

Document III – TERMS OF REFERENCE (ToR)

Tender Nº RFP/ROAM/2026-01 “Event Management Services for the Forum on Women’s Empowerment in Tourism (2-4 June 2026, João Pessoa, Brazil)”

1.

BACKGROUND

World

Tourism

Organization

The World Tourism Organization (UN Tourism) is the United Nations agency responsible for promoting responsible, sustainable, and accessible tourism for all. As the leading international organization in the field of tourism, UN Tourism positions the sector as a driver of economic growth, inclusive development, and environmental sustainability, while providing leadership and support to advance knowledge and tourism policies worldwide.

As a specialised UN agency in the field of tourism, UN Tourism is committed to enhancing the positive impact of tourism development on women’s lives, and, in so doing, contributing to the achievement of the Fifth Sustainable Development Goal – "achieve gender equality and empower all women and girls". Since 2007, UN Tourism has been working – through its Ethics, Culture and Social Responsibility Department - in partnership with UN Women and a range of external partners across the globe, to bring gender issues to the forefront of the tourism sector, promoting gender equality and women’s empowerment and encouraging member states to mainstream gender issues in their respective tourism policies.

In the Americas, the Regional Office (ROAM) is mandated to strengthen cooperation among Member States, promote innovation and sustainability in tourism, and support the development of products and destinations that contribute to biodiversity conservation and the well-being of local communities.

The Forum on Women’s Empowerment in Tourism will take place from **2 to 4 June 2026 in João Pessoa, Brazil**, led by the **Ministry of Tourism of Brazil (MTUR)** in collaboration with **UN Tourism**.

The Forum will:

- Position women as leaders, entrepreneurs and consumers in tourism;
- Promote safer, more inclusive and accessible tourism environments;
- Advance dialogue on pay equity, leadership, financing and women’s entrepreneurship;
- Highlight the 2027 FIFA Women’s World Cup in Brazil as a catalyst for inclusive tourism;
- Facilitate credit and financing matchmaking sessions (FUNGETUR, CADASTUR, IDB, CAF);
- Bring together Ministers, Vice-Ministers, international organizations, private sector leaders and women entrepreneurs.

The event will include:

- High-Level Opening Ceremony (Ministers and international authorities)
- Ministerial Panel
- Three Technical Seminars
- Credit and Financing Roundtables
- Business Matchmaking Sessions

- Workshops
- Official Authorities' Programme and Technical Visit

It is in this context that UN Tourism's Regional Office for the Americas (ROAM) seeks a qualified event management service provider based in Brazil to ensure the professional planning, coordination and delivery of the Forum.

These Terms of Reference outline the scope of work and technical requirements for the provision of the services that UN Tourism is procuring for its Regional Office for the Americas to support the organization of the Women's Empowerment Forum. The selected Service Provider will be responsible for delivering technical and operational support for the execution of the event.

2. OBJECTIVES AND SCOPE OF WORK

General Objective

2.1 The Objective of this assignment is to engage a qualified Service Provider to support the planning, organization and implementation of the Women's Empowerment Forum through a comprehensive event management services.

2.2 Unless otherwise specified in these Terms of Reference, the Service Provider shall be responsible for providing all personnel, equipment, materials, and logistical support necessary for the successful completion of the services described herein.

2.3 All requirements listed in these ToRs are considered mandatory. Bidders must demonstrate their capacity to meet all requirements described herein. Failure to comply with any specifies requirements may result in the proposal being deemed non-responsive and therefore not considered for further evaluation.

Specific Objectives

- A high-level, protocol-appropriate environment for ministers and dignitaries.
- Full technical setup for an audience of national and international participants.
- Professional delivery of all audiovisual, staging, translation, registration, and venue services
- Seamless coordination during all phases (setup, event days, dismantling)
- Maintain professionalism and discretion appropriate for an event attended by high-level officials, development partners and international guests.
- Safe, inclusive, accessible, and gender-sensitive event operations in compliance with UN standards.

3. DESCRIPTION OF THE ASSIGNMENT

For detailed technical specifications, quantities, and itemized requirements related to all infrastructure, audiovisual systems, staging, accreditation, staffing, transportation, catering coordination, and other services described in this Scope of Work, bidders must refer to Annex A – Detailed Technical and Quantitative Requirements.

A. Pre-event

The service Provider shall be responsible for:

- Conduct a venue assessment and provide a layout proposal.
- Coordinate with the venue management and ROAM for room setup and catering logistics.
- Oversee welcoming and movement coordination for VIPs, speakers, and participants as required.
- Recruit and brief trained personnel with prior experience supporting high-level events.
- Conduct technical rehearsals and venue readiness checks at least one day before the event.
- Security and emergency planning.
- Sub-contractor management.
- Arrange transportation for guests.
- Propose alternatives for catering services and arrange catering services.
- Arrange interpretation services.
- Full mounting of equipment and infrastructure (28th May)

B. Event Execution

The Service Provider shall provide all logistical, technical and operational support required to ensure the smooth implementation of the event, including but it is not limited the following services:

- Registration and Guest management.
- Manage event logistics and liaise with suppliers and vendors to ensure seamless execution.
- Provide on-site management and coordination, acting as the key point of contact for all logistical needs, including ad-hoc requests.
- Ensure smooth event flow.
- Oversee event set-up.
- Provide audiovisual (A/V) support, and interpretation services.
- Provide catering services.
- Provide interpretation services.
- Provide transportation services for event participants.
- Provide on-site technical support team (sound/lighting operator, event coordinator, floor manager).

The Service Provider shall support the organisation of an inclusive event environment, including arrangements that facilitate accessibility for participants, where feasible and appropriate.

C. Post-event

- Ensure timely dismantling of equipment (June 4th)
- The Service Provider shall prepare and submit a post-event summary report capturing key event features, highlights, outcomes and lessons learned for future events.

It is noted that ROAM and MTUR are responsible for:

- Design event concept
- Brand guideline
- Secure Partners and Venue
- Provide clearance and approval on each working stage
- Provide technical consultation on the topic and other necessary information for the service provider to conduct the assignment
- Securing media and celebrities
- Securing guest speakers

Venue Organization of Meeting Facilities Services

The service provider will, where applicable/requested:

- The venue and meeting room should be clean and ready with all requirements and equipment as requested, and one night before the event starting date.
- Be responsible for equipment installation, dismantling and transfer. This includes the provision, setup, and dismantling of staging elements, audiovisual systems, lighting, LED panels, power solutions, truss structures, and any other production components necessary to deliver a high-quality event environment suitable for high-level authorities, technical sessions, and parallel activities.
- Venues with generators/alternative electricity resources should be prioritized for selection in case of power shortage.
- All venues must offer access platform/facilities for persons with disabilities.
- All equipment should be in good condition and functioning properly.
- Test of all equipment should be completed one day before the event starting date, where possible.
- The service provider is responsible for the installation and dismantling of all equipment at the event venue.
- The service provider will appoint one of its employees as a support staff during the event in case of request of UN Tourism.

Registration and Accreditation

- The Service Provider shall provide a full registration and accreditation solution to ensure a smooth, secure, and professional arrival process for all participants, including VIPs, delegates, speakers, and staff.
- This service includes the provision of all necessary hardware, software, operators, and support systems required for check-in, badge issuance, data management, and real-time reporting on attendance.
- The accreditation system must be capable of handling photo identification, barcode or QR-code scanning, on-site badge printing, and the generation of attendance lists and statistical reports.

- The Service Provider is expected to provide trained personnel to operate the system and assist participants as needed.
- The service provider shall ensure that all participant data collected through the registration or accreditation systems is handled securely and shared exclusively with UN Tourism for event management purposes.

Technical Equipment and Materials

For every event, the service provider shall make the following equipment and materials available at the quantities required by the project:

- Sound system, electronic and audio-visual equipment, projector, screen, microphone, lighting and other technical materials such as connection cables will be provided as requested.
- Technical support services will be provided throughout the event at the request of UN Tourism.
- Coordinate with the technical focal points from the venue about ICT issues.
- Testing the ICT equipment with venue technical focal points.
- Monitor the stability of ICT equipment during the event.
- Prepare a temporary ICT backup solution.
- If there is no appropriate technical equipment available at the venue, the service provider shall be responsible for installation, proper functioning and demounting of the technical equipment at the event venue.

Logistics, Staffing, and Protocol Support

- The Service Provider shall deliver comprehensive logistical and on-site support throughout the event, ensuring smooth coordination across all operational areas.
- This includes the provision of bilingual reception staff, ushers, runners, technical operators, backstage coordinators, and protocol support personnel, as required.
- The Service Provider is responsible for team supervision, staff scheduling, briefing, deployment, and real-time coordination with UN Tourism and the Ministry of Tourism of Brazil.
- Staff shall maintain a professional appearance and demeanor consistent with the standards expected at high-level international events, ensuring accessibility, courtesy, and gender-sensitive service delivery.

Gifts and Protocol Items

- The Service Provider shall coordinate the procurement, preparation, and distribution of protocol gifts for high-level authorities, speakers, and moderators participating in the Forum.
- These items should reflect local cultural identity, be of high quality, and be presented in appropriate packaging suitable for official events and international travel.
- The Service Provider is responsible for ensuring timely delivery, proper labeling, and the discreet handling of gifts in alignment with protocol guidelines provided by UN Tourism and the Ministry of Tourism of Brazil.

Catering Services

- Catering services should include dietary options for every event and pricing should be provided based on selection for each person.
- All catering services should comply with accepted food safety and hygiene legislation.
- The Service Provider is expected to arrange quality and timely service as required.

Simultaneous Interpretation and Written Translation Services

- Systems and/or equipment that is needed for simultaneous interpretation.
- Mantling/dismantling of the systems, ensuring proper functioning of equipment.
- Qualified support for proper functioning of the systems and/or equipment.
- Provide interpretation services for English, Portuguese and Spanish ensuring accuracy and cultural sensitivity.

Provision of Transportation/Travel Services

- The Service Provider is also expected to provide transportation services for participants as required. These services shall include i) Airport pickup to and from place of event, ii) Transportation from and to location of event if the event is taking place in a Counterparts Premises, or any other location where the event could take place using specified vehicles, including armoured vehicles when the situation so demands.
- Providing transportation with driver services
- The Service Provider shall provide safe and appropriate airport pick up /transfer for the participants in required standard, such as bus, taxi, or hire a suitable vehicle for VIP etc.

Tourism Guides

- The Service Provider shall arrange for qualified bilingual tourism guides to support the official delegations during technical visits, cultural activities, and institutional agendas connected to the Forum.
- Guides must possess strong communication skills, familiarity with the region's cultural, historical, and tourism context, and the ability to accompany dignitaries in accordance with protocol norms.
- The Service Provider will ensure that guides are briefed in advance on the event agenda, security considerations, and the specific needs of VIP participants

Others

- Undertake preparatory meetings and venue visits providing reliable and consistent updates to the ROAM Director and/or the person appointed by him. .
- Provide all materials needed from stationery to promotional items and hardware.
- All materials developed will remain the property UN Tourism.
- Ensure timely delivery of requested services in the shortest time available, with high-quality of services as per the requested details.
- Source and coordinate suppliers and obtain quotations; finalize all procurements not later than one (1) week before the event, unless otherwise agreed with Un Tourism.

4. DELIVERABLES, ACTIVITIES AND TIMELINE

Deliverable 1 – Implementation Plan for the Event

The Service Provider shall prepare and submit a comprehensive **Implementation Plan** (in Portuguese and in digital editable format) detailing the full preparation and execution strategy for the Regional Forum on Women’s Empowerment in Tourism. The document must clearly present the organizational, technical, logistical, and operational approach proposed for the event and shall include, at minimum, the following components:

a. Event Concept and Strategic Approach

A clear conceptual framework describing the overall vision for the event, the experience to be delivered for participants, the intended flow of activities, and the alignment with the Forum’s objectives as defined by UN Tourism and the Ministry of Tourism of Brazil. This section should also outline the Service Provider’s strategy for ensuring a high-level, gender-sensitive, inclusive, and accessible event environment, consistent with the nature of the Forum.

b. Workplan and Timeline

A structured workplan describing key actions from contract signature through post-event reporting. This shall include:

- Major phases (planning, procurement, pre-production, production, event days, dismantling, and close-out)
- A timeline with milestones and deadlines
- Dependencies and critical paths
- Required inputs from UN Tourism and national counterparts

c. Execution Plan and Task List

A consolidated list of all tasks necessary to deliver the event, covering:

- Venue infrastructure and production
- Audiovisual and interpretation services
- Registration and accreditation system preparation
- Transportation and logistics
- Staffing and protocol support
- Tourism guides and delegation support
- Gifts and protocol items
- Safety, accessibility, and contingency planning

d. Preliminary Run-of-Show (RoS) Outline

An initial outline of the sequencing of activities for all event days, including:

- Opening ceremony
- High-level panels
- Technical seminars and workshops
- Matchmaking sessions
- Parallel meetings

- Transfers, arrivals, and departures
- Stage management and backstage operations

This outline will later evolve into the final RoS but should be sufficiently detailed to demonstrate operational readiness.

e. Logistical and Operational Needs Assessment

A mapping of all required logistical inputs, including:

- Venue layout considerations
- Technical room configurations
- Space allocation for accreditation, protocol, media, VIP holding rooms, staff areas, and security
- Power, connectivity, and equipment needs
- Coordination with venue management

f. Risk Management and Contingency Measures

The Service Provider shall prepare a contingency plan covering risk identification, mitigation strategies and concrete operational backup arrangements. The contingency plan shall be included as an integral part of the Implementation Plan. More specifically, the contingency elements expected include (but are not limited to):

- Backup solutions for critical technical systems (LED panels, power supply, interpretation, accreditation, sound systems).
- Alternative procedures for delays, last-minute programme changes or speaker/ delegation adjustments.
- Contingency arrangements for disruptions due to weather, transport or venue infrastructure.
- Emergency communication protocols, support staffing adjustments and incident-response procedures.

The Provider shall ensure the availability of on-site technical support and backup arrangements to address any operational issues that may arise during the event.

Deliverable 2 – Pre-Event Report

The Service Provider shall submit a **Pre-Event Interim Report** (in Portuguese and in digital editable format) providing an updated and consolidated account of the status of all preparatory activities. This report will serve as a monitoring tool for UN Tourism and national partners to assess progress, verify alignment with requirements, and identify any pending issues requiring coordination.

The report shall include, at minimum, the following components:

a. Progress Against the Approved Implementation Plan

A narrative summary and percentage-based progress assessment for each major task category, including venue setup, audiovisual production, accreditation system preparation, staffing, transportation arrangements, procurement of gifts, and logistical coordination. All progress must be mapped against the milestones established in Deliverable 1.

b. Status of Procurement and Contracting of Sub-Suppliers

An update on all subcontracted or pre-booked services, including:

- Venue coordination
- Technical suppliers
- Interpretation and translation teams
- Registration system provider
- Transportation companies
- Tourism guides
- Catering partners
- Gift suppliers

Where applicable, the report should note any delays, risks, or dependencies.

c. Updated Run-of-Show Draft

A revised version of the Run-of-Show reflecting the latest agenda, speaker confirmations, session timings, logistical arrangements, and production cues. This should incorporate adjustments based on official updates from UN Tourism and national partners.

d. Operational Readiness Status

An overview of readiness for:

- Infrastructure installation
- Equipment delivery and testing
- Accreditation system configuration
- Staff hiring and training
- Signage, branding, and protocol arrangements
- Safety, accessibility, and crowd-flow planning

e. Coordination with UN Tourism and Counterparts

A summary of meetings held with UN Tourism, the Ministry of Tourism of Brazil, the venue, and other stakeholders, highlighting decisions taken, pending items, and issues requiring escalation.

f. Issues, Risks, and Mitigation Measures

A clear description of any constraints or challenges encountered and the Service Provider's plan to address or mitigate them.

g. Annexes (as relevant)

Including but not limited to:

- Updated Gantt chart
- Updated floor plans
- Preliminary staffing roster
- Checklists or operational matrices
- Status tables for each logistics stream

Deliverable 3 – Successful Execution of the Event and Daily Operational Management Reports

The Service Provider shall ensure the successful execution of the Regional Forum on Women's Empowerment in Tourism, delivering all logistical, operational, technical, and protocol-related services required throughout the event days, in accordance with the approved Implementation Plan and Pre-Event Interim Report.

This deliverable comprises two components:

1. Successful On-Site Execution of the Event
2. Daily Operational Management Reports

3.1 Successful Execution of the Event

The Service Provider is responsible for the seamless delivery of the full programme on 2–4 June 2026. Responsibilities include, but are not limited to:

a. Full On-Site Operations Management

- Managing venue infrastructure, audiovisual systems, staging, lighting, LED screens, and interpretation services to support all high-level sessions, technical seminars, and workshops described in the Annex C - Women's Empowerment in Tourism Forum Provisional Programme.

- Supervising technical teams to guarantee uninterrupted functioning of critical systems throughout the event.
- Liaising continuously with venue managers, UN Tourism focal points, protocol teams, government authorities, and security personnel.

b. Staffing and Protocol Coordination

- Deployment and supervision of bilingual receptionists, ushers, accreditation operators, technical staff, runners, protocol assistants, and tourism guides.
- Ensuring staff professionalism, adherence to protocol guidelines, and gender-sensitive and accessible service delivery.

c. Participant Services and Logistics

- Managing participant flow, room transitions, VIP handling, and crowd-flow planning.
- Supervising transportation arrangements for delegations, as relevant and in alignment with Annex A.
- Providing rapid response to logistical or technical issues in real time.

d. Protocol and High-Level Support

- Supporting the management of ministerial delegations, high-level speakers, and international authorities.
- Ensuring the smooth execution of opening ceremonies, keynote interventions, moderated panels, and official activities.

Successful execution will be assessed based on the Service Provider's ability to implement the program with accuracy, flexibility, and responsiveness.

3.2 Daily Operational Management Reports

The Service Provider shall submit a Daily Operational Management Report (in Portuguese and in digital editable format) at the end of each event day. This report must document the operational performance, identify challenges, and outline required adjustments for subsequent activities.

Each report shall include:

a. Summary of the Day's Activities

- Sessions delivered, programme adherence, variations from the approved Run-of-Show, and major highlights.

b. Technical Operations

- Status of audiovisual systems, interpretation booths, LED walls, staging, lighting, and power.
- Technical issues encountered and mitigation actions taken.

c. Registration and Accreditation Updates

- Number of participants accredited and attendance per session.
- Identification of bottlenecks and how they were addressed.

d. Staffing and Protocol Notes

- Staff deployment summary.
- VIP and delegation management overview.

e. Logistics and Transportation Summary

- Overview of transfers provided (where applicable).
- Any delays, last-minute adjustments, or operational constraints.

f. Risks, Incidents, and Corrective Measures

- Any security, logistical, or technical incident and the corrective action taken.
- Recommendations for the next day's operations.

These reports are essential for real-time monitoring and decision-making during the event.

Deliverable 4 – Final Event Report

The Service Provider shall produce a comprehensive Final Event Report (in Portuguese and in digital editable format) summarizing the complete execution of the Forum, reflecting lessons learned, operational data, and documentation useful for institutional reference.

The Final Event Report shall include at least:

a. Executive Summary

- Overview of event objectives, major achievements, and key outcomes.

b. Implementation Summary

- Narrative description of all operational, logistical, technical, and protocol components.
- Alignment with the Implementation Plan and updates from the Interim Report.

c. Final Run-of-Show

- Final version of the full program, including actual timings, session transitions, and any adjustments made during execution.

d. Technical Delivery Assessment

- Performance of audiovisual systems, lighting, staging, interpretation services, accreditation systems, and infrastructure.
- Technical issues encountered and final resolutions.

e. Participation and Accreditation Statistics

- Total number of participants, including breakdowns by category (VIPs, speakers, delegates, staff).
- Attendance per session and overall participation trends.

f. Staffing and Protocol Overview

- Summary of staff roles and deployment.
- Overview of VIP and delegation management.

g. Transportation and Delegation Support Summary

- Transfer operations conducted during the event, where applicable.

h. Gifts and Protocol Items Summary

- Confirmation of gift distribution and protocol compliance

i. Risk Management and Lessons Learned

- Incidents managed, mitigation measures applied, and recommendations for future UN Tourism events.

j. Annexes

- Photographic documentation
- Floor plans and final venue layouts
- Accreditation logs and participation data
- Operational checklists
- Supplier and subcontractor lists (if required)

PHASE	DELIVERABLES	ESTIMATED TIMELINE OF DELIVERABLES
Pre-event	Deliverable 1 – Implementation plan for the event	1 week from contract signing
	Deliverable 2 - Pre-event report	29 May 2026
Event	Deliverable 3 – Successful Execution of the Event and Daily Operational Management Reports (3 in total)	2 – 3 – 4 June 2026
Post-event	Deliverable 4 – Final Event Report	2 weeks after completion of services

All deliverables produced under this assignment shall be subject to review and acceptance by UN Tourism. Acceptance will be based on completeness, compliance with the specifications outlined in the ToRs and its Annexes, and satisfactory performance of the services.

UN Tourism may request reasonable revisions to ensure that the deliverables meet the expected standards and operational requirements of the event.

The implementation plan shall be submitted within a timeframe agreed upon after contract award and will serve as the operational roadmap for the event preparation and execution.

QUALIFICATION AND TECHNICAL REQUIREMENTS

1. SERVICE PROVIDER'S EXPERIENCE

Professional Experience

- The Service Provider (and any sub-contracted institution under the lead service provider) must be based in Brazil and legally permitted to carry out work assignment in Brazil.
- Minimum of 5 years of proven experience in organizing and managing complex events, including international conferences, workshops, and public ceremonies.
- At least 3 proven experiences that demonstrate the ability to manage events involving government officials, international organizations, or media representatives.
- Experience in working with UN agencies, Public Institutions, or Non-Profit Organization is desirable.
- The Service Provider shall assign qualified personnel to ensure the successful completion of the services.

Bidders are required to provide concrete evidence of such experience, including client name, event description, scale (number of participants), services provided, and year of delivery

Technical Capacity

- Access to professional-grade sound and audiovisual equipment as well as staging/infrastructure equipment.

Operational Readiness

- Ability to mobilize resources quickly and adapt to changing requirements, including last-minute changes to venue, agenda, or guest list.
- Availability of trained personnel for on-site coordination, technical support, and guest management.
- Proven ability to conceptualize, plan and execute ideas.
- Demonstrated a high level of creativity.
- Excellent communication and documentation skills in Portuguese with good communication in English.

Financial capacity to pre-finance part of the operations.

The service provider must demonstrate at least one of the following:

1. **Proof of sufficient liquidity**, such as:
 - a. Bank statements from the last 3–6 months showing adequate cash flow; or
 - b. A credit line or overdraft facility available to support operational expenses.
2. **Proof of financial stability**, such as:
 - a. Audited financial statements (balance sheet and income statement) from the last 1–2 fiscal years; or
 - b. Accountant-certified financial statements for SMEs.

3. **Ability to pre-finance subcontractors and suppliers**, demonstrated through:
 - a. A declaration of financial capacity signed by a company officer; or
 - b. Evidence of previous contracts of similar scale delivered under pre-financing arrangements.

Compliance and Standards

- Understanding of UN Tourism procurement and operational standards.
- Ability to comply with health and safety regulations, accessibility requirements, and data protection protocols, including zero tolerance policy on Gender-Based Violence (GBV).

2. TEAM COMPOSITION

Dedicated professional team comprising **but no limited to:**

A) One senior event manager

- A minimum of 5 year's experience in handling high-level events.
- Fluency in Portuguese is required.
- Fluency in English is required.
- Fluency in Spanish is desired.

B) Four key experts: 1 production or operations lead; 1 logistics specialist; 1 protocol and ushering coordinator; 1 Technical specialist.

- Minimum 3 years of experience in organization and management of events.
- Fluency in Portuguese is required.
- Fluency in English is required **for the protocol and ushering coordinator.**
- Fluency in English is desired for the other 3 key experts.
- and/or Spanish is desired.

The proposed team will be evaluated not only on individual qualifications, but also on:

- Relevance of each team member's experience to similar high-level international events;
- Complementarity of roles and clarity in the distribution of responsibilities;
- Availability of key personnel during critical phases (pre-event and event days)

In the event of failing to assign experienced personnel, UN Tourism shall have the right to terminate the contract. The Service Provider shall have contingency replacement plan (backup personnel) to be enforced during periods of illness and vacations of its personnel in order to maintain full services at all times under the contract.

Subcontracting: The **service provider** is strongly encouraged not to sub-contract > 50% of the total work. If a vendor/s intend to do so, a specific written approval by UN Tourism will be required. The Service Provider shall notify UN Tourism of the identity of the proposed subcontractor and they must state the actual percentage (that will be outsourced) in their offer/quotation.

3. METHODOLOGY / APPROACH OF THE SERVICE

The interested contractor shall submit a structured and detailed methodology/approach, which will be evaluated based on its clarity, relevance, feasibility, and level of detail. The methodology must include, at minimum:

- Operational approach for each phase (pre-event, event implementation, and post-event);
- Proposed event flow and coordination model, including interaction with UN Tourism and national counterparts;
- Detailed risk management plan, including identification of key risks and concrete mitigation measures;
- Quality assurance mechanisms to ensure high standards of delivery;
- Approach to handling high-level protocol requirements and VIP management;
- Approach to ensuring accessibility, inclusiveness, and gender-sensitive service delivery.

The contractor will:

- Assign a dedicated senior event manager as focal point for all communications with ROAM.
- Submit an event implementation plan within 1 week of contract signature, detailing workflow, staff deployment, and quality assurance procedures. **This is a different document than the “proposed approach/methodology”.**
- Conduct a pre-event inspection and dry run with the ROAM and MTUR Team.
- Maintain close coordination with ROAM Team for branding and quality validation.

4. DURATION AND LOCATION

- The assignment should be completed within 6 weeks after signing the contract (tentatively from May to mid-June 2026). A detailed work plan will be agreed upon with the awarded service provider.
- The service provider will work in Brazil and in João Pessoa in close collaboration with ROAM. Regular virtual or in-person meetings are expected.
- The assignment will be completed at the service provider’s premises. The service provider will be responsible for acquiring the resources and facilities required for its completion, including any travel arrangements.
- The forum will take place from **June 2nd to 4th 2026 in the João Pessoa Convention Center from 08h00 am till 07h00 pm.**

5. SUPERVISION AND REPORTING PROCEDURE

Besides the deliverables listed above, the awarded service provider will be requested for **weekly** virtual or in-person meetings with ROAM and MTUR to align expectations, provide regular updates on progress, and discuss plans, tools and materials throughout the contract period to ensure timely completion of deliverables.

6. PAYMENT SCHEDULE

The value of this contract must include national taxes, professional fees, travel expenses, and any other costs necessary for the full completion of all activities for which the service provider is responsible.

After the service has been delivered, approval of the Product(s) will be processed upon submission of the requirements mentioned in point 4 (DELIVERABLES, ACTIVITIES AND TIMELINE) for formal approval by the partners. Once the product(s) has/have been approved, the Director of ROAM will issue the billing authorization via email.

Payments will be made within 30 days from the receipt of the invoice at ROAM's offices.

The billing information for this purpose is detailed below:

Corporate name: ORGANIZACAO MUNDIAL DO TURISMO – OMT/UN TOURISM

CNPJ No. 62.875.470/0001-56

Taxes included: yes

Payments will be scheduled as follows, with corresponding percentage per milestone/output, including the conditions/documentations required prior to the release of any tranches of payment:

Nº	Deliverables	% Payment	Review and Approvals Required
1	Implementation plan for the event	20%	ROAM Director
2	Pre-event report	20%	
3	Successful Execution of the Event and Daily Operational Management Reports	30%	
4	Final Event Report	30%	

In cases where the delay in delivering the results is due to third parties (e.g., delays by authorities or failure to provide documentation by the institutions), each situation will be reviewed to determine the appropriate course of action.

7. CONFIDENTIALITY AND PROPIETARY INTERESTS

8.1 The Service Provider shall treat all data and information received in connection with this assignment as confidential and shall not disclose such information to any third party without prior written authorization. All intellectual property rights arising from the execution of this ToR is assigned to UN Tourism according to the agreement. The contents of written materials obtained and used in this contract may not be disclosed to any third party without the expressed advance written authorization of UN Tourism.

8.2 The use of the name, emblem or logo of UN Tourism in connection with the assignment shall be subject to prior authorization by the Organization.

8.ANNEXES

The annexes attached to this solicitation form an integral part of the tender documentation. These annexes provide additional technical, operational or reference information related to the services required.

Annex A - Detailed Technical and Quantitative Requirements.

Annex B - João Pessoa Convention Center

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Annex C - Women's Empowerment in Tourism Forum Provisional Programme.

10. The Service Provider shall ensure the timely and professional delivery of all services described in these ToRs and shall work in close coordination with UN Tourism to ensure the successful implementation of the event.

11. The proposal and all supporting documentation shall be prepared and submitted in English. Where an annex is provided in another language for reference purposes, the English version shall prevail for the purposes of interpretation and evaluation.

12. SELECTION CRITERIA

Upon the advertisement of the Procurement Notice, qualified firms are expected to submit both the technical and financial proposals. Accordingly, bidders will be evaluated based on cumulative analysis as per the following scenario.

- Responsive/compliant/acceptable, and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

In this regard, the respective weight of the proposals are:

- Technical Criteria weight is 70%
- Financial Criteria weight is 30%

Criteria	Weight	Max. Point
Technical Competence (based on CV and proposal)	70	
Overall format and quality of submitted documents	5	
Service Provider's Experience	20	
Team Composition	20	
Approach and Methodology	25	
Financial (Lower Offer/ Offer*100)	30	
Total Score	Technical Score *70% + Financial Score * 30%	