**ANNEX – Terms of Reference**

**The Terms of Reference outlines the technical specifications required for the provision of event management services for the study visit of managers and teachers from Vocational Education and Training Institutions of the Republic of Moldova to the Republic of Estonia on 7-9 October 2025 in the framework of the Council of Europe Project “Enhancing employment rights in the Republic of Moldova”.**

**Accommodation**

The general requirements for the accommodation services are as follows:

* The hotel must be located within convenient access to public transportation or shuttle services.
* Minimum 4-star standard (or equivalent quality) with well-maintained facilities.
* Rooms must be clean, comfortable, well-lit, and adequately heated/cooled.
* Single standard room with breakfast included in the room rate.
* Free Wi-Fi internet access in guest rooms and common areas.
* Late Check in/Check out subject to availability.
* Compliance with all applicable national health, safety, and fire regulations.
* 24-hour reception service.
* Secure luggage storage.
* Elevator access if rooms are above the ground floor.
* Flexible cancellation policy.

**Transportation**

* Vehicles must be in excellent mechanical condition, clean, and well-maintained.
* Equipped with functional seat belts for all passengers, air conditioning/heating, and adequate luggage space.
* Vehicle type and seating capacity must be appropriate for the size of the group and the nature of the trip.
* Professional, licensed drivers for transportation of more than 10 passengers.
* Knowledge of local routes and event locations.
* Courteous, punctual, and able to communicate in English.
* Punctual pick-up and drop-off according to the agreed itinerary.
* Availability of the vehicle for the entire period as specified in the event programme.
* Provision for last-minute schedule adjustments if necessary.
* Regular disinfection and cleaning of vehicles, especially for multi-day events.
* Compliance with any applicable public health measures.

**Event management services:**

* Proven experience in organising similar events (e.g., study visits, conferences).
* Minimum of 3 years in event management or logistics coordination.
* Proficiency in English, knowledge of Estonian is an asset.
* Arrange and oversee interpreting equipment, transportation, accommodation and other required services.
* Ensure all services comply with applicable national regulations, safety, and hygiene standards.

**Portable interpreting equipment**

1. **Portable interpretating system requirements:**
* the system must support English-Romanian-English interpretation.
* clear and reliable audio: the headphones should provide crystal-clear sound, ensuring that participants receive accurate translations without any interruptions or audio distortions;
* interpreter mobility: wireless, portable equipment is required because interpreters will move with the group.
* microphones should have high sensitivity and noise-cancelling capabilities to pick up speech clearly in various environments;
* the system should be capable of covering an area of (up to 100 m²) without signal loss or interference;
* the system must have built-in redundancy or fail-safes to prevent any downtime during the event.
* headphones must deliver crystal-clear sound with a standard frequency response of (20 Hz to 20 kHz);
* they must ensure participants receive accurate translations without interruptions, audio distortions, or latency issues;
* individual volume control for each headphone set to accommodate different user preferences;
* headphones should be comfortable for prolonged use, with adjustable headbands and cushioned ear pads;
* the design should be robust and suitable for use in different environments.
* microphones must be highly sensitive, with a directional or noise-cancelling design to capture speech accurately, even in noisy environments;
* wireless range must cover at least (specify range, e.g., 100 meters) to accommodate group movement;
* microphones should have simple, intuitive controls with indicators for battery life and connection status.