**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 Moldovan Delegation to Spain on 11-12 November 2025 in the framework of the Council of Europe Project “Supporting the implementation of the Istanbul Convention in the Republic of Moldova – phase II”.**

**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 Spanish 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 Spanish-Romanian-Spanish 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.
* The equipment must comply with health standards, clear and ready for use.