



Request for Proposals (RfP) IUCN Congress 2025 Professional Conference Organiser (PCO)

**IUCN Secretariat, Headquarters Gland Switzerland,
Global Convenings and Events Unit
RfP Reference: IUCN-11-03-P04213-4**

Welcome to this Procurement by IUCN. You are hereby invited to submit a Proposal. Please read the information and instructions carefully because non-compliance with the instructions may result in disqualification of your Proposal from this Procurement.

1. REQUIREMENTS

- 1.1. A detailed description of the services and/or goods to be provided can be found in Attachment 1 to 5.

2. CONTACT DETAILS

- 2.1. During the course of this procurement, i.e. from the publication of this RfP to the award of a contract, you may not discuss this procurement with any IUCN employee or representative other than the following contact. You must address all correspondence and questions to the contact, including your Proposal.

IUCN Contact: Caroline Cardona, Convenings Manager, congress@iucn.org

3. PROCUREMENT TIMETABLE

- 3.1. This timetable is indicative and may be changed by IUCN at any time. If IUCN decides that changes to any of the deadlines are necessary, we will publish this on our website and contact you directly if you have indicated your interest in this procurement (see Section 3.2).

DATE	ACTIVITY
14 March 2024	Publication of the Request for Proposals
22 March 2024	Deadline for expressions of interest
29 March 2024	Deadline for submission of questions
05 April 2024	Planned publication of responses to questions
16 April 2024	Deadline for submission of Proposals to IUCN (" Submission Deadline ")
3 May 2024	Clarification of Proposals
8 May 2024	Interviews and presentation of the candidate
15 May 2024	2 nd round of interview and presentation if needed
22 May 2024	Planned date for contract award
31 May 2024	Expected contract start date
10 June 2024	Kick-off meeting

- 3.2.** Please email the IUCN contact to express your interest in submitting a Proposal by the deadline stated above. This will help IUCN to keep you updated regarding the procurement.

4. COMPLETING AND SUBMITTING A PROPOSAL

- 4.1.** Your Proposal must consist of the following four separate documents:

- Signed Declaration of Undertaking (see [Attachment 6](#))
- Pre-Qualification Information (see Section 4.3 below)
- Technical Proposal (see Section 4.4 below)
- Financial Proposal (see Section 4.5 below)

Proposals must be prepared in English.

- 4.2.** Your Proposal must be submitted by email to the IUCN Contact (see Section 2). The subject heading of the email shall be [RfP Reference – bidder name]. The bidder's name is the name of the company/organisation on whose behalf you are submitting the Proposal, or your own surname if you are bidding as a self-employed consultant. Your Proposal must be submitted in PDF format. You may submit multiple emails suitably annotated, e.g. Email 1 of 3, if attached files are too large to suit a single email transmission. You may not submit your Proposal by uploading it to a file-sharing tool.

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 within 12 hours, please send the password to the IUCN Contact. This will ensure a secure bid submission and opening process. Please DO NOT email the password before the deadline for Proposal submission.

4.3. *Pre-Qualification Criteria*

IUCN will use the following Pre-Qualification Criteria to determine whether you have the capacity to provide the required goods and/or services to IUCN. Please provide the necessary information in a single, separate document.

1. Provision of three (3) relevant references of clients.
2. Confirmation of having all the necessary legal registrations to perform the work.
3. Confirmation of having been in business for a minimum of five (5) years.
4. Statement of the annual turnover for each of the past three (3) years
5. Confirmation of general liability insurance in the amount of \$1,000,000 (859,000CHF) per occurrence and \$2,000,000 (1,718,000CHF) in the aggregate.
6. Confirm that your organisation has formal policies and procedures to safeguard General Data Protection Regulations.
7. Organisation formal policies and/or procedures for the following: code of conduct, sustainability, gender mainstream, carbon offset, anti-fraud, etc.
8. Confirmation that required systems and forms are developed in-house or already integrated with sub-systems and that content and logo can be customisable for IUCN.
9. Confirmation that required systems and forms are multilingual and can be used in English, French and Spanish.
10. Confirmation that your organisation can respond to all the services requested in this RfP with a case study for a similar type of event.
11. Provision of an exhibition manual that you have developed for a similar type of event.
12. Provision of a registration booking link for a similar type of event.
13. Provision of an accommodation booking system link for a similar type of event.
14. Provision of an exhibition management platform for a similar type of event.

4.4. *Technical Proposal*

The Technical Proposal must address each of the criteria stated below explicitly and separately, quoting the relevant criteria reference number (left-hand column).

Proposals in any other format will significantly increase the time it takes to evaluate, and such Proposals may therefore be rejected at IUCN's discretion.

Should you provide CVs in your proposal, these must be of the individuals who will actually carry out the work specified. The individuals you put forward may only be substituted with IUCN's approval.

IUCN will evaluate Technical Proposals with regards to each of the following criteria and their relative importance:

	Description	Information to provide	Relative weight
1	Project Plan	Detailed project Plan for performing the required services, including a work plan, timeline and details on the allocated team (roles and responsibilities as well as experiences, skill and languages spoken for each team member)	5
2	Past Experience and Qualifications	Company presentation including vision & history. Include provisional structure of the team working for IUCN account as well as their title and qualifications.	5
3.	Registration Services	Please describe: <ul style="list-style-type: none"> - Registration system capabilities - Registration form customisation - Registration back office - Badges - Participants communication and support (call centre & email) - Financing system & invoice capabilities - Integration to other systems and IUCN database 	20
4.	Housing Services	Please describe: <ul style="list-style-type: none"> - Online booking platform performance and capacity - Integration to other systems and IUCN database - Hotel booking platform design and responsiveness. - Maintenance and technical support for participants and IUCN 	20
5.	Exhibition Services	Please describe: <ul style="list-style-type: none"> - Exhibition management system performances and capacity (invoices, add-ons, floorplans management, etc) - Exhibitors interface friendliness - Integration to other systems and IUCN database - Development of exhibitor guidelines - Experience in managing large exhibitions, concept, areas, floor plan layout, etc. - Experience in previously coordinated corporate symposia/industry sessions with high level attendance. - Demonstrated experience of the industry liaison project manager and the team for this project 	20
6.	Onsite Logistics Services	Please describe: <ul style="list-style-type: none"> - Procurement process for third party suppliers - Coordination and project plan for the requested services - Evaluation and reporting tools 	15

7	Sustainability	Please describe: <ul style="list-style-type: none"> - Detailed presentation of Candidate's sustainability approach - Sustainability certification received if any (ie. ISO 20121) and experience - Demonstration of the candidate willingness and ability to implement the Sustainable Congress Policy. 	15
TOTAL			100%

4.5. Financial Proposal Details

4.5.1. Financial Proposal- Registration Services

4.5.1.1. The Financial Proposal must be a fixed and firm unit price for the provision of the goods/services stated in the RfP in their entirety.

4.5.1.2. The price needs to be broken down as specified in the quotation grid (section 4.6).

4.5.2. Financial Proposal - Housing Services

4.5.2.1. The Financial Proposal will be an estimate based on the final number of hotels and category booked for the project.

4.5.2.2. IUCN will evaluate the Financial Proposals based on the candidate's service and the return commission of the hotel income based on IUCN estimate of income. Please indicate the return commission for IUCN for each of the levels of actual income stated in the quotation grid (section 4.6).

4.5.3. Financial Proposal - Exhibition Services

4.5.3.1. The Financial Proposal will be an estimate based on IUCN gross revenue of exhibition sales packages (space + standard structure).

4.5.3.2. IUCN will assess the Financial Proposals by considering the candidate's services and the commission derived from exhibition sales revenue, estimated based on projected sales. Please specify the commission extracted from IUCN sales revenue corresponding to each level of actual revenue outlined in the quotation grid (section 4.6).

4.5.4. Financial Proposal – Onsite Logistics Services

4.5.4.1. The Financial Proposal must be a fixed and firm price for the provision of the goods/services stated in the RfP in their entirety.

4.5.4.2. The price needs to be broken down as specified in the quotation grid (section 4.6).

4.5.5. Prices include all costs:

Submitted rates and prices are deemed to include all costs, insurances, taxes (except VAT, see below), fees, expenses, liabilities, obligations, risk and other things necessary for the performance of the Scope of services. IUCN will not accept charges beyond those clearly stated in the Financial Proposal.

This includes applicable withholding taxes and similar. It is your responsibility to determine whether such taxes apply to your organisation and to include them in your Financial Proposal.

4.5.6. Applicable Goods and Services Taxes

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

4.5.7. Currency of proposed rates and prices

All rates and prices submitted by Proposers shall be in Swiss Francs (CHF).

4.6. ***Quotation Grid***

The prices and percentage need to be broken down as follows and presented in your quote:

Service	Description	Information to provide	Price in CHF
Registration Services	Fee per registration	Paying participants (individual regular delegates, student/youth/post-docs, rejected scholarship applicants, etc.) (personalised)	
		Accompanying participants (adults and children) (personalised)	incl.
		Group registrations (personalised)	
		Media registrations (personalised)	
		Exhibitor registrations (personalised)	
		Free conference registrations (personalised)	
		Free day pass registrations (personalised)	
		Free day pass registrations (impersonalised)	
		Paid day pass registration (personalised)	
		Staff / supplier registrations (personalised)	
		Staff / supplier registrations (impersonalised)	
		Organiser registrations (personalised)	
		Cancellations (paid registrations)	
		Cancellations (unpaid/free/test/double/unapproved registrations)	incl.
		Integration (webservice)	
		Registration call centre	incl.
		Registration system and different online registration forms (regular delegates, student/youth/post-docs and accompanying adults and children, media representatives, exhibitors, speakers, day passes, sponsored delegates, free registrations, special registrations, group registrations)	incl.
		Delegate registration handling process	incl.
		Specific registration processes	incl.
	Registration requirements during the conference	Two free registration managers (registration key account manager and registration manager, available online or onsite from set up and hostess briefing to dismantling as defined by IUCN)	incl.
		Two free IT manager, available online or onsite from set up and ghosting to dismantling as defined by IUCN	incl.
		Use of registration system incl. all required features for pre- and onsite registration	incl.
		Onsite server	
		Hardware (computers, printers)	
		Devices for badge-printing terminals, per device	

	Entrance control and lead capture	Entrance control and lead capture system can be provided (yes/no)	Yes/No	
		Devices for entrance control, per device		
		Devices for lead capture (exhibitors/satellites), per device		
		IT staff, per day		
		Number of IT staff needed		
Housing Services	Return Commission to IUCN from the 10% commission received from hotels to the candidate.	Up to 200.000 CHF		
		Between 200.001 - CHF to 400.000 CHF		
		Between 400.001 CHF to 550.000 CHF		
		Between 550.001 - CHF to 700.000 CHF		
		Above 700.0001 CHF		
Exhibition Management Services	Candidate commission taken from IUCN gross revenue of exhibition sales packages (space + standard structure).	Between 1'000.001 CHF and 2'000.000 CHF		
		Between 2'000.001 CHF and 3'500.000 CHF		
		Between 3'500.001 CHF and 4'500.000 CHF		
		Between 4'500.001 CHF and 5'000.000 CHF		
		Above 5'500.001 CHF		
	Additional Services / Equipment Markup	State your maximum markup given to extra services or equipment to exhibitors		
Operation and logistics Services	Management	Overall Management fee		
	Daily onsite staff fee (including travel/per diems)	Daily onsite staff fee (kindly list the positions)	N. of days onsite	Total

4.7. Additional information not requested by IUCN should not be included in your Proposal and will not be considered in the evaluation.

4.8. Your Proposal must remain valid and capable of acceptance by IUCN for a period of 90 calendar days following the submission deadline.

4.9. *Withdrawals and Changes*

You may freely withdraw or change your Proposal at any time prior to the submission deadline by written notice to the IUCN Contact. However, to reduce the risk of fraud, no changes or withdrawals will be accepted after the submission deadline.

5. EVALUATION OF PROPOSALS

5.1. *Completeness*

IUCN will firstly check your Proposal for completeness. Incomplete Proposals will not be considered further.

5.2. *Pre-Qualification Criteria*

Only Proposals that meet all of the pre-qualification criteria will be evaluated.

5.3. *Technical Evaluation*

5.3.1. *Scoring Method*

Your Proposal will be assigned a score from 0 to 10 for each of the technical evaluation criteria, such that '0' is low and '10' is high.

5.3.2. *Minimum Quality Thresholds*

Proposals that receive a technical a score under 70% will not be considered further. Proposals that receive a score of '0' for any of the criteria will not be considered further.

5.3.3. *Technical Score*

Your score for each technical evaluation criterion will be multiplied with the respective relative weight (see Section 4.4) and these weighted scores added together to give your Proposal's overall technical score.

5.4. *Financial Evaluation and Financial Scores*

Your Estimated Aggregated Price will be calculated at the sum of the following services based on our estimated volumes:

- Registration Services
- Housing Services
- Exhibition Management Services
- Onsite Logistics Services

Your Financial Proposal will receive a score calculated by dividing the Estimated Aggregated Price of the lowest Financial Proposal that has passed the minimum quality thresholds (see Section 5.3.2) by the Estimated Aggregated Price of your Financial Proposal.

Thus, for example, if your Estimated Aggregated Price is for a total of CHF 500.000 and the lowest Estimated Aggregated Price is CHF 250.000, you will receive a financial score of $250/500 = 50\%$

5.5. *Total Score*

The Proposal's total score will be calculated as the weighted sum of the technical score and the financial score.

The relative weights will be:

Technical:	65%
Financial:	35%

Thus, for example, if the technical score is 83% and the financial score is 77%, you will receive a total score of $83 * 65\% + 77 * 35\% = 53.95\% + 26.95\% = 80.9\%$.

Subject to the requirements in Sections [4](#) and [7](#), IUCN will award the contract to the bidder whose Proposal achieves the highest total score.

6. EXPLANATION OF PROCUREMENT PROCEDURE

- 6.1.** IUCN is using the Open Procedure for this procurement. This means that the contracting opportunity is published on IUCN's website and open to all interested parties to take part, subject to the conditions in Section 7 below.
- 6.2.** You are welcome to ask questions or seek clarification regarding this procurement. Please email the IUCN Contact (see Section 2), taking note of the deadline for submission of questions in Section 3.1.
- 6.3.** All Proposals must be received by the submission deadline in Section 3.1 above. Late Proposals will not be considered. All Proposals received by the submission deadline will be evaluated by a team of three or more evaluators in accordance with the evaluation criteria stated in this RfP. No other criteria will be used to evaluate Proposals. The contract will be awarded to the bidder whose Proposal received the highest Total Score. IUCN does, however, reserve the right to cancel the procurement and not award a contract at all.
- 6.4.** IUCN will contact the bidder with the highest-scoring Proposal to finalise the contract. We will contact unsuccessful bidders after the contract has been awarded and provide detailed feedback. The timetable in Section 3.1 gives an estimate of when we expect to have completed the contract award, but this date may change depending on how long the evaluation of Proposals takes.

7. CONDITIONS FOR PARTICIPATION IN THIS PROCUREMENT

- 7.1.** To participate in this procurement, you are required to submit a Proposal, which fully complies with the instructions in this RfP and the Attachments.
- 7.1.1.** It is your responsibility to ensure that you have submitted a complete and fully compliant Proposal.
- 7.1.2.** Any incomplete or incorrectly completed Proposal submission may be deemed non-compliant, and as a result you may be unable to proceed further in the procurement process.
- 7.1.3.** IUCN will query any obvious clerical errors in your Proposal and may, at IUCN's sole discretion, allow you to correct these, but only if doing so could not be perceived as giving you an unfair advantage.
- 7.2.** In order to participate in this procurement, you must meet the following conditions:
- Free of conflicts of interest
 - Registered on the relevant professional or trade register of the country in which you are established (or resident, if self-employed)
 - In full compliance with your obligations relating to payment of social security contributions and of all applicable taxes
 - Not been convicted of failing to comply with environmental regulatory requirements or other legal requirements relating to sustainability and environmental protection.
 - Not bankrupt or being wound up
 - Never been guilty of an offence concerning your professional conduct.
 - Not involved in fraud, corruption, a criminal organisation, money laundering, terrorism, or any other illegal activity.
- 7.3.** You must complete and sign the Declaration of Undertaking (see Attachment 2).
- 7.4.** If you are participating in this procurement as a member of a joint venture, or are using sub-contractors, submit a separate Declaration of Undertaking for each member of the joint venture and sub-contractor, and be clear in your Proposal which parts of the goods/services are provided by each partner or sub-contractor.
- 7.5.** Each bidder shall submit only one Proposal, either individually or as a partner in a joint venture. In case of joint venture, one company shall not be allowed to participate in two different joint ventures in the same procurement nor shall a company be allowed to submit a Proposal both on its behalf and as part of a joint venture for the same procurement. A bidder who submits or participates in more than one Proposal (other than as a subcontractor or in cases of alternatives that have been permitted or requested) shall cause all the Proposals with the bidder's participation to be disqualified.
- 7.6.** By taking part in this procurement, you accept the conditions set out in this RfP, including the following:

- It is unacceptable to give or offer any gift or consideration to an employee or other representative of IUCN as a reward or inducement in relation to the awarding of a contract. Such action will give IUCN the right to exclude you from this and any future procurements, and to terminate any contract that may have been signed with you.
- Any attempt to obtain information from an employee or other representative of IUCN concerning another bidder will result in disqualification.
- Any price fixing or collusion with other bidders in relation to this procurement shall give IUCN the right to exclude you and any other involved bidder(s) from this and any future procurements and may constitute a criminal offence.

7.7. Your Proposal must indicate if you wish to pursue a wider partnership with the 2025 IUCN World Conservation Congress (e.g. use of the event IP and logo, presence of the IUCN communication materials, socialisation with the IUCN membership and network, presence on site, etc...). Please note that this element has no bearing on the Evaluation. Should you be interested and if selected, it will lead to a separate conversation with our Convening Partnership unit.

8. CONFIDENTIALITY AND DATA PROTECTION

8.1. IUCN follows the European Union's General Data Protection Regulation (GDPR). The information you submit to IUCN as part of this procurement will be treated as confidential and shared only as required to evaluate your Proposal in line with the procedure explained in this RfP, and for the maintenance of a clear audit trail. For audit purposes, IUCN is required to retain your Proposal in its entirety for 10 years after then end of the resulting contract and make this available to internal and external auditors and donors as and when requested.

8.2. In the Declaration of Undertaking (Attachment 2) you need to give IUCN express permission to use the information you submit in this way, including personal data that forms part of your Proposal. Where you include personal data of your employees (e.g. CVs) in your Proposal, you need to have written permission from those individuals to share this information with IUCN, and for IUCN to use this information as indicated in 8.1. Without these permissions, IUCN will not be able to consider your Proposal.

9. COMPLAINTS PROCEDURE

If you have a complaint or concern regarding the propriety of how a competitive process is or has been executed, then please contact procurement@iucn.org. Such complaints or concerns will be treated as confidential and are not considered in breach of the above restrictions on communication (Section 2.1).

10. CONTRACT

The contract will be based on IUCN's template in Attachment 4, the terms of which are not negotiable. They may, however, be amended by IUCN to reflect particular requirements from the donor funding this particular procurement.

11. ABOUT IUCN

IUCN, [International Union for Conservation of Nature and Natural Resources \("IUCN"\)](#)¹, 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 900 staff with offices in more than 50 countries.

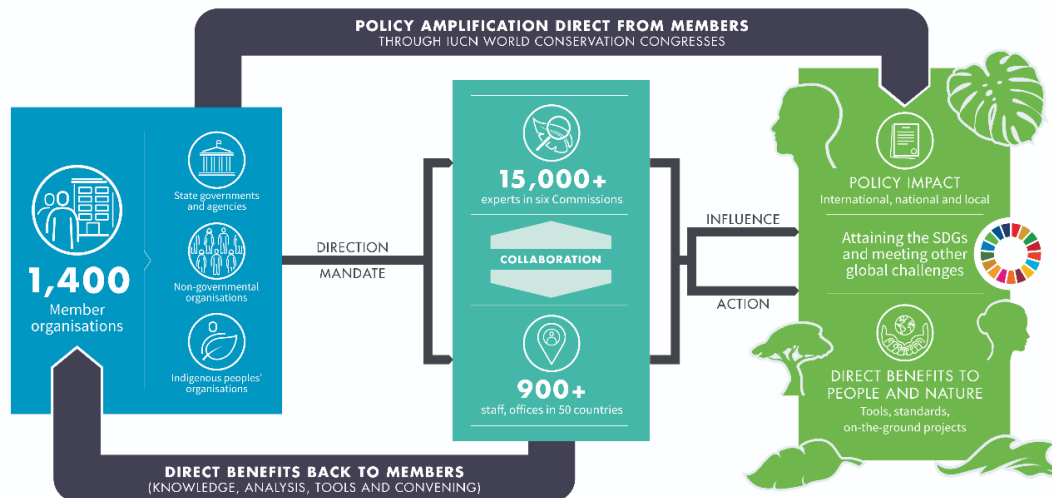
Created in 1948, IUCN is now the world's largest and most diverse environmental network, harnessing the knowledge, resources and reach of more than [1,400 Member organisations](#)², are represented by the [IUCN Council](#), and some [15,000 experts](#). It is a leading provider of conservation data, assessments and analysis. Its broad membership enables IUCN to fill the role of incubator and trusted repository of best practices, tools and international standards.

¹ Watch our [IUCN 70th anniversary video](#).

² To have an overview of our current membership visit the following link: <https://www.iucn.org/our-union/members/members-directory>



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IUCN provides a neutral space in which diverse stakeholders including governments, NGOs, scientists, businesses, local communities, indigenous people 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/>

12. ABOUT THE PROFESSIONAL CONGRESS ORGANISER SERVICES

The Professional Congress Organiser (hereinafter referred to as “PCO”), shall handle the following aspects: registration, onsite logistics, production of CAD-floor plans, exhibition services (sales and onsite management), supplier coordination, and excursion booking. Some of the services will include the development and handling of customised trilingual electronic systems (registration, exhibition booking, housing, excursions etc.) as further detailed below.

The PCO will work in close collaboration with the IUCN Global Convenings and Events Unit to ensure effective and successful planning, management and organisation of Congress functions and activities. This also includes work on the implementation of the Sustainable Congress Policy and collaborate strongly with IUCN to obtain the ISO20121 sustainable event certification.

The PCO staff must have an excellent command of English and be able to provide services to Participants in all IUCN Official Languages (French, English, Spanish). Arabic may be requested. Any online forms or documents produced for the Congress need to be made available in the IUCN Official Languages mentioned above with translations being done by professional translators translating into their mother tongue. The PCO will hold a kick-off meeting with IUCN upon signature of the agreement to get a profound understanding of all requirements.

Specifically, the PCO will oversee:

- Registration Services
- Housing Services
- Exhibition Management Services
- Onsite Logistics Services

13. ABOUT THE WORLD CONSERVATION CONGRESS

As IUCN's highest profile event, the Congress attracts thousands of participants from across the world and is held every four years. The next Congress will be hosted by United Arab Emirates and will take place in Abu Dhabi from 9 to 15 October 2025.

The IUCN World Conservation Congress is where the world comes together to set priorities and drive conservation and sustainable development action. IUCN's 1400+ government, civil society and indigenous peoples' Member organisations vote on major issues, and decide on actions, which guide humanity's relationship with our planet for the decades ahead. IUCN's unique and inclusive membership gives the IUCN Congress a powerful mandate, as it does not simply bring together either government or non-government representatives but convenes both.

The Congress offers an unparalleled opportunity to forge partnerships within and between the public and private sectors, and to implement global conservation initiatives that further IUCN's vision of a 'just world that values and conserves nature'. The most recent IUCN Congress, held in Marseille, France, in September 2021, brought together people from all parts of the globe onsite and online to discuss, debate and decide on actions to address critical environmental and development issues.

The IUCN Congress has three main components: the Forum, the Members' Assembly and the Exhibition. After the official opening ceremony of the Congress, there is a Forum, which kicks off with a high-level segment. The Forum is 3.5 days long and sessions take place in the morning only. It is open to all registered participants. The Exhibition runs over the same days as the Forum in the afternoon. The Assembly is also estimated to last 3.5 days and is attended by IUCN Members and observers. In total, the Congress lasts 7 days (not including meetings of Council and the time required for set-up and dismantling).

The general outline for the Congress can be seen in Figure 1 below.

Figure 1 – Congress preliminary programme

	D-1	D1	D2	D3	D4	D5	D6	D7	D8	
	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	
		Opening	Forum			Assembly			Council	
		High-level segment								
AM			Exhibition							AM
PM		Council								PM
		Reception			Forum closing			Closing		
	08-Oct	09-Oct	10-Oct	11-Oct	12-Oct	13-Oct	14-Oct	15-Oct	16-Oct	

The Forum - The world's largest marketplace of conservation knowledge - is a hub of public debate, bringing together people from around the world to discuss and develop solutions to the world's most pressing conservation and sustainable development challenges. The sessions address the economic, social, scientific and technical aspects of issues ranging from wildlife to oceans, protected areas to sustainable business, and climate change to human rights. The Forum traditionally includes a range of events from High-Level Dialogues, to training and capacity building sessions, as well as social events. IUCN envisages between 5,000 and 10,000 registered Congress participants onsite, and several thousand online for the Forum, including government officials, decision-makers, heads of NGOs, scientists, representatives from Indigenous peoples' organisations, sub-national governments, IUCN staff, as well as representatives from the private sector, partner organisations and foundations, and daily local visitors from the Host Country ("Participants"). For 2025, we are planning to hold some 100-150 Forum events run by our Member organisations, Commissions, Partners, and by the Host Country, as well as by the IUCN Secretariat.

Figure 2 – Session type and description

Session Type	Plenary / concurrent	Estimated total # of sessions	Format (onsite only, hybrid*, virtual only)	Duration
Forum Opening	Plenary	1	Hybrid*	90min
Forum Closing	Plenary	1	Hybrid*	60 – 90 min
High-level segment (e.g. summits)	Concurrent	4	Hybrid*	120 – 240 min each
High-level dialogues (panel discussion – moderator + 4/5 speakers)	Plenary	4	Hybrid*	90 min each (max)
Thematic plenaries	Concurrent	8	Hybrid*	90 min each (max)
Thematic Stream Sessions	Concurrent	50-75	25 Hybrid* 25 Virtual only	90 min each (max)
A Conversation with ... / An interview with ... (similar to a fireside chat – with moderator + 1 or 2 speakers at the max; more intimate discussion)	Plenary	6	Hybrid*	45 – 60 min each
Breakfast with... (informal networking breakfast with high-level participants and young leaders)	Plenary / networking event	3	Onsite only	60 min each
Campus sessions (training / capacity building sessions)	Concurrent / plenary (if possible a few with nothing in parallel, usually before or after the official hours of the Forum programme)	10	Onsite only	120 – 240 min each
		15	Virtual only	120 – 240 min each
		10 – 15	Pre-recorded and released during or just before Congress	120 min each
Conservation Action Cafés (similar to world café format)	Plenary (ideally)	4 – 5	Onsite only	120 min each (min)
		4 – 5	Virtual only	120 min each (min)
Pitch events (moderator + 8-10 pitchers; similar to PechaKucha style event; each pitcher has 5 min to pitch using 10-15 slides)	Concurrent	5	Hybrid*	60 min each
		5	Virtual only	60 min each
Central stage events (assuming 4 Central stages in the exhibition and 5 time slots per day – 45min sessions with 45 min intervals between sessions; with stage and seating capacity of 100-120 pax each)	Concurrent	60 – 80	Hybrid*	45 min each
Exhibition stand events (add-on for Exhibitor) (sessions that will take place at medium + large exhibition stands; estimations based on 25 stand spaces; and events either 45 or 60 min long; with 45 min intervals between sessions)	Concurrent	Max. 100	Hybrid*	45 – 60 min each
Structured networking sessions (speed-networking or other forms of networking sessions)	Concurrent	3	Onsite only	60 min each
		3 – 6 / 8 ?	Virtual only	60 min each
Satellite Sessions (sold to third parties)	Concurrent	Max 30	Virtual only, onsite only or hybrid*	45 – 60 min each (TBC)
Members Assembly	Plenary	9	Hybrid* Remote participation from Members (TBC)	3 - 4 hours each (TBC)
Motion Contact Groups	Concurrent	28 (TBC)	Hybrid* Virtual only (before Congress)	1 hour each

Hybrid: The session will run on-site with livestreaming. The moderator and a minimum of two speakers will attend onsite. Other speakers may join live remotely for the duration of the session (all these are interactive panel discussions - not presentation sessions). Some speakers may pre-record their speech that will be livestreamed for onsite and virtual audience.*

The Members' Assembly is a unique global environmental parliament where Member organisations from government and civil society organisations establish environmental policy by adopting Resolutions and Recommendations, vote on IUCN's Programme of Work and Financial Plan for the following four years, elect the IUCN President and Council, and discuss issues of strategic importance to the Union. IUCN expects up to 1,400 onsite Participants for the Members' Assembly plus several hundred online. Voting on decisions could happen onsite and/or online. Additional meetings called contact groups, for up to 30 – 80 people with up to 7 in parallel will be held virtually, including partially ahead of the Members' Assembly itself.

The Exhibition - In the Exhibition, IUCN Members and Commissions, businesses, partners, and academia host pavilions, booths and events. The Exhibition is open to both Congress Participants and the general public, allowing exhibitors to showcase their research, innovations and other work to the broadest Congress audience. At previous Congresses, the exhibition had between 100 to 150 small, medium and large stands. In addition, several central open presentation areas, or "Central Stages" accommodating up to 150 people are included in the Exhibition zone. Sessions are organised at the central stages and at medium and large stands by exhibitors during the opening times of the exhibition. They might be broadcasted as well if exhibitors purchase the add-on.

On the day before and the day after Congress, a private meeting of the IUCN Council is held at the venue.

The official daily schedule of the Congress is approximately from 08:00 to 21:30 during Forum days and from 07:00 to 23:00 during Assembly days ("Daily Opening Hours"), possibly even longer. IUCN staff and Council members require access to the Convention Centre ("Venue") from 06:00 to 24:00 during the Congress and 07:00 to 20:00 during set-up and dismantling days.

Off-site events might be organised outside the official Programme. In addition, excursions will be offered by the Host Country for purchase by Participants at their leisure.

Participation in the Congress other than the Exhibition requires being registered. Registration will be handled by a separate provider through an online system (to be accessed through the Congress website). Registered participants can build their personal agenda and network with other participants.

The World Conservation Congress is a gender-responsive event aiming for equitable participation of women and men.

To learn more about the last Congress, visit <https://www.iucncongress2020.org/>

14. ATTACHMENTS

- [Attachment 1: Scope of Services - Registration Services](#)
- [Attachment 2: Scope of services – Accommodation Services](#)
- [Attachment 3: Scope of services –Exhibition and Forum Session Management Services](#)
- [Attachment 4: Scope of services – Onsite Logistics Services](#)
- [Attachment 5: Technical Specifications](#)
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1. Attachment 1: Scope of Services - Registration Services

RFP No. **IUCN-24-03-P04213-4**

Issued on 11 March 2024

The supplier assumes the primary responsibility of orchestrating the registration management system for the upcoming IUCN World Conservation Congress 2025. This entails not only the provision, setup, and adjustment of a registration infrastructure but also the seamless execution of comprehensive registration processes. These processes include diverse categories, including individual participant, student/youth, exhibitor, media, speaker, sponsored participant, day pass, staff, organiser, group registrations, etc. The supplier will be tasked with operating a registration call centre and taking responsibility of all communication endeavours with potential and registered participants.

The suppliers' mandate is not only to facilitate the influx of participants but also to get payments as soon as possible. The supplier is unwavering in its commitment to delivering exemplary services to all potential and registered participants, ensuring a seamless and gratifying registration experience for all stakeholders involved. Responsibilities with regards to registration are as follows:

- 1.1. Provide a registration system for all IUCN Congress participants in the three IUCN official languages (English, French, Spanish) as early as 1st of March 2025.
- 1.2. The registration system shall accommodate different categories, fee levels (early, standard, late), different registration formats (onsite only, virtual only, hybrid) as well as differentiation of high level and low-level income countries.
- 1.3. The supplier should manually screen all registrations and make efforts to correct obvious incorrect registration data. Suspicious, test, double, fake, or fraudulent registrations should be flagged and checked to ensure accuracy. Incorrect registrations should be promptly cancelled.
- 1.4. If possible, ensure that system allows Participants to change registration category, log back in to and modify the registration prior to final invoice is processed.
- 1.5. Changes and other requests that are not part of the standard registration procedure should be handled by the supplier. In unclear cases, IUCN should be contacted to make decisions. If certain types of special requests appear frequently, IUCN should be informed, and adjustments to the registration process should be considered.
- 1.6. Participants should be able to save the registration as a draft and return to it later for submission.
- 1.7. Include in the registration process, a carbon emissions calculator (either developed by the PCO or by and external provider, in such case the PCO will be responsible for contracting the latter and pay for the relevant fees) . Carbon emissions calculation is mandatory for each registration as well as the offset which derives from it.
- 1.8. Provide visa invitation letters from the system to duly registered participants and liaise with United Arab Emirates' consulate services if necessary.
 - 1.8.1. For confirmed and fully paid participants, the system will generate locked PDF documents containing the Letter of Invitation, which will be sent via email as standard practice.

1.8.2. For sponsored participants, the content of the Letter of Invitation will slightly differ as IUCN will undertake responsibility for their travel expenses, Daily Subsistence Allowance (DSA), and accommodation.

1.8.3. The supplier is tasked with generating an online report encompassing comprehensive details of all participants and dispatched Letters of Invitation in accordance with the specifications outlined by IUCN.

1.9. Ideally the system should allow an option “registration on behalf of” where assistants can process the registration for others without overwriting any participant data.

1.10. Include possibility of using promotional codes to waive registration fees or offer specific discounts.

1.11. Provide IUCN access to the back end of the online registration system to monitor progress and statistics and to view and create reports.

1.12. Registration Forms

1.12.1. Prepare registration forms in IUCN official languages with customised forms for different (public and private) registration categories ensuring proper testing.

1.12.1.1. Registrations should be done online, but registration paper forms (pdf) should be made available upon request for specific cases, approved by IUCN.

1.12.1.2. Onsite registrations should gather the same data as online registrations.

1.12.1.3. All registration data should be stored the same way as in the registration systems independent from how they were submitted.

1.12.1.4. Fields and questions in the forms will be validated by IUCN.

1.12.1.5. Provide a function for participants to upload credentials (student, youth, etc.) and media credentials. Samples of standard document upload functions should be provided, specifying the extent to which these functions can be customised.

1.13. Media Registration

1.13.1. Include an accreditation process for Participants registering as media which allow them to upload proof of their media status for validation by IUCN Communications staff.

1.13.2. Provide IUCN with a web interface to approve media registrations, allowing staff to review relevant registration data and uploaded documents, approve/reject credentials, send follow-up emails, enter approval status, and add comments. Samples of the approval interface should be provided, specifying customisation options.

1.13.3. Media representatives register at no cost but may choose to pay for additional items.

1.14. Exhibitors Registration

Exhibitors should ideally submit their registrations online, with the system communicating with the Exhibitors Management platform to indicate complimentary registrations and potential discounts.

1.15. Group Registration

Design and produce a Group Registration form and explain the process.

1.16. Speaker Registration

Speakers should ideally submit a registration form online with specific questions such as biography, mandatory photo upload, and social media links.

1.17. Organiser, staff, and supplier registration processes

Organiser registration should be reduced to a minimum field. Staff and supplier registrations must be imported by the supplier into the registration system, specifying options for IUCN to provide the data (e.g., Excel file).

1.18. Badges & other materials

- 1.18.1. Design and programme participants' badges as per IUCN requirements and Head of Security specifications, including ID photo, colour coding, scannable code for access control, ribbons, and logos.
- 1.18.2. QR code or barcode badges will most probably be used. Please provide samples and specify your badge dispatching procedures (onsite print, etc.)
- 1.18.3. Provide participants with QR codes before the Congress for fast onsite badge printing. Provide options for print-at-home badges.
- 1.18.4. The supplier shall allow a self-printing system for badges. The supplier shall be responsible for sourcing the devices that will be used for the badge-printing terminals. Please specify your standard procedures.
- 1.18.5. The supplier will design, program, and trigger a trilingual certificate of attendance.

2. Communication with Participants

- 2.1. Manage communication with participants in IUCN official languages for acknowledgement of receipts, invoices, changes, cancellations, payment confirmations and follow-up in case of non- or incorrect payment of registration fees using an IUCN dedicated email address. Emails should be replied to within 24 hours or on the next working day.
- 2.2. Email templates such as payment reminders, outstanding payments, incomplete registration should be revised and approved by IUCN.
- 2.3. The supplier is responsible for drafting the Registration Terms and Conditions in the IUCN official languages. IUCN will revise and approve the terms and conditions before publishing.
- 2.4. Call centre
 - 2.4.1. The supplier is responsible for the set-up, staff, and manage the registration call centre, responding in English, French, and Spanish.
 - 2.4.2. The centre should be operated at no extra cost, with staff trained in conference procedures and equipped to provide professional email responses. Staffing levels must adjust to peak times, ensuring short response times, especially before registration deadlines and during the four weeks preceding Congress.

- 2.4.3. The call centre must operate from the start of registration until final account settlement, with hours from 9:00 to 18:00 (CET) on workdays, adjusted to cover local time zones. Additionally, it should be open 24 hours non-stop before registration fee deadlines and 48 hours non-stop before Congress opens.

A dedicated phone line for the Congress, equipped with automatic queuing and menu systems, must be provided. An answering machine with prompt follow-up within 24 hours or on the next working day should be available during centre closures, including holidays.

3. Integrations

- 3.1. Develop and manage web integration services for the registration system with IUCN databases and systems to collect and update participant data, trigger different registration, hotel reservation, and payment options, and write registration information into the IUCN database (CiviCRM). Please see '*Attachment 5: Technical Specifications*' for an illustration of the connection of systems and registration flow.
- 3.2. Provide links integrating with other IUCN Congress systems including member accreditation, accommodation booking, exhibitors management, virtual event platform, mobile app, and excursion bookings.

4. Reports

During the entire registration process, the supplier shall provide IUCN with monthly reports as specified by IUCN. These reports should be made available online, displaying live data and allowing for registration statistics (number of registrations per participant type, fee type and status). Reports that will be required are:

- number of registrations for each item asked in the registration form
- participants lists
- country reports
- carbon offset reports
- invoice reports (invoices issued including invoice details)

A final version of all reports as well as the cleaned and final database should be available for IUCN to download at least 30 days after Congress. Reporting and Report Schedule shall be determined by IUCN.

- 4.1. IUCN will review and approve all report formats as required for the needs of the IUCN Congress and data management.

5. Financial services

5.1. Registration confirmation/invoice

Manage an invoicing system in compliance with the Registration supplier's national regulation including appropriate indications with regards to non-applicability of taxes and issue invoices and receipts on behalf of IUCN for Participants.

- 5.1.1. Send a registration confirmation/invoice to all fully paid participants as proof of payment and as confirmation of a completed registration. In the standard case, registration confirmations/invoices should be sent as locked PDF-documents by email only.

- 5.1.2. Free registrations should receive a registration confirmation by email only.

- 5.1.3. The registration currency is CHF. The registration system should issue invoices in the Official languages.
- 5.2. Handle registration changes, cancellations, and reimbursements in line with the Terms & Conditions approved by IUCN and follow up in case of non- and/or incorrect payments and ensure financial reconciliation.
- 5.3. Collect “Registration Income” on behalf of IUCN from Participants; the Registration Income will be collected via a secure online payment system, bank transfer, or cash (the latter only for Registration Income received onsite during Congress) and be managed in a separate CHF bank account from other funds handled by the Supplier; it is understood that IUCN shall have access to any financial information, reports, invoices, documentation and IUCN registration bank account details as well as any bank statements at any time of the project.
- 5.4. Remit the registration Income collected for IUCN, net of banking and credit card charges and Reimbursements (the “Credit”) monthly within ten (10) days from the last day of such month, unless the Credit is less than CHF 10'000 (ten thousand CHF) in which case the remittance shall be combined with the following month(s). In case the Credit exceeds CHF 500'000 (five hundred thousand CHFs) before the end of the month, the Credit shall be transferred to IUCN within the next five (5) following days. All payments and wire transfers to IUCN will be processed in currency CHF.
- 5.5. The supplier will receive regular updates regarding the amounts received for bank transfers.
- 5.6. The supplier shall send up to three email reminders to participants if payments do not come in. The supplier will do its utmost to ensure that outstanding amounts are paid until the final account settlement has been done. Should payments still be due after three reminders, the registration should be cancelled as defined by IUCN.

6. Onsite registration services

- 6.1. Design the onsite registration area with regards to layout, number of counters, equipment and supplies including but not limited to printer, laptop, network signage, badge holder, money safe, lanyards and badge paper required as well as staffing requirements at least three (3) months before Day -4, guaranteeing minimal queuing time.
- 6.2. Manage onsite registrations from Day -2 to Day 8 including production and distribution of badges, badge holder, lanyards, voting cards, conference material (if any) as well as certificates of attendance to all duly registered Participants, the number of registration desks will be gradually decreased after Day 3 as per agreement with IUCN.
- 6.3. All staff working onsite at the registration counters shall be trained by the supplier before the conference and all IUCN official languages should be represented. The training should include the registration system and registration forms, the online payment gateway, registration processes as well as general services for the participants, queries about general information on the conference itself, the venue and the virtual platform.
 - 6.3.1. The supplier shall staff the registration environment during the conference with registration supervisors to manage the onsite staff (incl. hostesses and volunteers as applicable) working for registration.
 - 6.3.2. Process incomplete registrations and manage new registrations including receipt of outstanding registration fees (either cash or credit card).

- 6.4. Guarantee security of cash onsite, proper accounting of payments and reimbursements and organise daily deposits/withdrawals with IUCN Finance team.
- 6.5. Provide badge scanners equipment for entrance control and lead capture system integrated or linked to the registration system. Train and supervise staff to ensure smooth venue access, or work with venue security on securing appropriate badge scanner equipment which links to registration system.

7. Post Congress services

- 7.1. Produce an assessment of Congress registration and submit a “lessons learned” report suggesting adjustments to IUCN registration categories and procedures.
- 7.2. Clean up all registration data and handle final reimbursements in timely manner.
- 7.3. Ensure repatriation of all participant data into IUCN’s data management systems and Constituents Relations Management System (CiviCRM).
- 7.4. Provide final summary report on registration data and session attendance report.

8. Technical Requirements

- 8.1. To ensure maximum security of the registration data, the supplier shall put all possible technical means to secure the whole registration process, the database and the backups. This also applies to possible hack attempts as well as hardware failures.
- 8.2. The system must be able to handle a large number of registrations in a short period of time without a noticeable performance reduction. 50% of the registrations are likely to be submitted in the few days before each deadline. The system should be designed to handle at least 15.000 registrations and related data without any deterioration in performance, report generation or integrations. The system should be able to handle peaks of 5.000 registrations per day, 1.000 registrations per hour and 500 concurrent registration sessions without any interruptions or lags in the online registration pages.
- 8.3. All registrations received shall be stored and kept safe. Backup of all registration data should be done every day and stored in a different physical location than the live data.
- 8.4. The supplier shall host and maintain the registration pages and registration system. The supplier may outsource the hosting and maintenance of the registration pages and registration system to a third party after approval of the IUCN
- 8.5. The internet bandwidth should be dimensioned in such a way that no obvious delays appear for the users even around deadlines when peaks arise and so that the above given performance requirements around concurrent sessions are met.
- 8.6. The supplier shall guarantee system availability and accessibility (system uptime) all the time, 24 hours a day and seven days a week. Excluded from this guarantee are planned interruptions that have been approved by IUCN in advance.
- 8.7. The response time to in-house failures should be less than one hour in the standard case for the whole registration period, during working days from 09:00 to 18:00 (CET). The response time to in-house failures should be less than four hours in the standard case for the whole registration period outside office hours. Close to deadlines and during peak times the response time to in-house failures should be less than one hour at any time, including outside office hours.

2. Attachment 2: Scope of services – Accommodation Services

RFP No. IUCN-24-03-P04213-4

Issued on 11 March 2024

The objective is to secure a reputable housing provider with excellent references to provide overall management of hotel room blocks and reservation services for participants attending the IUCN World Conservation Congress 2025.

The scope of services and responsibilities for housing services desired for this procurement are as follows:

- 1) Take over the room block from the Abu Dhabi Convention Bureau and provide services as Housing Agency starting upon signature of this agreement.
- 2) Negotiate the final best possible guaranteed rates, terms and conditions (no minimum stay, fair cancellation policies, no financial liability for IUCN if rooms are not booked through official Housing Bureau, complimentary rooms for IUCN during preparation phase and during Congress, no credit card guarantee requested to participants not having one, etc.), and concessions for the public and private hotel rooms and block rooms according to the forecasted needs.
- 3) Standardise, finalise and sign the hotel contracts at the latest one (1) year before the Congress on behalf of the Host Country, IUCN approval on the contracts should be requested before signature.
- 4) Assign an Accommodation Manager to supervise the accommodation management process.
- 5) Monitor rates offered by hotels within the room block to ensure IUCN Congress rates are equal to their lowest offered rate.
- 6) Monitor booking ratios close to cut-off dates and advise IUCN with regards to the release of rooms, no release should be done without IUCN's approval for both public and private blocks.
- 7) Work with all hotels that are offering rooms through the official booking system to run a program that aims at implementing global sustainability criteria and the Sustainable Congress Policy³;
- 8) Design a secured (https) online booking form that offers a seamless reservation process for Participants that:
 - Is available at least nine (9) months prior to Day 1, in the IUCN Official Languages (English, French, Spanish).
 - Is able to integrate with the Registration system and IUCN CiviCRM.
 - Provides information on sustainability standards of hotels as well as distance to the Venue(s) by foot (if less than 20 minutes) or by public transportation/event shuttles.
 - Allows for online booking and payment (credit card and wire transfer) as well as booking changes and cancellation.
 - Issues hotel room booking confirmation, invoice and receipt in the IUCN Official Languages as necessary.
 - Allows for individual and group booking (up to 12 participants at once) as well as private interfaces for booking of special rate/block categories such as staff, councillors, VIPs and sponsored participants. The exact categories and requirements for these private interfaces will be provided by IUCN.
 - Allows manual bookings when necessary.
 - Issue customised real time reports.
 - Is aligned with the GDPR.

³ The Sustainable Congress Policy will be available in 2024, as an example please refer to the [IUCN World Conservation Congress 2020 Sustainability Policy](#)

9) Provides a customer service desk onsite to Participants in the IUCN Official Languages. During the Congress, an onsite housing desk will be set up and staffed from Day -2 to Day 8 to assist with any of the Participants request onsite.

10) Develop, in collaboration with IUCN, procedures for:

- Overall communication with participants.
- Processing turn over and transmit reservations to the hotels;
- Handling of lost and incomplete reservation forms; reservation requests after blocks are sold out; deposits and refunds.
- Managing changes and cancellations.
- Managing claims.
- Setting up several master accounts for the private block allowing IUCN to receive reports and invoices grouped per Cost Centres provided by IUCN.
- Providing sub-group block services (sub-blocks for exhibitors, corporations and other organisational groups).

11) Post-Congress, the housing agency will be responsible for the post Congress reconciliation invoicing of the private block. Provide final summary report and booking statistics on housing as per IUCN requirements within ninety (90) days following the closing of the event.

12) Submit a “lessons learned” report suggesting improvements for the housing management within 2-month following the closing of the event.

13) Facilitate the generation of revenue to IUCN from hotel commissions resulting from attendee bookings made within the room block. Any revenue received by IUCN from hotel commissions shall be considered VAT exempted.

14) All the above must be conducted in a sustainable manner. Candidates are requested to provide IUCN with elements which would testify of its engagement in running a sustainable business (certifications, measures in place such as energy consumption reduction plan, internal gender policy or anti-harassment policy, carbon offsetting, etc.). A scoring will be dedicated to the sustainability efforts undertaken by each candidate.

Public Block

The public block includes all rooms that will be blocked in hotels for booking by registered Participants whose travel is self-financed. Rooms in the Public Block are for individual reservation and payment or for reservation and payment by non-IUCN groups. Costs cannot be charged to IUCN. It is being understood that the following corresponds to the least favourable conditions offered to IUCN. The final hotel room rate will be negotiated as per section [2](#)) above.

Hotel category	Number of rooms to be blocked	Rate range for standard rooms per night in single accommodation that will apply for the Congress in 2025 (AED/CHF) (hereafter referred to as “Public Block Rate”) incl. breakfast, internet & all taxes and service charges, including 10% commission
5*	850	Single AED 490/CHF 127 – AED1200/CHF321 Double – AED520/CHF135 – AED1250/CHF325
4*	635	Single AED 570/CHF148 – AED1400/CHF364 Double – AED620/CHF161 – AED1450/CHF377
3*	135	Single AED 600/CHF156 – AED950/CHF247 Double – AED650/CHF169– AED1050/CHF273
Hotel Apartments (self-service – excluding breakfast)	120	Studio AED 300/CHF78 – AED775/CHF202 One-bedroom – AED600/CHF156 – AED1075/CHF280
Total housing inventory	1740	

*Rate is guaranteed in AED, CHF is shown for reference and is based on current exchange rate.

Private Block

The private block refers to all rooms that will be blocked for individuals or groups for which IUCN or the Host Country will cover the costs. Costs will be invoiced to and paid by IUCN or the Host Country. It is being understood that the following corresponds to the least favourable conditions offered to IUCN. The hotel room rate will be negotiated as per section [2](#) above.

Private Block	Hotel category	Number of rooms to be blocked	Rate range for standard rooms per night in single accommodation that will apply for the Congress in 2020 (CHF) (hereafter referred to as "Private Block Rate") incl. breakfast, internet & all taxes and service charges, including 10% commission
IUCN Staff	4*	280	Single – AED485/CHF126 – AED1150/CHF299
IUCN Council Members	4*	40	Single – AED485/CHF126 – AED1150/CHF299
VIPs/VVIPs	5*	30	Single – AED800/CHF208
Speakers	4*	15	Single – AED485/CHF126 – AED1150/CHF299
Sponsored participants	4*	450	Single – AED485/CHF126 – AED1150/CHF299
	3*	150	Single – AED650/CHF169
Non-local suppliers and services	4*	110	Single – AED485/CHF126 – AED1150/CHF299
Total housing inventory		1075	

*Rate is guaranteed in AED, CHF is shown for reference and is based on current exchange rate.

3. Attachment 3: Scope of services – Exhibition and Forum Session Management Services

RFP No. IUCN-24-03-P04213-4

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IUCN recognises the pivotal role the Exhibition plays as marketing tools to elevate sponsorship income, amplify brand visibility, and deliver an informative and engaging experience for participants. Moreover, the Exhibition serves as a catalyst for promoting partnerships and commitments across diverse sectors, aligning with IUCN's overarching goals.

The inaugural exhibition at the IUCN World Conservation Congress in Marseille (2021) witnessed the potential of the Exhibition captivating audiences and driving engagement. Open to Congress participants and the general public and featuring more than 100 stands of varying sizes, the exhibition quickly became a central feature of the Congress, drawing attention and engagement. It provided a platform for external parties to showcase their research, innovations, and contributions to the broader conservation community. Notably, entities without a secured slot in the Forum program could use the exhibition to convey their messages effectively.

Building on the achievements of the past edition, the second exhibition will now take place at the Abu Dhabi National Exhibition Center (ADNEC).

The exhibition space in a nutshell:

- Located in Hall 11 (3'959 sqm) and ICC Abu Dhabi (7'919 sqm) of ADNEC.
- Four central stages sitting 150 pax in theatre style will be disseminated in the space.
- A restauration area, coffee stations, information desks, networking areas, the IUCN Knowledge Hub (150sqm), and a large exhibit for the Host Country (c approx. 270sqm) must be included.
- Special attention must be given to the overall audio experience to minimize noise impact and ensure the best user experience.
- Space and structures will be organised to ensure premium brand visibility for IUCN, the Host Country, key partners, and sponsors.

Commencing from the signing of the agreement, the selected PCO will be tasked with overseeing all aspects of exhibition management in accordance with IUCN's directives. IUCN will undertake the responsibility of prospecting, elaborate the price strategy and packages to drive interest of potential exhibitors to the sales platform developed by the PCO. Additionally, IUCN will have to approve every single exhibitor application for due diligence before allowing the exhibitor to participate to Congress. The PCO will appoint an Industry Liaison Manager to serve as the main contact for all sponsors and exhibitors once approved, providing a direct point of contact for their needs and inquiries.

Before the Congress, the PCO will:

- Prepare the exhibit floorplan and allocate incoming exhibitors and get approval of all floor plans from venue's security team and local authorities.
- Design exhibition stands and packages in alignment with the Event Sustainability Policy.
- Develop an online exhibit booking system in the Official Languages that:
 - Receives Applications from exhibitors. IUCN reserves the right to approve ALL applications. During the approval process, the PCO will coordinate communications with applicants and provide a report or dashboard for new applications.
 - Allow pre-selection of preferred exhibit space through an interactive map or virtual exhibition tour that will be linked to the Congress website, Mobile App, and registration system via API integrations, as applicable
 - Allow Participants to search the floor plan and exhibitors through the IUCN Congress website via API;
 - Allow exhibitors to book additional services such as extra stage time, visual branding, livestream, extra equipment, catering, etc.
 - Include a payment module with a price grid established by IUCN allowing for payments via credit card and bank transfer;
 - Issue standardised email messages for invitation letters, receipts, invoices, and payment confirmations;
 - Provide customised reports for IUCN and ideally, allow for live dashboard access to the system;

- Manage communication with exhibitors.
- Communicate with other contractors and third parties.
- Exercise quality control over all services.
- Ensure all suppliers and exhibitors have required insurance and safety measures.
- Ensure data transfer into IUCN's IT systems.
- Elaborate terms and conditions for exhibition.
- Handle cancellations and follow-up in case of non and/or incorrect payments;
- Invoice, follow up on payments and handle financial matters.

During the Congress, the PCO will:

- Coordinate exhibitors' welcome and provide onsite training.
- Train and coordinate an exhibit volunteer and/or hostess team.
- Coordinate exhibitor storage, set-up, running, and dismantling.
- Coordinate exhibitors' shipping services and manage freight.
- Ensure compliance with safety and security regulations.
- Provide onsite customer service and extra-equipment to exhibitors if necessary.
- Identify and secure organisations for receiving exhibit stands material as donation.

Post-Congress, the PCO will:

- Produce summary reports and statistics on Congress exhibition sales and management.
- Handle final payments, reimbursements, and financial reconciliation and reporting;
- Ensure repatriation of all exhibit data into IUCN's IT systems.
- Conduct a post-Congress evaluation and produce a comprehensive post-event report.

Forum sessions, Exhibitor sessions and Satellite sessions Management Services

Congress sessions (approx. 300 in total) include IUCN official sessions, Forum Sessions (submitted by third party Session organisers), exhibitors, and satellite sessions (purchased by third party corporates). Approximately half of these sessions may require extra equipment from third party organisers.

The PCO will develop an online platform for third party organisers to order extra equipment such as AV, IT, catering, etc. The system should include an online invoicing and payment system and liaise with respective service providers to manage their orders onsite. Additionally, the system will be capable of providing customised reports as per IUCN requirements and must be launched no later than six (6) months before the Congress.

A Single Sign-On integration may be needed for session organisers to order extra equipment. For this purpose, the PCO will implement a single sign-on feature, connecting the system to IUCN OAuth for seamless user authentication and to avoid duplication.

4. Attachment 4: Scope of services – Operation and Logistics Services

RFP No. IUCN-24-03-P04213-4

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The selected PCO will be responsible for arranging and managing all logistical aspects of the main venue, outside area, and, if applicable, secondary venue(s) in accordance with instructions from IUCN. This includes, but is not limited to:

- Overall organisation management
- Overall project management coordination and information sharing with IUCN team
- Preparation of timeline and critical path and flow management
- Layout and set-up coordination
- Production of custom CAD-floor plans of the venue and rooms as required by IUCN
- Structure build-up
- Venue security
- First Aid services
- Cloak room management
- Operational timelines

Furthermore, the PCO will be responsible for managing RfP processes and contracting the third-party suppliers and their services as follow:

- Audio-visual services and streaming services if applicable
- IT services
- Overall security management
- Volunteer and host/hostess coordination
- Sustainable stationary provision (for back office)
- Business Centre services
- Interpretation services
- Signage provision
- Social media wall management (AV)
- Satellite or high-speed internet feeds coordination
- VIP and Protocol Management
- Congress Opening and Reception coordination
- Transportation services
- Freight forwarding & Shipping Services
- Food and Beverage services
- Sustainability working group coordination

Post-Congress responsibilities:

The PCO will follow up with suppliers post Congress to ensure an efficient close-up of the event, including invoice reconciliation, final reports, final statistics, and lessons learned report.

Timely delivery and troubleshooting:

The PCO will ensure that the logistics for all sessions and events are delivered in a timely manner and implement a trouble-shooting system with IUCN and all suppliers to rectify any problems onsite.

Responsibilities for operations and logistics services:

The contractor will:

- Appoint a Logistics Project Manager to:
 - o Develop a comprehensive logistics project plan, timeline, and budget in collaboration with the IUCN Congress team.

- Coordinate all onsite suppliers in the planning, event and post-event stages in collaboration with the IUCN Congress team.
- Appoint a Technical Director to:
 - Design session room concepts based on IUCN requirements.
 - Draw relevant technical floor plans of all spaces, session rooms, exhibition areas, including Audio-Visual and IT aspects.
 - Advise IUCN on the best use of space and technical aspects.

Travel Agency Services

IUCN is publishing a Travel Agency Services RfP for the IUCN World Conservation Congress 2025 that is available here: [Currently running tenders | IUCN](#)

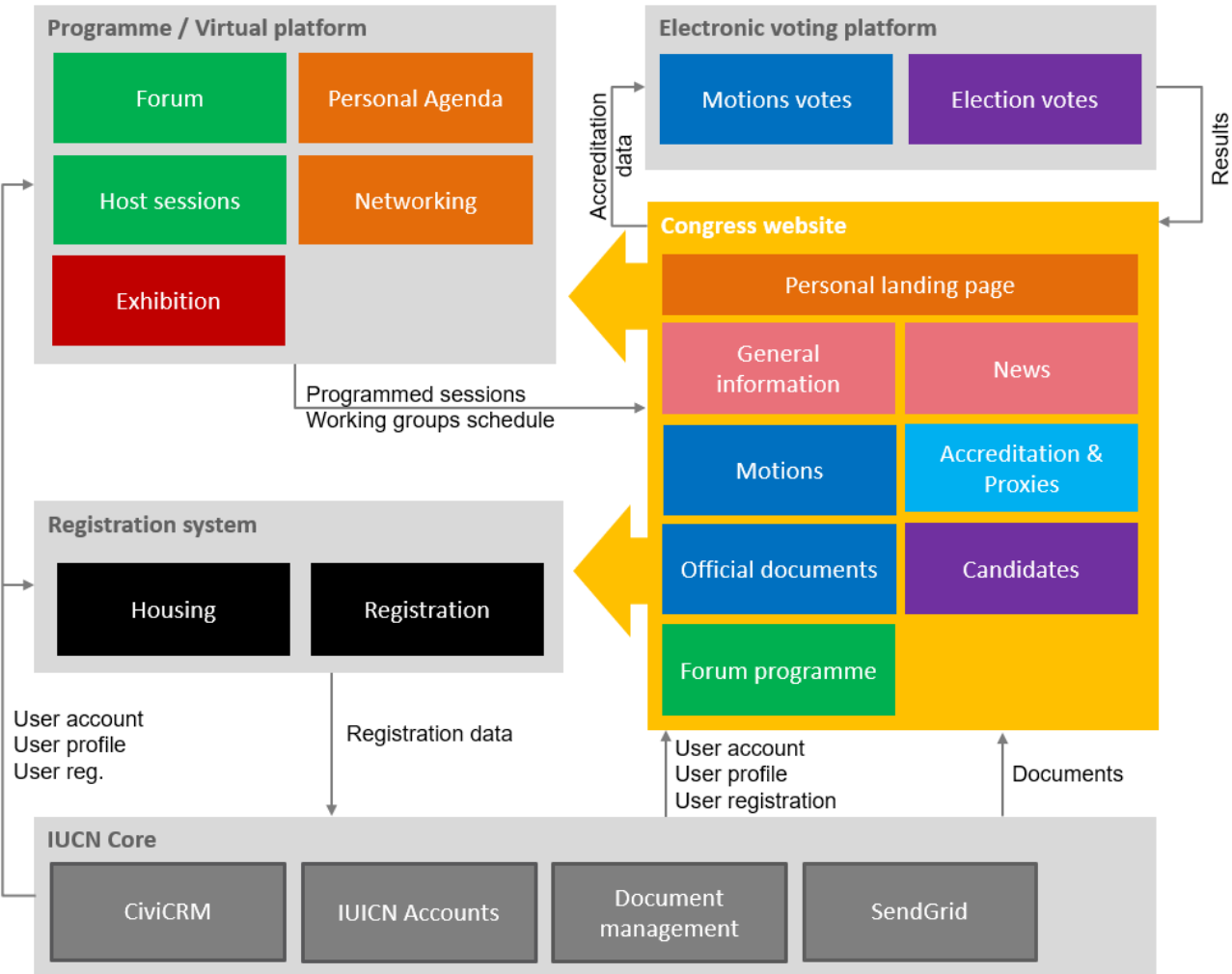
PCO are invited to bid for this service should they have the capacity to respond.

5. Attachment 5: Technical Specifications

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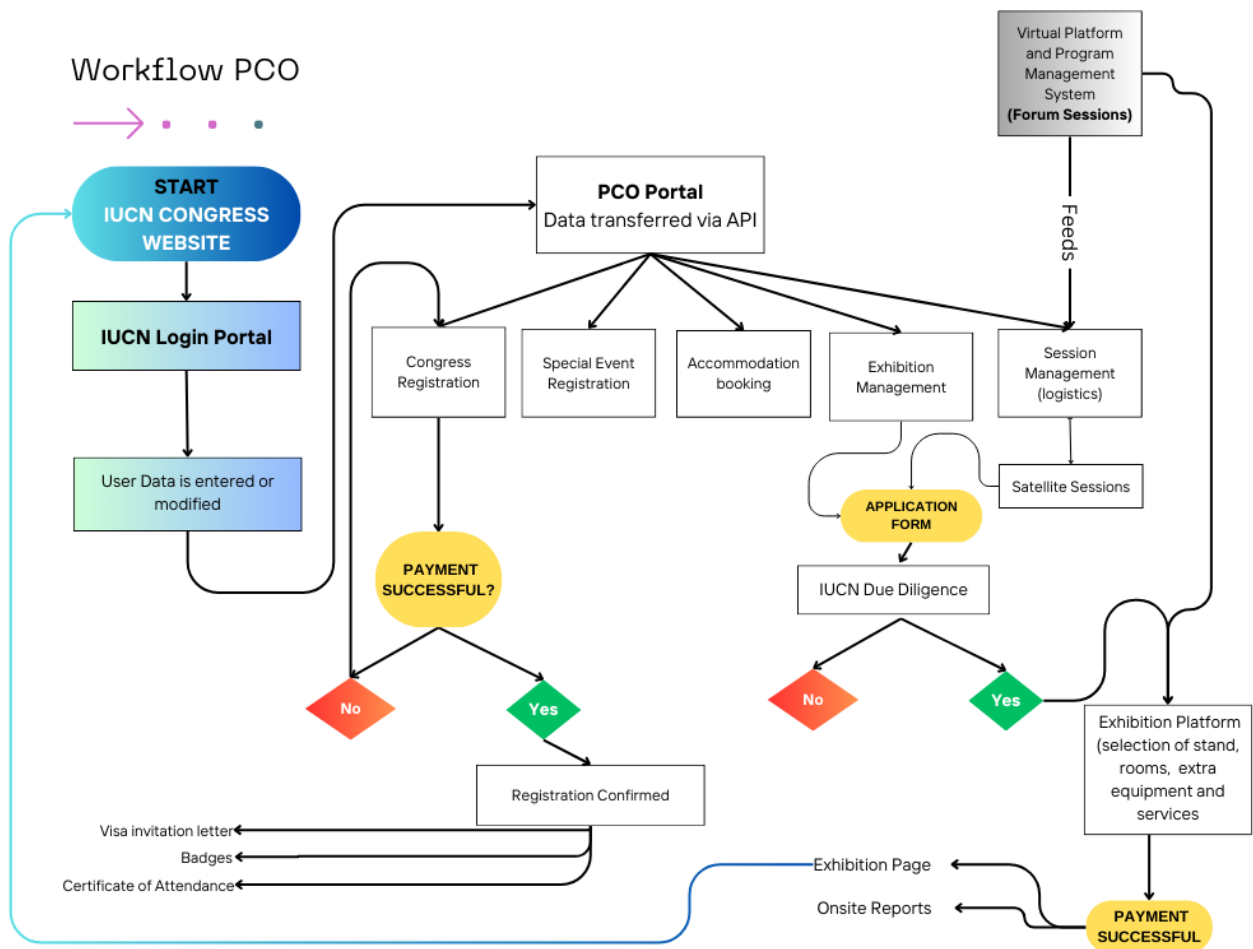
1. 2025 IUCN Congress systems ecosystem



The IUCN Congress website is the gateway to other Congress systems.

2. Registration flow

The below illustration explains the registration flow.



Example IUCN API

CiviCRM - Get Members

```

URL: https://civicrm.iucn.org/civicrm/
POST /civicrm/iucnapi HTTP/1.1
Authorization: Bearer
X-Civi-Auth:
Content-Length: 132
Content-Type: application/json
Host: civicrm.iucn.org
{
  "source": "corporate_",
  "action": "get_members",
  "params": {
    "limit": 0,
    "offset": 0,
    "id": 0
  }
}

```

Response example

```

1 - {
2 -   "data": [
3 -     {
4 -       "OrgName": "Department of Biodiversity, Conservation and Attractions",
5 -       "OrgAcronym": "",
6 -       "url": "",
7 -       "MemberCategory": "Government Agency with State Member",
8 -       "MemberCategoryFr": "Government Agency with State Member",
9 -       "MemberCategoryEs": "Government Agency with State Member",
10 -      "StatutoryState": "Australia",
11 -      "StatutoryStateFr": "Australia",
12 -      "StatutoryStateEs": "Australia",
13 -      "StatutoryRegion": "Oceania",
14 -      "StatutoryRegionFr": "Oceania",
15 -      "StatutoryRegionEs": "Oceania",
16 -      "OperationalRegion": "Oceania",
17 -      "CountryCode": "AU",
18 -      "OrgCivId": "43617",
19 -      "MemberId": "1",
20 -      "MemberSince": "1964-01-01",
21 -      "Description": "",
22 -      "Logo": "",
23 -      "ProfileUrl": "https://portals.iucn.org/union/details/org/43617",
24 -    },
25 -   ]

```

6. Attachment 6: Declaration of Undertaking

RFP No. **IUCN-24-03-P04213-4**

Issued on 11 March 2024

DECLARATION OF UNDERTAKING in relation to RfP Congress Housing Agency Services

I, the undersigned, hereby confirm that I am an authorised representative of the following organisation:

Registered Name of Organisation (the “Organisation”): _____

Registered Address (incl. country): _____

Year of Registration: _____

I hereby authorise IUCN to store and use the information included in the attached Proposal for the purpose of evaluating Proposals and selecting the Proposal IUCN deems the most favourable. I acknowledge that IUCN is required to retain the Proposal in its entirety for 10 years after the end of the resulting contract and make this available to internal and external auditors and donors as and when reasonably requested.

Where the Proposal includes Personal Data as defined by the European Union’s General Data Protection Regulation (GDPR), I confirm that the Organisation has been authorised by each Data Subject to share this Data with IUCN for the purposes stated above.

I further confirm that the following statements are correct:

1. The Organisation is duly registered in accordance with all applicable laws.
2. The Organisation is fully compliant with all its tax and social security obligations.
3. The Organisation and its staff and representatives are free of any real or perceived conflicts of interest with regards to IUCN and its Mission.
4. The Organisation agrees to declare to IUCN any real or perceived emerging conflicts of interests it or any of its staff and representatives may have concerning IUCN. The Organisation acknowledges that IUCN may terminate any contracts with the Organisation that would, in IUCN sole discretion, be negatively affected by such conflicts of interests.
5. None of the Organisation’s staff has ever been convicted of grave professional misconduct or any other offence concerning their professional conduct.
6. Neither the Organisation nor any of its staff and representatives have ever been convicted of fraud, corruption, money laundering, supporting terrorism or involvement in a criminal organisation.
7. The Organisation acknowledges that engagement by itself or any of its staff in fraud, corruption, money laundering, supporting terrorism or involvement in a criminal organisation will entitle IUCN to terminate any and all contracts with the Organisation with immediate effect.
8. The Organisation is a going concern and is not bankrupt or being wound up, is not having its affairs administered by the courts, has not suspended business activities, is not the subject of proceedings concerning those matters, or in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
9. The Organisation complies with all applicable environmental regulatory requirements or other legal requirements relating to sustainability and environmental protection.
10. The Organisation is not included in the UN Security Council Sanctions List, EU Sanctions Map, US Office of Foreign Assets Control Sanctions List, or the World Bank listing of ineligible firms and individuals. The Organisation agrees that it will not provide direct or indirect support to firms and individuals included in these lists.

11. The Organisation has not been, is not, and will not be involved or implicated in any violations of Indigenous Peoples' rights, or injustice or abuse of human rights related to other groups or individuals, including forced evictions, violation of fundamental rights of workers as defined by the International Labour Organisation's (ILO) Declaration on the Fundamental Principles and Rights at Work, child labour, sexual exploitation, sexual abuse, or sexual harassment.

<Date and Signature of authorised representative of the Proposer>

< Name and position of authorised representative of the Proposer >

7. Attachment 7: Contract template



RFP No. **IUCN-24-03-P04213-4**

Issued on 11 March 2024

TEMPLATE CONSULTANCY AGREEMENT (for COMPANIES)

NOTE: THIS TEMPLATE CONSULTANCY AGREEMENT IS TO BE USED WHEN IUCN ENTERS INTO AN AGREEMENT WITH A COMPANY ("COMPANY CONSULTANT")

WHILE PREPARING THIS AGREEMENT, FIVE MAIN STEPS SHOULD BE TAKEN:

- 1. READ ALL PROVISIONS;**
- 2. FILL-OUT SECTIONS THAT APPEAR IN YELLOW HIGHLIGHT;**
- 3. WHERE OPTIONS ARE PROVIDED PLEASE SELECT THE APPROPRIATE OPTION AND DELETE THE OTHER OPTION(S);**
- 4. SHARE WITH THE OTHER PARTY IN A CLEAN FORM AND INFORM THE OTHER PARTY THAT THIS AGREEMENT SHOULD NOT BE MODIFIED;**
- 5. SHARE WITH OLA and/or FINANCE FOR REVIEW AND SIGN-OFF (SUBJECT TO THE CONTRACT REVIEW PROCEDURE AND THE DoA POLICY).**

CONTRACT REFERENCE NUMBER	IUCN-24-03-P04213-4	
PROJECT NUMBER		
AWARD NUMBER		

CONSULTANCY AGREEMENT (the "Agreement")

between

IUCN, **International Union for Conservation of Nature and Natural Resources**, an international association established under the laws of Switzerland, with its World Headquarters located at Rue Mauverney 28, 1196 Gland, Switzerland (hereafter "**IUCN**"),

and

[full legal name of other party], **[type of company]** established under the laws of **[name of country]**, with headquarters located at **[address]**, **[country]** (hereafter "**Consultant**")

IUCN and the Consultant shall be referred to herein individually as a "Party" and together as the "Parties".

PREAMBLE

Whereas the mission of IUCN is to influence, encourage and assist societies throughout the world to conserve the integrity and diversity of nature and to ensure that any use of natural resources is equitable and ecologically sustainable;

[OPTION 1] **Whereas** IUCN has received a donation from [name of the Donor] (hereafter the “Donor”) to implement the Project [insert the name] (the “Project”) and wishes to benefit from certain skills and abilities of the Consultant with the aim of providing IUCN with assistance and support in [describe the activities for which support is expected from Consultant].

[OPTION 2] **Whereas** IUCN wishes to obtain advisory and consulting services from the Consultant [for XXX or in the area of XXX] and the Consultant agrees to assist IUCN with such services under the terms and the conditions set forth in this Agreement.

Whereas the Consultant has represented to IUCN that it has the required expertise and experience;

Now therefore the Parties agree as follows:

1. SERVICES

1.1 The Consultant will [short description of the services], perform the tasks and deliver the deliverables no later than the agreed deadline(s) as set out in the terms of reference attached as Annex I (the “Services”).

1.2 The Consultant will assign [name of the person(s) and title(s)] (the “Key Personnel”), who is/are(an) employee(s) of the Consultant, to the performance of the Services on behalf of the Consultant. The replacement of any Key Personnel must be approved in advance by IUCN in writing.

1.3 IUCN reserves the right to request any reports (progress, financial or otherwise additional to those required under the Agreement), which could be considered to be reasonably required to evidence satisfactory performance under the Agreement. All financial records and other relevant documents relevant to or pertaining to this Agreement may be subject to inspection and/or audit at the discretion of IUCN or of the Donor. The Consultant agrees to allow IUCN or Donor's auditor(s) access to such records during normal business hours and to allow interviews of any employees who might reasonably have information related to such records. In the event of inspection or audit, IUCN or Donor shall provide the Consultant reasonable prior written notice.

1.4 The Consultant shall not subcontract the Services to third parties without the prior written consent of IUCN. However, the Consultant may under its own responsibility use the services of others provided such services are of an auxiliary or clerical nature.

2. TERM

This Agreement comes into effect on [date] [or] [upon its signature by both Parties] (the “Effective Date”) and will expire on [date] (the “Expiration Date”).

3. INDEPENDENT STATUS

3.1 The employees, directors or shareholders of the Consultant shall not be entitled to any pension, bonus or other fringe benefits from IUCN.

3.2 The Consultant shall have no authority to enter into contracts or to incur any other legally binding commitment on behalf of IUCN.

3.3 No employee, director or other representative of the Consultant shall hold him or herself out or permit itself to be held out as having authority to do or say anything on behalf of or in the name of IUCN.

3.4 The Consultant shall be solely and exclusively liable for any and all taxes, levies or dues required to be paid in any of the countries where this Agreement applies, on any amounts paid to the Consultant by IUCN and has sole responsibility for declaring such amounts to the relevant tax authorities.

4. OBLIGATIONS

4.1. The Consultant shall carry out its duties in an expert and diligent manner and to the best of its ability and shall promptly and faithfully comply with all lawful and reasonable requests which may be made by the IUCN Contact Person.

4.2. The Consultant shall give written or oral advice or information regarding the execution of the Services as and when required by IUCN.

4.3. In the case of illness or accident or a case of Force Majeure as described under clause 16.3 preventing the Key Personnel from performing the Services, the Consultant shall promptly notify IUCN in writing of impediment.

5. REMUNERATION

5.1 As full remuneration for the Services performed under the terms of this Agreement, IUCN shall pay the Consultant a fixed and firm lump sum of [currency/amount in numbers (amount spelled out in letters)] (“the Remuneration”) based on [number of days] days of work at a daily rate of [daily rate] as follows:

5.1.1 A first instalment of [currency/amount in numbers (amount spelled out in letters)] corresponding to 30% of the Remuneration upon receipt of a signed copy of this Agreement together with a first invoice;

5.1.2 A second instalment of [currency/amount in numbers (amount spelled out in letters)] corresponding to 30% of the Remuneration [please indicate what task(s)/deliverable(s) will trigger payment] and presentation of the corresponding invoice; and

5.1.3 A third and last instalment of [currency/amount in numbers (amount spelled out in letters)] corresponding to remaining 40% of the Remuneration upon satisfactory and timely completion and IUCN written acceptance of all Services as specified in Annex I. The final invoice must be submitted no later than [insert the no. of days e.g. 30 days] after IUCN’s written acceptance of all Services or after the Agreement end date whichever is later.

5.2 The Consultant must submit a valid invoice quoting the Contract Reference Number and number of the instalment for each payment to be made.

5.3 If the tasks defined in the Agreement are not fulfilled to the satisfaction of IUCN within the requested time limit, IUCN reserves the right to withhold any further payments and recuperate any funds already paid for unfulfilled Services.

5.4 IUCN shall make payments to the Consultant’s bank account (to be opened in the name of the Consultant in the place where Consultant is established or where the Services are provided) as follows:

Complete Account name: [xxx]

Account type and currency: [xxx]

Bank name: [xxx]

Bank address: [xxx]

Account No.: [xxx]

SWIFT Code or other bank routing code: [xxx]

IBAN No: [xxx]

5.5 The Consultant shall bear bank charges for international wire-transfers (namely from the Consultant’s bank or any intermediary banks) associated with any transfer of funds that IUCN may make hereunder.

5.6 Funds that remain unused at the Expiration Date or termination date of this Agreement must be returned to IUCN within sixty (60) days following either of such dates, as applicable.

6. TRAVEL EXPENSES

6.1 Travel expenses in connection with this Agreement shall not exceed [currency/amount in numbers] [(currency and amount in words)]. All travel has to be approved in writing (email accepted) by the IUCN Contact Person before any reservation is made.

6.2 The IUCN Travel Policy and Procedures for Non-Staff shall apply to all travel expenses and is available at <https://www.iucn.org/corporate/finance/procurement/iucn-travel-policy>.

6.3 A financial report with receipts (e.g. transportation, accommodation, meals and incidentals) must be submitted in the currency of the Agreement to the IUCN Contact Person in order for reimbursement to be made.

7. CONSULTANT'S WARRANTIES AND UNDERTAKINGS

7.1 The Consultant warrants that its performance of the Services under the terms of this Agreement will not infringe on the rights of any third party or cause the Consultant to be in breach of any obligation towards a third party.

7.2 The Consultant warrants that it has obtained the assignment of all Results and Intellectual Property rights pertaining to the Results from his employees (including without limitation the Key Personnel).

7.3 The Consultant shall maintain at its sole expense liability and any other relevant insurance covering the performance of this Agreement. IUCN may require the Consultant to provide a certificate of insurance evidencing such coverage.

7.4 The Consultant represents and warrants that no part of the Remuneration shall be provided to, or used to support, individuals and organisations associated with terrorism as identified on any sanction list published by the European Union, the United States Government, the United Nations Security Council or other relevant agency or body.

8. CONFIDENTIALITY

8.1 The Consultant will not disclose or use, at any time during or subsequent to this Agreement, any confidential information of IUCN or any other non-public information relating to the business, financial, technical or other affairs of IUCN except as required by IUCN in connection with the Consultant's performance of this Agreement or as required by law. In particular, but without prejudice to the generality of the foregoing, the Consultant shall keep confidential all Intellectual Property and know-how disclosed to it by IUCN, which becomes known to it during the period of this Agreement or which it develops or helps to develop in providing the Services to IUCN.

8.2 The Consultant may communicate confidential information only to those of its employees who are directly and necessarily involved in the performance of this Agreement or who are bound to the Consultant by obligations no less stringent as the ones mentioned in this Agreement.

8.3 The Consultant shall:

8.3.1 not disclose to third parties (including news and social media) without express prior written consent of IUCN the contents of this Agreement and the results of work performed as part of the provision of the Services;

8.3.2 disclose know-how and other confidential information of IUCN which is provided by IUCN to the Consultant for the purpose of carrying out the Services only to those persons necessary to accomplish the Services and only to the extent necessary for the proper performances of the Services or to persons bound to the Consultant by obligations no less stringent as the ones mentioned in this Agreement.

8.4 The Consultant agrees to immediately notify IUCN in writing if it becomes aware of any disclosure in breach of the obligations of this clause 8. It shall be responsible for any breach of these obligations by its employees or subcontractors. The Consultant will take all steps necessary to prevent further disclosure.

9. PROPERTY OF RESULTS

All notes, memoranda, correspondence, records, documents and other tangible items made, by the Consultant in the course of providing the Services will be and remain at all times the property of IUCN. At any time, even after the termination of this Agreement, the Consultant shall, upon request, promptly deliver to IUCN all such tangible items which are in its possession or under its control and relate to IUCN, its business affairs and clients and/or the Services.

10. INTELLECTUAL PROPERTY

10.1 Intellectual Property rights are any and all rights and prerogatives, registered or not, arising from the Swiss and international legislation on the protection of notably patents, design, trademark, as well as know-how and trade secrets.

10.2 Pre-existing Intellectual Property (Pre-existing Rights") of a Party means any rights, title and interests in, to and under any and Intellectual Property that have been conceived or developed by such Party prior to the Effective Date or that is conceived or developed by such a Party at any time wholly independently of the implementation of this Agreement. Subject to the rights and licenses expressly granted under this Agreement, each Party shall retain ownership of its Pre-existing Rights. The Consultant hereby grants to IUCN a non-exclusive, worldwide, perpetual, royalty free, sub-licensable license to use Pre-existing Rights incorporated in the Services. The Consultant shall ensure that it has obtained all the rights to use any Pre-existing Rights belonging to third parties that are necessary to implement this Agreement.

10.3 All Intellectual Property rights, including copyright, in the Services produced under this Agreement are vested in IUCN and the Consultant hereby assigns and agrees to assign to IUCN or its nominee, with full title guarantee, all rights in and to any Intellectual Property resulting from the implementation of this Agreement for the full duration of such rights, including, without any limitations, the right to use, publish, license, translate, sell or distribute, privately or publicly, any item or part thereof wherever in the world enforceable.

10.4 The Consultant confirms that IUCN shall have all rights of development, manufacture, promotion, distribution and exploitation in relation to the projects undertaken and products developed in the course of the provisions of the Services and the Intellectual Property created or arising from the provision of the Services.

10.5 Neither Party shall have the right to use the other Party's name, logo and/or other trademarks in any medium and for whatever purpose without the other Party's prior written consent in each instance of use.

11. LIABILITY AND INDEMNITY

11.1 IUCN shall not be held liable for any damage caused or sustained by the Consultant, including any damage caused to its employees and / or third parties as a consequence of or during the provision of the Services or the implementation of the Present Agreement.

11.2 The Consultant agrees to indemnify and hold IUCN harmless from any and all losses and damages that IUCN may incur as a result of Consultant's actions or omissions in rendering the Services or the breach of any of the Consultant's obligations contained in this Agreement.

12. COMMUNICATION AND NOTICES

12.1 All correspondence and notices in connection with the implementation of this Agreement must be directed as follows:

IUCN Contact Person	Consultant Contact Person
[name]	[name]
[title]	[title]
[name of IUCN Programme/Office]	[address]
[address]	[phone]

[phone] [email]	[email]
--------------------	---------

12.2 In case the Contact Person is being changed, the authorized representative of each Party shall notify the other Party in writing (email accepted).

13. ETHICS, FRAUD AND CORRUPTION

13.1 The Consultant shall comply with the principles and expected standards of conduct equivalent to those stipulated in Section 4 of the Code of Conduct and Professional Ethics for the Secretariat, available at https://www.iucn.org/downloads/code_of_conduct_and_professional_ethics.pdf, which by signing this Agreement, the Consultant confirms it has reviewed and accepted.

13.2 The Consultant shall take all necessary measures to prevent any situation where the impartial and objective implementation of the Agreement is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest.

13.3 The Consultant represents and warrants that there are no potential or actual conflicts of interests in relation to the implementation of this Agreement. If, during the course of this Agreement, the Consultant becomes aware of facts which constitute or may give rise to a conflict of interest, the Consultant shall promptly inform the IUCN Contact Person in clause 12.1 in writing, without delay. The Consultant shall immediately take all the necessary steps to rectify this situation. IUCN reserves the right to verify that the measures taken are appropriate and may require additional measures to be taken within a specified deadline.

13.4 The Consultant shall take all necessary precautions to avoid fraud and corrupt practices in implementing this Agreement. The Consultant shall comply with the standards of conduct equivalent to those stipulated in IUCN's Anti-fraud Policy, available at https://www.iucn.org/downloads/anti_fraud_policy.pdf, which by signing this Agreement, the Consultant confirms it has reviewed and accepted.

13.5 The Consultant shall cooperate fully in any investigations linked to events under this clause which may be carried out by IUCN and/or the Donor and shall give access to all records (and to its staff if applicable) in the event that this is needed to support investigations of complaints of unethical behavior, fraud or corruption. IUCN reserves the right to take necessary legal action and/or terminate the Agreement in accordance with clause 16 if it determines that any fraud, corruption and/or unethical behaviour has occurred. Any repayment claim may also include interest, investment income or any other financial gain obtained as a result of the fraud.

14. NON-DISCRIMINATION AND POLICY ON THE PROTECTION FROM SEXUAL EXPLOITATION, SEXUAL ABUSE, AND SEXUAL HARASSMENT (SEAH POLICY)

14.1 IUCN recommends the Consultant to apply non-discriminatory practices in terms of benefits and remuneration for both men and women employees in the performance of this Agreement.

14.2 The Consultant will comply with the principles and standards of protection equivalent to those stipulated in the SEAH Policy available at https://www.iucn.org/sites/dev/files/seah_revised_version_2020apr27.pdf

15. PROCESSING OF PERSONAL DATA

15.1 Personal Data is any information relating to an identified or identifiable individual, unless otherwise defined under applicable law. The Parties commit themselves to respect applicable data protection laws and regulations and process Personal Data in accordance with the terms of this Agreement.

15.2 IUCN may share Personal Data of the Consultant and / or Consultant Key Personnel with the Donor and other IUCN partners strictly involved in the implementation of the Project. The Consultant will have the right of

access its Personal Data and the right to rectify any such Personal Data held by IUCN. If the Consultant has any queries concerning the processing of Personal Data, it shall address them to IUCN using the online form located at (<https://portals.iucn.org/dataprotection/requestform>).

15.3 IUCN may in the course of performance of this Agreement provide the Consultant with Personal Data. The Consultant shall limit access and use of Personal Data to that strictly necessary for the performance of this Agreement and shall adopt all appropriate technical and organisational security measures necessary to preserve the strictest confidentiality and limit access to Personal Data.

15.4 Where the Consultant engages another processor for carrying out specific processing activities on behalf of IUCN, the same data protection obligations as set out in this Agreement and the applicable law shall be imposed on that other processor by way of an agreement. Where that other processor fails to fulfil its data protection obligations, the Consultant shall remain fully liable to IUCN for the performance of that other processor's obligations.

15.5 Where Personal Data is transferred to a country that has not been deemed to provide an adequate level of protection for Personal Data or to an International Organisation within the meaning of Regulation (EU) 2016/679, the Consultant shall ensure that appropriate safeguards in accordance with applicable law are provided.

15.6 The Consultant shall promptly, and in any case within twenty-four (24) hours inform IUCN through the online form located at (<https://portals.iucn.org/dataprotection/requestform>), if it determines and/or discloses to a competent public authority and/or affected data subjects that a Personal Data breach has occurred.

16. TERMINATION

16.1 Termination for cause

16.1.1 IUCN reserves the right to terminate this Agreement in whole or in part, upon written notice with immediate effect in the event that the Consultant:

- i. has falsified or provided inaccurate, incomplete or misleading information in any documentation provided to IUCN;
- ii. defaults in carrying out any of its obligations under this Agreement;
- iii. has engaged in illegal acts, including, without limitation fraudulent or corrupt actions as defined in Code of Conduct and Professional Ethics for the Secretariat and IUCN's Anti-fraud Policy (hereafter referred to as a "Fraud");
- iv. enters into liquidation or dissolution other than for the purpose of an amalgamation or reconstruction; or
- v. ceases to carry on business, has a receiver or administrator appointed over all or any part of its assets or undertaking, enters into any composition or arrangement with its creditors or takes or suffers any similar action in consequence of a debt or other liability, or undergoes any process analogous to the foregoing in any jurisdiction throughout the world.

16.1.2 If it is determined that the Consultant has committed Fraud in competing for or in the performance of this Agreement, all expenditures incurred under this Agreement shall be undue and the Consultant shall promptly reimburse IUCN for all expenditures incurred in the performance of this Agreement.

16.2 Termination for lack of Donor funds

IUCN shall have the right to terminate this Agreement with immediate effect and without any liability for damages to the Consultant in case the agreement between IUCN and the Donor is terminated and/or the Remuneration funds become unavailable to IUCN.

16.3 Termination for force majeure

16.3.1 The performance of this Agreement by either Party is subject to acts of God, war, government regulations, epidemics, pandemics, disaster, strikes (excluding strikes of respective Parties' personnel), civil disorders, curtailment of transportation facilities, or other emergencies making it illegal or impossible for either Party to perform its obligations ("Force Majeure Event"). The Party subject to a Force Majeure Event shall promptly notify the other Party of the occurrence and particulars of such Force Majeure Event, including how it impacts the performance of its obligations under this Agreement. The Party so affected shall use diligent efforts to avoid or remove such causes of non or delayed performance as soon as is reasonably practicable.

16.3.2 This Agreement may be terminated unilaterally without compensation for any one or more of the foregoing reasons by written notice from one Party to the other.

16.3.3 Notwithstanding the above, the Parties may agree to a suspension or an extension of the Agreement as deemed appropriate. Upon termination of the Force Majeure Event, the performance of the suspended Services shall without delay recommence.

16.3.4 The Party subject to the Force Majeure Event shall not be liable to the other Party for any damages arising out of or relating to the suspension or termination of Services by reason of the occurrence of a Force Majeure Event, provided such Party complies with all the requirements under this article 16.3.

16.4 Effects of Termination

In the event of termination under this clause, IUCN shall pay the Consultant any outstanding Remuneration in respect of Services performed by the Consultant up until the effective date of termination, it being understood that the total amount payable by IUCN to the Consultant shall not exceed the Remuneration stated in clause 5 of the Agreement. The Consultant shall within thirty (30) days of termination, and at IUCN's request:

16.4.1 to the extent possible, complete the Services subject to the Remuneration made available until the date of termination and stop all ongoing activities;

16.4.2 refund to IUCN any advance payments received in excess of the total expenditure incurred as evidenced in the invoices submitted to IUCN,

16.4.3 reimburse IUCN for any expenditures made in breach of the terms of this Agreement and

16.4.4 submit final technical and financial reports and any other materials, deliverables, works or other outputs created as at the date of termination under this Agreement.

17. APPLICABLE LAW AND DISPUTE RESOLUTION

17.1 The performance and interpretation of this Agreement will be subject exclusively to the laws of Switzerland, excluding its conflict of laws principles.

17.2 Any dispute arising out of or in relation with this Agreement that cannot be resolved amicably by the Parties or by way of mediation shall be submitted to the competent courts of Lausanne, Switzerland.

18. GENERAL PROVISIONS

18.1 This Agreement is the complete understanding between IUCN and the Consultant and replaces all other agreements and understandings in reference to the subject matter of this Agreement.


18.2 Any modification or amendment of this Agreement shall be in writing and shall become effective if and when signed by both Parties.

18.3 This Consultancy Agreement is non-exclusive. IUCN is free to consult other experts in the Consultant's field of specialisation.

18.4 This Agreement is personal to IUCN and the Consultant, and neither Party may sell, assign or transfer any duties, rights or interests created under this Agreement without the prior written consent of the other.

18.5 Either Party waives all and any rights of set-off against any payments due hereunder and agrees to pay all sums due hereunder regardless of any set-off or cross claim.

18.6 All provisions that logically ought to survive termination of this Agreement shall survive.

 Agreement may be executed in counterparts, each of which shall be deemed to be an original, but all of which, taken together, shall constitute one and the same agreement. The Parties agree that the signed counterparts may be delivered by e-mail in a ".pdf" format data file or electronic signature (e.g., DocuSign or similar electronic signature technology) and thereafter maintained in electronic form, and that in this case such signature shall create a valid and binding obligation of the party executing with the same force and effect as if such ".pdf" or electronic signature page were an original thereof.

Signed on behalf of:

**IUCN, International Union for
Conservation of Nature and
Natural Resources**

[full name of OTHER PARTY]

Date: _____

Date: _____

[Name of representative]

[Position of representative]

[Name of representative]

[Position of representative]

ANNEXES



[please list all annexes named in the Agreement]