

Annex 2.2. Technical specifications for Provision of Integrated Event Management Services to Support the International IDEA Activities in Ukraine.

1. General Scope of Services

The Service Provider shall be responsible for the planning, coordination, and delivery of the services included within its awarded Lot(s) for activities organized by International IDEA under ongoing initiatives. These activities include, but are not limited to, conferences, workshops, training sessions, expert meetings, study visits, roundtables, and high-level dialogues. The scope of this support encompasses organizing the events and study visits both within Ukraine and abroad.

2. Specific Requirements by Lot

Lot 1 — Accommodation and Venue Sourcing and Management

- Source and book hotel accommodations for event participants, experts, and stakeholders in Ukraine and abroad.
- Ensure all selected accommodations meet acceptable quality standards and strictly factor in the safety, security, and well-being of the participants, especially considering the current security context.

Lot 2 — Travel and Ground Transportation

- Procure and manage travel tickets (air, train, bus) for participants attending events or study visits, domestically in Ukraine and internationally abroad.
- Organize safe and reliable ground transportation for event participants and delegations, including transfers to and from event venues.

Lot 3 — Catering Services

- Order, coordinate and manage comprehensive catering services (e.g., coffee breaks, lunches, dinners and receptions) for organized events.
- Propose menus and service options, accommodating dietary and accessibility needs.
- Confirm quantities and delivery arrangements and ensure compliance with applicable food safety and quality requirements.

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

- Provide and manage all necessary technical equipment and audio-visual support, including online or hybrid event support, to ensure smooth event operations.

3. Service Standards and Compliance

- **Quality Assurance:** All services must be delivered to a high professional standard, strictly complying with the agreed terms, timelines, and quality benchmarks established for each individual event.
- **Sustainability:** The Service Provider must support International IDEA in implementing sustainable and gender-responsive event practices, ensuring strict alignment with International IDEA's Green Policy and Procurement Policy.
- **Security Protocol:** The safety and security of all event participants must be the primary consideration in the selection of venues, accommodations, transportation routes, and all other logistical arrangements.

4. Administrative and Financial Procedures

- **Financial Consistency:** The Service Provider must apply consistent, transparent procedures for budgeting, providing quotations, confirming services, invoicing, and reporting for each event managed under the Framework Agreement.
- **Bank Account Requirement:** The Service Provider must hold a valid corporate bank account denominated in Euros (EUR) to receive international payments and manage financial operations effectively under the Framework Agreement.