

Request for Proposal Event Management Consultant

Proposal Due Date:

**5:00PM EST
September 16, 2022**

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Purpose and Scope of this Request for Proposal (RFP)

Vital Strategies seeks to establish a contract with a qualified event manager (the “**Consultant**”) to manage a high-level event. Freelance senior events managers (individual or team 2-3 people) will be considered. For detailed information, see the enclosed Scope of Work.

About Vital Strategies:

[Vital Strategies](#), headquartered in New York City, is an international public health organization. Our programs strengthen public health systems and address the world’s leading causes of illness, injury and death. We currently work in 73 countries, supporting data-driven decision making in government, advancing evidence-based public health policies and mounting strategic communication campaigns. Vital Strategies’ priorities are driven by the greatest potential to improve and save lives. They include non-communicable disease prevention, cardiovascular health promotion, tobacco control, road safety, obesity prevention, epidemic prevention, environmental health, vital statistics systems building and multi-drug resistant tuberculosis treatment research. Our programs are concentrated in low- and middle-income countries and cities in Africa, Latin America, Asia and the Pacific.

About the Event:

The Event will be hosted in Europe in Q1 of 2023. Vital Strategies is the partner responsible for arranging all international travel, online event registration, visa support, ground transportation, per diem and expense reimbursement, and some hotel coordination support, for the approximately 250 participants. Sourcing and managing the event space is not within the scope of Vital Strategies and the Consultant.

Scope of Work:

Vital Strategies seeks a Consultant (individual or team of 2-3 people) to provide the services indicated below.

Please note: the Consultant will coordinate directly with event participants in English, Spanish and French. Strong English skills are required. Spanish and/or French skills are strongly preferred. Support via translation websites/tools, and through translation vendors can be provided to the Consultant if needed.

The Consultant will provide oversight and management of the following:

- Develop a project timeline and detailed work plan;
- Support with sourcing vendors and service contractors, including a travel agency, visa agency, ground transportation provider;
- Onboard and manage all vendors and service contractors for the duration of the project to deliver on agreed upon work as outlined further on pages 5-6;
- Schedule and conduct regular check-in meetings with all vendors and service contractors;
- Oversee development of the travel registration website;
- Support with coordinating the invitation and RSVP process;
- Act as the liaison between event participants, event speakers, and the travel agency to secure participant flight and rail bookings;
- Send hotel confirmations directly to event participants;
- Communicate directly with event participants by email in English, Spanish and French as needed;
- Create and maintain live, secure tracking systems with participant information, including RSVP status, travel booking requirements and status, language preferences, COVID vaccine verification, dietary preferences, bio/headshot, and more;
- Create and maintain live, secure tracking system with participant visa application status, and develop a system for routine follow-up with participants;
- Manage correspondence with Vital Strategies staff attendees, including responding to questions, communicating event updates;
- Coordinate translation of event documents from English to French and Spanish using Vital Strategies preferred translation vendors;
- Create and manage rooming lists for two separate hotels;
- Coordinate directly with the event production agency as needed;
- Provide guidance on assigning onsite staff roles for the event;
- Provide onsite support during the event including arriving in Europe up to 5 days prior to finalize preparations with vendors and service contractors;
- Provide timely reports and status updates to Vital Strategies.

The Consultant will onboard and manage all vendors and service contractors, including:

- A. Travel agency
- B. Visa agency
- C. Ground transportation provider

For additional context, the responsibilities of these vendors and service contractors is as follows.

Type of Vendor or Service Contractor	Vendor / Service Contractor’s Responsibilities
Travel agency	<p>Under direction and oversight by the Consultant, the travel agency will coordinate the following.</p> <p>Travel registration website development:</p> <ul style="list-style-type: none"> • Develop a customized registration webpage in English, Spanish and French, with input from Vital Strategies; • Provide timely weekly event registration updates and reports to Vital Strategies. <p>Travel coordination:</p> <ul style="list-style-type: none"> • Book flight and rail arrangements for approximately 250 event participants from a diverse range of cities/countries; • Provide mock itineraries for visa application purposes; • Book flights that may not be included in the GDS system such as Amadeus and Sabre upon request; • Interface with risk management systems such as International SOS’s TravelTracker, and ensure travelers have access to necessary information; • Thoroughly test booking process with Vital Strategies prior to the invitation process commencing; • Adhere to Vital Strategies’ budget and travel policy and appropriately flag travel bookings outside of policy for Vital Strategies’ review; • Provide 24/7 telephone and email support for bookings to be made outside of standard business hours (8AM – 8PM EST). Provide timely, quality customer service; <ul style="list-style-type: none"> ○ Answer all phone calls prior to 4 rings ○ Respond to all emails within 4 business hours ○ Process void requests within 24 hours of booking ○ Process refunds for cancelled trips within 10 business days • Provide immediate support to participants experiencing travel disruption including communicating flight changes, rebooking travel due to flight cancellations, etc.; • Provide 27/7 telephone and email support to travelers during transit in English, Spanish and French.

	<p>Hotel coordination:</p> <ul style="list-style-type: none"> • Source and contract a hotel to provide sleeping rooms for approximately 150 event participants; • Liaise with Vital Strategies to assign participants to room blocks; • Book a meeting room for Vital Strategies staff use; • Communicate directly with Vital Strategies, and hotel to convey other specific needs as needed.
<p>Visa agency</p>	<p>Under direction and oversight by the Consultant, the visa agency will coordinate the following.</p> <ul style="list-style-type: none"> • Support approximately 100-150 event participants with securing a U.K. visa including: <ul style="list-style-type: none"> ○ Provide a dedicated team devoted to managing visa requests from start to finish ○ Provide a phone number and dedicated email address for participants to communicate directly with an agent ○ Assist with acquiring and completing all relevant documentation when applicable ○ Treat all requests with urgency, and respond to all requests within 1 business day ○ Stay in close contact with participants via their preferred method of contact
<p>Ground transportation provider</p>	<p>Under direction and oversight by the Consultant, the ground transportation provider will coordinate the following.</p> <ul style="list-style-type: none"> • Arrange and execute safe roundtrip airport transfer services in Europe, including special services for VIP participants.

The Consultant should possess the following qualifications:

- Freelance senior events managers (an individual or team of 2-3 people) will be considered;
- Experience (of at least 10-15 years) in performing the above scope of services for similar events;
- Demonstrated cultural competency, experience working with professionals from a diverse range of countries, cultures and backgrounds, and experience in coordinating travel from a diverse range of countries;
- Excellent organizational skills, extreme attention to detail, and ability to develop and maintain detailed databases trackers;
- Ability to successfully manage competing priorities and meet deadlines;
- Outstanding customer service, including pristine service for VIP participants;
- Ability to successfully manage other providers and troubleshoot issues;
- Strong negotiation skills to secure considerable cost savings on behalf of Vital Strategies;
- Ability to provide services to travelers in different time zones;
- Ability to provide 24/7 telephone and email support to travelers during the week of the event;
- Support the program team in responding to requests for information or action by the donor;
- Strong English skills are required, and ability to correspond with participants in Spanish or French (oral and written) is strongly desired.
- Consultants based in New York or London are preferred, but not required.



Instructions for RFP Respondents

1. **Contact Person.** Consultants shall send their notification of intent to bid, refer any questions, and submit their proposals via email to:

Tara O'Rourke
Senior Program Operations Manager, Partnership for Healthy Cities
Vital Strategies
PHCEvents@vitalstrategies.org

2. **Due Date.** Proposals must be submitted by **5:00PM EST on 16 September, 2022.**

3. **Proposal Submission.** Proposals must include:
 - a. **Workplan and timeline**
 - b. **Budget proposal**
 - c. **Consultant's resume**
 - d. **Attachment A** – Review and respond to RFP questions.

Proposals must be submitted via email to Tara O'Rourke, Partnership for Healthy Cities Senior Program Operations Manager at PHCEvents@vitalstrategies.org. Proposals must be submitted **by 5:00PM EST on 16 September 2022** with "Event Management Consultant" in the subject line.

4. **Selection Criteria.** The Consultant's responses shall be evaluated by a committee of approximately three Vital Strategies staff members. Selection will be based on the best value with criteria including:
 - The Consultant's background and experience (of at least 10-15 years) in performing the scope of services for similar events and the quality of services performed.
 - Competitiveness of proposed compensation for services, fees and/or benefits to Vital Strategies.
 - The Consultant's responsiveness and compliance with the RFP requirements and questions.
 - The Consultant's ability, capacity and skill to fully and satisfactorily provide the services required in this RFP.

Attachment A
RFP Questions

Please clearly reference the question section and number (A1, A2, etc.) in your proposal.

A. Profile

1. Please add your information below.
 - Name:
 - Location (city, state, country):
 - Website (if applicable, or LinkedIn profile):
 - Email:
 - Phone number:
 - Total number years of relevant experience:
 - Total number of consultants proposed for this project:
2. Provide a copy of your resume (or all team members' resumes).
3. Please indicate the language skills of all consultants proposed for this project, including English, Spanish, French, and/or other language skills.
4. Provide an overview of your background (or your team's background if applicable).
5. Provide 2-3 examples of your work on similar scopes of work (or your team's work if applicable).
6. Provide a minimum of 3 client references. Please include the following.
 - Company name:
 - Primary contact name:
 - Primary contact email:
 - Primary contact phone:
7. If you have had a prior or current contract with Vital Strategies, please indicate the following.
 - Contract start and end dates:
 - Vital Strategies contract manager:

B. Proposed Services and Delivery

1. What quality control measures will you implement?
2. List any additional services that you can provide that may benefit this project.
3. Provide a copy of your standard terms and conditions.
4. Insurance should be carried at your expense. Provide insurances and amounts you carry, plus a copy of applicable insurance documents required for the services to be provided.

C. Financial and Due Diligence

1. Complete Vital Strategies' compliance form: www.vitalstrategies.org/compliance
2. If based in the U.S., provide a copy of your W-9 form.
3. Provide a detailed budget of your, or your team's fees for this project.
4. Please provide your standard billing terms.
5. Please provide a proposed payment schedule timeline.
6. Provide a detailed list of fees for additional services proposed in your response.