



## **TERMS OF REFERENCE**

### **Background/ Objectives of the assignment:**

The OSCE Support Programme for Ukraine (SPU) was launched on 1 November 2022 in order to continue to support the Ukrainian Government's reform efforts, provide a platform for continued Ukrainian efforts in implementing OSCE commitments, and to mitigate the increased risks to civilians caused by the war against the country.

The OSCE Support Programme for Ukraine (SPU) project No. 1102755 "Strengthening Capacity of National Stakeholders to Combat Gender-Based Violence, including Domestic Violence in Ukraine" is implemented in cooperation with the Ministry of Internal Affairs of Ukraine (MoIA) and the National Police of Ukraine, and its educational institutions. The Project is aimed at institutionalizing a systemic approach to GVB in the law enforcement agencies and enhancing the necessary collaboration among stakeholders involved in preventing and combating domestic violence.

Within the project's activities, it is planned to conduct two two-day training courses for representatives of MoIA agencies to introduce and build capacity around the newly adopted regulations, as well as to strengthen institutional responses to cases of gender-based discrimination and sexual harassment.

Based on the above, the OSCE SPU requires a conference service company to provide logistical and technical support (catering, accommodation, travel expenses compensation) for organizing two two-day trainings to be held on 02-03 April 2026 and 06-07 April 2026 in Kyiv.

Note: OSCE SPU may request the cancellation of the event in case the security situation deteriorates in the selected region.

### **OSCE SUSTAINABLE STRATEGY NOTICE**

The Contractor shall make every effort to:

#### **1 "GREEN-UP MENU" MODALITY**

Use domestic food & beverage options for catering to reduce the environmental impact.

#### **2 REDUCED PACKAGING**

Choose raw food with LITTLE and / or NO packaging.

#### **3 REUSABLE DISHWARE**

Ensure that the reusable cutlery, cups, glasses, plates, platters and flatware are used. The use of non-reusable (including the recyclable) stuff shall be avoided whenever possible.

#### **4 FOODS STORAGE**

Preserve the foods according to the manufacturer's storage requirements to keep its shelf life. Preferred storage option shall be reusable containers (disposable containers shall be avoided).

**Event venue:** The same hotel as for the accommodation of the participants (the hotel may be different for each training).

### **Event dates:**

1<sup>st</sup> training - 02-03 April 2026

2<sup>nd</sup> training - 06-07 April 2026

**Total number of participants:** 25 participants on each event

**Event schedule:** Draft agenda

**Day before training**

From 14.00      Arrival of participants and their check-in at a hotel  
19:00 – 21:00      Welcome dinner

**DAY 1**

09.00 – 09.30      Registration of the participants  
09.30 – 11.30      SESSION  
11.30 – 11.45      Coffee break  
11.45 – 13.00      SESSION  
13.00 – 14.00      Lunch break  
14.00 – 15.50      SESSION  
15.50 – 16.15      Coffee break  
16.15 – 17.30      SESSION  
18:00              Dinner

**DAY 2**

09.00 – 11.30      SESSION  
11.30 – 11.45      Coffee break  
11.45 – 13.00      SESSION  
13.00 – 14.00      Lunch break  
14.00 – 15.50      SESSION  
15.50 – 16.15      Coffee break  
16.15 – 17.30      SESSION  
18:00              Dinner

**Day after training**

by 12:00 – departure of the participants

Note: Final programme will be provided not later than five days prior to the first day of the event.

**Reports and Time schedule:** The services are to be delivered during 02-03 April 2026 and 06-07 April 2026, considering preparatory activities. The financial report **should be submitted not later than 14 days following the last day of the event, namely by 21 April 2026.** The final report should include original invoices for the services provided including relevant supporting documents, the filled-in registration forms.

**Data, services, personnel and facilities to be provided by the OSCE:** The OSCE SPU shall provide the event management company with the list of contact people on the programmatic side who will be present at the event to deal with ongoing matters, as well as shall handover the relevant handout materials intended to be used during the event.

The service requirements are divided into two different lots:

- **LOT I – Conference Facilities, Accommodation, Catering Services, Equipment;**
- **LOT II –Event Support Services, Equipment.**

The bidding process is independent for each one of the lots. Bidders can participate in the bidding process for one or both lots. The awarding procedure does not establish any advantage for Bidders deciding to bid for more than one lot. Quotations are not accepted for partial compliance to any one LOT.

**CANCELLATION POLICY REQUIREMENTS:**

“The Bidder should provide the «Cancellation policy» providing «free» cancellation of services in case of notification by the OSCE maximum 7 (seven) calendar days before the Event start. One day (24 hour) cancellation of accommodation before check-in”.

**LOT I – Conference Facilities, Accommodation, Catering Services, Equipment;**

**CONFERENCE FACILITIES – LOT 1**

Yes No

**Location:** at least 4-star hotel or higher or equivalent in the city of Kyiv.

Conference facilities should be located in the same premises as accommodation. The location should be preferably in the centre and easily accessible by public transport.

**Special requirement:**

- There should be a sufficiently spacious conference room – not less than 100 m<sup>2</sup>;
- The conference facilities should have windows.

**General requirements:**

- Recently renovated;
- Properly illuminated with ample natural light;
- Heated/air-conditioned +22°C+24°C;
- Space to place an OSCE self-standing banner;
- Enough space for comfortable seating while working in groups;
- Possibility to break into groups: Yes (up to five groups).

**Seating Capacity:**

- Number of people: 30 (on each event)
- Seating arrangement: U-shape (with the possibility to change arrangement);
- Registration desk: Yes

**Security Requirements:**

- Hotel/Venue is not to be located in the immediate vicinity of key infrastructure and military complexes;
- Designated underground shelter space of sufficient size to house all guests and staff within the hotel complex;
- Minimum two or more emergency exits from the shelter;
- Ideally security blast foil installed on windows;
- Access to toilets and sanitary installation in the shelter area;
- Potable water available in the shelter;
- Backup power generator available and operational;

- Established security and safety concept/plans with fully functioning fire prevention system and evacuation procedures in place;
- Security CCTV system to ensure access control;
- First Aid Kit;
- Secure parking space available in the immediate vicinity of the Hotel.

1<sup>st</sup> training

**Dates:**

Dates	Time		Number of days (full and half)
	From	To	
01 April 2026	18:00	20:00	2 hours
02-03 April 2026	09:00	18:00	2 full days

2<sup>nd</sup> training

**Dates:**

Dates	Time		Number of days (full and half)
	From	To	
05 April 2026	18:00	20:00	2 hours
06-07 April 2026	09:00	18:00	2 full days

**Other notes:**

1. Conference facilities have to be fully ready for the event at least one hour before the registration starts (water/glasses in place, flipcharts available, all materials ready).
2. Plastic or/and rattan chairs are not acceptable.
3. Photos of conference facilities should be submitted within the quotation.
4. **The description and photos of the hotel shelter should be provided within the quotation.**

## EQUIPMENT – LOT 1

Yes No

**List of general equipment for each event:**

- Laptop: Yes (1) to be connected to a projector and a sound system with the required installed software: Windows OS, MS Office package (Word and Power Point); required hardware: 3.5" output (audio jack); at least two USB-ports and CD/DVD-ROM drive);
- Multimedia projector: Yes (1);
- Sound amplification system: Yes (1);
- Screen: Yes (1);
- Flip charts: Yes (3);
- Internet: Yes; **high-speed internet is required for the whole duration of the training** (Type: Wi-Fi; Location: Conference hall, Registration desk, Any);
- PowerPoint presentation distance remote (clicker): Yes (1).

1<sup>st</sup> training

**Dates:**

Dates	Time		Number of days (full and half)
	From	To	

01 April 2026	18:00	20:00	2 hours
02-03 April 2026	09:00	18:00	2 full days

2<sup>nd</sup> training

**Dates:**

Dates	Time		Number of days (full and half)
	From	To	
05 April 2026	18:00	20:00	2 hours
06-07 April 2026	09:00	18:00	2 full days

**Other notes:**

- 1. All the equipment has to be installed not later than by 20:00 on 01 April and 05 April (projector/speaker ready to be used, laptop ready to be used and all needed software installed, Wi-Fi connection available and tested).**
2. The Contractor must ensure that all the equipment is modern, in excellent technical condition and compatible with equipment provided on the spot.
3. One representative of the Contractor should be present at the conference facilities during the whole period of the event to provide technical support.

**ACCOMMODATION – LOT 1**

Yes No

**Location:** at least 4-star hotel or higher or equivalent in the city of Kyiv.

Accommodation should be located in the same premises as conference facilities.

**Hotel classification:**

Four-star hotel or higher or equivalent

**General requirements:**

- Modern refurbishment in rooms and the hotel;
- Modern repaired individual bathroom unit with modern bathroom equipment, individual toilet, an individual bath/shower;
- Permanent hot water supply;
- Bed of the European standard;
- Air conditioner/appropriate heating (temperature should be +22+25 C);
- Hairdryer: Yes

**Booking information:**

1<sup>st</sup> training

Type of room (single/double)	Quantity	Check-in		Check-out		Number of nights
		Date	Time	Date	Time	
Double standard (two separate beds)	13	01/04/2026	14:00	04/04/2026	12:00	3
Parking lots (for the experts, partners and SPU)	5	01/04/2026	14:00	04/04/2026	12:00	3

2<sup>nd</sup> training

Type of room (single/double)	Quantity	Check-in		Check-out		Number of nights
		Date	Time	Date	Time	
Double standard (two separate beds)	13	05/04/2026	14:00	08/04/2026	12:00	3
Parking lots (for the experts, partners and SPU)	5	05/04/2026	14:00	08/04/2026	12:00	3

- Breakfast included: Yes;
- Possibility to store luggage before check-in/ after check-out: Yes.

**Other notes:**

1. **The exact number of participants requiring hotel stay will be provided at least five days prior to the training.**
2. Photos of the hotel and hotel rooms should be provided along with the price offer.
3. The company should ensure that all rooms are ready for check-in and have been cleaned-up properly.

**CATERING SERVICES – LOT 1**

Yes No

**Location:** Coffee breaks, lunches and dinners for participants must be provided in premises adjacent to the conference hall (not in the same conference rooms) in the same location where the event is held.

**Catering services should be provided on:**

1<sup>st</sup> training - 02-03 April 2026 (2 days in total)

2<sup>nd</sup> training - 06-07 April 2026 (2 days in total)

**Catering details:**

1<sup>st</sup> training

Dates and number of days	Type of meal	Quantity of meals per day	Number of days	Number of people	Total quantity
01 April 2026	Dinner	1	1	25	25
02-03 April 2026	Light coffee-break	2	2	30	120
	Mineral water	2 bottles per person per day	2	30	120
	Lunch	1	2	30	60
	Dinner	1	2	25	50

2<sup>nd</sup> training

Dates and number of days	Type of meal	Quantity of meals per day	Number of days	Number of people	Total quantity
05 April 2026	Dinner	1	1	25	25
06-07 April 2026	Light coffee-break	2	2	30	120

	Mineral water	2 bottles per person per day	2	30	120
	Lunch	1	2	30	60
	Dinner	1	2	25	50

#### Menu details:

- Water: 0.5l glass bottle; 70% still, 30% carbonated; Morshynska or equivalent.
- Light coffee-break: 1 kind of salty bakery product, 1 kind of desert, 2 kinds of seasonal fruits, real espresso coffee, 2 kinds of tea (1 black and 1 green), milk (regular and lactose-free) and cream, lemon, 1 kind of juice (calculated for 25 participants in general for each training).
- Lunch: Seating lunch with a first course, salad, main course with a side dish and non-alcoholic beverages (real espresso coffee; tea and juice; water).
- Dinner: Seating dinner with a salad, main course with a side dish and non-alcoholic beverages (real espresso coffee; tea and juice; water).

#### Other notes:

1. Two samples of menu for each day (incl. coffee breaks, lunch, dinner) must be provided with the price offer (including weight/volume of dishes);
2. Menu for lunches, dinners, coffee-breaks should be different for each day of the training;
3. Main course and side dish for lunch and dinner should not be the same on one day (for example, potatoes/chicken should not be served for both lunch and dinner on the same day);
4. The menu must be approved by the OSCE SPU prior to the event. Board price must include the price of the booking of a restaurant venue and waiters' service;
5. Pictures of the venues for lunches, dinners and coffee-breaks must be submitted with the price offer;
6. Vegetarian menu options should be provided upon request of participants, submitted in advance. Sample of vegetarian menu must be provided with the price offer;
7. Instant coffee is not acceptable. Only real espresso coffee should be served;
8. The weight/volume of dishes per person should be not less than the following:

##### LUNCH:

- First course – 250 g
- Salad – 200 g (in case of vegetable salads, at least three vegetable ingredients are to be offered)
- Main course with a side dish – 300 g (the distribution of weight should be not less than as follows: 150 g – main course, 150 g – side dish)
- Juice – 200 g per person

##### DINNER:

- Salad – 200 g (in case of vegetable salads, at least three vegetable ingredients are to be offered)
- Main course with a side dish – 300 g (the distribution of weight should be not less than as follows: 150 g – main course, 150 g – side dish)
- Juice – 200 g per person

## LOT II – Event support services, Equipment;

### EVENT SUPPORT SERVICES – LOT 2

Yes No

**Technical support and registration desk:**

- Technical and administrative support of the event: Yes;
- Registration of participants: Yes;  
Note: the registration of the participants shall be organized in a smooth and professional way to avoid queues at the registration desk)

**Other notes:** The Bidder shall provide an event manager who will be present at the event and deal with all abovementioned issues. Detailed instructions will be provided before the event.

**Delivery of materials:** Yes No

Route	Description of materials to be delivered
16, Striletska Street, Kyiv – Event venue – 16, Striletska Street, Kyiv	1) Bags, pens and handouts (1000 g) for each participant will be handed over to the Contractor by the OSCE SPU in advance. The Contractor will deliver them to the event venue and pack into participants' packs;  2) OSCE banner and table flags will have to be delivered to the event venue and back to SPU office.

**List of general equipment:**

- Block of paper A4: Yes (1 pc of 500 pages for printing materials);
- Block of flip chart paper: Yes (3);
- Laptop speakers: Yes (1 – for demonstrating short films with output power not less than 10 Watt);
- Multifunction copying machine/ Printer B&W: Yes (1; estimated number of copies: 200 pages);
- Markers for flipcharts: Yes (3 sets of colourful markers, 4 colours);
- Durable plastic nameplates (30 cm x 10 cm) for all participants: Yes (30); (The full name of the participant must be printed on both sides of the plate);
- Name shields for speakers: Yes (3);
- Badges for participants (90×120 mm vertical format, printed in full color on 300–350 gsm cardstock, and provided with a lanyard): Yes (30);
- “Road-map” signs: Yes (3).

**OTHER SERVICES – LOT 2**

**Reimbursement of travel expenses:** Yes No

**1<sup>st</sup> training**

Average amount per person: 1700 UAH  
 Number of people to be reimbursed: 25  
 Total amount to be reimbursed: 42500 UAH

**2<sup>nd</sup> training**

Average amount per person: 1700 UAH  
 Number of people to be reimbursed: 25  
 Total amount to be reimbursed: 42500 UAH

**Total amount for two events: 85000 UAH**

**Other notes:**

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The physical reimbursement of travel costs to the participants shall be processed in UAH. The OSCE SPU currency exchange rate on the date of reimbursement shall be used. The reporting documents should include the used currency exchange rate.

Reimbursement of travel costs to the participants arriving in/leaving the city of the event should be done on condition that the participants have the original tickets and their passports' copies with them.

The event management company should provide the OSCE SPU with the filled-in reimbursement table, original tickets in one direction, at least a copy of the return trip tickets of the participants and copies of their passports, original invoice for fuel, copies of driver's passport, driver's license, car passport and car insurance. Otherwise, travel reimbursement claims shall not be paid in full.

Only bus tickets and train tickets for coupe, economy and second class are reimbursed. No reimbursement is provided SV class or first-class train tickets and plane tickets.

Reimbursement should be also provided for fuel. The calculation shall be made as follows – 10 litres per 100 km but not exceeding the costs of the train tickets per each person travelling by car. Managerial decision as to the amount to be reimbursed in each individual case will be made by the OSCE SPU representative.

The company will be asked to provide logistical support in collecting participants' passports and copying them during the event.

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**QUALIFICATIONS OF BIDDER**

The Bidder shall possess at least three years of related business experience in organizing events and providing high quality event management and logistics support services, including capacity to provide the full scale of services, described above and active presence in the services market.

Descriptive summary of the company's professional capacity and experience, including a list of services relevant to the subject of this solicitation that were provided to other clients (year/ client/ services) shall be provided within the Quotation. Three (3) customer references with names and contact details: addresses and telephone numbers.

The Bidder must have at its disposal the qualified personnel. Event support shall be provided by permanent Event manager(s) having experience in the event arrangement and provision of logistic support, specifically of the mentioned above services. He/she should be able to resolve any logistic or operational issues related to the event. Special requirements to the manager include flexibility, orientation at result, communicative skills, friendliness, punctuality, resistance to stress and attention to details.

The contractor shall nominate an Event Manager who shall be a focal point for the purpose of performing the Services and co-ordinating them with the OSCE designated contact person(s). He/she shall have email address and telephone numbers for the purpose of communication with the OSCE.

Proposed manager should have not less than three years work experience in the relevant field.

The Bidder shall complete Technical Compliance Form (Annex B) providing item-by-item commentary on the compliance of proposed services with the Terms of Reference or specifying deviations. The completed form shall be provided within the Quotation.

## EVALUATION METHODOLOGY

The applied selection method is *Least-Cost Selection*. As a general rule, only Quotations that are technically acceptable and that provide all the necessary evidence required in the RFQ will be considered for financial evaluation. The Quotations will be evaluated by applying “fail/comply” system according to the following criteria, not necessarily listed in order of priority:

- a) Demonstrated ability and willingness to meet RFQ requirements.
- b) Demonstrated financial and managerial capability for executing the contract (incl. bidder’s experience in providing services of similar nature and scale as well as qualification and competence of the proposed personnel).
- c) Demonstrated understanding of the OSCE’s need for quality service.
- d) Responsiveness to the RFQ (Terms of Reference).
- e) Cost comparison between responsive proposers. From among all technical acceptable Quotations, the award will be made to the lowest cost bidder.

The service requirements are divided into two different lots – (LOT 1 – Accommodation, Catering Services, Conference Facilities, Equipment), (LOT 2 – Event support services, Equipment). The bidding process is independent for each one of the lots. Bidders can participate in the bidding process for one or both lots. The awarding procedure does not establish any advantage for Bidders deciding to bid for more than one lot.

Quotations are not accepted for partial compliance to any one LOT. Quotations shall be submitted as the following complete lots:

LOT I – Accommodation, Catering Services, Conference Facilities, Equipment;

LOT II – Event support services, Equipment.

Evaluation will be made separately for each LOT.