

Supply of the IUCN hybrid event platform and event management system



Request for Proposal (RfP)
Supply of the hybrid event platform and event
management system

IUCN Global Convenings and Events Unit

RfP Reference: IUCN - hybrid event platform and event management system

Issue Date: 17 June 2022

Closing Date and Time: 6 July 2022, 23:59 CEST

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 under 4.4.
- 1.2. The successful proponent will engage with IUCN in a two-year agreement. An extension of the contract is possible.

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 correspondences and questions to the contact, including your proposal.

IUCN Contact:
Sina Bunte
Hybrid and Digital Events Officer
Tel: +491776223502
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
17 June 2022	Publication of the Request for Proposals
24 June 2022	Deadline for expressions of interest
24 June 2022	Deadline for submission of questions
29 June 2022	Planned publication of responses to questions
6 July 2022	Deadline for submission of proposals to IUCN (“ Submission Deadline ”)
7 July - 11 July 2022	Clarification of proposals
12 July - 14 July 2022	Presentations/demos
18 July 2022	Planned date for contract award
25 July 2022	Expected contract start date

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 separate documents:

- Signed Declaration of Undertaking (see [Attachment 2](#))

- Pre-Qualification Information. Please fill in the details in the vendor proposal form (see separate document) and send any supporting documents separately (see Section 4.3. below).
- Technical Proposal. Please find all criteria listed in the vendor proposal form. There is also space for your comments. Please send screenshots or screen recordings separately indicating the number of the criteria (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 IUCN platform – bidder name]. The bidder’s name is the name of the company/organisation on whose behalf you are submitting the proposal. Your proposal must be submitted in a searchable 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.

Pre-Qualification Criteria	
	It’s required that the provider offers an event management software, the hybrid event platform as well as onsite support. Providers that do not have an extensive management system (see requirements in 4.4) will not be considered.
	3 reference projects that are comparable to services required by IUCN, including reference contact name, email address, and telephone number
	Confirm that you have all the necessary legal registrations to perform the work

	How many employees does your organisation have who are qualified for this work and how many will be dedicated to this account? Please provide a project structure of the staff involved for the Leaders Forum and the Congress.
	State the lengths of time in business

4.4. *Technical Proposal*

Please note that background information about IUCN and the events can be found in attachment 1.

The technical proposal must address each of the criteria stated below explicitly and separately, quoting the relevant criteria reference number (left-hand column). Please provide your answers by filling out the vendor proposal form. Please send screenshots or screen recordings presenting the system separately. 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.

IUCN recognizes that the list of mandatory requirements does not reflect all of the potentially relevant or useful features or systems it could employ and welcomes additional ideas from Proposers. If any additional proposals would add to the cost of the Proposal, the Proposer should account for these optional expenses as separate and severable lines in the proposed budget.

IUCN will evaluate technical proposals with regards to each of the following criteria and their relative importance. Some criteria do not have a relative weight but should be answered with Yes or No. Features that cannot be provided and answered as No, will not be considered further.

	Description	Information to provide	Relative weight	Score 0=low 10=high
1	Public event website (IUCN will provide the design files)	<ul style="list-style-type: none"> - Screenshots or screen recordings of event websites of past events that were built for similar events as well as from the backend. - Please provide information whether the following aspects are possible: - Creation of agenda, speaker page adding videos, social media feeds, sponsor logos and other (sub) pages and information by ourselves. 	10	

		<ul style="list-style-type: none"> - Please note that the Congress programme includes multiple parallel sessions. Please see the 2021 programme here. - White labelling the website and platform - Add featured speakers to home page - Using our website url - Archiving of past event websites - Mobile responsiveness - Possibility to have a login for delegates to the event platform - Whether it's possible to have a log in possibility for delegates to the event platform from the event website. - Please describe the technical support offered. - The website needs to be accessible from all countries, also countries with low bandwidth 		
2	Public interface of Event Website, event platform, mobile app and any forms that are filled out by delegate to be available in English, Spanish & French (IUCN will provide the necessary translations, the administration system (internal-facing interface) of the website only needs to be provided in English).	<ul style="list-style-type: none"> - How are the pages translated? By google translate or by text that we enter. - Please provide examples of past multilingual events. 	Yes or No	
3	Mobile application (iOS and Android)	<ul style="list-style-type: none"> - Do you offer a white label or container app or web version of the event platform? <ul style="list-style-type: none"> - Please provide price differences if applicable. - The app will be used to connect the in-person and the remote audience and has to offer personalised agenda, filters for programme, push notifications, 	5	

		<p>sponsor logos, list of speakers, session chat, participant list and polling which is connected to the virtual event platform. Please list all features of the app.</p> <ul style="list-style-type: none"> - Please explain the branding options - Explanation whether it's possible to have interactive floorplans in the app, so delegates can see where exhibitors are. For Congress only. - Screenshots or screen recording of app - Gamification options in the app - It's required that the app is available in 3 languages. For Congress only. - It's required to restrict certain features of the app to certain registration categories. Please indicate whether this is possible. 		
4	Session management system	<ul style="list-style-type: none"> - Whether it's possible to provide access to specific registrants to submit session proposals, upload descriptions, files and photos. - Whether it's possible to allocate rooms to sessions - Whether it's possible to add filters to sessions e.g. online/onsite, language, topic - For the Congress, 300-400 sessions are provided. 	5	
5	Speaker management system	<ul style="list-style-type: none"> - Possibility to upload bio/picture themselves. - Possibility to allocate sessions and tags if speaking online or onsite. - Possibility to feature them on the home page. 	5	
6	Personalised Agenda	<ul style="list-style-type: none"> - Please provide information whether the following aspects are possible. Please provide screenshots. 	5	

		<ul style="list-style-type: none"> - Possibility for participants to create their own agenda by starring sessions and to sign up to sessions. - Possibility to export personalised schedules to various calendars including Outlook and Google. - Adjusting agenda times to local participant time. - Possibility for participants to add other meetings to their agenda that are not part of the official program, e.g. individual meetings? - Option to restrict sessions to be seen on the event programme (e.g. Council meetings) - Possibility to add sessions tags, e.g. topics, online, onsite 		
7	Networking and engagement possibilities on the platform and in the app	<ul style="list-style-type: none"> - Please list the options. For example: delegate profiles with the option to not be listed publicly, filters for participant list, session chat, 1-1 video calls with attendees and sponsors, participant profiles with option to send a message and arrange a meeting, polls, gamification, message board, matchmaking. - Whether it's possible to have a personalised dashboard depending on the registrant category. - Is it possible to send push notifications to the platform and app? - What is the maximum capacity for round table sessions with and without video enabled and can participants be assigned to rooms? - Whether it is possible for administrators to moderate, hide or delete comments. 	10	

		<ul style="list-style-type: none"> - Do participants have the ability to evaluate sessions in real time after a session? 		
8	Gamification possibilities	<ul style="list-style-type: none"> - What possibilities are built into the platform? - What integrations do you offer with other gamification providers? - What kind of session reactions can be sent by the audience? E.g. emojis, clapping hands etc. 	5	
9	Session streaming solution	<ul style="list-style-type: none"> - Do you offer a virtual production studio? Please provide functionalities and screenshots. - Explanation how sessions are streamed to the platform? - Explanation how remote speakers are connected to streams. Please provide screenshots of the interface for speakers. - Possibility for remote speaker to hear onsite interpretation via the platform - Is it possible to upload slides so shared screen is not needed? - Is picture in picture available, so people can explore the platform while watching the session? - How many parallel sessions can be streamed at the same time? For the Congress up to 13 parallel sessions are possible. - Explanation if it's possible to show recordings and have live chat to make sessions semi live? - Capability to support a large number of concurrent users (up to 4000) - Do you provide low latency streaming? 	10	
10	Videos on demand	<ul style="list-style-type: none"> - Can recordings be trimmed on the platform? - When are they available on demand? 	5	

		<ul style="list-style-type: none"> - What is the storage limit in terms of size and duration for storing of videos on demand? Please note that interpreted sessions are stored in 4 different versions. - Is it possible to divide a recording into chapters? - Possibility to make videos searchable by day, keyword, thematic stream, session type, speakers etc. - Can closed captions be added when watching the sessions on demand? - Is it possible to change the speed when watching a video on demand? 		
11	Integration of Interpretation	<ul style="list-style-type: none"> - How can live simultaneous interpretation be integrated or provided via the system directly? - Is live caption available as standard on the platform? - Provide examples of how interpretation will be displayed on the session page. 4 languages (EN/FR/SP/original) are possible. - Please provide examples of companies that you worked with for integration. 	5	
12	Sponsorship	<ul style="list-style-type: none"> - What sponsorship opportunities are offered throughout the platform and website? Please provide examples of branding options - Whether lead capture is possible? 	3	
13	Export of data	<ul style="list-style-type: none"> - In what formats can the data be exported? - What data can be exported? - Can we export the data ourselves? 	5	
14	Customer support	<ul style="list-style-type: none"> - When is customer support available and how? 	5	

		<ul style="list-style-type: none"> - What is the level of support during the event? - What is the emergency support to solve technical issues? 		
15	Email marketing	<ul style="list-style-type: none"> - What kind of emails can be sent out and personalised? - e.g email to email list (including non-registered people), email to registrants - Is there a maximum of emails that can be sent out? 	3	
16	Restricted access	<ul style="list-style-type: none"> - Whether it's possible to restrict access to certain modules on the virtual event platform depending on registrant category (e.g. paid participants) - Possibility to restrict session to <ul style="list-style-type: none"> - Certain registered people - All registered people without a limitation 	Yes or No	
17	Integration with other tools and websites	<ul style="list-style-type: none"> - How is the integration done? - Can certain parameters be transferred to other tools, so single sign on is possible and data can be collected easily, e.g. registrant ID? - Is integration with speaker preview systems possible? - Is an integration with CiviCRM possible? - Any existing integrations? - Describe your platform's API 	5	
18	Event platform	<ul style="list-style-type: none"> - Please provide screenshots of how the home page of the platform looks like before, during and post events, if live sessions can be featured and what other sections can be displayed (e.g. participants, leaderboard, agenda). - Branding/Customisation Options (ability to customise text/font, colour, graphics, logos, fields, etc.) 	3	

19	Site maintenance and support per year	<ul style="list-style-type: none"> - Please describe the form of support and If a yearly fee occurs, please indicate the costs. - Information about data backup and recovery against unexpected system or human errors. 	5	
20	Web hosting services that can handle the expected loads before, during and after the Congress.	<ul style="list-style-type: none"> - Statistics from 2021 Congress: <ul style="list-style-type: none"> - 7600 registrants - 5000 logins - 3100 distinct registered viewers - Statistics for the annual Leaders Forum are not available but 600 participants are expected. - Please submit examples of events from associations with 5000+ participants 	5	
TOTAL			100%	

The following is not required ('nice-to-have') in the RfP but should be included as additional options in the Proposal with separate and severable lines in the proposed budget if it can be offered.

	Description	Information to provide
21	Registration system	<ul style="list-style-type: none"> - For most events, the registration will be handled by a PCO and their system. Please provide the costs to use the registration system in a separate line in the budget. - Please provide information whether the following is possible: <ul style="list-style-type: none"> - Possibility to include invoice in confirmation email - Customization of registration fields - Possibility to upload photos and passport numbers - Possibility to issue a letter of invitations and add it to confirmation emails. - Possibility to export issued invoices. - List of payment providers and options (paypal etc.) the system is compatible with.

		<ul style="list-style-type: none"> - Possibility to apply different taxes depending on category. - Possibility to book hotels and provide travel information through the registration system. - Possibility that the delegate logs in later to edit registration or to add information. - Creation of promo codes for different categories - Possibilities for group registrations - Available in all 3 languages - Limitation of different categories - Possibility for participant to cancel registration - If payment transaction fees apply, please add it to the financial overview. - What are the badge design options as well as printing options - Does the registration system have an iCal feature? - Do you provide onsite registration help and badge printing equipment?
22	Abstract management system with complex and workflows	<ul style="list-style-type: none"> - Please provide information whether the following is possible. If not, please show examples of events where an abstract management system of a different provider was integrated with the system: The system will be used to manage the Congress forum call for proposals: It is the platform where candidates submit their sessions proposal. Once submitted IUCN will assign to a team of reviewers a bunch of proposals to score. A proposal is allocated to multiple reviewers to ensure fairness in the evaluation. Then a Committee will examine the reviewer scoring of each proposal and decide on the final status of the proposal: <ul style="list-style-type: none"> - Selected for the forum programme - Selected for the forum programme but merged with a similar proposal (same topic) - Withdrawn - Cancelled. - Proposals selected should then be transmitted to the Online programme.
23	Room management system	<ul style="list-style-type: none"> - Please provide information whether the following is possible: Room Allocation System to allocate sessions to rooms.

		<ul style="list-style-type: none"> - Can create an unlimited number of rooms. - Can indicate the logistical detail of the rooms, catering, interpretation, Audio Visual equipment, room layout, etc... - Schedule all sessions (public and private meetings) including special requirements like interpretation, streaming - Ensure that double booking of slots is impossible. - Can create an unlimited number of Session types. (nice to have: can be colour coded to ease the overview) - Can handle a big amount of rooms without long loading time.
24	A chatbot feature to answer questions in real time	<ul style="list-style-type: none"> - Whether it's possible to include a chat bot on the website.
25	User authentication	<ul style="list-style-type: none"> - If it's possible to allow users to authenticate using IUCN's Users Management API. IUCN's User Management API is developed with Drupal and provides tools for authentication, creating accounts, editing accounts, and resetting passwords. An additional webservice is available to retrieve user data from authenticated users using the token returned by the authentication web service for successful authentications.

4.5. *Financial Proposal*

4.5.1. The financial proposal must be a fixed and firm price for the provision of the goods/services stated in the RfP in their entirety. Negotiations after submitting the proposal are not possible.

4.5.2. *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 Terms of Reference or Specification of Requirements. 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 offer.

4.5.3. *Applicable Goods and Services Taxes*

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

4.5.4. *Currency of proposed rates and prices*

All rates and prices submitted by Proposers shall be in Swiss Franc CHF.

4.5.5. *Breakdown of rates and prices*

The expenses of any third-party tools or services required to be utilised must be included in the quote. Please provide the costs for the options A, B, C as well as the a la carte costs.

Price overview A:

	Description	Price
	1 hybrid event (Leaders Forum) per year: - Please see scope of work in attachment 1,12.1.1.1.	
	Other costs relevant for the scope of work	
	TOTAL	

Price overview B:

	Description	Price
	1 hybrid event (Congress) per year: - Please see scope of work in attachment 1,12.1.2.1.	
	Other costs relevant for the scope of work	
	TOTAL	

Price overview C:

	Description	Price
	Multi-Event annual subscription	
	Website and other tools with unlimited usage	
	TOTAL	

A la carte costs:

	Description	Price
	Cost per admin	
	Cost per registrant	
	Cost per speaker	
	Cost per sponsor	
	Cost per exhibitor	
	Cost per sponsor profile	
	Cost for registration system	
	Cost per exhibitor profile	
	Cost for event website	
	Cost for analytics and data retrieval	
	Cost for abstract management system if provided	
	Cost for attendee matchmaking system if provided	
	Mobile app. If applicable please show price differences between a web-based app, white label and container app.	
	Cost of storing videos on demand for 5 months. Please indicate if cost varies depending on size and duration of storing.	
	Cost for training	
	Cost for customer support	
	Cost for registration support onsite	
	Price per day for technical support during events remote	

	Price per day for project manager during events onsite travel conditions	
	Cost for transaction fees per registration	
	Cost of website and event platform maintenance and hosting	
	Cost for customs developments	
	Other costs	
	TOTAL	

4.6. Additional information not requested by IUCN should not be included in your Proposal and will not be taken into account in the evaluation.

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

4.8. *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, in order 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 score of '0' for any of the mandatory 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*

The financial evaluation will be based upon the full total price you submit. Your financial proposal will receive a score calculated by dividing the lowest financial proposal that has passed the minimum quality thresholds (see Section [5.3.2](#)) by the total price of your financial proposal.

Thus, for example, if your financial proposal is for a total of CHF 100 and the lowest financial proposal is CHF 80, you will receive a financial score of $80/100 = 80\%$

5.5. *Total Score*

Your proposal's total score will be calculated as the weighted sum of your technical score and your financial score.

The relative weights will be:

Technical:	70%
Financial:	30%

Thus, for example, if your technical score is 83% and your financial score is 77%, you will receive a total score of $83 * 70\% + 77 * 30\% = 58.1\% + 23.1\% = 81.2\%$.

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 [3.2](#) 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
- 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.

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 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 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 terms and conditions will be negotiated using the successful bidder's standard terms and conditions as a starting point. IUCN reserves the right to impose any or all conditions from our standard template consultancy agreement, which can be shared upon request.

11. ABOUT IUCN

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

Headquartered in Switzerland, IUCN Secretariat comprises around 900 staff and projects in over 160 countries. Created in 1948, IUCN is now the world's largest and most diverse environmental network. It harnesses the experience, resources and reach of its more than 1,400 Member organisations and the input of more than 18,000 expert organisations. This diversity and vast expertise make IUCN the global authority on the status of the natural world and the measures needed to safeguard it. It is therefore a leading provider of conservation data, assessments, and analysis. Its broad membership enables IUCN to fill the role of incubator and trusted repository of best practices, tools, and international standards.

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

<https://www.facebook.com/iucn.org>

https://www.instagram.com/iucn_congress/

12. ATTACHMENTS

Attachment 1 Events background and Specification of Requirements

Attachment 2 Declaration of Undertaking

Attachment 1 Events background and Specification of Requirements

IUCN seeks a contractor to provide the hybrid event platform and event management software.

The primary goal is to have an integrated one- stop window that is accessible, useful and well designed for ease of use of all of its visitors at different points of the event life cycle.

12.1. *Events background*

Until 2021 the Convenings and Events Unit at the Headquarters of IUCN organised every four years the IUCN World Conservation Congress. As of 2022 an annual event, the IUCN Leaders Forum, was added to the events portfolio. The IUCN Leaders Forum will take place every year apart from the Congress year, creating a cycle of four years, including 3 annual events and a Congress.

Other IUCN offices organise events independently, but it is possible that they will use the event platform and management system in the future.

12.1.1. *IUCN Leaders Forum*

As of 2022 the annual IUCN Leaders Forum will be organised on an annual basis apart from Congress year. The expected attendees are leaders from governments, the private sector, civil society, sub-national authorities and others. The IUCN Leaders Forum will be hosted in a different country every year. Below is the scope of work for the IUCN Leaders forum

12.1.1.1. *Leaders Forum - scope of work*

Dates:	13 to 15 October 2022
Location:	International Convention Centre, Jeju Province, Republic of Korea
White label:	Yes
Hybrid:	Yes
Platform availability:	15 September 2022 until 28 February 2023
Expected number of attendees:	600 logins
Number of sessions:	50

Live streamed parallel sessions:	4
Type of sessions:	Plenary and breakout sessions and round table sessions
Interpretation:	Onsite interpreters for speakers that deliver their talk in Spanish or French. sessions from Spanish and French into English. Interpretation into English must be heard by remote attendees and speakers too.
Language of platform & app:	English
Networking and engagement possibilities:	Yes
Maintenance and hosting of event website:	Yes
Mobile app or web version of event platform:	Yes
Onsite technical support:	Yes
Video on demand storage:	Yes
Sponsor profiling in app and event platform	Yes, the amount of sponsors to be confirmed. <10
Event website	Yes
Speaker management system	Yes
Registration system	No
Exhibition:	No

Future developments if the contract is extended after 2024.

12.1.2. World Conservation Congress

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 Congress a powerful mandate, as it does not simply bring together either government or non-government representatives, but both together.

The [Congress](#)¹ 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 [Congress, held in Marseille, France, in September 2021](#)², brought together people from all parts of the globe onsite and online to discuss, debate and decide on actions to address environmental and development issues.

The Congress has three main components: the Forum, the Exhibition and the Members' Assembly. 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 is open to all registered participants. The Exhibition runs over the same days as the Forum. 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 the time required for set-up and dismantling).

- **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 8,000 registered Congress participants onsite, and several thousand online for the Forum, including government officials, decision-makers, heads of NGOs, scientists, representatives from indigenous organisations and 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.
- **The Members' Assembly** is a unique global environmental parliament where Member organisations from government and civil society organisations establish environmental

¹ Read more about the outcomes from the 2021 Congress in the Congress brochure: https://www.iucncongress2020.org/sites/www.iucncongress2020.org/files/page/files/iucn_congress_-_resilience_is_in_our_nature_-_outcomes_brochure_-_en_-_bat.pdf

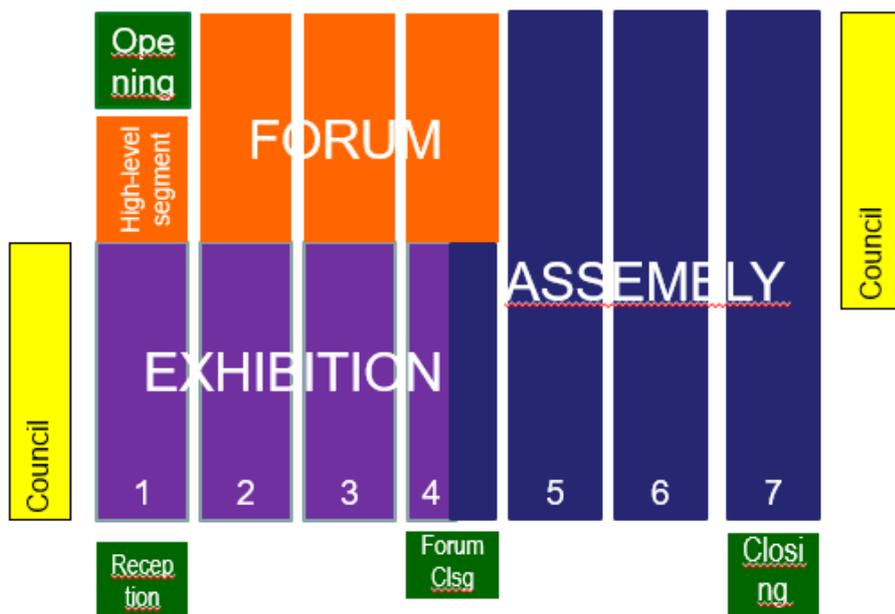
² Watch our video on the 2021 Congress outcomes "Let's get to work: IUCN World Conservation Congress Marseille": [Let's get to work: IUCN World Conservation Congress Marseille - YouTube](#)

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.

On the day before and the day after Congress, a private meeting of the IUCN Council is held at the venue. The general outline for the Congress can be seen in Figure 1 below.

Figure 1 Congress structure 2025



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 longer³. 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.

The Congress 2021 website can be viewed here: <https://www.iucncongress2020.org/>

³ During this time, security, catering, and technical staff (to run AV and IT systems) need to be available.

12.1.2.1. *World Conservation Congress - scope of work*

Dates:	2025, dates to be confirmed
Location:	To be confirmed
White label:	Yes
Hybrid:	Yes
Platform availability:	1 month 2 weeks before and 5 months after the event
Expected number of attendees:	5000
Number of sessions:	300-400
Parallel sessions:	17
Type of sessions:	Plenary sessions, webinar sessions including use of breakout rooms.
Interpretation:	English, Spanish, French
Language of platform, app and any forms delegates fill out :	English, Spanish, French
Exhibition:	Yes. To be confirmed if also online, 28 exhibitors
Maintenance and hosting of event website:	Yes
Mobile app or web version of event platform:	Yes
Onsite technical support:	Yes
Video on demand storage:	Yes
Sponsor profiling in app and event platform:	Yes, around 10 sponsors. Exact number to be determined later.
Event website:	Yes
Speaker management system:	Yes
Registration system:	To be confirmed
Restricted access to event platform and app:	Yes
Abstract management/Call for proposals:	If possible, managed in the event management system
Session management/modification by speakers:	If possible, part of the event management system

Room management system:	If possible, part of the event management system
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12.1.3. *Other events*

Additional smaller online events may be organised on the virtual event platform throughout the year.

12.2. *Audience and User experience*

The IUCN events engage a wide range of audiences each with distinct website demands, which, in addition, tend to evolve over time. The main audiences for the event websites are the informed public, participants, remote participants and potential participants, IUCN Members, members of the IUCN Commissions, event organisers, exhibitors (for Congress only), speakers, media, sponsors, the Host Country, and the Congress organiser (IUCN). All these user profiles have different roles and need to access specific functionalities.

12.1.4. *Features not included in this RfP*

Most activities that require a one-time action by the user will continue to be provided through external third parties and are not a part of this RfP. However, access to these systems will need to be provided through the event website. The systems not included in this RfP are:

- Motion management system - for Congress only
- Accreditation of members - for Congress only
- Nomination of members - for Congress only
- Exhibition booking system and Exhibitor Toolkit (platform to order extra equipment) - (through Exhibition Contractor) - for Congress only
- Book excursions (through Professional Congress Organiser)
- Online portal for ordering catering (for session organisers and exhibitors) and extra equipment (for session organisers only) (through Professional Congress Organiser)
- Make travel arrangements (book hotels, book flights, etc.) (through Professional Congress Organiser or contracted travel agency, etc.)
- Speaker preview system: system to receive PowerPoint presentations from speakers for display in session rooms onsite according to schedule (through onsite AV company)
- System to manage consultation on the IUCN Work Programme 2021-24 and submission of pledges to its implementation (through third-party company); **Note:** The IUCN Work Programme is the document which outlines IUCN's work for the coming four years. It is not the same as the Congress Programme which is the agenda of events and sessions during the Congress. - for Congress only
- Electronic voting system for online voting of motions prior to Congress (through IUCN internal system) - for Congress only
- Voting and election system for Assembly onsite (through onsite AV company) - for Congress only
- Publication of voting and election results (through IUCN internal system, however a link to each individual result will have to be shown on relevant parts of the Congress website) - for Congress only
- Publication of outcomes of the Assembly through IUCN library and database with all adopted Resolutions and Recommendations - for Congress only

Attachment 2 Declaration of Undertaking

DECLARATION in relation to RfP IUCN platform

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 then end of the resulting contract and make this available to internal and external auditors and donors as and when 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 Organization'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 >