ESA Conference Bureau, Tasks under Management Fee

GENERAL TASKS

T1	**Event time line:** The Contractor shall agree with the Event Organiser the list of preparation activities and their associated time frame.
T2	**Event Script/Project Plan :** The Contractor shall prepare an Event Script (or Project Plan) which provides a summary of the complete programme and all activities and actions for the preparation and run of the event and a copy shall be distributed to the Event Organiser.
T3	**Request for ESA services:** The Contractor shall request, in writing, to the local EFM site manager (or a person duly authorised by him) any support that might be needed from any other contracted services on ESA sites well before the event, to allow sufficient time in making the necessary arrangements. A list of Agency's services is reported in Appendix A The Contractor may make use of various specialized services at ESA premises, i.e. travel agency, banking, print shop, catering, security, mail, internal transport, audio visual and IT support. The Contractor will be able to request and access these services, against a fee, which will then be fully executed by the relevant companies.
T4	**Clearance for events hosting on ESA sites:** The Contractor shall get clearance from the local EFM site manager (or a person duly authorised by him) if the anticipated level of participation is likely to cause any impact to the normal operation of the Site.
T5	**Security Liaison :** For events taking place at ESA sites, the Contractor shall make the list of all participants available to the security service of the establishment/centre, so as to facilitate the process of identifying visitors and directing them to the registration desk.
T6	**Lunch break:** For events taking place at ESA sites, times for lunch breaks shall be agreed with the local EFM site manager (or a person duly authorised by him) and reflected in the event programme.
T7	**Checking of facilities:** Prior to the commencement of the event, a checklist shall be established and used to verify that all facilities have been set up in accordance with the requirements as agreed with the Event Organiser. This check shall include: preparation of meeting rooms or other venues, equipment required, and availability of planned and requested services.
T8	**Safety briefing:** At the commencement of each event, the Contractor shall ensure that the event participants receive a safety briefing in line with the requirements of the local Health, Safety and Security officer (HSSO) . If required the Contractor shall give the safety briefing.
T9	**Event report:** The Contractor shall draw up a brief report on the event for submission to the Event Organiser and to the ESA Representatives, including the level of participation, number of participants countries, number of orals/posters/exhibitors, list of paying and non-paying participants. In addition the report shall present a short summary of any major comments, findings, suggestions or recommendations (by the participants) for improvement of the service.

ADMINISTRATIVE & FINANCIAL TASKS

T10	**Event budget:** For each event the Contractor shall prepare an Event Budget document. This document lists all events' activities, required resources and services (i.e. catering, conference venue, transport, expenses for invited speakers and/or participants, interpreters, event information packages, etc.) with their detailed estimated costs and include a contingency amount which covers for a worst case scenario in terms of finances. If VAT is charged to the Contractor by suppliers but there is no certainty that the Contractor will be able to reclaim it back, the VAT costs shall be included to the Event Budget.
	(a) Contractor - certifying that the Event Budget has been accurately prepared;
	(b) Event Organiser - approving the Event Budget and in particular the Contractor's level of support (i.e. fees) for the event;
	(c) BUC or the dully authorised person (e.g. Project Controller)– providing the WBS or Cost Centre details and approving the expenditure;
	(d) ESA Technical Officer – reviewing for correctness.
	The Contractor shall not make any financial commitment with third parties before completion of the approval cycle nor do any of the tasks or services.
T11	**Additional expenditure – event budget amendment:** The Contractor shall prepare an amendment to the Event Budget in case unforeseen additional costs cannot be covered by the contingency sum earmarked in the Event Budget. The Contractor shall seek approval of the amendment following the approval cycle under T10 above. Any expenditure beyond the Event Budget not covered by an amendment, will not be accepted as an event cost by ESA.
T12	**Bank account:** For the purpose of carrying out payments and other financial transactions, the Contractor shall set up and manage a dedicated bank account4 allowing precise and detailed identification of all transactions for all supported events; the Contractor shall also make sure a dedicated credit card is available for payments requiring it.
T13	**Execution of payments:** The Contractor shall administer and pay in time: o all invoices from suppliers delivering goods and services related to the events organised by the Contractor, as well as receipts and invoices (such as travel, accommodation and participant registration fees, and/or event-related material items) from external participants sponsored by ESA, when so indicated; o receipts and invoices related to events not organized by the Contractor for participants sponsored by ESA (such as travel, accommodation and participant registration fees), as well as invoices from any other event goods and services suppliers, when so indicated. Each payment shall be executed within 15 working days from the submission of the respective invoice.
T14	**Collection of subsidies and other contributions:** The Contractor shall administer payments coming from subsidies, contributions and registration fees and issue the relevant receipts.
T15	**Final account:** The Contractor shall submit an 'Final Event Account' for every event showing actual income, actual expenditure and actual result against the 'planned event budget' (previously approved). The Contractor shall always be able to produce copies of all receipts and/or proof of payments incurred for a given event. For events taking place away from ESTEC, travel and expenses of Contractor's staff, which shall be charged to the respective event budget, must be stated for each return trip, whether it be for sourcing the venue or attending the event itself and it shall respect the following cost model: (a) the travel costs in economy class; (b) all other costs (e.g. lodge and subsistence) based on actual costs. Foreign currency expenditure will be shown as actual, with the Euro conversion rate source clearly identified. The final event account shall also report about the detailed and up to date status of VAT reclaim, thus charging the Event Organiser only the VAT that was not possible to reclaim at the time of event account closure. The Event Final Account shall be submitted for approval to the Event Organiser and subsequently for review of correctness to the Technical Officer within a maximum of 90 calendar days of the event completion date. The approval of the Event organiser shall occur within 15 working days from
T16	**Customer feedback:** For each event the Contractor shall collect a feedback on the level of satisfaction of the Event Organiser on the services provided by the Contractor. It is desirable that feedback refers as well to the available services at the Agency establishments (see Appendix A) to be communicated to the Agency representative.
T17	**Customer feedback:** For each event the Contractor shall collect a feedback on the level of satisfaction of the event Organiser on the service provided by the Contractor.

		ESA Conference Bureau Services for ESA Events
		The Services to be provided by the ECB for the organisation of ESA events are listed below. The Event Organiser will decide which of the services he/she would like to make use of. The Contractor may make use of various specialized services at ESA premises.
	S1	**Booking of venues:** Booking meeting and/or conference rooms and any other venues at ESA establishment/centres or external premises as and when the event dates are confirmed in order to ensure their availability. Coordinating the execution of all the activities and services required for the setup of the venue as agreed with the Event Organiser.
	S2	**Announcements:** Under the instruction of the Event Organiser, preparing, producing and distributing event announcements in electronic and/or paper format. Maintaining the mailing list provided by the Event Organiser.
	S3	**Event programme**: Supporting the Event Organiser in preparing the event programme, based on the draft session schedule delivered by the Event Organiser to the Contractor, ensuring that the programme is logistically sound, making arrangements to enable updates of the event programme during the event, issuing the revised prints to the event participants. This may include detailed session information, a list of papers and presentations, and information on organised social activities (receptions, visits, dinners, accompanying programme etc.).
	S4	**Information to participants:** Providing to the event participants all required information (travel information, directions, updates to content on website, specific event information) for the adequate rollout of the event.
	S5	**Preparation and distribution of final list of participants:** Prior to the completion of the event, providing a final list of participants. It shall contain (as a minimum): name, organisation, address, e-mail, and telephone.
	S6	**Hotel booking (arranged by the Contractor)**: Identifying suitable accommodation for the event participants, negotiating rates and making (block) bookings.
	S7	**Hotel booking via ESA Travel Office**: Requesting the local (or relevant) travel office to identify suitable accommodation and make (block) bookings of hotel rooms. The Contractor has the responsibility to check that the reservations made by the ESA Travel Office are accurate and fit for the event. The Contractor shall regularly consult with the ESA Travel Office and monitor requests received, the availability of rooms, the accuracy of the bookings, referring any problems that might arise to the ESA Representatives.
	S8a	**Web-based event management system:** to support the organisation of events, making use of a web-based tool allowing, at least, the following features: • Submission and review process of contributions, • Scheduling and content of the conference programme, • On-line participant registration, administration and invoicing of participants, • Overall information about the event (venue page including information to participants), • Overall information about accommodations (web-pages of hotels, etc.). The web system shall be built in line with ESA corporate visual identity (use of logo, colors, etc).
	S8b	**Event Application (App):** to support the organisation of large events (Type 4), the Contractor shall propose a smartphone/tablet App-based tool (IOS and Android) connected to the event data base allowing, at least, the following features: • Display of the daily programme • Display of the session rooms • Search the programme • Selection of items to be added in the smartphone/tablet personal agenda • Display any other useful site information to the participants
	S9a	**Collection of participant registration fees:** Collecting participant registration fees paid by means of direct bank transfer, cheque, (online) credit card in advance6; payment receipts are to be issued to all participants. Keeping up to date the list of attendees who have paid the participant registration fees.
	S9b	**Handling participant registration for non-paying events:** Setting up a system for participants to register, correspondence with participants on their registration, making statistics available for the Event Organiser.
	S10	**Coordination of exhibition:** Organising exhibitors and exhibition space(s) as required; selecting and booking an appropriate venue, providing overall coordination of the activity and provide/book all the required equipment, services and facilities.
	S11	**Transportation:** Booking and coordinating transportation of participants as required. Transportation for events taking place at ESA premises can be arranged with the Agency's local service provider.
	S12	**Organisation of social activities:** SSelecting suppliers and defining the required services for social activities such as catering and sight-seeing tours. Catering for events taking place at ESA premises can be arranged with the Agency's local service provider.
	S13	**Event information package:** Coordinating the preparation of an information package to each event participant including an event badge. It may include a dedicated bag, the event proceedings, tickets for social events and general information about ESA and/or a specific programme.
	S14	**Reception and event registration:** Welcoming participants at the event registration and delivering badges and the event information package (if applicable).
	S15a	**Scientific programme management without proceedings:** Planning for abstract handling with the Event Organiser, monitoring abstract submissions, proofreading, corresponding with authors, setting up reviewing system, monitoring review process, corresponding with reviewers, providing the Event Organiser with online access and data in workable digital format, assigning sessions to abstracts, generating programme as basis of abstract book, creating abstract book and programme book, organising poster sessions.
	S15b	**Scientific programme management including proceedings:** All activities in S.15.a plus collecting, editing and compiling papers into the event proceedings. Seeking the approval of the Event Organiser before reproduction. Reproduction of hard and/or soft copies as requested by the Event Organiser.
	S15c	**Proceedings only:** Collecting, editing and compiling papers into the event proceedings. Seeking the approval of the Event Organiser before reproduction. Reproduction of hard and/or soft copies as requested by the Event Organiser.
	S16	**Distribution of proceedings:** Sending the proceedings to the event participants before or after the event. When proceedings are ready, this shall be announced and made available for ordering on the ECB Website.
	S17	**VISA clearance:** Supporting the administration process for requesting the visa clearance for the event attendees requiring it.
	S18a	**Invited participants:** Administering and pay/reimburse travel, accommodation and subsistence expenses (and small material costs related to the events logistics when authorised by ESA) for any invited/sponsored participant upon presentation of receipts and/or according to financial ceilings indicated by ESA. Making accommodation and/or travel bookings.
	S18b	**Invited participants:** A=(This may apply when individuals or groups of participants external to ESA—for example European teachers or students—are sponsored by ESA to attend and/or where ESA intends to participate with activities and/or exhibits): Administering and pay/reimburse travel, accommodation and/or subsistence expenses (and small material costs related to the events logistics when authorised by ESA) for any invited/sponsored participant upon presentation of receipts and/or according to financial ceilings indicated by ESA. Making accommodation and/or travel bookings. Specifically to such events and as required by the Event Organiser, this service can include whole or only part of the basic tasks (as listed in Chapter 5).
	S19	**Sponsorship management:** Supporting the Event Organiser in identifying and contacting potential sponsors, in development of sponsorship packages, invoicing, collecting and administering sponsorship fees.