



Call for AMC & CorePCO Services

You are invited to submit a proposal with draft contract for the services stipulated below until **March 30, 2021** to Cem Mecocem, President of the Confederation of European ORL-HNS (CEORL-HNS), at mecocemmd@gmail.com with copy to Per Caye-Thomasen, President-Elect of the CEORL-HNS at Per.Caye-Thomasen.01@regionh.dk.

Some additional remarks for consideration:

Risk Share: CEORL-HNS expects the PCO to (partially) take on the financial risk of its biannual congress. Please stipulate your approach to this.

Transparency: All financial transactions and contracts with service suppliers must be fully disclosed.

Experience: PCO should provide a detailed list of major European congresses organized so far, and specify their specific relations with European ORL societies

Volume & Duration:

- AMC - Society Secretariat Services: app. 30-40h/month for a minimum of three years as of January 2022 until December 2024 plus possible renewal until December 2028
- Duration CorePCO contract: a minimum of two European Congresses of ORL-HNS as of January 2025 until December 2028 including two congresses 2026 and 2028 in a European destination tbc.

Organising Structure: CEORL-HNS takes financial and Programme control of its biannual congress. The PCO will have two major key contacts for the day-to-day operations: for organisational/logistical/financial matters the Congress President from the host country, and for scientific matters the Chairman of the Scientific Committee appointed by the CEORL-HNS.

Renewal & Termination:

- At the end of the duration of both contracts for AMC and CorePCO, the usual way to proceed is to have a new bidding for the next term according to the rules updated for the requirement of that day, defined by the PC of the CEORL-HNS. Nevertheless, if the PC of the CEORL-HNS sees an advantage for an automatic renewal, it holds the full right and might consider to renew both contracts for an extra term with the same AMC and PCO without getting into the hurdle of a bidding process at an official PC meeting, only if:
 - The AMC and PCO fulfils all tasks and duties described in the contract with excellence, approved by the PC of the CEORL-HNS.



- The renewal contract is providing at least the same conditions as the terminating original contract or even better, provides extra benefits in favour of CEORL-HNS.
- The renewal for PCO can only take place after the presentation of the final financial balance obtained following a major congress. A reasonable period of up to 6 months should be enough to allow the PCO to set up a complete list of incomes and expenses. These will need the final approval by the PC and transfer of finances to the CEORL accounts before a renewal can be considered.
- The CEORL-HNS keeps the right to rescind a contract with the PCO without any further explanations at any time after a biannual congress, until 14 days after the financial balance has been provided and transfer of payments have been done by the PCO.

Scope of Services

1. Society Secretariat

1.1. Presidential Council Relations and Internal Matters

- Correspondence with Presidential Council (PC) members.
- Organisation of the logistics for PC and Advisory Board meetings in accordance with the President and Secretary General.
- Organisation of the logistics for the General Assembly in accordance with the President and General Secretary.
- Compilation of minutes at CEORL-HNS PC, General Assembly and Advisory Board meetings, if appointed as secretary of the meeting. Otherwise, the minutes are drafted by the CEORL-HNS General Secretary.
- Coordinate reporting and documenting of changes in CEORL-HNS PC to the institutional authority for Association registration.
- Provide administrative support in constitutional matters.
- Coordinate award ceremonies and other honours at the General Assemblies, if required.
- Coordination of travel for PC members related to CEORL-HNS activities, if required.

1.2. Education, Grants and Fellowships

- Support the PC members on the organization of Educational Activities, if required. Organization of the activities not included in the bid (to be quoted separately when needed).
- Coordinate applications for CEORL-HNS faculty programme.



- Coordinate applications for CEORL-HNS grants programmes.
- Coordinate applications for CEORL-HNS fellowships in accordance with respective guidelines.

1.3. Marketing & Website

- Hosting, maintenance and content management of the CEORL-HNS website. Content is provided by the CEORL-HNS officers in charge.
- Administrative support in coordinating the compilation of newsletters. Content is provided by the CEORL-HNS officers in charge.
- Distribute e-mailings and newsletters to CEORL-HNS.
- Coordinate production of marketing collateral and printed matters (roll ups, flyers and stationary).
- Coordinate presence and marketing activities at the CEORL-HNS Congress (CEORL-HNS booth, Society Village, etc.) and related congresses.

1.4. Finances

- Ongoing account- keeping of the society's operational bank account in Vienna.
- Draft prospective budgets for each financial year in collaboration with the President and Treasurer.
- Update of the running budget for each CEORL-HNS PC meeting.
- Continuous monitoring and recording of income and expenses.
- Preparation of annual accounts for audit by internal CEORL-HNS auditors and/or an external professional auditor.
- Coordinate accounts for funds allocated by CEORL-HNS for special projects, grants and/or fellowships.

1.5. Membership (Institutional)

- Coordination of Membership applications according to pre-defined procedures,
- Manage and update member database.
- Day-to-day correspondence with representatives of member societies.
- Collect and dun membership fees according to the society's schedule and procedures, if relevant.
- Send address information to publishers of society journal, if relevant.
- Supervise mailings of society journal to institutional members, if relevant.
- Distribute the newsletters and other relevant news per e-mail to institutional members.



2. PCO Services for the biannual CEORL - HNS Congress

Services will be rendered in accordance with international PCO standards. The handling fees cover the administrative work for all PCO services required in these organisational areas.

2.1. Destination & Venue Selection

- Provide professional advice on selection of destinations and venues for future meetings,
- Monitor the bidding process and evaluate destination bids (including site visits where necessary) and produce an evaluation report to the CEORL-HNS Presidential Council.

2.2. General Organisation

- Management of the event's administrative secretariat.
- Negotiation of contracts and supervision of service providers in accordance with the Congress President.
- Preparation of documents: contracts, registration forms, etc.
- Co-ordination of Conference Barter Agreements with local airlines.
- Management of site inspections and local organising meetings.
- Produce statistics on the event (breakdown of delegates, session attendance, evaluation of logistics, etc.) to feed into the on-going improvement of the event.
- Ensure that procedures are in accordance with compliance regulations and UEMS criteria.

2.3. Venue and Onsite Management

- Advise on a venue concept based on the estimated number of participants, room requirements, exhibition space, delegate flow, catering facilities, socialising areas, etc.
- Liaise with congress centre to negotiate the best deal (establish whether or not in-house catering or technical support are mandatory or negotiable and/or part of the offer; ensure no hidden costs) and finalise contract agreement.
- Produce rooming concept.
- Manage build-up and dismantling of congress area and exhibition space, including social events, poster sessions etc.
- Coordinate logistics for pre-day workshops.
- Coordinate set-up of entire infrastructure for on-site secretariat.
- Oversee technical management, including management of the speakers centre, audio-visual equipment, IT equipment, electrical supply, etc.
- Technical coordination of poster exhibition.



- Coordinate requests for administrative meetings by CEORL - HNS.
- Coordinate on-site catering requirements.
- Manage signage, including selection of provider.
- Recruiting, co-ordination and management of local staff for supporting services during the congress. Their tasks include preparing delegate materials, handing out bags, technical support in the session rooms, etc. The detailed staff plan is set up in accordance with the Congress President.

2.4. Budget & Financial Management

- Produce an initial complete budget 15 months before the congress and update the budget for every PC meeting. Within the last three months the budget is updated on a monthly basis. Any major variances to the previous budget shall be highlighted.
- Open a separate bank account for each congress and manage all payments in name and on behalf of the PCO. The Congress President and PC members have full access to the bookkeeping at all times.
- Continuous monitoring of income and expenses.
- Invoicing of congress income (registration, exhibition, sponsoring) in the name and on account of PCO.
- Contracting of suppliers shall only be performed upon agreement with the Congress President. Third party expenses are supported by original invoice.
- Settlement of accounts with delegates, sponsors and exhibitors
- Produce final accounts no later than 6 months post-congress
- Preparation and execution of the proper VAT handling together with a local tax consultant
- Handling of VAT issues before, during and after the conference.

2.5. Marketing, Print, Web

- Development of marketing and promotional strategies in collaboration with the PC and Congress President.
- Coordinate design, production, printing and distribution of printed matters (Announcements, Promotional Flyers, Final Programme, Sponsorship Dossier and Technical Manual for Exhibition).
- Promoting the conference in the relevant community and presence at related meetings.
- Managing production and maintenance of a congress website including programme overview.
- online delegate and hotel registration.
- Coordination of Logistics for an onsite press conference, if requested.



2.6. Registration

2.6.1. Delegates

- Set-up of one online registration page with registration opportunities (core conference, official networking programme). CEORL-HNS will provide/agree on complete information on registration opportunities and conditions a minimum of 3 weeks prior to registration start.
- Linking of the online registration page to the conference website.
- On-going correspondence with delegates regarding their registration, networking programme and general information about the conference destination.
- Sending of reminders, confirmation letters and info mailings.
- Coordinate Visa letters, if required.
- Coordinate travel insurance for delegates, if required.
- Invoicing in name and on account of PCO.
- Compiling of participant statistics according to specific requirements of CEORL-HNS
- Management of on-site registration and help desk, which, where payments are involved, is staffed with PCO's personnel only.

2.6.2. Speakers & VIPs

- Speakers & VIP registration, hotel booking and networking programme via a separate online registration platform in line with CEORL-HNS specifications.
- On-going correspondence with speakers & VIPs regarding their registration, hotel booking, networking programme and general information about the conference destination.
- Coordinate Visa letters, if required.
- Handling of travel reimbursements in line with ESTES specifications.

2.7. Scientific Secretariat & Abstract Handling

- Management of the event's scientific secretariat.
- Set-up and sending of written invitations to speakers and chairs according to CEORL-HNS guidelines and instructions by the Scientific Committee Chairman.
- Correspondence with invited speakers and chairs.
- Support in building the programme according to the defined Programme Grid.
- Set-up of online abstract submission and online reviewing platform, in consideration of
- CEORL-HNS requirements (structure, key words, maximum number of pages, topics, etc.)
- Call for abstracts with submission guidelines.



- Administration of online abstract submissions and correspondence with submitting authors.
- Confirmation of receipt of abstracts.
- Allocation of abstracts to respective reviewing committee.
- Administration of reviewing process in online platform.
- Classification of abstracts in accepted / rejected / presentation types (oral, poster...) according to rating results and Scientific Committee decision.
- Notification of abstract submitters about rating results.
- Provision of up to date submission statistics, abstracts' and rating results' lists.
- Manage (e-)poster sessions, including ordering of poster boards, advice to participants on poster size and organization, etc.
- Format all abstracts and transfer them into a pre-defined layout for print or electronic publication.
- Correspondence with the European Accreditation Council for Continuing Medical Education (EACCME).
- Carry out the approbation process with the institution in charge, in collaboration with CEORL-HNS.
- Submit required documents (scientific programme, list of participants, etc.) for EACCME.
- Monitor the programme with regard to the duties facing an organiser of approbated events.
- Compile certificates of attendance in accordance with EACCME guidelines.

2.8. Housing

- PCO acts as an exclusive official housing bureau in its own name and risk. Depending on the destination, PCO may subcontract housing to a local agency/convention bureau experienced with congress bookings.
- Negotiate contracts with hotels.
- Monitor the market to preserve competitive and attractive hotel rates; re-negotiate allotments with hotels when necessary.
- Provide pre-financing for hotel block bookings.
- Manage group bookings for Sponsors and Exhibitors.
- Manage individual bookings for delegates and speakers.
- Provide on-site support to delegates and speakers.

2.9. Official Networking Events

- Elaboration of suitable concepts and proposals for the official networking activities (opening ceremony & reception, speakers dinner, conference evening).
- Selection of venue and contract negotiations.



- Organisation of catering, entertainment programme, decoration, signage, technical requirements and transfers.
- Coordination of design, production and printing of printed matters (e.g.: Invitation, Menu, Programme).
- Payment of local charges (e.g. artist funds).
- Set up and staffing of an onsite counter for handling new bookings and changes.
- Coordination of suppliers in advance and during the event.
- The CORE-group (CE President, Congress-president, General Secretary) of CEORL should have the possibility to “interfere” in parts of the social events, such as the catering, dinners etc. Particularly the local committee might want to have an influence on choices based on their local knowledges.

2.10. Sponsorship & Commercial Exhibition

- Draft Sponsorship & Exhibition opportunities with different participation levels according to the possibilities offered by the general organisation and venue, and respecting Compliance regulations.
- Sales of Sponsorship & Exhibition space in accordance with the Congress President.
- Preparation of the Exhibitors manual including all technical information and order forms.
- Organisation of Sponsor site visits, if required.
- After finalization of contract agreements, liaison with companies over rooming, technical needs, catering, etc. for industry sessions, over logistics for other services included in the sponsorship package and over logistics for additional sponsorship opportunities (e.g. lanyards) and activities.
- Management of industry session arrangements, other services included in the sponsorship package, additional sponsorship opportunities (e.g. lanyards) and activities pre-event and on-site.
- Management of the Industry exhibition, including production of floor plans, exhibition layout plans, production of exhibitors' kit, allocation of space, finalisation of contracts, etc.