

EBA Congress and Event Support Team

Request for Proposal

Introduction

The European Burns Association (EBA) is seeking proposals for administrative support to manage the organizational logistics of its biennial congress and educational events. The current contract with Congress Care, which provides secretarial and administrative support as well as congress management, expires in Autumn 2025. The EBA aims to transition to a standalone administrative team or individual(s) who will report directly to the EBA Executive Committee and ensure the seamless execution of the administrative and organisational duties of our congress and events.

Background

The European Burns Association is the peak body within Europe representing professionals working in burn care. It advocates for burn prevention, research and treatment on behalf of all members of the burns care multidisciplinary team, including, physicians, nurses, therapists and psychologists and more.

Scope of Work and Capabilities Required

The selected provider will be responsible for Congress & Event Management during **the contract period**.

2. Congress & Event Management

(i) Biennial Congress & Educational Courses

- a. Liaise with the **appointed congress organizer** and EBA Program Committee to plan and execute the **Scientific Congress** and additional educational meetings.
- b. Manage **sponsor acquisition for congresses** or transition sponsorship management to general society administration (e.g. create a list of all possible sponsors, develop packages for gold, silver and bronze sponsors, prepare sponsor information including prices and floorplan, send out sponsor requests, manage all contracts: handling sponsor payments and invoices).
- c. Develop **standardized scripts and action plans** for congress execution.
- d. Assist in **venue negotiations**, including room allocation, onsite staff, and equipment needs.
- e. Handle **subcontractor and supplier contracts** for local congress organising, social events, hotel reservations, on-site staff, and technical services (i.e. tech support for online participation when online or hybrid)
- f. Ensure **comprehensive advertising**, including email campaigns, newsletters, social media, and website updates.
- g. Coordinate production of printed and digital materials, including **event booklets and exhibitor manuals**.

(ii) Congress Administration & Logistics

- a. Manage **registration fees and payment processing**.

- b. Execute all financial transactions related to **sponsors, exhibitors, and participants**.
- c. Provide a draft budget in due time before a planned event.
- d. Pre-finance costs when necessary and maintain **budget oversight** with quarterly updates.
- e. Provide **on-site congress secretariat and support staff** for smooth event operations and congress coordination, including a congress app and onsite assistance to exhibitors.
- f. Manage **abstract submission and review systems**.
- g. Apply for **international accreditation** for congress events.
- h. Facilitate **evaluation surveys** and compile and share statistics on participant feedback.
- i. Handle **hotel reservations and travel expenses** for **invited speakers and Executive Board members**.
- j. Prepare and distribute **certificates of attendance** and **final financial reports** within two months post-event.

(iii) **Webinars & Virtual Events**

- a. Plan and manage **four webinars per year**.
- b. Handle hosting, **technical setup and broadcasting** for online or hybrid congress formats.
- c. Ensure **proper promotion and participant engagement**.
- d. Provide **post-event statistics and feedback analysis**.
- e. Develop **standardised scripts and action plans**

Implementation Plan

The EBA would prefer that the new administration team work alongside our current provider prior to the end of their contract period, to allow orientation to the Association's organisational structure, systems and accounts. Accordingly, we anticipate a start date for the role in fall 2025.

Questions for Provider:

- **What experience do you have in this sector?**

- **What is your strategy for improving the visibility of the EBA and creating demand for educational meetings and congresses?**

- **How do you plan to create a good user experience for the participants in EBA congresses and educational events?**

- **What is your experience with managing a multinational Executive Board, scientific committee, and program committee through electronic communication and online meetings?**

- **Which accountancy tools are you proficient in?**

Support and Service Level Agreement licenses

The EBA expects the Service Level Agreement (SLA) with the provider to cover:

- Quality of the services provided by the administration team as assessed by the EBA Executive Board and EBA members
- Regular appraisal of the administrative team and parameters for performance management
- Benchmarks for responsiveness to queries, contact hours and hours worked per week, etc

Budget & Costs

EBA anticipates:

- **Congress and event management services:** Costs depending on scope and provider capabilities.
- **Annual hosting and maintenance fees:** Included in administrative expenses.
- **Add-on costs:** Please specify any additional charges for services beyond the agreed scope.

The proposal should include:

- **Pricing models (monthly, per-event, or annual fees).**
- **Projected costs for the second year** and potential adjustments.
- **Exit terms** regarding content and contractual obligations if the service agreement is not renewed.

Summary

The EBA is looking for a competent, proactive, and reliable administrative team or individual(s) to handle our **event management**. The selected provider should demonstrate experience, efficiency, and a clear understanding of EBA's goals and mission.

We invite detailed proposals outlining:

- **Relevant expertise in event planning.**
- **Approach to communication, sponsorship acquisition, and membership management.**
- **Proficiency in bookkeeping and financial reporting.**
- **Operational strategies** for a seamless and effective workflow.

We look forward to reviewing your proposals.

Submission Deadline: June 1, 2025

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