



Terms of Reference (TOR) for Provision of Software Support in Conference Registration and Call for Abstracts for the 2nd Eastern Africa Agroecology Conference

Background Information

Biovision Africa Trust (BvAT) is planning to hold the 2nd Eastern Africa Agroecology Conference on the 25th to 28th March 2025 in Nairobi- Kenya following a successful 1st Eastern Africa Agroecology Conference held in 2023. The conference is expected to bring together participants from various sectors including policy makers, research and academic institutions, private sector, farmers, as well as the development partners in the ecological organic agriculture industry.

To ensure smooth preparation and holding of the conference, BvAT on behalf of the conference organizers seeks the services of a professional Systems developer to develop an appropriate software to manage conference participants registration and call for abstracts.

About Biovision Africa Trust

BvAT is a not-for-profit organization established in Kenya in 2009 by the Biovision Foundation for ecological development in Switzerland and based within the International Centre of Insect Physiology and Ecology (icipe) in Nairobi. The Trust's goal is to alleviate poverty and improve the livelihoods of smallholder farmers in Kenya and other African countries through supporting dissemination of information and knowledge on appropriate technology to improve human, animal, plant, and environmental health. More about BvAT and its programmes can be found at www.biovisionafricatrust.org

Objective of the Assignment

The primary objective of this assignment is to engage a qualified service software provider to provide a system that will handle the end-to-end conference management process, from abstract submission, review, to participant registration and payments. The system should ensure that all activities are seamlessly coordinated to deliver a successful conference.

Scope of Work

The selected service provider will be required to provide a system that can support the following services:

a) Participant Registration

- Online Registration:** Set up an online registration platform for participants, supporting individual and group registrations and ability to register third party.
- Multiple Registration Types:** Facilitate various types of registrations (e.g., early bird, student, and normal delegate registrations, etc.).
- Automated Confirmation:** Send automated registration confirmations and invoices to participants.
- Database Management:** Keep a data base of all visitors to the conference registration system.

b) Payment Processing

- Payment Gateway Integration:** Set up and manage payment processing for participant Registration fees, Exhibition fees, Side events and any other payments.
- Local Payment Methods:** Integrate local payment methods, including mobile payment options (e.g., M-Pesa), credit card, and bank transfers, PayPal.



- Invoicing and Receipts:** Automatically generate invoices and receipts upon payment.
- Refund Management:** Provide options for handling refunds and cancellations in line with conference policies.

c) Call for Abstracts and Paper Submission

- Platform Setup:** Set up an online platform for abstract calls and submissions by authors.
- Submission Portal:** Provide an easy-to-use submission interface for authors and co-authors to submit abstracts and full papers.
- Format:** Support for multiple formats (oral or creative arts, posters etc.)
- Topic and Themes:** Support for multiple categories or thematic tracks for abstract submission.
- Submission Tracking:** Allow participants to track their submissions and communicate with conference organizers.

d) Abstract Review and Approval

- Peer Review System:** Implement a peer-review system for evaluating abstract submissions.
- Reviewer Management:** Add and manage reviewers for the abstracts, ensuring the process is smooth and deadlines are met.
- Review Dashboard:** Set up a dashboard where reviewers can provide scores, feedback, and recommendations.
- Communication:** Notify authors of acceptance, rejection, or requests for revisions, and manage all correspondence.

e) On-site Conference Management

- Badge Printing and Check-in:** Manage participant check-in, including on-site badge printing and digital check-in systems.
- On-site Support:** Provide on-site support staff to assist with participant registration, session coordination, and logistics during the event.
- Exhibitor and Sponsor Management:** Manage the participation and setup of sponsors and exhibitors.

f) Communication and Engagement

- Hybrid support:** Integrate the system with hybrid support during the conference. The online registered delegates should join the conference via the platform.
- Email Communication:** Manage bulk email communications to participants, speakers, and sponsors, including event reminders, updates, and post-event surveys.
- Social Media Integration:** Promote the conference through social media channels and integrate live updates during the event.

g) Reporting and Analytics

- Registration Reports:** Provide real-time reports on participant registration, payments, and attendance.
- Abstract Review Reports:** Generate reports on the status of abstract submissions, review outcomes, and approval rates.
- Financial Reporting:** Provide detailed reports on payment transactions, refunds, and financial reconciliation.

h) Post-Event Services

- Survey and Feedback:** Manage post-conference feedback surveys to gather input from participants.
- Final Reports:** Provide a comprehensive post-event report, including participant statistics, financial overview, and recommendations for future events.



Deliverables

The selected service provider will be required to deliver a system that can deliver the following:

1. Fully functional online registration and database of interested and registered delegates.
2. Fully functional abstract submission and peer review system.
3. Fully functional payment platforms for both local and international payment options.
4. Fully functional hybrid set up that supports online delegates' participation (the delegates who register for online participation should be easily identified and supported to follow proceedings online). The platform should provide security features to prevent non-registered people to join the online platforms.
5. Real-time reporting and analytics tools.
6. Offer support before and during the conference.
7. Provide training to the inhouse staff of Biovision Africa Trust on how the system works.
8. The Book of Abstracts before the conference to guide participants on which sessions to attend
9. Post-event summary report.

Service Provider Qualifications

The ideal service provider should meet the following criteria:

- Experience:** Proven track record in managing academic or professional conferences of similar scale.
- Technology:** Expertise in developing and deploying conference management platforms.
- Local Payments:** Experience of integrating local payment methods, especially M-Pesa, card payments, and mobile banking.
- Support:** Ability to provide technical support before and during the conference.
- References:** Provide references or case studies of past conferences managed

How to Apply

Interested candidates/firms should submit the following:

- A technical proposal outlining the approach to each task in the system.
- A financial proposal with a detailed breakdown of costs.
- A timeline for key milestones, including the **Book of Abstracts** to be delivered before the conference
- A portfolio of relevant projects.
- Contact information for at least two previous clients.

If you are interested in the above consultancy and can demonstrate your ability to meet the qualifications required, then submit your expression of interest with the above-mentioned documents to procurement@biovisionafrica.org

The closing date for applications is **10th October 2024**. Only shortlisted candidates will be contacted for interviews.

Biovision Africa Trust is an equal opportunity employer.