	K10 - QSC hookup drawings Speakers & Stage Return Speaker	4	1
	YAMAHA F-16 Table Mixer	1	1
	Cabling: Set of harting multicables	1	1
	Handheld Microphones Seinheiser G3 for Q&A with Tripods (For COVID measures)	4	1
	Gooseneck Microphones For Panelists (6) & Lectern (1)	7	3

	Professional Technicians	2	3
2	Video Highlights for all rooms & Interviews: 2 crews Per Day for a teaser, Key note speech Highlight, Social Media & Content for Presentation	3	1
	2 Cameras & Operators (Dslr)		
	Microphones		
	Animator & Video Graphist		
	Editing Suite		
3	Photography	4	1
	Team of 4 Photographers to cover all the rooms		
	Instant photos for socio media platforms		
	Photo Editing Pro		
4	Stage Lighting		
	LED Profiles Spot	6	3
	Trussing for Profiles	2	3
	Lighting Mixer , Power Grader, Cablings	1	3
	LED Room Ambient Lighting	12	3
	Lighting Technician	1	3
5	LED Screen (MH1,2&3)		
	One LED Screens of 4.5m length by 2.5m width	11.25	3
	Backdrop Banner 14.5m by 4m Fabric Material with Metallic structure / frame	58	3
	Comfort Monitors for Panelist: LCD Screens 55 Inches	2	3
10th March 2022 - PARALLEL SESSIONS - MH1, MH2, MH3, AD10, AD11 & AD12			
1	Sound System Parallel Sessions	6	1
	K10 - QSC hookup drawings Speakers & Stage Return Speaker	4	1
	YAMAHA F-16 Table Mixer	1	1
	Cabling: Set of harting multicables	1	1
	Handheld Microphones Seinheiser G3 for Q&A with Tripods (For COVID measures)	4	1
	Gooseneck Microphones For Panelists (6) & Lectern (1)	7	6
	Professional Technicians	2	6
2	Video Highlights for all rooms & Interviews: 2 Crews per Day for a teaser, Key note speech Highlight, Social Media & Content for Presentation	6	1
	2 Cameras & Operators (Dslr)		
	Microphones		
	Animator & Video Graphist		
	Editing Suite		
3	Photography	4	1
	Team of 4 Photographers to cover all the rooms		
	Instant photos for socio media platforms		
	Photo Editing Pro		
4	Stage Lighting	6	1
	LED Profiles Spot	6	6

	Trussing for Profiles	2	6
	Lighting Mixer , Power Grader, Cablings	1	6
	LED Room Ambient Lighting	12	6
	Lighting Technician	1	6
5	LED Screen (MH1,2&3)	3	1
	One LED Screens of 4.5m length by 2.5m width	11.25	6
	Backdrop Banner 14.5m by 4m Fabric Material with Metallic structure / frame (For AD10,11&12, the rest have been produced)	58	3
	Comfort Monitors for Panelist: LCD Screens 55 Inches	2	6
11th March 2022 - PARALLEL & PLENARY SESSIONS - Auditorium, MH1, MH2, MH3, AD10, AD11 & AD12			
1	Sound System for Plenary	1	1
	K12 - QSC hookup drawings Speakers & Stage Return Speaker	8	1
	MIDAS VENICE F-24 Table Mixer	1	1
	Press box For Media	1	1
	Cabling: Set of harting multicables	1	1
	Handheld Microphones Seinheiser G3 for Q&A with Tripods (For COVID measures)	6	1
	Gooseneck Microphones For Panelists (6) & Lectern (1)	7	1
	Professional Technicians	2	1
2	Sound System Parallel Sessions	6	1
	K10 - QSC hookup drawings Speakers & Stage Return Speaker	4	1
	YAMAHA F-16 Table Mixer	1	1
	Cabling: Set of harting multicables	1	1
	Handheld Microphones Seinheiser G3 for Q&A with Tripods (For COVID measures)	4	1
	Gooseneck Microphones For Panelists (6) & Lectern (1)	7	6
	Professional Technicians	2	6
3	Video Highlights for all rooms & Interviews: Day teaser, Key note speech Highlight, Social Media & Content for Presentation	2	1
	2 Cameras & Operators (Dslr)		
	Microphones		
	Animator & Video Graphist		
	Editing Suite		
4	Photography	4	1
	Team of 4 Photographers to cover all the rooms		
	Instant photos for socio media platforms		
	Photo Editing Pro		
5	Stage Lighting for Plenary	1	1
	LED Bars for main stage backdrop	12	1
	LED Profiles Spot	8	1
	Trussing for Profiles	2	1

	Lighting Mixer , Power Grader, Cablings	1	1
	LED Room Ambient Lighting	20	1
	Lighting Technician	1	1
6	Stage Lighting for Parallel Sessions	6	1
	LED Profiles Spot	6	6
	Trussing for Profiles	2	6
	Lighting Mixer , Power Grader, Cablings	1	6
	LED Room Ambient Lighting	12	6
	Lighting Technician	1	6
7	VIDEO CONFERENCE: Livestream & Event Platform:	7	1
	Licenced Video Conference Platform (Zoom, Teams, Webex,... for interactive audience with VIDEO, AUDIO & Q&A Functions) with remote simultaneous interpretation system integrated for 4 languages: English, Portuguese, Arabic & French; and livestream via Facebook Live & YouTube Live for general audience & Visibility with a chat function	1	1
	Platform Database filtering and confirmation of email	1	1
	3 to 4 XD Cameras X1 & Tripods	4	1
	Video Convertors	1	1
	Streaming Encoder	1	1
	Video Splitters	1	1
	Frame Synchronisers	1	1
	Video Mixer	1	1
	Audio Recording	1	1
	Video Production Crew (3 Cameraman & 1 Gaffer)	1	1
	Production Manager (1 Video Producer & 1 Video Director)	1	1
	All Cabling	1	1
	4 Languages Streaming for YouTube Live (English, Portuguese, Arabic & French)	4	1
	1 Floor Language Stream for Facebook Live	1	1
	High Speed Internet (50Mbps dedicated)	1	1
8	LED Screen (Auditorium)		
	Two LED Screens of 4.5m length by 2.5m width	22.5	1
	Backdrop Banner 17m by 4.5m Fabric Material with Metallic structure / frame (Already Produced)	76.5	-
	Comfort Monitors for Panelist: LCD Screens 55 Inches	2	1
9	LED Screen Parallel Sessions (MH1,2,3 - AD10,11,12)		
	One LED Screens of 4.5m length by 2.5m width	11.25	6
	Backdrop Banner 14.5m by 4m Fabric Material with Metallic structure / frame (Already Produced)	58	-
	Comfort Monitors for Panelist: LCD Screens 55 Inches	2	6

ii. **Production and Virtual Engagement Management**

The successful applicant will be required to:

1.) **Pre-event activities:**

- Coordinating regular planning meetings with the congress organising committee;
- Conduct pre-test sessions with APAC to assess whether the platform meets the conference needs (including IT support tests, breakout sessions, exhibition among others);
- Conduct a site visits to assess logistics and make arrangements with KCC prior to the event;
- Work with the communications team to record presenters remotely prior to the event and be prepared to play the recording if the presenter is unable to present live on the day of the conference;
- Receiving and making show-ready any pre-recorded elements created elsewhere;
- Creating graphics / artwork and designed transitions/stings between programme elements in the final programme;
- Incorporating any designed transitions/animations into the programme if received from other sources;
- Develop a production schedule in consultation with the COC;
- Work with COC to develop and provide remote presenter Instructions to all speakers, if needed, to ensure best possible individual set ups;
- Preparation of guidance materials/slides (pre-meeting and within-meeting) designed to anticipate and overcome barriers to effective participation;
- Advise on ways to effectively capture essential in-session contributions from participants and contributing to the organization of such information and communication back to the participants;

2.) **Livestream the virtual conference:**

- Ensure timely set up all equipment and availability of relevant staff;
- Working with the Communications Committee, ensure the Speakers and Facilitators are prepared and are well briefed on how to use the platform or tools to ensure a seamless and quality virtual experience;
- Record the virtual conference using audio-visual equipment provided by KCC, and supplementing what is not available (for example, display screen, wireless microphones, lighting, sound, video converters, and expendables such as additional cables, gaffing tape, batteries etc. as listed in table under section i. above)
- Interphase with the APAC virtual engagement platforms. Bidders are advised that this component will be refined after a series of sessions with the successful bidder and the COC;
- Contribute to within-event and post-event consultations to ensure the success of the core event and any follow-on activities recommended;
- Provide a chat transcript to APAC;
- Provide technical support to virtual conference participants.

3.) **Logistical Management:**

- Coordinate the logistics of the programme in liaison with the COC (including breakout sessions, timekeeping and coordinating speakers, participants, moderators, and exhibitors);
- Monitor actual participation during all sessions of the virtual conference
- Working with KCC and the LAC, ensure that all IT equipment functionality, audio-visuals/sound systems, internet connections and power backups are secured and tested each day;
- Working with the Rwanda Ministry of Environment, Rwanda Conventions Bureau and the APAC communications committee, ensure adequate media coverage during the event.

4.) **Post-event activities:**

- Administer feedback questionnaires and solicit for suggestions for improvements on future events;
- Document media coverage of the event;
- Compile brief post-event report detailing the number and type of participants, what worked well and what did not, a summary of the feedback received from participants, recommendations for future events;
- Hold project closeout meeting with APAC team
- Share all final recordings digitally by 25th March 2022.

Expertise Required:

- Demonstrable prior experience (Minimum of five years) in the design, facilitation, moderation of interactive virtual sessions and; production of similar projects/activities and coverage of high-level events and meetings, with portfolio provided (references and contact persons will be required). Examples for consideration include;
- Demonstrated experience in optimizing the impact of virtual meeting platforms, with specific examples using Zoom
 - Demonstrated experience in the management of virtual teams in an intercultural environment.
 - Demonstrated experience in converting physical meetings to a virtual format, which have led to equal or greater impact than the original physical meeting design.
- A proven track record of having handled international delegates, government officials and the protocol decorum that it entails (reference letters and/or testimonials highly recommended);
- Ability to organize and carry out complex, multi-faceted meeting sessions in a coherent and efficient fashion;
- Experience in provision of virtual exhibition services;
- Expertise in conducting innovative, creative and quality media productions in various aspects of television feature films, documentary making, event coverage, infomercials development, radio productions and advertisements;
- Professional photography and graphic designing experience;
- Demonstrated experience in advising (including training) designated facilitators/moderators drawn from the client organization.
- Experience working with international development organizations is desirable;
- Demonstrated willingness and experience working in teams and within multi-cultural environments;
- Demonstrate effective organizational skills and ability to handle work in an efficient and timely manner;
- Ability to work under pressure and to meet strict deadlines.

3. TERMS OF REFERENCE FOR PROFESSIONAL USHERING SERVICES (LOT 3)

APAC seeks the services of a qualified individual, company, or entity (Applicant) experienced in providing professional usher services for international conferences and events. Applicant must be able to provide professional ushers capable of handling 1,500 delegates and have the ability to provide increased coverage, if required during the entire congress period. The entity or individual serving as the provider of usher services ("contractor") must diligently represent the best interest of APAC at all times while performing their contracted duties.

General Consultant Requirements and Responsibilities

- a. As a part of the contract requirement, the consultant will maintain constant communication with the APAC Events Manager who will be the liaison to the COC;
 - b. Provide enough coverage for the venue, enough to support 1,500 delegates including the supervision required;
 - c. Consultant will be responsible for ensuring that Ushers arrive at least one and a half hours prior to the start of each day's proceedings and remain on site until the end of the event;
 - d. Ensure that all staff are properly outfitted with the required tools and attire necessary to perform the duties required;
 - e. Ensure all ushers are familiar with the venue layout, house rules, and procedures.
 - f. Coordinate and oversee all related services required for the performance of the contracted duties;
 - g. Ensure the ushers fulfil the following basic requirements:
 - i. Must be 18 years of age or older;
 - ii. Maintain a professional, neat, and well-groomed appearance;
 - iii. Must have the ability to stand for long periods of time, bend, stretch, reach and kneel without restriction;
 - iv. Must be able to comprehend and perform the required duties and adhere to established venue policies and procedures;
 - v. Attend pre-event meeting for assignment and event specifics;
 - vi. Must have excellent communication skills and ability to deal with a wide variety of personalities and situations requiring diplomacy, tact, courtesy, friendliness and firmness;
 - vii. Working with the medical team that will be onsite, assist with emergencies, such as sickness, injury and evacuations, if necessary;
 - viii. Ability to provide accurate knowledge to delegates regarding venue logistics;
 - ix. Assist delegates with special needs;
 - x. Respond quickly and courteously to delegate needs, questions, comments, or concerns with answers and/or action;
 - xi. Assist in distribution of any delegate merchandise as may be required;
 - xii. Monitor physical surroundings in assigned area prior to and throughout event any for safety hazards, cleanliness and functionality and notify the APAC Event Manager of any concerns noted.
- The Consultant shall be required to provide professional ushering services at the airport, at the event venue and at selected hotel sites as will be guided by the LAC.

Required Workplace Service Delivery

At the Airport

- Receive guests and guide them on the transport arrangements available
- Offer support for airport clearances for VIPs and luggage retrieval
- Offer support to the infirm and elderly
- Offer support in case of lost baggage
- Offer support to guests who might need to find accommodation

At Event Venue (Kigali Convention Center)

- Guide delegates to their seats according to the different categories in the seating plan
- Guide delegates to the different conference venues for the side meetings
- Offer support with roving microphones
- Guide delegates to their shuttles

At the Hotels

- Support with pre-check-ins for delegates before the arrive from the airport
- Support in guiding the delegates to transportation means available.

Monitoring and Security Protocols

By submission of a proposal in response to this RFP, the Applicant agrees to comply with all APAC Health and Security requirements and policies. The successful Applicant shall be required to report to the Events Manager and the KCC representative on a regular basis regarding the status and progress in providing the contracted services.

Expertise Required:

- A proven track record of having provided professional ushering services at events of international standards (references and contact persons will be required);
- A proven track record of having handled international delegates, government officials and the protocol decorum that it entails (reference letters and/or testimonials will be an added advantage);
- Past work with big events and congresses will be an added advantage;
- Experience working with international development organizations is desirable;
- Demonstrated willingness and experience working in teams and within multi-cultural environments;
- Demonstrate effective organizational skills and ability to handle work in an efficient and timely manner;
- Ability to work under pressure and to meet strict deadlines.

4. TERMS OF REFERENCE FOR THE PROVISION OF PROFESSIONAL EXHIBITION SERVICES

APAC seeks to use exhibitions as a marketing tool to increase sponsorship income while at the same time offering brand visibility and recognition to sponsors and above all providing an informative and engaging experience to all participants. Additionally, APAC envisions using the exhibitions to promote, advance, forge and launch commitments from a variety of partners.

The exhibition is expected to provide a platform to showcase cutting-edge innovations, products, projects and services that have made remarkable differences to tackle the compelling sustainability issues for people and the planet.

APAC Exhibition Concept

The selected “Exhibitor Contractor Company” will be required to assist APAC in developing an Exhibition Concept for the Congress. The objective is to have an integrated expositive landscape aimed at providing a positive visitor experience by creating a bridge between the themes of the Congress (to be provided at a later stage) and the nature of the exhibition space.

The exhibition shall at first allow Africa based organisations to showcase their successes and commitments and therefore priority booking of small scale exhibits will be enabled for them until a pre-defined cut-off date. Exhibit prices for Africa Based organisations will be significantly lower than prices for non-Africa based organisations. APAC also expects to attract, in particular for the large and medium stands, exhibitors of different profiles belonging to the private sectors (i.e. industry, banking, etc.) to the public sector (i.e. Governments, Ministries, etc.) as well as Academia and NGOs.

Key Expectations:

1. Showcase and highlight APAC’s programmatic work and success stories;
2. Raise APAC profile and visibility;
3. Contribute to increase Media coverage;
4. Strengthen APAC network and attract new partners/donors and supporters.

Below the key elements, IUCN envisages to embed in the Exhibition Hall in Kigali:

- Offer visitors a full immersion in the Congress themes while allowing a fluid flow between the exhibit spaces both inside and outside the meeting rooms. Visitors will be guided on a discovery of the exhibition content also through the use of technology and thereby provided with a multi-faceted experience;
- The overall look and feel and the structures used in the Exhibition Hall have to be consistent, appealing and in line with the highest sustainable standards for construction materials;
- The design will be inspired by some of the inimitable traits of Africa, Rwanda and/or the city of Kigali. AWF and IUCN brand identities and the Congress Logo signage will be consistently incorporated to give visitors a memorable impression
- Special attention must be given to the overall audio experience to minimise noise impact and to ensure the best user experience;
- The Exhibition hall has to include restauration areas, coffee stations and information desks;
- Space and fixtures will be organized in a way which will ensure premium brand visibility for IUCN, AWF, the Host Country, key partners and sponsors.;

- Be divided into APAC themes and feature/promote cross-cutting issues that will be relevant for all themes. Each thematic section age has to include:
 - i. stands of different sizes dislocated in a harmonious manner;
 - ii. A central stage to host social and high profile events;
 - iii. Relaxation areas and/or internet corners/networking area;

Marketing and Selling Exhibition Space

The selected Contractor will be required to provide the following services (the list of tasks indicated below is not necessarily exhaustive):

- Sales and Marketing
- Financial and Managerial Administration Services
- Management and Coordination of the overall logistics related to the Exhibition Hall
- Develop a trilingual on-line exhibit booking/ordering system to be launched four (4) months ahead of the Congress

a. Sale and Marketing

Provide exhibit sales and marketing expertise and services including but not limited to:

- Work with the LAC to establish and firm up a pricing strategy for different booths and locations within the Exhibition hall taking into account actual production costs as well as benchmarking with the market price in Rwanda and the pricing for events similar to APAC;
- Prepare selling propositions for prospect clients including mock-ups and visual examples to be provided;
- Identify and solicit in coordination with IUCN, AWF and Host Government local, national and international potential exhibitors;
- Refine, in coordination with to the COC, an exhibit floorplan to drive traffic smoothly through the entire Exhibition hall and propose creative solutions for how to physically and visually present the thematic and crosscutting issues.
- Monitor progress of exhibit sales and adjust sales strategy as needed in coordination with the COC;
- In full coordination with IUCN, guide exhibitors in the selection process of spaces in consideration of their fit with themes and ensuring a diverse composition to maximize attractiveness for visitors;
- According to exhibit sales progress propose, in coordination with the COC, make the necessary adjustments to the floorplan and/or relocation of exhibitors as necessary;
- Develop the Exhibitor Tool-Kit in a design led, professionalised and appealing manner after having coordinated inputs from the COC, KCC and any other third party suppliers. The Tool-Kit should include stands package, design services for customized structures, fixtures and furniture, furniture rental catalogue, signage lighting, electricity, plants, hosts services including pricing for services delivery, etc.;
- The Tool-Kit has to be available at least 4 months before the congress and will include the following elements: technical specifications for furniture and relative prices, signage and decoration, plants, electricity and cabling, booths lighting, as well as structures, fixtures and furniture and AV and IT equipment which will

be provided by the official AV and IT supplier for the Congress. The Exhibitor Tool-Kit needs to be in line with the sustainability objectives for the Congress and be validated by the COC.

b. Financial and Managerial Administration Services

To note: This component may be revised after detailed discussions with the successful applicant.

The Consultant will provide the financial and managerial administration services including but not limited to:

- Produce guidelines/contract templates for solicitation and sale of spaces (for all exhibit type) in coordination with the COC;
- Receive and manage bookings / orders through the online exhibit system (see below for specifications) starting at the latest four (4) months before the Congress (the booking form for an exhibit space and / or the orders forms for the Exhibit Tool-Kit can be done online via the system or in another format (i.e. PDF, via email);
- Manage communication with Exhibitors in the four (5) Official Languages (French, English, Portuguese and Arabic) as necessary within 2 working days after reception of a request / order. Communication with other contractors and third parties will be mainly in French and English;
- Manage the invoicing system in compliance with the Rwanda Tax regulation including ensuring taxes are properly declared and transferred to Rwanda authorities as necessary by acting as APAC's official tax agent for exhibits including for large and medium-size exhibits which might be sold directly by the COC;
- Provide financial reports to the COC on a regular basis and ensure fast regular transfer of exhibit fee income to IUCN while guaranteeing that IUCN funds are managed separately from any other funds handled;
- Invoice reconciliation and payment to any other third party suppliers as necessary;
- Ensure that all third-party suppliers and exhibitors have the insurance they are contractually obliged to have and are briefed about safety measures including legal liability required in Rwanda;
- Handle cancellations and follow up in case of non and/or incorrect payments;
- Handle final payments / reimbursements and final financial reconciliation and report;
- Produce a comprehensive post event report including KPIs, statistics lessons learned;

c. Manage the overall logistics at the Exhibition Hall

- Coordinate delivery and pick up services on/off stands as well as onsite storage spaces and transfers;
- Get approval of all floor plans from the KCC's security team and local authorities as will be applicable;
- Comply and ensure compliance of all providers working on-site with the overall safety and security regulations;
- Coordinate the welcome of all exhibitors and provide and onsite training about Sustainable Congress Policy (available at a later stage) and other subjects related to the event;
- Provide on-site customer service to exhibitors throughout the whole duration of the event and proactively solve issues and problems arising related to the exhibits including setup and dismantling days;
- Ensure repatriation of all data related to exhibition from the online booking system into APAC's IT systems;

d. Develop an online exhibit booking/order system to be launched four (4) months before the Congress

The online system will be integrated on the APAC website and should have the following functionalities (the list is not exhaustive):

- Receive Applications from exhibitors. APAC reserves the right to approve ALL applications from prospect exhibitors. During the approval process, the Contractor will coordinate communications with applicants;
- Allow pre-selection of preferred themes and consequently of the preferred exhibit space on an interactive map and/or through a virtual exhibition tour. The latter shall be linked to the Congress website and specifically with the online Congress Programme, Mobile App, registration system (for exhibitor registration) and any Participant messaging system via API integrations, as applicable;
- Allow exhibitors to book additional services such as visual branding in another thematic sections as well as equipment from the Exhibitor Tool-Kit;
- Include a payment module with a price grid established by the COC allowing for payments via credit card (using a secure system) and bank transfer;
- Issue of standardized email messages for invitation letter, receipts, invoices, payment confirmations;
- Issue customized reports to APAC and ideally, allow for a live dashboard access to the system.

The Exhibition Area and Stands

The main exhibition area (see Map 1) covers Foyer 1A and 1B, the Concourse and possible, MH4 and will be open from 07 (set-up should be done before 7th) to 12 (take down) March 2022. These spaces, occupy a total area of about **3,743 m²** but might be up to 4,326 m² if room MH4 is included and should be designed to be dynamic, prestigious, open and impactful areas to offer participants a full immersion in to the APAC themes through pavilions, posters, trainings and events. The exhibition area will accommodate a mix of small, medium and large stands and will be open from 07 to 12 March 2022. The exhibition hall will accommodate a mix of small (6-12m²), medium (60 m²) and large (150 m²) stands.

The Exhibition is an important component that will contribute to the objectives of APAC and is an opportunity for organizations and APAC partners to showcase their work; have meetings; and even organize training events. The look and feel of the stands should thus be world class and drawn in delegates to the exhibition area.

Table 1: Indication of numbers and size of stands

Stand Size	Approximate number of stands	Total area
6m ²	50	600m ²
12m ²	17	300m ²
60m ²	10	360m ²
150m ²	4	600m ²
Pathways, food outlets, water points		1,883 m ²
Totals	94	3,743 m²

The Stands: The service provider will:

1. Provide a suggested layout (map) for all the stands, and ensure adequate space is left for pathways, water points and food outlets.
2. Based on the specifications in Annex 1 (which are based on IUCN World Conservation Congress Specifications for Marseille), provide detailed specifications and costings for stands of the following sizes: 6m², 12m², 60m², and 150m².
3. For the 60m², and 150m² provide costs estimates and ensure availability of the AV and sound equipment
4. The numbers of stands will be agreed with APAC organizers, but table 1 provides a reasonable estimate
5. The specifications should be adapted to suit what is available or/and can be made in Kigali and that the suggested materials to be used meet sustainability requirements (see end of Annex 1) and so contribute to a green APAC.
6. The successful provide will state how long they require to make the stands and demonstrate that the stands can be erected on the 6th or/and 7th March and removed on 12nd and/or 13th March.
7. Provide a detailed report within 2 months of contract signing.

Expertise Required:

- Example of floor plans developed before which have allowed ideal visitors' flow and experience;
- Examples of marketing and sales strategies developed for previous events of similar size and scale which have successfully maximized revenue generation including information about target exhibit number vs actual exhibit sold;
- Level of commission/fee the Contractor would charge on sales price for small, medium or large scale exhibits respectively (No commission fee will be paid for organisations coming from APAC's network nor for acquisitions made by IUCN);
- The details of three relevant examples of past work including but not limited to information on sustainability measures implemented, customer services delivered, overall logistics management and third party management, financial and managerial administration;
- A sample Exhibitor Tool-Kit from a previous event which includes at least the following elements: furniture rental catalogue, signage, lighting, electricity, plants, host/ess services, including an indication how much prices in the sample Tool-Kit would change for the Congress in Kigali;
- Based on past project, explain how your services are in line with the sustainability requirements;
- Details about the online system including information about integration capabilities with other systems; the description shall include either screen-shots of a system previously developed (back- and frontend) or a link to a demo version and/or active link;
- Description of process for receiving and transferring income from exhibition fees to APAC (frequency of transfers, accounting procedures, guarantees for separate handling of APAC funds, etc.); and
- Proposal for additional services not factored above but key to the congress;

- A concept note covering: design ideas for the thematic villages as well as the small, medium and large exhibit within the above. The concept note should also include the objectives and rationales behind the proposal, the sustainability approach as well as suggestion on how to portray APAC, IUCN and AWF in order to achieve the Congress and Exhibition objectives.
- A tentative space layout of one large exhibit stands (150-200m²) and its visual rendition; A tentative space layout of one medium exhibit stands (55-80m²) and its visual rendition; A tentative space layout of one small exhibit stands (6m²) and its visual rendition;
- Pricing per square meter of the different space layout. All prices

Annex 1: Descriptions of Draft Stand packages

1. Small stands package (6m² / 12m²)

This basic package offers an attractive wooden structure with a white back wall. Each stand will have a fascia board to show the stand number and the organisation/company name as entered in the online exhibition booking system. Fascia board dimension: 60cm wide x 30cm high.

To increase stand visibility, small stand exhibitors have the possibility to add a graphic back wall, as shown below. The graphic back wall can be ordered and paid for (details to follow).



6m² stand design



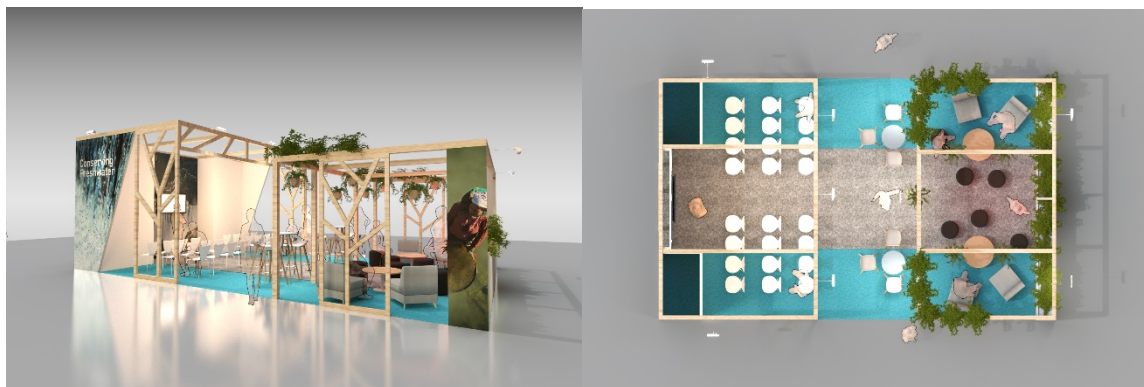
12m² stand design



Equipment included in the small stands is based on IUCN World Conservation Congress details and subject to revision based on need and availability:

	6m ²	12m ²
Technical descriptions	Technical description of the small stand (6m2)	Technical description of the small stand (12m2)
Stand	Production, set-up and dismantling of stand	Production, set-up and dismantling of stand
Surface	3m length x 2m depth with 2.5m high white-colored metric modular partition walls	6m length x 2m depth with 2.5m high white-colored metric modular partition walls
Signage	White fascia board (for the name of the organisation) along the open stand front	2x white fascia boards (for the name of the organisation) along the open stand fronts
Lighting	LED Bar 40W	2x LED Bar 40W
Cleaning	Cleaning after build-up included Daily cleaning not included	Cleaning after build-up included Daily cleaning not included
Electricity	Electricity (and consumption) to cover the equipment provided in the stand included.	Electricity (and consumption) to cover the equipment provided in the stand included.
Furniture	- 1 rectangular table (L.120 x W.70 x H.74 cm) - 3 stackable wooden chairs (L.40 x W.42 x H.45 cm)	- 2 rectangular tables (L.120 x W.70 x H.74 cm) - 6 stackable wooden chairs (L.40 x W.42 x H.45 cm)
Badges (nominative and non-transferrable):	- 1 exhibitor badge with full access to the Congress and access to the exhibition hall for move-in and move-out. - 3 stand personnel badges with access to the exhibition hall for move-in, operation and move-out	- 2 exhibitor badges with full access to the Congress and access to the exhibition hall for move-in and move-out - 6 stand personnel badges with access to the exhibition hall for move-in, operation and move-out

2. Medium stands package (60m²)



Medium stand with Presentation design



Medium stand with networking design

Equipment to be included in the medium stand:

	Networking Design	Presentation Design
Technical Descriptions	Technical description of the medium stand (Networking design)	Technical description of the medium stand (Presentation design)
Stand	Production, set-up and dismantling of stand	Production, set-up and dismantling of stand
Surface	10m length x 6m depth with 3.5m high wooden modular partitions walls	10m length x 6m depth with 3.5m high wooden modular partitions walls
Presentation area	N/A	For 24 participants
Storage space	2 lockable storage rooms (3m ² in total)	2 lockable storage rooms (3m ² in total)
Structure	Poster area with 5 Claustras (posters not included)	Poster area with 5 Claustras (posters not included)
Stand customisation	<ul style="list-style-type: none"> - Approx. 47m² of digital printing visuals - Fabric on stand walls / Colour customisable - For more information on stand customisation, please refer to section "Customisation of medium and large stands" 	<ul style="list-style-type: none"> - Approx. 47m² of digital printing visuals - Fabric on stand walls / Colour customisable - For more information on stand customisation, please refer to section "Customisation of medium and large stands"
Lighting	10x LED Bars 20W	10x LED Bars 20W
Plants	<ul style="list-style-type: none"> - 8 floral suspensions - 3 Planters 	<ul style="list-style-type: none"> - 8 floral suspensions - 3 Planters
Cleaning	Cleaning after build-up included Daily cleaning not included	Cleaning after build-up included Daily cleaning not included
Electricity	Electricity (and consumption) to cover the equipment provided in the stand included.	Electricity (and consumption) to cover the equipment provided in the stand included.
Furniture	4 round tables 8 white stackable chairs	24 white stackable chairs

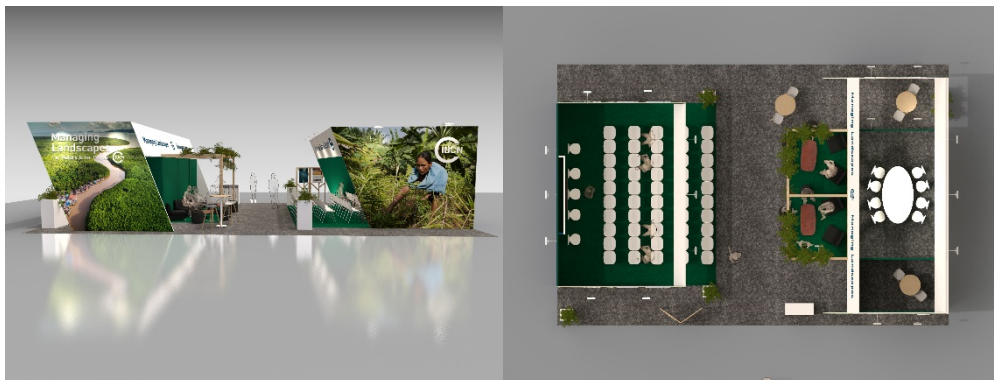
	2 white stand-up tables 6 high stools 4 grey low armless chairs 6 grey round ottomans 2 low round tables 1 steel shelf 1 white coat-hanger	2 stand-up tables 6 high stools 4 grey low armless chairs 6 grey round ottomans 2 low round tables 1 steel shelf 1 white coat-hanger
AV/IT equipment	-TV LED 55" Full HD – HDMI on totem	- TV LED 55" Full HD – HDMI on totem - 15" Laptop with Windows 10 - Silent sound system with 24 headsets
Badges (nominative and non-transferrable):	- 5 exhibitor badges with full access to the Congress and access to the exhibition hall for move-in and move-out - 10 stand personnel badges with access to the exhibition hall for move-in, operation and move-out	- 5 exhibitor badges with full access to the congress and access to the exhibition hall for move-in and move-out - 10 stand personnel badges with access to the exhibition hall for move-in, operation and move-out

Useful information: Additional equipment or services such as extra AV / IT equipment, display stands, cleaning, support staff, screens, etc. can be ordered.

3. Large stands package (150m2)



Large stand with Open design



Large stand with Classic design

Equipment included in the large stands

	Open Design	Classic Design
Technical Descriptions	Technical description of the large stand (Open design)	Technical description of the large stand (Classic design)
Stand	Production, set-up and dismantling of stand	Production, set-up and dismantling of stand
Surface	15m length x 10m depth with 3.7m high wooden modular partitions walls	15m length x 10m depth with 3.7m high wooden modular partitions walls
Presentation area	50 participants	50 participants
Meeting room	8 people	8 people
Storage space	1 lockable storage room (3.75m ²)	2 lockable storage rooms (4.5m ² in total)
Structure	Poster area with 8 Claustras (posters not included)	Poster area not included
Stand customisation	<ul style="list-style-type: none"> - Approx. 70m² of digital printing visuals - Fabric on stand walls / Colour customisable - Adhesive text on the welcome desk (850mm x 150mm) - For more information on stand customisation, please refer to section "Customisation of medium and large stands" 	<ul style="list-style-type: none"> - Approx. 70m² of digital printing visuals - Fabric on stand walls / Colour customisable - Adhesive text on the welcome desk (850mm x 150mm) - For more information on stand customisation, please refer to section "Customisation of medium and large stands"
Lighting	20 x LED Bars 20W	20 x LED Bars 20W
Plants	<ul style="list-style-type: none"> - 6 floral suspensions - 2 Planters 	<ul style="list-style-type: none"> - 6 floral suspensions - 2 Planters
Cleaning	Cleaning after build-up included Daily cleaning not included	Cleaning after build-up included Daily cleaning not included
Electricity	Electricity (and consumption) to cover the equipment provided in the stand included.	Electricity (and consumption) to cover the equipment provided in the stand included.
Furniture	<ul style="list-style-type: none"> 1 manufactured welcome desk 1 white conference table 3 stand-up tables 65 white stackable chairs 6 high stools 4 black low armless chairs 6 grey round ottomans 2 coffee tables 2 steel shelves 2 white coat-hangers 	<ul style="list-style-type: none"> 1 manufactured welcome desk 1 white conference table 3 stand-up tables 65 white stackable chairs 6 high stools 4 black low armless chairs 6 grey round ottomans 2 coffee tables 2 steel shelves 2 white coat-hangers
AV Equipment IT	<ul style="list-style-type: none"> - 75" LED TV Full HD – HDMI on totem - 15" Laptop with Windows 10 	<ul style="list-style-type: none"> - 75" LED TV Full HD – HDMI on totem - 15" Laptop with Windows 10

	- Silent sound system with 50 headsets	- Silent sound system with 50 headsets
Badges (nominative and non-transferrable):	- 15 exhibitor badges with full access to the Congress and access to the exhibition hall for move-in and move-out - 20 stand personnel badges with access to the exhibition hall for move-in, operation and move-out	- 15 exhibitor badges with full access to the Congress and access to the exhibition hall for move-in and move-out - 20 stand personnel badges with access to the exhibition hall for move-in, operation and move-out

Useful information: Additional equipment or services such as extra AV / IT equipment, display stands, cleaning, support staff, screens, etc. can be ordered.

INDICATIVE TABLE OF AUTHORISED MATERIAL AND MATERIAL TO BE AVOIDED

Authorised material

- Sustainable Fibre
- Recycled polyester (rPET)
- Certified organic cotton
- Fair Trade cotton
- Better Cotton Initiative cotton
- Upcycled materials
- Hemp
- Tencel
- Soy
- Coconut

Sustainable materials (for structure, giveaways, etc.)

- Recycled glass, metal, cardboard
- Reclaimed, repurposed or reusable items
- Reclaimed wood
- Third party certified wood or
- FSC or PEFC certified wood or
- FSC or PEFC certified wood
- BPAfree

Material to be avoided

- Any Styrofoam
- Any single-use Plastic
- #1 polyethylene (PET) plastic
- #2 high density polyethylene (HDPE)
- #5 polypropylene (PP)
- Single-use Plastic containers
- Plastic film
- Plastic bags
- Plastic food service products (plates, bowls, cups, utensils, etc.)

PART 3 – THE EVALUATION MODEL

Each Lot will be evaluated separately and the highest scoring proposal for that lot will be awarded the contract.

Criteria : SIMULTANEOUS TRANSLATION SERVICES (LOT 1)		Maximum Score
1.	Technical Proposal	
	Demonstrated relevant experience handling assignments of similar scope and size and ability to coordinate service delivery with third parties. Bidders are required to submit supporting certificates of completion signed and stamped that they have successfully executed at least 5 events of similar size. The certificates should detail the events, dates, venue, organizer's contact details and the description of services provided	20
	Personnel: <ul style="list-style-type: none"> ➤ Proposed interpreters should have performed simultaneous interpretation at minimum in 5 international conferences or summits of similar size. ➤ The firm should have performed simultaneous interpretation at minimum in 5 international conferences or summits of similar size. 	40
2.	Financial Proposal:	
	Financial Proposal should include: <ul style="list-style-type: none"> • Costs breakdown • Breakdown of reimbursable expenses • All firms should quote in RWF as currency and include all applicable taxes. ➤ All bidding consulting firms should Indicate their preferred payment terms 	40
	TOTAL	100

	Criteria : SUPPLY OF AUDIO VISUAL EQUIPMENT, VIRTUAL PLATFORM AND ENGAGEMENT MANAGEMENT, EVENT PRODUCTION AND LIVE STREAMING SERVICES (LOT 2)	Maximum Score
3.	Technical Proposal	
	<p>The bidder must demonstrate through certificates of completion that they have successfully executed at least 3 events of similar size. Experience working at the Kigali Convention Centre is an added advantage</p> <p>The bidder must demonstrate through certificates of completion signed and stamped that they have successfully executed at least 3 events of similar size. Additional certificates will earn more score. Experience working at the Kigali Convention Centre is an added advantage. The certificates should detail the events, dates, venue, organizer’s contact details and the description of audio visual, sound system, simultaneous interpretation equipment system, videography, photography and related services provided.</p>	30
	<p>Technical execution and Team:</p> <ul style="list-style-type: none"> ➤ The bidder must indicate the technical executions in full including integration and mixing of the audio-visual systems deployed. ➤ They must also indicate any substitutions and additional suggestions clearly within the technical planning. ➤ Description of equipment to be utilised ➤ CVs detailing relevant experience of technical team ➤ Project Manager – qualification and experience ➤ Audio-Visual lead and team– qualification and experience ➤ Sound lead and team– qualification and experience ➤ Technical team based on proposed execution. 	25
	<p>Work Plan:</p> <p>The bidder must demonstrate the feasibility of the execution, with work plan including installation plan, support, post-production deadlines for each steps of the design, production and installation.</p>	15
	<p>Creativity:</p> <p>Additional suggestions that enhance the summit will also be scored.</p>	10
4.	Financial Proposal:	
	<p>Financial Proposal should include:</p> <ul style="list-style-type: none"> • Costs breakdown • Breakdown of reimbursable expenses • All firms should quote in RWF as currency and include all applicable taxes. <p>All bidding consulting firms should Indicate their preferred payment terms.</p>	20
	TOTAL	100

Criteria : PROFESSIONAL USHERING SERVICES (LOT 3)		Maximum Score
5.	Technical Proposal	
	<p>Qualification and Experience the company bidding:</p> <p>The appointed service provider should justify the company experience in event management industry and should have successfully organized and coordinated at least 5 events and certificates of good completion should be presented.</p>	30
	<ul style="list-style-type: none"> • The lead manager of the appointed service provider should possess the following qualifications and experience: <ul style="list-style-type: none"> - A bachelor's degree, preferably in marketing, public relations, hospitality management, business or communications. - Should have a strong interpersonal skills, able to communicate and work with diverse people - Should have at least five years of experience in event coordination (proof to be presented). 	25
	<p>General experience of ushers:</p> <ul style="list-style-type: none"> - High School Diploma or equivalent - Knowledgeable in international affairs, - Possess good communication skills and observe behavioral etiquette. - Communicate effectively in English and French. - Deal effectively with a wide variety of personalities and situations requiring diplomacy, tact, friendliness, poise and firmness - Work varied shifts, including nights, weekends, and holidays - Coordinate arrival and departure of delegates 	15
6.	Financial Proposal:	
	<p>Financial Proposal should include:</p> <ul style="list-style-type: none"> • Costs breakdown • Breakdown of reimbursable expenses • All firms should quote in RWF as currency and include all applicable taxes. <p>All bidding consulting firms should Indicate their preferred payment terms.</p>	30
	TOTAL	100

	Criteria: PROVISION OF PROFESSIONAL EXHIBITION SERVICES (Lot4)	Maximum Score
1	Technical Proposal	
	Demonstrated understanding of the assignment with clear methodologies of all relevant aspects of the Terms of References	20
	Demonstrated feasibility of their proposed execution, with work plan e.g. for exhibition services, the installation plan, support, post-production deadlines for each steps of the design, production and installation	30
	Demonstrated relevant experience handling assignments of similar scope and size and ability to coordinate service delivery with third parties. Bidders are required to submit supporting certificates of completion signed and stamped that they have successfully executed at least 5 events of similar size. The certificates should detail the events, dates, venue, organizer's contact details and the description of services provided	20
	Personnel: Have qualified staff trained and experienced in the event management	10
2	Financial Proposal:	
	Financial Proposal should include: <ul style="list-style-type: none"> • Costs breakdown • Breakdown of reimbursable expenses • All firms should quote in RWF as currency and include all applicable taxes. All bidding consulting firms should Indicate their preferred payment terms	20
	TOTAL	100

PART 4 – INFORMATION TO BE PROVIDED BY PROPOSERS

By participating in this RfP, Proposers are indicating their acceptance to be bound by the conditions set out in this RfP.

This Part details all the information Proposers are required to provide to IUCN. Submitted information will be used in the evaluation of Proposals. Proposers are discouraged from sending additional information, such as sales brochures, that are not specifically requested.

Each of the following must be submitted as a separate document, and will be evaluated separately.

4.1. Declaration

Please read and sign the [Declaration](#) and include this in your proposal.

4.2. Technical information/Service Proposal

KEY GENERAL REQUIREMENTS FOR ALL BIDDERS:

The bidder must demonstrate through certificates of completion that they have successfully executed at least 5 events of similar size. Experience working at the Kigali Convention Centre is an added advantage. Additionally, bidders must:

- Demonstrate through certificates of completion signed and stamped that they have successfully executed at least 5 events of similar size. The certificates should detail the events, dates, venue, organizer's contact details and the description of services provided.
- Demonstrate the feasibility of their proposed execution, with work plan e.g. for exhibition services, the installation plan, support, post-production deadlines for each steps of the design, production and installation.
- Have qualified staff trained and experienced in the event management.
- Comply with all obligations of the Rwanda labour law and social security law for its own personnel working in Rwanda and handle all paper work with the Rwanda authorities with regards to prevention of illicit/undeclared work, handling of work permits for foreign employees, managing social security contributions, documentation and compensation of overtime, etc. as outlined in section;
- Ensure that any subcontractors comply with all obligations of the Rwanda labour law and social security law for their own personnel working in Rwanda;
- Ensure that any subcontractors comply with the health and safety legislation.

SUBMISSION REQUIREMENTS FOR TECHNICAL AND FINANCIAL PROPOSALS

Bidders need to submit a separate Proposal for each Lot for which they wish to bid. Each Proposal shall comprise two parts, namely the Technical Proposal and the Financial Proposal. These two parts shall be submitted simultaneously in two separate PDF documents. One document shall contain only information relating to the Technical Proposal for the specific Lot and the other, only information relating to the Financial Proposal of the Specific Lot. A Bidder wishing to bid for more than one Lot will therefore need to submit separate submissions with two documents each.

Submitted documents must be password-protected so that they cannot be opened and read before the submission deadline. Please use the same password for all submitted documents. After the deadline has passed and no later than **07th November 2021, at 05:30 pm (Kigali Time)**, all bidders should send the relevant password to the same email address as used for submitting your Proposal. This will ensure a secure bid submission and opening process. ***Please DO NOT email the password before the deadline for Proposal submission. Proposals must be prepared in English.***

Bidders are expected to provide the following documents:



- Company registration documents issued by RDB
- Tax clearance documents issued by RRA



Technical proposals should include:

- Company profile
- Description of company experience relevant to the above scope of work
- Demonstration of similar work done with demonstration of technical execution and images showing the work done
- Description of equipment to be utilised
- Ideas and designs demonstrated with drawings, images or mock-ups
- At least three (3) Recommendation letters duly signed and stamped for the successful provision of similar work. The certificates should detail the events, dates, venue, organizer's contact details and the description of audio visual, sound system, simultaneous interpretation equipment system, videography, photography and related services provided.
- CVs detailing relevant experience of technical team:
- Project Manager – qualification and experience
- Audio-Visual lead and team– qualification and experience
- Sound lead and team– qualification and experience
- Technical team based on proposed execution.

Financial Proposal should include:

- Costs breakdown
- Breakdown of reimbursable expenses
- All firms should quote in RWF as currency and include all applicable taxes.
- All bidding consulting firms should indicate their preferred payment terms

N.B: Please submit these in a ZIP Folder / File clearly marked "Financial Proposal"

Prices include all costs. Submitted rates and prices will be deemed to include all costs, insurances, taxes, fees, expenses (including necessary travel for the implementation of the project), liabilities, obligations, risk and other things necessary for the performance of the Requirement.

Prices should clearly state any available discounts (% or flat fee). Any charge not stated in the Proposal as being additional, will not be allowed as a charge against any transaction under any resultant contract. On a case by case basis, there will be room for further price negotiations with the successful consultants. Any commission or handling fee which the bidder's plans to charge for specific services (i.e. exhibit sales or exhibit catalogue) should be included in the Technical and Financial Proposals.

4.3. Pricing information

Prices include all costs

Submitted rates and prices are deemed to include all costs, insurances, taxes, fees, expenses, liabilities, obligations, risk and other things necessary for the performance of the Requirement. Any charge not stated in the Proposal as being additional, will not be allowed as a charge against any transaction under any resultant Contract.

Applicable Goods and Services Taxes



Proposal rates and prices shall be inclusive of Value Added Tax.

Currency of proposed rates and prices

Unless otherwise indicated, all rates and prices submitted by Proposers shall be in Rwandan Francs (RWF)

4.4. Non-price commercial information

https://portals.iucn.org/union/sites/union/files/doc/template_3_pqq_evaluation_model_and_scorecard_0.xlsx

PART 5 – DEFINITIONS

For the purposes of this Request for Proposal (RfP) the following definitions apply:

Contract	Means any contract or other legal commitment that results from this Request for Proposals.
Contractor	Means the entity that forms a Contract with IUCN for provision of the Requirement.
Instructions	Means the instructions and conditions set out in Part 1 of this Request for Proposals.
IUCN	Means IUCN, International Union for Conservation of Nature and Natural Resources.
IUCN Contact	Means the person IUCN has nominated to be used exclusively for contact regarding this Request for Proposals and the Contract.
Proposal	Means a written offer submitted in response to this Request for Proposals.
Proposer	Means an entity that submits, or is invited to submit, a Proposal in response to this Request for Proposals.
Requirement	Means the supply to be made by the Contractor to IUCN in accordance with Part 2 of the RfP.
RfP	Request for Proposals