

APPENDIX I

Terms of reference / Table of fees

In the framework of the GLACY+ project on Global Action on Cybercrime Extended, the *African Forum on Cybercrime: Policies and Legislation, International Cooperation and Capacity Building* will be organized at the [African Union Conference Center](#) (AUCC) in Addis Ababa, ETHIOPIA, 16-18 October 2018.

The AFRICAN FORUM 2018 is expected to welcome around 450 participants from all 55 countries in Africa, international speakers and representatives of regional and international organizations.

The following services will be required for the organisation of this event:

1. ACCOMODATION

Accommodation services in standard single hotel rooms (breakfast, VAT and all taxes included), for **up to 135** participants for up to **4 nights** (check-in: 15 October 2018, check-out: 18-19 October 2018).

Accommodation should be provided in a **5 or 4 stars hotel**, with a high level security policy in place, within maximum 10 km of the [African Union Conference Center](#). Ideally, all 135 participants should be accommodated in the same hotel. If this is not possible, accommodations should be provided in nearby hotels with similar standards. For security reasons, the following hotels would be our most preferred options:

- [Sheraton Addis](#);
- [Radisson Blu](#);
- [Marriott Executive Apartments](#);
- [Hilton](#);
- [Capital Hotel & Spa](#);
- [Elilly Hotel](#).

The exact number of rooms, check-in and check-out dates will be confirmed **two weeks in advance**. No cancellation fee will be paid for rooms that were provisionally reserved, but were not confirmed two weeks in advance. Should the Service Provider have difficulty securing these terms, an exception can be made with the *Council of Europe* confirming the exact number of rooms, with the associated check-in and check-out dates, three weeks in advance.

Late check-out and early check-in options shall be granted free of charge for minimum 20% of the number of accommodated participants. A list of participants entitled to have this facility will be provided by the Council a week before the check-in date.

Notes:

- 1.1 The conference is organized in partnership with the *African Union Commission*, who will provide the Forum's venue, ensure all required event security measures, and interpretation services.
- 1.2 The Provider shall be responsible for compliance with the following basic security standards when providing accommodation:
 - Security staff on regular duty (24/7);
 - A CCTV system shall cover public areas of the premises (e.g. hotel);
 - Presence of a control/surveillance room with security staff monitoring the CCTV system on a regular (24/7) basis;
 - A functioning fire alarm system;
 - At least one fire evacuation exit from the premises (e.g. hotel) in addition to the main staircase;
 - Clearly marked fire evacuation routes;
 - Smoke detectors installed on all the premises (e.g. hotel);
 - Fire extinguishers placed on all floors of the premises (e.g. hotel).

2. DINNERS

Dinners shall be arranged by the Service Provider as follows:

- 15 October 2018: buffet dinner at the hotel(s) restaurant, for up to 135 participants;

- 16 October 2018: reception buffet dinner at the [African Union Conference Center](#), for up to **450 participants**;
- 17 October 2018: buffet dinner at the hotel(s) restaurant, for up to 135 participants;
- 18 October 2018: buffet dinner at the hotel(s) restaurant, for up to 135 participants.

Notes:

- 2.1 As the participants will arrive on 15 October 2018 at different times, with different flights, the buffet dinner served at the hotel restaurant should be set for an appropriate time, confirmed by the *Council* up to 48 hours in advance. If some of the participants are due to arrive at a later hour, dinner should be served for them on a room service basis.
- 2.2 Dinners for 17-18 October 2018 should be scheduled taking into account the approximate time necessary for transporting participants from the Conference Center, but no later than 19:00.
- 2.3 The menus for dinners shall contain a minimum of:
 - 3 types of starters,
 - 3 types of hot plates (one vegetarian),
 - 3 types of salads,
 - 3 types of side dishes,
 - 3 types of dessert,
 - a selection of fruits, and
 - unlimited soft drinks, mineral/still water, coffee and tea.
- 2.4 The Service Provider shall provide 2-3 options of menus for dinners. The final menu shall be selected by the *Council*. The menu should be designed to accommodate guests' religious culinary diversity.

3. CATERING SERVICES (LUNCHES AND COFFEE BREAKS)

Lunch buffet and coffee breaks shall be arranged by the Service Provider at the venue of the conference ([African Union Conference Center](#)) for the 3 days of the conference, as follows:

- Tuesday, 16 October 2018: lunch and 2 coffee breaks, for up to 450 participants;
- Wednesday, 17 October 2018: lunch and 2 coffee breaks, for up to 450 participants;
- Thursday, 18 October 2018: lunch and 2 coffee breaks, for up to 450 participants.

Notes:

- 3.1 Buffet **lunches** should be arranged by the Service Provider in a room that will be made available in the [African Union Conference Center](#). In the event that the new restaurant complex vis-à-vis the AUCC main building is operational by the time of this event, lunches can be organised there.
- 3.2 The menus for lunches shall contain a minimum of:
 - 3 types of starters,
 - 3 types of hot plates (one vegetarian),
 - 3 types of salads,
 - 3 types of side dishes,
 - 3 types of dessert,
 - a selection of fruits, and
 - unlimited soft drinks, mineral/still water, coffee and tea.
- 3.3 The Service Provider shall provide 2-3 options of menus for lunches. The final menu shall be selected by the *Council*. The menu should be designed to accommodate guests' religious culinary diversity.
- 3.4 The **coffee breaks** will be arranged in the proximity of the various conference rooms. Coffee breaks shall include mineral/still water, coffee, tea, soft drinks, sugar packets and 3 types of pastry (sweet and savoury; 1 of the pastries can be substituted with fruits). The Service Provider should provide on each day of the conference 4 bottles of still water (minimum 330 ml) per participant in each of the conference rooms: 2 in the morning and 2 in the afternoon. The exact time of the coffee breaks (morning and afternoon) shall be determined upon confirmation of the contract.
- 3.5 The *Council* shall confirm the number of participants for lunches and coffee breaks one week in advance and the total number of menus paid shall be adjusted depending on the final number of participants.

4. CONFERENCE ASSISTANCE & EQUIPMENT

The Service Provider shall provide the following services for the conference rooms at the [African Union Conference Center](#):

- (1) **Hosting Personnel:** (up to 10) at the entrance of the Conference Center to help guide groups of participants as they arrive to the various conference rooms. Personnel should be able to speak both FR and EN;
- (2) **Assembly of conference packages in the conference backpack** (e.g. conference folder – agenda, presentations, feedback form; booklets; USB stick/ flash drive; other visibility materials). The full list of items will be communicated at the signing of the contract. Hosting personnel can be paid an extra day to assist with this service.
- (3) **Registration/Materials Tables & Hosting Personnel:** for up to 6 rooms, for the 3 days of the conference (16-18 October 2018).
 - The registration tables will be equipped with chairs (for hosting personnel), at least 10 pens, lists of participants, badges with lanyards, and conference packages.
 - A special table for media – attached to the Media Briefing Room(s).
 - Hosting personnel (at least 6 for the plenary; 2 per each workshop room) for each registration table to assist participants with registration, badges, distribution/procurement of materials, guidance to restroom facilities and lunch/coffee break rooms.
- (4) **Mobile microphones:**
 - if they can be integrated in the existing sound system at the AUCC – two microphones per each conference room.
 - if they cannot be integrated, the mobile microphones will be limited to the first and last days of the conference (16 and 18 October) for the plenary sessions, with the addition of a sound system.

5. VISIBILITY and PRINTING MATERIALS

The Service Provider shall provide the following services:

- (1) **Banner, spider, rollups:** 2 banners (gates) and 1 spider (entrance) and up to 6 rollups (for conference, lunch, coffee break rooms/areas), with design, production and installation. The visual elements for design will be provided by the Service Provider with guidance from the *Council of Europe*; the final product will be agreed by the *Council of Europe*.
- (2) **Signs and tape:** guiding signs to the various conference rooms.
- (3) **Badges** – up to 450 pieces, lanyards included.
- (4) **Visibility materials:** printed with conference logo. Design and choice of product supplier to be agreed with the *Council of Europe*.
 - a) **Backpacks:** up to 450 pieces;
 - b) **T-shirts:** up to 450 pieces. The number of t-shirts for each size to be communicated by the *Council of Europe* at the signing of the contract;
 - c) **Baseball caps:** up to 450 unisize pieces;
 - d) **USB stick/flash drives:** up to 450 USB sticks; size: 16GB; loaded with conference documents and presentations (the latter to be provided by the *Council of Europe* no later than two weeks before the event);
 - e) **Notebooks:** up to 450 notebooks with conference logo/ visual identity.
- (5) **Printing services** – up to 18,000 pages (A4, B&W/colour, double-sided).
 - Agendas and other relevant documents will be submitted by the *Council* to the Service Provider to be printed in advance of the event.
 - paper should also be made available at the venue.
- (6) **Photography services** – 2 days of service, as follows:
 - 16 October, from 9:00 to 17:30;
 - 18 October, from 9:00 to 17:30.
- (7) **Video recording and editing:** for the 3 days of the Forum, for up to 6 rooms. Final details on the extent of services needed to be agreed together with the *Council of Europe* at the signing of the contract.

6. TRANSPORT

6.1 Airport-Hotel Transfer

The *Council of Europe* shall provide to the Service Provider the schedule of the flights for the airport transfers:

- 15 October 2018: from the airport to the hotel – on arrival, for up to 135 participants;
- 18-19 October 2018: from the hotel to the airport – on departure, for up to 135 participants.

The transfer needs to be organised for up to 135 participants, whose names will be communicated no later than 48h before the event. The Service Provider needs to ensure they will be met by a designated person with a sign board at the gate/airport exit to ensure the transfer pickup.

6.2 Participant Transport: The Service Provider will arrange transport for up to 135 participants between the hotel and the [African Union Conference Center](#) for the 3 days of the conference, as follows:

- Tuesday, 16 October 2018: morning (arrival at Conference Center 7:30-8:00); evening (departure: 19:00-19:30);

- Wednesday, 17 October 2018: morning (arrival at Conference Center 8:30-9:00); afternoon/evening (departure: 17:30-18:30);
- Thursday, 18 October 2018: morning (arrival at Conference Center 8:30-9:00); afternoon/evening (departure: 17:30-19:00).

Notes:

The selection of the transportation company/drivers should not be done on an ad hoc basis. The Service Provider, or its sub-contractor, should have an established working relationship with the company/drivers and be able to rely on their services. In general, the requirements listed for transportation below shall be complied with. Any failure to comply with these standards shall be notified to the *Council of Europe* when tendering for call-offs and may lead to rejection of the offer.

The Service Provider must ensure that the transportation company meets the following requirements:

- All passengers are insured in case of an accident (to be adapted to the local context);
- All drivers shall have a valid driving licence for the respective vehicle class as prescribed by the applicable national legislation;
- All drivers shall have at least 5 (five) years of professional driving experience. The drivers are selected via a testing process by the relevant transportation companies;
- The vehicles are not more than 7 (seven) years old and must have had annual technical check-ups;
- All drivers shall be aware of and observe professional ethics in dealing with clients.

In exceptional circumstances, the *Council* may accept drivers with less professional experience or older vehicles, provided all other requirements are met, and the unavailability of services meeting the standard requirements has been explicitly brought to the attention of the *Council of Europe* prior to the performance of the services.

The *Council of Europe* reserves the right to refuse the services of a particular driver if there is concern that his/her ability to carry out his/her duties safely may have been impaired, affected or influenced by illness, fatigue or injury or any other reason.

Tenderers shall indicate their proposed unit and total price(s) in the box(es) below.

Deliverables	Unit	No. units	Unit price VAT excluded	Total price VAT excluded
1. ACCOMMODATION				
1.1 A single standard room, breakfast included, all taxes included <i>Monday, 15 October 2018</i>	per night	135		
1.2 A single standard room, breakfast included, all taxes included <i>Tuesday, 16 October 2018</i>	per night	135		
1.3 A single standard room, breakfast included, all taxes included <i>Wednesday, 17 October 2018</i>	per night	135		
1.4 A single standard room, breakfast included, all taxes included <i>Thursday, 18 October 2018</i>	per night	135		
2. DINNERS				
2.1 Dinner for up to 135 persons (buffet - hotel restaurant) <i>Monday, 15 October 2018</i>	per dinner	1		
2.2 Reception Dinner for up to 450 persons (buffet - AUCC) <i>Tuesday, 16 October 2018</i>	per dinner	1		
2.3 Dinner for up to 135 persons (buffet - hotel restaurant) <i>Wednesday, 17 October 2018</i>	per dinner	1		
2.4 Dinner for up to 135 persons (buffet - hotel restaurant) <i>Thursday, 18 October 2018</i>	per dinner	1		
3. CATERING (Lunches and coffee breaks)				
3.1 Buffet lunch for up to 450 persons <i>Tuesday, 16 October 2018</i>	per lunch	1		

3.2 Coffee breaks for up to 450 persons <i>Tuesday, 16 October 2018</i>	per break	2		
3.3 Buffet lunch for up to 450 persons <i>Wednesday, 17 October 2018</i>	per lunch	1		
3.4 Coffee breaks for up to 450 persons <i>Wednesday, 17 October 2018</i>	per break	2		
3.5 Buffet lunch for up to 450 persons <i>Thursday, 18 October 2018</i>	per lunch	1		
3.6 Coffee breaks for up to 450 persons <i>Thursday, 18 October 2018</i>	per break	2		
4. CONFERENCE ASSISTANCE & EQUIPMENT				
4.1 (Hosting) Personnel (assembly of conference packages) 1 day	per person	20		
4.2 Hosting personnel (entrance; conference rooms) <i>Tuesday, 16 October 2018</i>	per person	22		
4.3 Hosting personnel (entrance; conference rooms) <i>Wednesday, 17 October 2018</i>	per person	22		
4.4 Hosting personnel (entrance; conference rooms) <i>Thursday, 18 October 2018</i>	per person	22		
4.5 Furniture (registration/materials tables & chairs) for up to 6 conference rooms, during the 3-days of the conference (16-18 October 2018)	per day	3		
4.6 Two mobile microphones, for 3 days (16-18 October 2018), for up to 6 conference rooms	per day	3		
4.7 Sound system for mobile microphones for two days (16 and 18 October 2018 for plenary sessions) [optional]	per day	2		
5. VISIBILITY & PRINTING				
5.1 Banner (color print)	per piece	2		
5.2 Spider (color print)	per piece	1		
5.3 Rollup (color print)	per piece	6		
5.4 Signs (color print) + tape	per piece	30		
5.5 Badges (name tags + lanyards)	per piece	450		
5.6 Printing (up to 18,000 pages, B&W/color, A4, double-sided)	per piece	18,000		
5.7(a) Visibility materials: logo backpacks	per piece	450		
5.7(b) Visibility materials: logo T-shirts	per piece	450		
5.7(c) Visibility materials: logo baseball caps	per piece	450		
5.7(d) Visibility materials: logo USB stick	per piece	450		
5.7(e) Visibility materials: notebook	Per piece	450		
5.8 Photography (2 days: 16 October and 18 October, 9:00-17:30)	per day	2		
5.9 Video recording 16-18 October 2018, for up to 6 rooms	per day	3		
5.10 Video editing for all recorded video	per conference	1		
6. TRANSPORT				
6.1 Airport-Hotel Transfer <i>Monday, 15 October 2018</i>	per person	135		

6.2 Hotel – Conference Center – Hotel 16 October 2018	per person	135		
6.3 Hotel – Conference Center – Hotel 17 October 2018	per person	135		
6.4 Hotel – Conference Center – Hotel 18 October 2018	per person	135		
6.5 Hotel – Airport transfer 18-19 October 2018	per person	135		
TOTAL cost for the services				

Prices are to be indicated in **EUR VAT exclusive**. Prices are final and not subject to review.

Advance Payment:

An advance payment of **maximum 30%** of the total price may be offered. Please indicate below if you require an advance payment.

YES	NO

Cancellation Policy:

The quantity of meals (dinner; lunch; coffee breaks) and transport services may be decreased by the Council **up to 3 working days** before the due date, with no extra costs to be charged by the Service Provider.

Any variation made once this time limit has passed will give rise to a payment corresponding to the last quantity agreed on between the parties, unless the parties agree otherwise in writing.

The exact number of rooms, check-in and check-out dates will be confirmed **two weeks in advance**. No cancellation fee will be paid for rooms that were provisionally reserved, but were not confirmed two weeks in advance. Should the Service Provider have difficulty securing these terms, an exception can be made with the *Council of Europe* confirming the exact number of rooms, with the associated check-in and check-out dates, three weeks in advance.

Please indicate in your Technical Proposal if you are unable to meet these terms and **list alternative requirements**.