

Questions and answers

Tender N° RFP/ROAM/2026-01 – for “Event Management Services for the Forum on Women’s Empowerment in Tourism (2-4 June 2026, João Pessoa, Brazil)”.

24 April 2026

Question 1: TOTAL NUMBER OF PARTICIPANTS

The tender documentation does not appear to specify the total expected number of participants for the Forum. This figure is essential for scoping several services accurately, including the number of simultaneous interpretation headsets and receivers, the number of accreditation badges to be produced, crowd-flow and venue layout planning, and staffing levels.

Could UN Tourism please provide the expected total attendance for the event (across all categories: ministers, delegates, speakers, press, staff, etc.), as well as any breakdown by day if attendance is expected to vary?

Answer 1: Please consider that the estimated cumulative attendance for the entire Forum, **covering all event days, is 820 participants**. The estimated attendance by day is as follows:

June 2nd: 70 people for the cocktail reception.

June 3rd: 500 people.

June 4th: 250 people.

Question 2: LED SCREENS – TOTAL DIMENSIONS

Annex A provides detailed technical specifications for the LED panels (cabinet dimensions, dot pitch, refresh rate, brightness, etc.), which are very helpful. However, we note that the total desired screen dimensions (width × height, in metres) are not specified for any of the three locations: the Theater, the Pavilion, and the Multipurpose Room.

Could UN Tourism please indicate the required or recommended total screen size for each of these three locations?

Answer 2: For quotation and planning purposes, in addition to compliance with the technical requirements described in Annex A, bidders should consider the recommended total screen areas:

- **Theater:** 1 LED screen of approximately 70m² for 1 daily rate. A variation of 10m² less or 10m² more will be accepted, that is, proposals between 60m² and 80m² may be considered acceptable.
- **Pavilion:** 1 LED screen of 12m² for 2 daily rates.
- **Multipurpose Room:** 1 LED screen of 12m² for 2 daily rates.

As stated in Annex A, item 6, the screen for the **Theater** should consist of:

Modular LED panels with slim aluminum alloy cabinets weighing less than 18 kg per cabinet; panel size 0.512 × 0.576 m or 0.5 × 0.5 m; SMD panels (3-in-1 RGB) with resolution (dot pitch) between 2.6 mm and 9 mm; refresh rate up to 2500 Hz; color temperature between 5,000K and 9,000K; minimum viewing angle of 140°; brightness of 1,200 cd/m². Panels equipped with hanging system including bumper and vertical aluminum bars with minimum tensile strength of 260 MPa, male/female connectors aligned vertically, capable of supporting up to 500 kg per support point. Includes assembly/disassembly, operator, and all equipment necessary for operation including notebook computer (Indoor or Outdoor).

As stated in item 7, the screen for the **Pavilion** should consist of:

Modular LED panels with slim cabinets made of aluminum alloy and weighing less than 18 kg per cabinet; panel dimensions of 0.512 × 0.576 meters or 0.5 × 0.5 meters; SMD-type panels (3-in-1) RGB, with real resolution (dot pitch) between 2.6 mm and 9 mm, refresh rate up to 2500 Hz, color temperature between 5,000 K and 9,000 K, minimum viewing angle of 140 degrees, and brightness of 1,200 cd/m². Panels equipped with a hanging (suspension) system consisting of a bumper and vertical aluminum bars with mechanical tensile strength of at least 260 MPa, with shared male and female connectors aligned in vertical lines, capable of supporting up to 500 kg at each support point. Includes assembly/disassembly, operator, and all equipment necessary for operation, including a notebook computer (Indoor or Outdoor).

Question 3: CATERING – SPACE, EQUIPMENT, AND LOCATIONS

Regarding the catering services listed in Section III of Annex A, we would appreciate clarification on the following:

- a) Is there a dedicated catering space already allocated at the João Pessoa Convention Center for the Welcome Cocktail, Lunch, and Dinner? If so, could you confirm whether this space is included in the venue arrangement secured by ROAM/MTUR?
- b) Is the service provider expected to supply all catering equipment, including tables, chairs, tableware, linens, and serving equipment? Or will these be provided by the venue or the catering partner?
- c) Will all three meals take place within the Convention Center, or is the dinner on 3 June intended to be held at a separate external venue?

Answer 3: With regard to the catering services mentioned in items 16, 17 and 18 of Annex A, UN Tourism clarifies the following:

- a) There are currently no plans to hold these events at the João Pessoa Convention Center. The lunches and dinner are scheduled to take place at restaurants outside the Convention Center. The welcome reception is also expected to take place at a venue outside the Convention Center, yet to be defined.
- b) For services provided outside the Convention Center, the service provider is expected to contract restaurants that have the necessary infrastructure to deliver the service, including tables, chairs, tableware, tablecloths, and serving utensils. Therefore, these items must be provided by the contracted restaurant.

Please note that, as described in the Terms of Reference (page 5 and 9 of the document), the service provider may subcontract. However, it remains responsible for subcontractor management and for reporting on subcontracted services. Therefore, while bidders may rely on subcontractors for part of the delivery, the service provider retains overall responsibility for coordination and successful service delivery.

c) The mentioned services – welcome cocktail, lunch and dinner – will take place outside of the João Pessoa Convention Center, at external venues.

Question 4: WELCOME COCKTAIL vs. WELCOME DINNER – FORMAT CLARIFICATION

We have noted a discrepancy in the tender documents regarding the evening event on 2 June. Annex C (Concept Note) refers to a "Welcome Dinner (to be confirmed)," while Annex A lists this as a "Welcome Cocktail – 02 June."

These two formats carry significantly different operational and budgetary implications. Could UN Tourism please confirm the intended format for this event? Specifically: Is this a standing cocktail reception, a buffet dinner, or a seated formal dinner?

Answer 4: UN Tourism clarifies that the event planned for **2 June** shall be considered a **welcome cocktail reception for 70 people**, in a standing format, including alcoholic beverages.

Question 5: CATERING – CLARIFICATION ON THE "DAILY" COLUMN IN ANNEX A

In Annex A, the column headed "Daily" shows a value of "3" for both the Welcome Cocktail (item 15, 2 June) and the Lunch for Delegations (item 16, 3 June), and "1" for the Dinner for Delegations (item 17, 3 June). Given that these are single, date-specific events, we wish to confirm the intended meaning of this column for catering items.

Answer 5: Regarding the catering services, please consider the following:

In Annex A, item 15, the column "Daily" indicates **three cocktail services**, with **70 guests per service**, totaling **210 guests**. As for item 16, "Lunch for Delegations", bidders must also consider the quantity indicated in the "Daily" column, which is three daily units, in accordance with Annex A. The same applies to item 17, "Dinner for Delegations", which must be considered as one daily unit.

Question 6: CATERING – DIETARY OPTIONS

The Terms of Reference state that "catering services should include dietary options for every event and pricing should be provided based on selection for each person." However, no further guidance is provided on which specific dietary requirements should be anticipated.

Could UN Tourism please confirm which dietary options should be included in our proposal and pricing? For example: halal, kosher, vegetarian, vegan, gluten-free, or other specific requirements relevant to the expected delegations?

Answer 6: At this stage, UN Tourism and MTUR cannot confirm the exact number of participants who will require each dietary option, as this will depend on confirmations from participants and delegations. However, it is required that a portion of the menu includes both vegetarian and vegan options to ensure inclusivity. For the purposes of the proposal and pricing, bidders may consider only these two dietary categories. No other specific dietary categories need to be included in the pricing.

Question 7: ON-SITE STAFFING – USHERS, BACKSTAGE, AND PROTOCOL PERSONNEL

Annex A quantifies 10 bilingual receptionists as a specific line item. The Terms of Reference also reference the deployment of ushers, runners, backstage coordinators, and protocol support personnel, but no headcounts are specified for these roles.

Does UN Tourism have minimum requirements or recommendations for the number of staff in each of these categories? We would welcome any guidance to ensure our proposal is fully aligned with your expectations.

Answer 7: Apart from the requirement for 10 bilingual receptionists, UN Tourism has not established any specific staffing numbers for the other categories. In this regard, bidders should submit a proposal indicating the number of staff they consider necessary to ensure the delivery of high-quality services throughout the event. As described in the Terms of Reference: "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 (see page 5 of the Terms of Reference).

Receptionists and other staff will be allocated as needed, subject to confirmation by UN Tourism and MTUR.

Question 8: INTERPRETATION SERVICES – SIMULTANEOUS vs. CONSECUTIVE

Annex A lists two distinct interpretation-related items:

- Item 1: "Full Simultaneous Interpretation Service III – Theater" (2 units, 1 day), which we understand covers the high-level sessions in the main Theater on 3 June (Opening Ceremony and Ministerial Panel).
- Items 23 and 24: "Portuguese–English Translator/Consecutive Interpretation Service" and "Portuguese–Spanish Translator/Consecutive Interpretation Service" (1 unit each, 6 hours each), which appear to be separate from the simultaneous setup.

We would appreciate confirmation on the following:

- a) Are items 23 and 24 intended to cover the parallel and smaller-format sessions (seminars, roundtables, workshops, matchmaking sessions) taking place in the Multipurpose Rooms and Pavilion, where a full simultaneous booth setup would not be deployed?
- b) Do the 6 hours indicated for items 23 and 24 refer to a single day of service, or are they expected to be distributed across multiple days of the event?

c) Are the consecutive interpreters (items 23 and 24) expected to work strictly in consecutive mode only, or may they also be required to provide booth-based simultaneous interpretation at any point during the Forum?

Clarity on these points will allow us to ensure the correct professional profiles and working conditions are reflected in our proposal.

Answer 8: a) With regard to interpretation services, UN Tourism clarifies that items 23 and 24 of Annex A, "Portuguese-English Translator Service" and "Portuguese-Spanish Translator Service", refer to the interpreters assigned to the Opening Ceremony, scheduled for June 3 (Wednesday). Therefore, these items are not intended to cover parallel sessions, seminars, roundtables, workshops, or matchmaking sessions.

b) The number of hours indicated for items 23 and 24 (6 hours, as stated in column "Daily") only refer to the Opening Ceremony, and are not intended to be distributed across multiple days of the event.

c) No consecutive interpretation services will be necessary for the event. The interpreters will be required for the Opening Ceremony and only for simultaneous interpretation.