

**ANNEX II: TASKS TO BE CARRIED OUT**

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## **1. VENUE BOOKING AND MANAGEMENT**

The contracting authority must send the contractor a detailed list of the logistical requirements for each event.

This must include the country and city in which the event is to take place, the expected number of participants, a breakdown of flights by country, and requirements as to the venue, catering, accommodation, transportation, technical support/equipment, and interpretation services, where necessary.

Based on this, the contractor will identify the venues that best suit the terms of the specific request for services and negotiate the best rates and contractual conditions, including cancellation and payment policies.

The results of the search, as detailed in the specific quote submitted by the contractor to the contracting authority, must include offers from a minimum of three and a maximum of ten suitable venues, preferably hotels, in the chosen city.

They must include details about the group rate for the accommodation, the event package, the welcome reception, plans of the meeting rooms, and copies of the rates and cancellation policy, etc. that the contractor has received from the potential venues selected. This should be accompanied by a document (in spreadsheet form) in which the contractor compares each proposed venue's space available, room facilities and cost.

If an event location has fewer than three suitable venues from which offers can be requested, this must be explained in the specific quote.

If necessary, the contracting authority will select which venues to visit based on the quote submitted by the contractor. The contracting authority may request that the contractor's project manager accompanies it during these visits.

The contractor must send a detailed summary (findings of the site inspections) to the contracting authority. The contracting authority will select a venue for the event based on these findings.

### **1.1. Event rooms and facilities**

In line with the contracting authority's request for services, the contractor must ensure that the appropriate event/meeting rooms are reserved and arrange for appropriate technical equipment, coffee breaks, beverages and a light buffet lunch to be provided.

The contractor must take into account the number of participants, accessibility and security in the local area.

During the event, the contracting authority may request the hire of additional event/meeting rooms for break-out sessions or administrative work, and/or the hire of appropriate event equipment.

### **1.2. Hotel or venue location**

The hotel and the event venue should be in a location which has good public transport connections and is within easy reach of the airport.

Event venues should, in general, be in a central location, and should be easily accessible from the hotels where participants are staying and should have the necessary equipment and infrastructure for the event in question.

The technical specifications may vary for each specific request. They may include requirements such as a conference room, additional rooms for smaller meetings or private networking, catering space situated near the event rooms, a registration area, an office for the organisers, and a room for speakers.

### **1.3. Hotel service in general**

The hotel needs to have a 24-hour reception. Its reception and/or events department must be available to the contracting authority's staff throughout the event, for example to respond to ad-hoc administrative requests (photocopying, etc.).

The hotel must also provide free wireless internet access to all participants.

## **2. BOOKING OF PARTICIPANTS' ACCOMMODATION**

### **2.1. Room reservation**

The contractor will determine how many room nights to reserve on the basis of the list of participants, the length of the event and the flight schedules.

Subsequently, it will book the rooms of the hotel chosen by the contracting authority. In addition, it will inform participants of their hotel reservation and/or provide confirmation.

The contractor may be asked to:

- Search for and identify suitable hotels, based on the event requirements. The same quality standard and a similar location should be provided for all participants and as many rooms as possible should be booked in a minimum number of hotels.
- Negotiate preferential rates, complimentary rooms, penalties and cancellation and no-show policies. Flexibility is needed on rooming list deadlines and last-minute changes.
- Manage hotel reservations and provide the contracting authority with early information on the option deadlines, cut-off dates and cancellation policies, including on the policy on the guaranteeing of rooms (especially in case of hotel overbooking) and procedures for early arrivals and late check-outs.
- Prepare and send the rooming list to the hotel(s) by the deadline specified.
- Monitor changes to the rooming list (new reservations, cancellations and no-shows) in order to minimise penalties.
- Review hotel invoices (cross-check hotel attendance lists, including no-show reports, in line with the organiser's lists).

Hotel rooms must be guaranteed (no overbooking).

The contractor will prepare and send the rooming list to the hotel in due time and will manage early arrivals and late departures. There should be regular communication with the hotel during the event (dealing with arrivals, new reservations, changes, cancellations and no-shows) in order to minimise penalties. As a rule, participants should be provided single accommodation.

Double rooms for accompanying persons may only be organised upon request, and at the participant's expense.

## **2.2. Accommodation**

Accommodation consists of lodging (hotel) and meals. Unless the contracting authority specifies otherwise, breakfast will be included in the room rate.

The final number of nights will depend on the actual travel arrangements and itinerary.

Where travel arrangements require the participant to spend additional night(s) in the hotel, this must be authorised by the contracting authority.

Should a participant opt to stay in a hotel other than one of those selected by the contractor, the booking will not be arranged by the contractor and will not be reimbursed by the contracting authority, except in the case of unforeseen circumstances (e.g. unavailability of rooms in the selected hotel).

The contractor will not finance or reimburse any other hotel arrangements made by the participant without prior written authorisation from the contracting authority.

The contractor will settle hotel bills on behalf of all participants except for EU officials.

Accommodation rates should be within the limits set in the annexed rules (see Annex III).

Rooms equipped for disabled people and non-smoking rooms can be provided on request.

Each participant will be liable for any additional expenditure (e.g. mini-bar, pay TV, telephone calls, hotel bar, etc.).

## **3. ORGANISATION OF PARTICIPANTS' TRAVEL ARRANGEMENTS**

The contractor is responsible for all aspects of the travel arrangements, including communicating these directly to participants, where necessary.

Travel arrangements will be made for the list of approved participants provided by the contracting authority.

The contractor will invite the participants to the event and make travel arrangements on their behalf, including organising pre-paid travel tickets and liaising with airlines and travel agencies.

Travel means the journey from the participant's place of employment to the place where the event will take place, as well as transport between the place of accommodation (hotel) and the event venue.

Please note that the participants will not receive a daily allowance.

### **3.1. Travel tickets**

Tickets must be booked at the earliest opportunity in order to take advantage of the best rates. All travel is deemed to start at the participant's place of employment.

Based on each participant's schedule and chosen itinerary, the contractor will research the market and obtain the best possible prices and negotiate the most advantageous cancellation policies possible.

The contracting authority may run random checks on airline fares. The contractor will be asked to justify the difference in price where cheaper tickets are found and to provide compensation if the explanation provided is considered inadequate.

A detailed plan of the journey to and from the event(s) is to be drawn up, including an arrival and departure transport list. If required, an up-to-date list of participants is to be provided to the transport company.

The contractor must indicate in the plan the place of departure and the destination, the number of people per journey type and the unit cost of the journey.

At the contracting authority's request, minor changes may be made to this list up to two days before the event. Should such changes incur extra costs, the contractor must notify the contracting authority. If accepted by the contracting authority, the costs may be charged to the contract.

If the travel price is higher than average, the contracting authority must be consulted about travel prices and conditions before a final booking is made.

### **3.2. Airline tickets**

Booking fees and the cost of economy class air travel are eligible for reimbursement, provided the cheapest available economy fare is selected (APEX, PEX, Excursion fare, etc.)

The fare must include airport tax and, where appropriate, any charges for making tickets available for collection at the departure airport.

Flights must be booked from the airport nearest the participant's place of employment to the airport in the city where the event will take place.

Prior written authorisation from the contracting authority is required for the booking of non-standard routes.

Journeys of more than 400 km (one way) may be made by air, in economy class, or equivalent, at the cheapest available fare taking the date of the event into account.

Travel in business class may be permitted if:

- the flight duration is four hours or more without a stopover; and
- the total flight time outside Europe is at least 12 hours in any consecutive 72-hour period.

### **3.3. Train tickets**

Where appropriate (generally for journeys not exceeding a one-way distance of 400 km and not including a sea crossing which may only be made by boat), train travel may be organised, as follows:

- first class for international journeys. Premium tickets may only be used if they are not more expensive than first class tickets;
- second class for domestic journeys.

Travel expenses, including the cost of seat reservations and any supplements, will be reimbursed on presentation of supporting documents.

### **3.4. Boat**

The appropriate class and cabin supplements will be authorised in accordance with the needs of the service and in line with the duration and cost of the trip and cost-effectiveness considerations.

### **3.5. Car**

The contracting authority strongly advises against the use of private cars to attend the event.

Participants who choose to use their own car for event-related travel remain fully liable for any accidents involving their vehicle and for any traffic offences.

The contracting authority will not accept any requests for compensation or reimbursement related to any accidents.

The use of a private car may be authorised if it improves the cost-effectiveness of the trip and/or of the event itself, particularly if the vehicle is shared by a number of participants.

The cost of a journey by private car (personal) is calculated at a rate per kilometre up to a maximum of 0.22 euros per kilometre. Fuel costs will not be reimbursed.

Other expenses (motorway tolls, parking fees, ferry fares, etc.) will also be reimbursed on presentation of the corresponding supporting documents.

Where several participants travel in the same car, reimbursement will be authorised only once.

The participant must provide evidence of the journey by car. A reimbursement form shall be completed, signed and dated by the participant.

### **3.6. Local transport – shuttle service**

If specified by the contracting authority in the request for services, the contractor will be responsible for ensuring that local transport is available throughout the event, for example by:

- arranging transfers between the airport, hotel and event venue;
- arranging transfers between the airport and the hotel during transit flights, if applicable.

This service will only be provided if the hotel accommodating the participants is unable to organise a shuttle service.

If required, the contractor will organise airport transfer by car, i.e. each participant will be met at the destination airport by a driver with a name plate bearing the participant's name.

The information on the name plate will be complete and correct, as communicated by the contracting authority.

The contractor will provide drivers with a list of the participants' arrival and departure times.

The driver will communicate courteously with the participants, in English.

Drivers should be in regular contact with the airport to check for delays to arrivals/departures so as to avoid any additional costs associated with waiting.

### **3.7. Taxi**

The contracting authority encourages the use of public transport. Where public transport is not available or is not a viable option (e.g. for safety reasons), taxis may be used and the costs of taxi transfers to airports or stations at the place of the event will be considered eligible for reimbursement.

Taxi fares will be reimbursed on presentation of the original, duly completed and legible supporting documents.

### **3.8. Changes and cancellations**

The contractor will provide participants with any necessary assistance if changes to tickets have to be made.

It will inform the contracting authority as soon as possible of any changes requested by participants (e.g. changes to flight times).

Any extra costs resulting from these changes will be brought to the attention of the contracting authority and, if accepted, charged to the contract.

Should the contracting authority fail to respond, the change cannot be made.

## **4. CATERING**

Catering may include, but is not limited to:

- a welcome drink and morning and afternoon breaks (hot drinks, water, fruit juices, pastries, and fresh fruit), lunches, buffet dinners at the hotel; and
- the provision of refreshments and mineral water in the event and breakout rooms, lounges, interpreting booths, event organiser's office, etc.

The contractor may be requested to submit up to three quotes for catering services.

When catering is not provided exclusively by the event venue or hotel in which the event will take place, the contractor may be asked to find catering suppliers either at the venue or in an external location.

The contractor is responsible for organising meals throughout the event and will make the necessary reservations for the appropriate number of participants.

A printed menu, with the title and date of the event, will be made available on all tables.

The contractor will establish whether participants have any specific cultural, religious or personal requirements (e.g. any special dietary requirements).

It will take care not to over- or underestimate catering numbers and will ensure that the supplier can be flexible with catering numbers until an agreed cut-off date.

If the suppliers request a minimum attendance guarantee, this will be clearly indicated in the budget proposal.

The contractor will set up a practical system to ensure that catering costs are accounted for correctly and accurately.

All catering-related costs (staff, transport, insurance, furniture, uniforms, etc.) will be included in the catering price.

## **5. INVITATION AND REGISTRATION OF PARTICIPANTS**

### **5.1. Mailing of invitations**

The contractor will send out the invitations (by e-mail, in electronic format or post) according to the contracting authority's instructions and based on templates provided (agenda, invitation letter, registration form with data protection disclaimer and information on the cancellation policy).

It will include any administrative and practical information provided by the contracting authority in relation to the event.

The contractor is responsible for ensuring that the intended recipient receives any information sent on behalf of the contracting authority.

### **5.2. Registration of participants**

The contractor will help participants with logistics related to the event (hotel reservations, confirmation of travel arrangements, administrative procedures visas, etc.). It will communicate with them directly.

To ensure that deadlines for producing the final agenda, preparing event kits, etc. are met, registrations must be finalised approximately two weeks before the event.

Once the registration process has begun, the contractor will make available up-to-date registration lists on the event website and will forward these to the contracting authority on request.

Once all participants have been registered, the contractor will prepare two detailed lists for the contracting authority's approval:

- an accommodation list for the hotel, detailing the nights covered by the contracting authority and those covered by the participants themselves should they choose to extend their stay; and
- a list of the travel arrangements made.

### **5.3. Registration form**

The contractor will prepare the online registration form for the event, with all the relevant administrative information.

The registration form must be clear, user-friendly and include all the necessary information, such as:

- the participant's personal details: gender, title, first name, surname, company/institution, department/service, full postal address (including street and number, postcode, town, country – spelled as indicated on the following web page: [http://europa.eu/about-eu/countries/index\\_en.htm](http://europa.eu/about-eu/countries/index_en.htm)), telephone number and e-mail address);
- logistical information relating to the participant's registration: attendance in sessions and workshops, lunches/dinners (including any special dietary requirements), hotel confirmations (including any special requirements, transport details);
- logistical information that should be communicated to the participant: event location, full details of the hotel (name, address, fax and telephone numbers, website), check-in and check-out time;
- additional information: e.g. registration/welcome desk opening times, instructions for pick-up at the airport or for public transport, any official documents required (e.g. passport, visa, vaccination certificate, health certificate), maps of hotel and venue, local information (language, currency, facilities, plug type, climate, clothing, etc.);
- data protection disclaimers.

#### **5.4. Name badges and name plates**

Name badges must show the name of the contracting authority and/or the event logo, the title, place and date of the event, the participant's name and surname and the name and country of their organisation. Name plates must display the participant's surname and be clearly legible from a distance.

It must be possible to print additional name badges and name plates on the spot in all venues.

#### **5.5. Registration reports**

During the preparation of an event, the contractor will regularly provide the contracting authority with up-to-date and accurate registration reports in spreadsheet form.

The contractor must be able to produce registration reports at short notice.

The registration report must include the following information:

- participants' contact details;
- a list of sessions to be attended by each participant;
- travel itinerary (dates and times of arrival and departure, flight numbers);
- assigned hotel;
- comments (any other information about the participants, e.g. linguistic or dietary requirements).

The registration report must be organised in such a way as to allow multiple sorting (by any category of information, e.g. name, country, hotel, attendance of sessions, etc.).

Separate lists may be requested for different subjects (accommodation, transfer, arrival, etc.).

After the event, the contractor will provide the contracting authority with the final registration data, including the final list of participants, cancellations or replacement participants, dates and times of arrivals and departures, number of nights' accommodation, etc.

### **5.6. Follow-up of invitees/participants**

The contractor will ensure that invitees have received the invitation package by systematically re-contacting by e-mail and telephone those invitees who did not reply to the first announcement.

On this basis, the contractor will prepare a report to be sent to the contracting authority for further action.

The contractor will keep the contracting authority regularly informed about progress in registrations, so that, for example, replacement participants can be selected.

### **5.7. List of participants' signatures**

The contractor is responsible for compiling a list of participants' signatures to be used to verify the eligibility of costs.

The list of participants must be based on the most up-to-date registration report.

### **5.8. On-site assistance for delegates and participants**

If specified by the contracting authority in the request for services, the contractor is responsible for ensuring that on-site support staff are available throughout the event to carry out duties such as:

- welcoming participants at the airport and/or hotel upon arrival and accompanying them upon departure, if requested;
- welcoming participants at the event, distributing name badges, passing around the microphone, distributing event kits, etc.;
- administrative assistance, if requested, including taking notes during discussions in order to produce a report or summary of the event proceedings and distributing them afterwards.

The contractor's representatives (event assistants) will act as contact persons for the participants.

Event assistants must be well-briefed about the event. They must be aware of all organisational matters relating to the event so they can answer participants in a clear and confident way.

The same team must be available throughout the event.

## **6. DEVELOPMENT OF PROGRAMMES AND DOCUMENTS RELATED TO THE EVENT**

The contractor will use the contracting authority's visual identity system and logo to ensure that the contracting authority's visual identity is consistent on all hard-copy and electronic communication (correspondence, agenda, speakers' papers, folders, name badges, name plates, etc.).

If the event is organised in cooperation with another organisation or other organisations, more than one logo may be required on the event material.

The contracting authority will provide the contractor with all required logos and documentation concerning its visual identity.

The contractor may be required to collect promotional and event material from the premises of the contracting authority and to deliver/send it in good time to the event venue.

After the event, any leftover promotional and event material must be returned to the contracting authority.

### **6.1. Preparing the event's visual identity**

Should the contractor be asked to create a consistent and recognisable visual identity for the event, the contractor's designer will submit a proposal for the event's visual identity based on the information provided by the contracting authority.

Once approved, the visual identity must be used on various items for the event – the official agenda, the official list of participants, notepads, and banners.

A template containing the event's visual identity will also be prepared and must be used for all presentations connected with the event.

### **6.2. Provision of event kits**

The contractor may be asked to prepare event kits.

These will include all documentation specified by the contracting authority in the specific request for services and must comply with the contracting authority's visual identity rules.

If the event kits or parts of them are prepared by the contracting authority, they must be sent to the venue approximately one week before the event.

The event kit will be distributed to participants upon their arrival at the event.

If requested, the contractor will handle transporting the material, equipment and documentation to and from the event venue, and the storage, packing and unpacking thereof.

This includes placing publications on shelving before the event and repacking the publications after the event.

## **7. EVENT WEBSITE DESIGN, CONTENT MANAGEMENT AND MAINTENANCE**

The contractor will develop, in close cooperation with the contracting authority, a template for the main registration website.

It will ensure that the website's content, organisation and structure comply with the rules set out in the EUROPA Information Providers Guide (IPG): [http://ec.europa.eu/ipg/index\\_en.htm](http://ec.europa.eu/ipg/index_en.htm).

The contractor must use this website for all related events, adding a separate page for each one. The contractor's designer will build the website and add the separate logos provided by the contracting authority.

If necessary, the website will be multilingual. Each participant will need to set up a password to access their profile on the website – the contractor will be responsible for setting this up.

The contracting authority must approve the final version of the website before the contractor launches it.

For each event, the contracting authority will work with the contractor to decide on the content of the main pages of the event part of the website, i.e. the registration forms (one form per participant profile), the practical information, and the programme page.

Depending on the type of event, the sections and content of the event website may contain some or all of the following: welcome statement, registration, agenda/programme, speakers, presentations, background documents, venue information, other practical information, a photo gallery.

The contractor will provide suitable electronic means to efficiently manage all organisational aspects of the event and any related communications.

It is fully responsible for the technical and general functioning of the website and of the online registration process, including, but not limited to, data integrity, security, and confidentiality.

A functional mailbox is necessary for each event.

## **8. INTERPRETATION SERVICES AND TRANSLATION**

The contractor will select and recruit interpreters in accordance with the event requirements.

To guarantee of quality, the interpreters hired must be members of respected international associations with certified standards.

The contractor will brief interpreters about the content of the event and will provide them with background documentation in advance.

It is also responsible for hiring the appropriate interpreting equipment and for providing interpretation booths in line with the requirements of the Directorate-General for Interpretation (SCIC), as set out on the following web page: [http://ec.europa.eu/dgs/scic/organisation-of-events/event-room-specs/index\\_en.htm](http://ec.europa.eu/dgs/scic/organisation-of-events/event-room-specs/index_en.htm).

The contractor will ensure that back-up interpreters are available in case any of the selected interpreters is absent.

The contractor must be able to arrange and/or interpretation from any official language of the European Union ([http://europa.eu/about-eu/facts-figures/administration/index\\_en.htm](http://europa.eu/about-eu/facts-figures/administration/index_en.htm)) into any other official language of the European Union and, if necessary, into other languages.

## **9. PROVISION OF TECHNICAL EQUIPMENT AND ASSISTANCE**

### **9.1. Hire of event equipment**

If specified by the contracting authority, the contractor will be responsible for hiring appropriate event equipment for the duration of the event.

This may include, but is not limited to, the following:

- interpreting booths and equipment needed for simultaneous interpretation;
- audio equipment, such as microphone(s), loudspeakers, etc.;
- PCs or laptops with relevant software/equipment, internet access, printer;
- telephone and fax machine;
- any technical/IT equipment needed for making presentations or for working in groups, such as whiteboards, screen, flipcharts, or other equipment/material etc.;
- adequate copying machine for the speedy reproduction of documents, equipped with sorting, stapling and hole-punching functions;
- overhead projectors, audiovisual equipment, recording equipment, live streaming equipment, etc.;
- wireless internet for all participants (either open access or password-protected, depending on the event).

It must be possible to make an audiovisual recording of the event. Recordings must be made available in electronic format.

The contractor may not keep copies of any recordings made. Moreover, it must respect the confidentiality of the proceedings.

If applicable and if requested, the contractor will provide the contracting authority with any audiovisual recordings of the event.

A competent technician who is able to operate the equipment and repair it if necessary must be present in the main room of the event at all times, for the duration of the event.

The contractor will ensure that all technical equipment functions efficiently. Faulty equipment will be replaced within two hours.

## **9.2. Technical assistance**

For the purposes of the event, it may be necessary to hire the services of consultants, teachers, trainers, experts, and moderators.

It may also be necessary to hire the services of a photographer (to cover some or all the parts of the event for the post-event documentation) and a camera operator (to film the event).

## **10. EVALUATION AND FOLLOW-UP**

### **10.1. Survey of participants**

The contractor will develop a mandatory online survey for the evaluation of the event.

This will be based on a questionnaire, drafted by the contractor and approved by the contracting authority, to be filled in anonymously by the participants.

The contractor will send the link to the survey and evaluation website to the contracting authority for approval approximately two weeks before the start of the event.

The participants' survey will be analysed and the findings, together with any recommendations for improving similar events in the future, will be included in the final report.

### **10.2. Follow-up**

The contractor will hold a debriefing session with the contracting authority directly after the event.

Shortly after the event, the contractor will send the contracting authority a list of participants, including all last minute-changes.

It will upload all relevant final documents, approved by the contracting authority, to the event website. It will organise any follow-up necessary.

The contractor will collect all the invoices related to the event, including those for payments made to any subcontractors, and will prepare one final detailed invoice. The invoice must be accompanied by a detailed final report prepared according to the specifications in the framework contract.

## **11. RELATED ISSUES**

### **11.1. Full accessibility for people with disabilities**

The contractor will take into account the possibility that one or more of the participants in the event may be disabled.

It will ensure that the needs of disabled people are met in relation to any part of the event.

This includes in particular ensuring that people with disabilities have equal access to the venue and services provided, as well as to any publications or websites.

Costs associated with the participation of people with disabilities, e.g. to cover the use of special means of transport, personal assistants or sign-language interpreters, or the conversion of web documents to alternative accessible formats, are eligible for reimbursement.

### **11.2. EU officials**

Officials of the EU institutions and other EU bodies who attend the event are responsible for making their own travel arrangements.

If requested by these officials, accommodation and catering facilities may be arranged by the contractor. These officials settle the invoice for accommodation and catering directly with the hotel or service provider.

### **11.3. Sustainability**

Events should ideally be sustainable. A sustainable event is one designed, organised and implemented in a way that minimises negative environmental impacts and leaves a positive legacy for the host community.<sup>1</sup>

<sup>1</sup> Wording based on the definition provided in the United Nations Environment Programme's *Green Meeting Guide 2009*, ICLEI and UNEP.