

**TERMS OF REFERENCE
FOR HIRING AN EVENT MANAGEMENT AGENCY FOR
ARRANGING LOGISTICS DURING TRAINING FOR ILO METHODOLOGIES ON
WORKPLACE COOPERATION AND GRIEVANCE HANDLING IN
MAMALLAPURAM, TAMIL NADU**

1. BACKGROUND/RATIONALE:

As part of the ILO project ILO project, 'Strengthening Labour Dispute Resolution in Tamil Nadu's Electronics Manufacturing Sector,' a comprehensive training is being organized by the ILO for the Tamil Nadu Institute of Labour Studies (TILS). The training aims to equip TILS faculty members with ILO methodologies on workplace cooperation and grievance handling. This training will be held on 26-27 March 2026 at Mamallapuram , Tamil Nadu.

The training will focus on building the capacity of the participants in these areas as a basis for TILS to effectively integrate ILO frameworks into their curriculum and practices, thereby supporting wider knowledge dissemination and a more harmonious industrial relations environment.

The training will be an academic exercise and will include Director, TILS, faculty from TILS and external subject matter experts.

2. PURPOSE OF ASSIGNMENT:

It will be held during 25 – 27, March 2026 at Mamallapuram, Tamil Nadu. On 25 March 2026, the training programme starts in the afternoon. . Details are as follows:

The project proposes to hire an event management agency (EMA) to support the logistics for the training.. The training will be held during 25 March 26 (afternoon) and **26-27 March 2026 at Mamallapuram** . The EMA is requested to arrange for:

1. Accommodation on single occupancy basis for 3 nights for the nights of 25, 26, and 27 March 2026 for **18** participants as per the table above.
2. Wi-fi on 25, 26, and 27 March 2026.
3. Breakfast on 26 and 27 March 2026
4. Lunch on 25, 26 and 27 March 2026.
5. Dinner for the nights of 25, 26 March 2026.
6. Audio-visual arrangements for the training room on 25, 26 and 27 March 2026.
7. **Transportation support, including 4 Innova cars for the academic experts and participants, as detailed in Section 3.**

The EMA is expected to work in close coordination with the ILO project team and share progress reports on the event preparations from time to time. As the training involves academic partners, all responsibilities must be carried out seamlessly and efficiently.

3. OBJECTIVE(S)

The Event Management Agency (EMA) shall upon request and receipt of a purchase order/contract from ILO, facilitate, organize, and make all necessary arrangements

for hosting the training on 25 (Afternoon) 26 and 27 March 2026 (two full days) at Mamallapuram .

a. Accommodation: On a single occupancy basis for the nights of 25, 26, and 27 March 2026 in a hotel/resort at Mamallapuram (@ UN elsewhere DSA rate of INR 12,000.00) per person per night, all-inclusive). The accommodation should include complimentary breakfast and Wi-Fi.

b. Booking the Venue: To book a suitably equipped training hall/auditorium at the hotel/resort

c. Food Arrangement:

(i) Dinner for the nights of 25, 26, and 27 March 2026.

(ii) Lunch and two times tea/coffee with snacks for 26 and 27 March 2026.

d. Provide Transportation Services:

- Arranging for four (4) Innova-type cars for pick-up and drop-off of the academic experts and participants from a designated central meeting point in Chennai to the venue in Mamallapuram on 25 March and for the return journey on 28 March.
- Arranging for one additional Innova-type car to be on standby at the venue from 25 to 28 March for coordination, airport transfers for ILO/resource persons, and any emergency local movement.

e. Audio & Video Arrangement:

A separate table is provided as an Annex 1 to this TOR.

f. Event Branding: The EMA will prepare a backdrop for the training hall and a standee for the registration/welcome area. Logo and text will be shared by ILO.

g. Preparation of materials for folders: The Agency will prepare folders containing the program agenda, notepad, writing pen, and any other relevant material provided by ILO for each participant.

4. [MAJOR TASKS TO BE ACCOMPLISHED]

Following are the major tasks that the selected EMA will be expected to perform:

1. Provide pre-event assistance in the following activities
 - Formulating a time-bound action plan for the event.
 - Compile the list of nominated officials and experts with phone numbers and emails and ensure the administrative note reaches all of them.
 - Share a confirmed list of participants with ILO by 24 March 2026.
 - Coordinate with the designated ILO contact to understand specific AV requirements and the flow of the program.
 - Prepare a plan for the registration process.
 - Follow up with participants to confirm their travel plans and to ensure their participation.
 - Arrange for felicitation items for speakers/dignitaries.
 - Pre-testing audio-visual equipment and connections.
 - Prepare participants' nameplates, backdrops, banners, signage, etc., as necessary.
 - Ensure a list of the core team with dedicated responsibilities is shared with ILO.

2. Provide on-site assistance during the conduct of the event
 - Make all arrangements for putting up the backdrop and standee at the training venue and ensure the audio-visual facilities are in order.
 - Manage the registration desk and process.
 - Low-resolution photographs of the event to be shared on the same day of the event by e-mail.
 - Ensure the smooth flow of tea/coffee and lunch breaks as per the program schedule.
 - Arrange for the presentation of felicitation items.
 - A typed-out list of the registration sheet with all attendees to be shared within a day after the event.
3. Provide following review and documentation support, post event/ conference
 - High-resolution photos of the event to be delivered post-event (within one day) via a shared drive or email.
 - Compile and analyze all feedback related to the conference (if feedback forms are used).
 - Consolidation and submission of the final bills and all original supporting documents (e.g., attendance sheets, reimbursement forms).
 - Bills to be submitted against actual payments.
 - Submit final invoice and all documentation within 10 days of the event.

5. DELIVERABLES AND DEADLINES

Expected deliverables from engaging the services of professional conference/ event managers will be the following:

S/No.	Major Task	Deliverable	Specific delivery date/ deadline	Estimated travel required
Pre-event Deliverables.				
1.	Follow up	Follow up with participants for obtaining confirmation (outstation).	From the start date of the PO to one day before the event	Not applicable
2.	Coordination	Coordinating with Venue service provider, audio visual service provider and caterer	From the start date of the PO to one day before the event	To reach the venue one day before the commencement of the training
3.	Smooth Conduct	Ensuring seamless and flawless audio visual arrangements for the smooth conduct of the event.	From the start date of the PO to one day	

S/No.	Major Task	Deliverable	Specific delivery date/ deadline	Estimated travel required
			before the event	
4.	Training materials	Arranging Photocopying/multiplication of training materials in coordination with ILO Office	From the start date of the PO to one day before the event	
5.	Audio Visuals	Preparing the backdrop and standees	Before 1 day of the event and ensuring the presence on the day of the event	To reach the venue one day before the commencement of the training
Post Event Deliverables				
6.	Audio Recording	Sharing the audio recording of the consultation	Within 3 days of the completion of the event	
7.	Photographs	Sharing the high resolution photographs of the consultation	Within 4 days of the completion of the event	
8.	Sharing the registration, attendance forms	➤ Payment of claims from third parties and submitting the same with supporting documentation for the reimbursement from ILO; and ➤ Submitting satisfactory documentation and technical reporting of the event, as agreed in advance, including updated list of participants with complete details – name, designation, address, email, telephone and mobile	Within a week of the completion of the event	

S/No.	Major Task	Deliverable	Specific delivery date/ deadline	Estimated travel required
		numbers, for future reference.		
9.		➤ Submission of final invoice for processing the final payment	Within 10 days of completion of the event	

6. DUTY STATION

The EMA has to conduct the activities at Mamallapuram , Tamil Nadu

7. CONTRACT / PROJECT MANAGEMENT

Ms Pallavi Mansingh is the Contract Manager (mansingh@ilo.org)

8. OFFICIAL TRAVEL INVOLVED (ITINERARY AND DURATION)

Presence in Mamallapuram from 25-27 March 2026

9. ESTIMATED DURATION OF CONTRACT (PART TIME)

The contract will start on 15 March 2026 and be completed on 30 April 2026

10. ESTIMATED COST OF CONSULTANCY:

Sl. No	Deliverable	Amount (in INR)
1	Boarding and lodging cost for 18 participants for two nights @ INR per night.	
2	Audio Visual items mentioned in Annex 1	
3	Kit (folder, pen, note pad, memento, photocopies in colour)	
4	Car arrangements for field visits	
6	Travel, boarding and lodging for event manager	
6	EMA management fee	
	Total	

11. **ADMINISTRATIVE ISSUES:** *(Please mention if the contractor has to obtain any special permissions to carry out the desired tasks. Will ILO be supporting to obtain such permissions, etc)*

The Event Management Agency will be fully responsible for obtaining all the necessary licenses and/or authorizations required to discharge its obligations and for paying all taxes, fee and all statutory dues.

12. QUALIFICATIONS / SPECIALIZED KNOWLEDGE / EXPERIENCE/ COMPETENCIES:

LTA with any UN Agency

13. (CORE/TECHNICAL/FUNCTIONAL) / LANGUAGE SKILLS REQUIRED FOR THE ASSIGNMENT:

Not Applicable

14. TECHNICAL EVALUATION CRITERIA: *(WITH WEIGHTS FOR EACH CRITERIA)*

LTA with any UN Agency

15. IDENTIFICATION OF RISKS FOR THE CONSULTANCY AND PLAN FOR MITIGATION:

Sl. No	Risk	Intensity	Mitigation
1.	Participation of senior officials from the labour department and the minister is not there due to other urgent matters	Moderate	The training will be conducted with the participation of the designated officials from the labour department.
2.			

16. PAYMENT SCHEDULE:

Sl. No	Deliverable	Amount/% to be paid	Timeline
1	Full and Final payment of contract value + GST will be paid upon completion deliverables on time and to the satisfaction of ILO.	100%	Within 15 days of receipt of final invoice and supporting documents
	Total	100%	

All payments will be made by the ILO based on actuals, subject to the submission of original bills/ invoice and subject to the maximum of the budgeted amount. The tax invoice should be submitted for each payment in favor of "International Labour Organization" and ILO's UIN 0717UNO00152UNY

should be mentioned. Deductions (if any) shall be made as per ILO terms and conditions.

18. PERFORMANCE REVIEWS:

(Please mention how the performance of the contractor would be evaluated)

The contractor will be evaluated upon submission of their final report based on a matrix with the criteria that includes: 1) Timely delivery of output; 2) Communication and submissions made to the ILO during the pre meeting preparatory phase; and 3) Quality of the final outputs including satisfaction of the partners with the travel arrangements.

Annex 1

Details of Audio Visual Items

Sl. No.	Name of the Audio Visual Equipment	No.	Required for
1.	PA System - 2 Speaker system, noise/echo cancellation, with stand and wires laid with proper covering	1	25, 26, 27, March 2026
2.	Podium Mike	2	...do...
3.	Cordless Mike	5	...do...
4.	LCD Projector 6000 Lumens	1	...do...
5.	Laptop	1	...do...
6.	Photographer	1	...do...
7.	Wi Fi connections for the meeting hall – highest speed	1 connection	..do...
8.	Flex banner with mounting -	Per sq ft	do....
9.	Flex banner for podium-	Per sq ft	do....
10.	Flip Chart with stand-	03	..do...