



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

TENDER REFERENCES No: 2026-09-098

Terms of Reference (ToR) for Provision of Integrated Event Management Services to Support the International IDEA Activities in Ukraine.

1. Background

The International Institute for Democracy and Electoral Assistance (International IDEA) is an intergovernmental organization established in 1995, with Member States from across all continents. International IDEA's mission is to support sustainable democracy worldwide and to assist in the development of institutions and the culture of democracy.

Since 2015, International IDEA has been engaged in various initiatives aimed at supporting Ukraine's democratic consolidation. Following the full-scale Russian invasion of Ukraine in February 2022, the Institute has reinforced its work in collaboration with Member States and partner organizations to support Ukraine in protecting and enhancing the resilience of its democratic institutions. International IDEA's current work in Ukraine focuses, among other priorities, on supporting preparations for Ukraine's future post-war elections, parliamentary strengthening, and broader democratic resilience efforts implemented through its Regional Europe Programme.

International IDEA regularly organizes a wide range of events, including but not limited to conferences, workshops, training sessions, expert meetings, study visits, roundtables and high-level dialogues. These events bring together Ukrainian public authorities, members of parliament, electoral management bodies, civil society organizations, international experts, donors and other stakeholders, and constitute a key delivery mechanism for the project's objectives.

2. Objectives of the Assignment

International IDEA seeks to establish one or more task-based Framework Agreements with qualified and reliable Service Providers for four independent service Lots. Bidders may apply for one or more Lots. Each Lot will be evaluated and awarded independently, and a Service Provider will be responsible only for the Lot(s) awarded to it. Depending on the needs of a particular event, International IDEA may request services from one Lot or from several Lots through individual Service Orders.

- Lot 1 - Accommodation and Venue Sourcing and Management
- Lot 2 - Travel and Ground Transportation
- Lot 3 - Catering Services
- Lot 4 - Technical, Audio-visual and Event Support Services

The specific objectives of this assignment are to:

- Establish flexible access to qualified providers for each service Lot required for International IDEA events in Ukraine and, where applicable, abroad.
- Enable International IDEA to request services from one or more Lots according to the specific requirements of each event, without requiring the full package of services.
- Ensure that services under each Lot are planned, coordinated and delivered to a high professional standard in accordance with approved event requirements, agreed timelines and quality standards.
- Apply consistent procedures for market research, sourcing of quotations, preparation of itemised budgets, presentation of service options where applicable, confirmation of arrangements, invoicing and reporting under each Service Order.
- Support International IDEA in implementing sustainable, accessible and gender-responsive event practices in line with International IDEA's Green Policy and Procurement Policy. Safety, security and participant well-being must be considered in the delivery of each Lot, taking into account the prevailing security context in Ukraine. Event-specific accessibility requirements for participants with disabilities will be defined in the relevant Service Order.

3. **Scope of Work**

3.1 Services will be delivered on a call-off basis under the Framework Agreement for the relevant Lot. Each Service Provider shall plan, source, coordinate and deliver all services included in its awarded Lot in accordance with the applicable Service Order, Annex 2.2 and International IDEA's instructions. A Service Provider is not required to provide services outside its awarded Lot unless separately agreed in writing.

3.2 Scope by Lot

Lot 1 - Accommodation and Venue Sourcing and Management

Sourcing, comparing, negotiating and arranging accommodation and event venues; confirming availability, rates, booking conditions, accessibility, security, cancellation terms and other event-specific requirements; and managing approved bookings and related documentation.

Lot 2 - Travel and Ground Transportation

Arranging domestic and international travel, including rail, air and bus tickets, group and individual transfers, vehicle hire and other ground transportation; preparing itineraries; confirming bookings; and managing changes, cancellations and supporting documentation.

Lot 3 - Catering Services

Sourcing and arranging meals, coffee breaks, receptions and other catering services; proposing menus and service options; accommodating dietary and accessibility needs; confirming quantities and delivery arrangements; and ensuring compliance with applicable food safety and quality requirements.

Lot 4 - Technical, Audio-visual and Event Support Services

Providing or arranging audio-visual and technical equipment, technical personnel, online or hybrid event support, production of event materials, participant registration support, loading and set-up services, on-site coordination and other event support specified in the relevant Service Order.

3.3 General Requirements Applicable to All Lots

For each Service Order, the Service Provider shall conduct proportionate market research, obtain and present competitive options where applicable, prepare an itemised budget, identify key commercial conditions and risks, and obtain International IDEA's written approval before making commitments. The Service Provider shall retain and submit the quotations, booking

confirmations, invoices and other supporting documents required to verify delivery and process payment.

4. Timing and Work Plan

The Framework Contract may be valid for up to five (5) years. The specific contract period will be agreed during negotiations and contracting phase. The five-year period is a maximum limit and does not constitute a commitment.

Under the Framework Agreement, services shall be requested by International IDEA through individual Service Orders issued on a call-off basis. Each Service Order will define, as applicable, the event requirements, scope of services, expected deliverables, implementation timelines, approved budget and any other event-specific requirements.

5. Deliverables and Reporting Requirements

5.1 The specific deliverables for each Service Order shall be defined in the corresponding Service Order issued under the Framework Agreement. Depending on the event requirements, deliverables may include event plans, proposed service options, event budgets, confirmation of bookings, coordination of service providers, implementation of the event, and supporting documentation required by International IDEA to verify satisfactory completion and process payment.

5.2 The Service Provider shall submit reports only where specified in the relevant Service Order or Framework Agreement. The required format, frequency and content shall be defined by International IDEA.

5.3 All formal deliverables and correspondence in relation to this assignment shall be submitted in English and/or Ukrainian, as specified in the relevant Service Order.

6. Management and Organization

International IDEA will appoint a designated Project Manager who will serve as the primary point of contact for the Framework Agreement. The Project Manager will be responsible for issuing Service Orders for each event, reviewing and approving the market analysis, options and event-specific budgets presented by the Service Provider, providing guidance throughout implementation, and validating the delivery of services and approving invoices for payment. Following contract award, all communications relating to the implementation of the Framework Agreement and individual Service Orders shall be directed to the designated Project Manager. Additional operational details may be further defined during the contracting stage.

7. Monitoring and Evaluation

This section outlines International IDEA's approach to monitoring the performance and delivery of services under the Framework Agreement.

The objective is to ensure that services are planned, coordinated and delivered in accordance with the requirements of each Service Order, the Framework Agreement and the technical specifications set out in Annex 2.2. Through structured tracking and evaluation, International IDEA will verify that all processes align with the agreed standards, ensuring accountability and successful project execution.

Annexes (to be provided)

Annex 2.2. Technical specifications

Annex 2.3. Documentation provided by Bidder

Annex 2.4 Financial Proposal form