Request for Proposals (RFP): Event Management Contractors

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Summary

The Association of Public Health Laboratories (APHL) is seeking to identify a qualified pool of expert event and travel management vendors to support a variety of domestic and international training courses, workshops, meetings and other events. APHL anticipates engaging vendors to provide comprehensive event management and participant travel services, which may include venue and meeting logistics, participant registration and communication, domestic and international travel coordination, accommodations, ground transportation, visa and entry support, travel and medical insurance coordination, event materials support and onsite support including per diem distribution. APHL will provide funding to selected vendors on a cost-reimbursable basis. Funding will be awarded via a contract with APHL for each event. APHL is seeking vendors with demonstrated experience managing events of varying size, complexity and geographic scope, including events involving international participants and travel to locations where participants may have differing visa, entry, insurance and travel requirements.

Background

APHL supports a variety of work in collaboration with the United States Centers for Disease Control and Prevention (CDC). An important component of this work is building and strengthening laboratory capacity through coordinating in-person or virtual meetings, workshops, technical assistance and infectious disease training programs in the US and internationally. APHL frequently works with event management or travel vendors coordinating the logistics associated with these activities. Depending on the needs of a specific event, services may include identifying and securing appropriate meeting and laboratory training facilities; coordinating participant registration and communication; arranging domestic and international air travel; ground transportation and accommodations; coordinating meals and other event-related services; preparing event materials; providing onsite logistical support; and managing other event related needs. Events vary in size, scope and location and may range from 10 to 200 participants, with most events requiring support for 20-50 participants. Many events involve laboratory training components and will be held at laboratory institutes identified by CDC and/or APHL. Events not requiring laboratory space may take place in event spaces such as hotels, conference centers or other appropriate meeting facilities. International events may involve participants from multiple countries within a specific region, or, in some cases, participants may come from multiple regions. Most events are held in international destinations, but occasionally international participants may travel to the US. Domestic courses and meetings may involve participants traveling from different local jurisdictions or states. Generally, APHL and CDC provide course faculty and send additional staff members for on-site support and/or meeting facilitation. The selected vendors may be responsible for coordinating the logistical needs of APHL, CDC and faculty in addition to the participants.

International participant travel may require additional coordination and support. Depending on the destination and participant circumstances, vendors may be expected to assist with visa and entry requirements, including providing participants with information regarding required documentation such as hotel and flight reservations, appointment scheduling and coordination with appropriate consular or governmental resources. The vendor must monitor applicable visa, entry, and other travel requirements for the event destination and participating countries while coordinating event travel. The vendor must promptly notify APHL program staff of any changes that may affect participants and coordinate

with APHL to communicate relevant updates to participants. Vendors will not provide legal or immigration advice but should have established processes for supporting travelers with administrative visa and entry requirements.

For international and other applicable events, APHL will generally arrange appropriate travel and medical insurance coverage for participants and APHL-supported travelers. Vendors may be asked to assist with insurance-related logistics, including communicating coverage information to participants, helping participants access insurance documentation and emergency assistance information, and identifying or obtaining supplemental or short-term coverage when requested by APHL.

Vendors may also be asked to help coordinate logistics when a participant requires medical attention, including identifying appropriate local medical services, coordinating transportation or other assistance, and facilitating payment of expenses when authorized by APHL. Any expenses paid by the vendor will be subject to APHL's approval and reimbursement procedures. Vendors should clearly identify any proposed insurance-related costs, administrative fees, coverage limitations, or other expenses before incurring them.

To meet the anticipated needs of upcoming programmatic efforts efficiently and effectively, APHL is seeking to establish a pool of qualified vendors to provide event management and travel-related services associated with training events, meetings, workshops and other activities through this request for proposals (RFP). As events requiring vendor support are identified, APHL will select a vendor from the established vendor pool to perform the work. The selection process for individual events is described in Post Evaluation Procedures.

Expectations of the selected vendor(s) are outlined in Appendix A: Event Management Contractor Expectations. To be considered, applicants must ensure APHL has the complete proposal by no later than the Proposal Due Date specified in the Anticipated RFP Schedule section below.

Eligibility

This is an open and competitive process. Successful applicants must be able to meet the expectations outlined in Appendix A.

APHL anticipates the following RFP Schedule:

November 19, 2026	–	RFP Issued	
December 1, 2026	–	Informational Teleconference (optional)	Meeting Registration - Zoom
December 9, 2026	**–**	**Letter of Intent Due to APHL (see below)**	
January 6, 2027	–	**RFP Responses Due**	
January 20, 2027	–	Proposal review completed	

January 23, 2027 – As needed, follow-up interviews/proposals due

January 27, 2027 – Final review completed and awardees selected

APHL will communicate any modification to this anticipated schedule on APHL's procurement website (www.aphl.org/rfp).

Response Submittal

Confirmation of Intent to Respond

APHL requires that prospective applicants submit a brief email statement indicating an intent to submit a proposal to maureen.sullivan@aphl.org and infectious.diseases@aphl.org indicating an intent to submit a proposal. APHL must receive this email by no later than **11:59 pm EST on the date listed in the timeline above.** To allow for appropriate review process planning**, a letter of intent is required for consideration.**

Final Response

APHL must receive complete responses by **11:59 pm EST on the date listed in the timeline above**. Please see Proposal-Required Submissions section for items that must be included in the completed proposal. Applicants may send proposals via email to maureen.sullivan@aphl.org and infectious.diseases@aphl.org

APHL will send an email acknowledging receipt of your application; if you do not receive an acknowledgement within 48 hours, please call Moe Sullivan at (240)485-3869 to confirm receipt.

Award

Up to five vendors, depending on the strength of applications, will be selected. Award amounts will depend on the scope of the proposed event. Funding will be distributed via a contract administered with APHL. Each selected vendor will be eligible to apply for events as they are announced to the established vendor pool. See Conditions of Award Acceptance for more information on how vendors in this pool will be selected for individual events.

Term of Project

The term of the project will be from date of final vendor selection up to 5 years. Awardees will enter into a Master Agreement with APHL as an Event Management Contractor. Within the term of the project, awardees will be

notified in advance of any modification to the anticipated scope of work for projects or any adjustments needed to address changes in funding received by APHL.

Evaluation Team

APHL staff, led by Maureen Sullivan, Infectious Diseases Program Manager, will conduct an initial review of all proposals for completeness. Any incomplete application on the proposal due date specified in the Anticipated RFP Schedule section above will not be considered and will not receive a formal evaluation.

Complete proposals will be reviewed by a team of five subject matter experts (SMEs) familiar with international event planning. Once potential reviewers have been identified, APHL's Senior Director of Infectious Disease Programs will have final approval over the review team's composition.

Evaluation Criteria

The evaluation team will evaluate proposals based on responses to the questions in the Proposal – Required Submissions section and will give a numeric score of up to 100 maximum points based on the scorecard template in Appendix C.

Prior experience internationally, coordinating trainings or planning events similar to those described in the background will be considered enhancing factors for this RFP. Vendors will also be given preference based on more extensive experience with the ability to comply with expectations laid out in Appendix A: Expectations for Event Management Contractor. To maintain a competitive and open process, vendors that have previously worked with APHL will not be given preference unless there is a need to decide between two or more substantially similar proposals.

In making a final selection of the pool of vendors, the evaluation team will select up to five vendors based on the following:

- Final numerical scores of participants based on the Appendix C Score Card,
- Comments noted by individual reviewers on specific proposals and discussed by the evaluation team that either enhance or detract from a vendor's standing based on numerical scores,
- Past performance, including feedback from client references, if contacted, and
- Most relevant experience to the types of events APHL typically coordinates.

Evaluation Process

The evaluation team will conduct the review via a combination of communication mechanisms (e.g., email, teleconference) between APHL's Infectious Diseases Program Manager and the members of the evaluation team. APHL's Infectious Diseases Program Manager will coordinate the review process and the evaluation sessions.

The reviewers may request follow-up interviews or questions with all or some of the applicants and, following these interviews, may request supplemental information on an applicant's proposal. The evaluation team will use these interviews and any supplemental information to clarify an applicant's capacity or experience in one or more of the evaluation criteria or to explain other information contained in an applicant's proposal. In addition, the evaluation team may request documentation from APHL staff on an applicant's past performance in other capacities as part of the evaluation criteria.

Post-Evaluation Procedures

APHL staff will notify the selected vendors within ten business days of the completion of the evaluation and will post the names of the recipient(s) to APHL's procurement website, www.aphl.org/rfp, within three (3) business days of the laboratories' acceptance of the award. Unsuccessful applicants will receive notification of these results by e-mail or by U.S. mail within 30 days of the date the name of the selected applicant is posted.

All applicants are entitled to utilize APHL's RFP Appeals Process to formulate a protest regarding alleged irregularities or improprieties during the procurement process. Specific details of this policy are located on the procurement website.

Conditions of Award Acceptance

The eligible vendors must be able to contract directly with APHL or have an existing relationship with a third-party organization that can contract directly with APHL on behalf of the vendor. Vendors must agree to comply with expectations outlined in Appendix A.

As events requiring vendor support are identified, APHL will solicit budgets from the established vendor pool. Vendors may accept or decline the opportunity to submit a budget at the time of each event announcement. Vendors will be selected for work based on the following criteria:

1. Logistical needs of the event in relation to vendor experience and expertise,
2. Timing of the event in relation to planning periods/event dates for other APHL program events,
3. Location of event in proximity to the vendor or relevant experience in a specific location (e.g., ability to reuse event plans and vendors for efficiency), and

4. Proposed budget submitted by the vendor.

If all of the aforementioned items are substantially similar among vendors, APHL reserves the right to select a vendor based on diversification of funding allocations among the pool.

Proposal – Required Submissions

To be considered for selection, interested applicants must have submitted a letter of intent to apply by the date listed in the schedule above and a proposal by the date listed in the schedule above with the following item:

- **A completed response to the application questions found in Appendix B.**
    - Responses should be limited to no more than ten double-spaced pages and must comply with submission requirements set out in the Additional Information and Deadlines for Application Submission below.

Additional Information and Deadlines for Application Submission

Applicants must direct all questions to maureen.sullivan@aphl.org and infectious.diseases@aphl.org. APHL will post questions received from interested vendors, together with the answers provided by APHL to APHL's procurement website (www.aphl.org/rfp).

APHL will hold an optional teleconference on **December 1, 2026 at 3:00 pm ET.** The purpose of this call will be to provide a brief overview of the project and to allow potential applicants to APHL questions. Please come with questions prepared.

Teleconference call-in information is below, **or please contact maureen.sullivan@aphl.org. or infectious.diseases@aphl.org with questions.**

Join Zoom Meeting Registration Link: Meeting Registration - Zoom

To allow for appropriate review process planning, a letter of intent is required for consideration. Letters should be submitted by email to Moe Sullivan at APHL Maureen.sullivan@aphl.org and infectious.diseases@aphl.org later than **11:59 pm EST on the date provided in the schedule above.**

Applications should be submitted to Maureen.sullivan@aphl.org and infectious.diseases@aphl.org no later than **11:59 pm EST on the date provided in the schedule above.** APHL will send an email acknowledging receipt of your application; if you do not receive an acknowledgement within two (2) business days, call 240-485-3869 to confirm receipt.

Appendix A: Expectations for Event Management Contractors

Travel Management and Coordination

The vendor will be responsible for communicating with event participants and booking all necessary airfare and ground transportation, including airport pick up and drop off and shuttle for participants to offsite location (laboratory) when needed. The vendor must provide participants with clear instructions and logistical information before and during the event. The vendor must establish a communication plan describing how and when information will be shared, including pre-event instructions, travel details, reminders and updates affecting participants. The vendor must designate a point of contact available 24 hours a day during participant travel and the event to address urgent travel and logistical issues. The vendor must provide an appropriate contact method, such as an international toll-free telephone number and/or a monitored email inbox. For international events, the vendor will provide visa and potentially travel insurance support as described in the Visa and Travel Insurance sections below. Participants remain responsible for obtaining required visas and providing information necessary to arrange travel and travel insurance coverage. When visas are required for travel, the vendor may not book flights for a participant until their visa is secured. Bookings must be in accordance with APHL travel policy (Will be supplied per event) and transit through certain cities may be prohibited due to security concerns. For all events, participant travel information must be transferred to APHL securely. The vendor is also responsible for collecting a signed waiver, copy of passport, copy of visa (if applicable), and emergency contact questionnaire from all participants and securely transfer participant data to APHL's Global Safety & Security (GSS) no later than five (5) business days from the start of the trip.

Travel Booking and Tracker Submission Requirements

To be eligible for consideration for this RFP the vendor must be able to electronically share participant travel booking details including flight, hotel, train/rail details to APHL. Preference will be given to applicants who book participant travel via the Global Distribution Service (GDS) directly or through a travel agency. Once travel is booked, the vendor must provide booking confirmations and other required travel details to APHL Global Services Support (GSS) using the email process and instructions provided by APHL. The vendor must coordinate with APHL program staff and/or GSS to ensure that participant travel information is accurate and submitted promptly. The vendor must also communicate any booking changes, including new flights and changes to hotel or train/rail arrangements, to APHL as soon as the changes are confirmed.

Hotel Accommodations and Ground Transportation

The vendor is not typically responsible for identifying hotels or ground transportation providers for each event. APHL maintains a list of approved hotels and transportation providers for many locations and will share applicable options with the event management contractor. The event announcements will specify whether accommodation and transportation providers have been selected or whether, or whether the vendor will be responsible for identifying suitable options.

GSS and APHL program staff will share the list of approved hotels and transport providers with the event management contractors. When possible, the vendor must use approved providers when making arrangements for an event. If a non-approved hotel is recommended, the vendor must coordinate with APHL program staff to obtain the required GSS review and approval before securing the hotel.

When possible, event participants, instructors, support staff, and the vendor (when onsite support is required) should be housed at the same hotel. If the vendor is responsible for identifying suitable accommodations, the vendor must provide options and associated costs (ideally three quotes) to APHL for review and approval before securing the hotel.

The vendor may also be responsible for coordinating ground transportation for participants, instructors, and support staff. This may include transportation between the airport and hotel and between the hotel and event venue when the event is not held at the hotel. Vendors must coordinate arrangements with APHL program staff and use APHL-approved transportation providers when specified. If suitable transportation options have not already been identified by APHL, the vendor must provide proposed options and associated costs for APHL review and approval before making arrangements.

Event Venue

Many of the events APHL coordinates utilize laboratory space at a host institution. Occasionally there may be a need for the vendor to secure a venue for the event, which will be clearly stated in the event announcement to the vendor pool. If the vendor is responsible for identifying suitable meeting space, they will provide quotes (ideally 3) to APHL for review and approval prior to securing the location. If a hotel is proposed as a meeting venue, participant guestrooms should be reserved at the same hotel. In these situations, the vendor will be required to have the selected hotel complete a hotel safety and security form provided by APHL's GSS.

Meeting Materials

The selected vendors will be responsible for providing and distributing/setting up meeting materials. The content of any printed material will be provided by APHL in a timeline outlined in the event contract. The event announcement will include a detailed list of materials for creating a budget that may include, but is not limited to, the following: 3-ring binders with dividers; printed, hole punched and collated slide handouts from presentations; participant contact list; laboratory protocols, worksheets, and references; name tent cards; name badges and holders , and clips/lanyards; 2GB USB flash drive loaded with event materials; notepads; pens; highlighters; signage; attendance sheets; course attendee professional photo; and certificates in document covers. Translation services for printed material may be requested.

Onsite Support

Event announcements may indicate the need for onsite vendor support. This generally includes one to two people from the vendor organization to ensure smooth operation of onsite logistics, set up the venue and provide additional support as requested by APHL program staff and participants. Activities may include, but are not limited to, meeting participants at the hotel, ensuring participants are shuttled between hotel

and event venue, setting up event materials at the event venue, taking a group participant photo and coordinating with additional onsite vendors, such as caterers. The vendor will also be responsible for troubleshooting any travel disruptions such as missed connections and will work directly with participants to book additional ground/air transportation as necessary.

Onsite Support – Emergency Medical Transport, Hospital Admission Support and Financial Readiness

If the need arises, the vendor shall be responsible for coordinating with the host hotel, local emergency medical services and/or other appropriate providers to facilitate the timely transportation of event attendees to a hospital or medical facility in the event of a medical emergency.

As part of this responsibility, the vendor may be required to assist with hospital admission procedures, coordinate with medical facility personnel and facilitate any upfront payments or admission deposits necessary to ensure timely access to medical care before travel insurance kicks in. To support these requirements, the vendor shall:

- Maintain a minimum of USD $5,000 in readily accessible funds throughout the duration of the event to support emergency response and related expenses, as needed.
- Have the ability to promptly disburse funds, including payment of hospital admission deposits, when required.
- Coordinate with the designated APHL program staff regarding any anticipated expenditures, whenever circumstances permit.
- Maintain appropriate documentation and receipts for all funds disbursed.

Any funds expended by the vendor in connection with authorized emergency medical response activities, including hospital admission deposits, shall be reimbursed by APHL upon submission of appropriate supporting documentation. The USD $5,000 requirement represents an emergency financial readiness obligation.

Visa

For events requiring international travel, the vendor will provide administrative and logistical support to participants regarding visa and entry requirements. Participants remain responsible for determining their individual visa requirements, submitting visa applications, providing required documentation, and obtaining any necessary visa or other travel authorization.

The vendor responsibilities may include, but are not limited to:

- Providing participants with information regarding visa and entry requirements based on the event destination and participant’s country of residence; in collaboration with APHL’s GSS, track any last-minute visa changes that may impact prospective participants;
- Providing draft travel itineraries or other travel documentation needed to support visa applications;

- Assisting APHL with preparing or providing business letters, invitation letters or other supporting documentation, as appropriate;
- Responding to participant questions regarding the administrative process for obtaining a visa or other required travel authorization;
- Tracking the visa status of participants and communicating outstanding requirements or anticipated delays to APHL program staff;
- Coordinating with APHL program staff regarding participants whose visa has not been obtained within the timeframe necessary for travel; and
- Assisting participants with changes to travel arrangements resulting from visa delays or denials.
- Collecting copies of all participant visas, if applicable and sharing with APHL's GSS prior to departure.

The vendor will not provide legal or immigration advice or make determinations regarding an individual's eligibility for a visa or other immigration status.

When visa or other travel authorization is required for participation, the vendor may not finalize or ticket air travel for a participant until APHL has authorized the travel and the required visa or travel authorization has been obtained, unless otherwise approved in writing by APHL program staff.

The vendor should notify APHL promptly of any changes to visa or entry requirements that may affect event participants and should work with APHL program staff to communicate relevant changes to participants.

Travel Insurance

APHL will generally arrange required travel insurance (medical and security evacuation) coverage for participants and APHL-supported travelers. At APHL's request, the vendor may be asked to obtain supplemental or short-term travel insurance coverage when needed and provide information on associated costs for APHL approval before purchase. Should the vendor be requested to obtain travel insurance on behalf of participants, GSS will provide a list of recommended companies and minimum coverage requirements.

The vendor may also be asked to assist with insurance-related logistics, such as sharing coverage information and helping participants or APHL program staff contact the appropriate insurance or emergency assistance provider. If a participant requires medical attention, the vendor may be asked to help coordinate transportation or other logistical arrangements and, when authorized by APHL, facilitate payment of related expenses subject to APHL's reimbursement procedures. See the Onsite Support - Emergency Medical Transport, Hospital Admission Support & Financial Readiness section for more details.

The vendor will not provide medical advice or determine whether a participant requires medical treatment. Medical emergencies should be referred to appropriate local emergency or medical services.

Stipend Disbursement

The vendor will provide stipends to event participants in cash or wire transfer as directed by APHL program staff. Stipends are to include per diem for meals and incidentals at the rates determined by the US Department of State for international destinations and US General Services Administration for domestic locations and are to cover the length of the event and travel days. If any meals are provided through the event, such as hotel breakfast, lunch catering services or evening reception, stipends should be reduced by the relevant amount as listed in the Meals and Incidentals Expense Breakdown. Stipends are also to include any visa application fees, ground transportation or other fees described in the event announcement. All stipends should be submitted to APHL program staff for approval prior to disbursement. Stipend disbursement and related documentation will be included as contract deliverables.

Performance Management and Evaluation

Performance will be monitored by timeliness of responses to APHL and participant requests and successful completion of all contracted deliverables. Vendors may be removed from the pool at the discretion of the APHL's Senior Director of Infectious Disease Programs if the outlined expectations are not consistently met.

Appendix B: Application

Applicant:

1. Please describe your organization's experience with coordinating events; ensure to include three examples of past events, including client contact information to serve as references. The evaluation team may choose to contact references. Responses must also describe the following:

a. Years of experience providing event management and travel coordination services domestically and internationally
b. The types and sizes of past events you have planned including number of participants
c. Event coordination experience outside of the US, including a list of countries where you have previously worked
d. Experience supporting visa application processes
e. Data feed integration capabilities and plan, including the options outlined in Appendix A
f. Experience negotiating hotel or conference meeting space, AV and catering contracts (outside of hotels)
g. Experience coordinating transportation, including airport transfers and daily transportation to and from venue
h. Translation services, including simultaneous translation and written translation
i. Experience providing onsite event support

2. Describe your ability to make airline reservations through a Global Distribution Network (GDS)? \Please also describe your current capabilities for integrating participant travel information with APHL's designated international security assistance provider, as described in Appendix A.

3. Has your organization planned and managed events within the US federal per diem schedule? Please describe your approach to developing and managing event budget and staying within approved per diem requirements.

4. Has your organization operated events in countries with US State Department Travel Advisories? Please describe how you incorporate risk mitigation strategies into your event management plan.

5. Backup Insurance Capability: APHL will generally arrange required travel insurance (medical and security evacuation) coverage for participants and APHL-supported travelers. Please describe your organization's ability to identify and obtain supplemental or short-term travel or medical insurance coverage at APHL's request. Please address:

a. Types of coverage available, including emergency medical care, medical evacuation, repatriation, and emergency assistance, as applicable.

b. Your ability to obtain coverage for individual participants or specific events, including participants traveling internationally from different countries.
c. Typical costs or rates, if available, and any associated administrative fees.
d. The process and anticipated timeframe for obtaining coverage when requested by APHL.
e. How insurance costs would be handled, including any advance payments by your organization and reimbursement by APHL.

6. Please describe your organization's commercial liability insurance or equivalent coverage and your approach to supporting APHL when a participant requires medical attention during an event or if there is a disruption to the event. Please address:

a. The types and limits of your organization's commercial liability coverage, if applicable.
b. Your ability to assist with logistical arrangements when a participant requires medical attention, including coordinating transportation to an appropriate medical facility and communicating with APHL program staff and the appropriate insurance or emergency assistance provider.
c. Your ability to facilitate payment of medical transportation or other related expenses when authorized by APHL, including any advance payments by your organization and the process for obtaining reimbursement.
d. How would your organization manage unexpected expenses, losses, or incidents involving event funds, participant stipends, or vendor staff, including the responsibilities of APHL and the vendor.
e. How would your organization handle a last-minute event cancellation (i.e. due to a change in where APHL/CDC can operate, a public health event or other natural disaster impacting the event location or a majority of the attendees)?

7. What mechanisms have you utilized or could you utilize for stipend disbursement?

a. Can you accommodate wire transfers?
b. Can you accommodate cash disbursement onsite in USD and in the case of international events, local currency?
c. Please describe your process for obtaining and securely transporting or otherwise accessing cash for onsite participant disbursement.
d. Please describe your procedures for documenting stipend disbursement and reconciling distributed funds.

8. Please describe how you would accommodate travelers while in transit if they require assistance.

a. How would participants get in touch with you?
b. What are your after-hours procedures?
c. What are your procedures for corresponding with attendees who speak languages other than English?

d. Please describe your procedure for assisting participants with travel disruptions, including missed connections, flight cancellations or other changes requiring additional transportation or lodging.

9. **How do you gather information from participants regarding travel and other event arrangements (e.g. email, website, online registration system)?**
    a. What information do you routinely collect?
    b. How do you protect participant information and control access to information collected for travel and event management?
    c. If appropriate, feel free to include screenshots or mock-ups of your collection tools or resources

10. **Please describe how your organization supports participants with medical or travel insurance requirements when traveling outside their home countries?**
    a. How would you communicate insurance requirements and coverage information to participants?
    b. How would you assist participants with obtaining or documenting required coverage?
    c. How would you assist a participant who require medical attending while traveling outside of their home country, including urgent but non-emergency medical care?

11. **Please describe your experience supporting participants who require visas or other travel authorizations for international events.**
    a. How would you communicate visa and entry requirements to participants?
    b. How would you assist participants with the administrative aspects of visa applications, including providing draft itineraries, proof of lodging, flight information or other supporting documentation?
    c. How would you track participant visa applications and follow up with participants who have not secured the required visa within the necessary timeframe?
    d. How would you handle visa delays, denials or other circumstances that may affect participant travel?
    e. What is your experience processing or supporting reimbursement of visa application fees and other approved visa-related expenses?
    f. How would you communicate changes to visa or entry requirements to APHL and participants?

12. **What are your rates and/or how do you calculate your staff time and overhead/administrative fees for pre- and post-event support? How do you determine these fees for onsite support? How do you determine the appropriate amount of on-site staff support needed for an event?**

13. **How does your organization handle change requests that may impact the scope of the original contract and budget?**
    Please describe your process for obtaining approval for changes, communicating cost impacts to APHL, and documenting changes to the event scope or budget.

14. **Answering this question is optional. Answers to this question will not count towards the overall score given to the applicant.** Please describe any experience you have in hosting virtual and/or hybrid (in-person and virtual) events including host-platforms used, countries serviced, and any other applicable details. APHL reserves the right to award certain events to contractors with the ability to pivot to virtual or hybrid offerings if in-person plans are tenuous and subject to change with short notice.

**Answers to this question will not impact the scoring of this RFP, however, the ability to host a virtual or hybrid event may be needed in some instances. In these cases, contractors with demonstrated virtual or hybrid capabilities will be given preferential selection.

Appendix C: Score Card

The following table is a copy of the scorecard that will be used to evaluate RFP responses.

Category/Question	Maximum Value	Score	Comments (REQUIRED)
Event Management and Logistics (Questions 1-4)			
1. Does the applicant have the capability to provide event management support. *Responses must include three examples of past event(s) with client contact information to serve as references; size of past event(s), including number of participants; for international events, countries and familiarity with visa requirements. We are specifically looking for experience with participant tracking, negotiating contracts, coordinating logistics, onsite support, translation support* **Ideal** (20 points): Provides three relevant examples and references and demonstrates substantial experience managing events. Routinely coordinates domestic and international events and has experience with events like APHL needs described in RFP. Clearly demonstrates strong experiences across the requested areas. **Adequate** (11-19 points): Provides relevant event examples and demonstrates the ability to provide most requested services. Has substantial event planning /travel experience and demonstrates the ability to provide most of the requested services but has less international experience or limited experience with the types of services required. **Limited** (1-10 points): Provides few relevant examples or limited evidence of managing events comparable to APHL's needs. Has some relevant event planning/travel experience but limited international experience or limited experience with the types of services required. **None** (0 points): Does not demonstrate relevant experience	**20**		
2. Does the applicant have the ability to make airline reservations through a GDS? *Describe the applicant's current capabilities for integrating participant travel information with APHL's designated security assistance provider.* **Ideal** (5 points): makes airline reservations through a GDS and demonstrates current capability to integrate participant travel information with APHL's designated international security assistance provider, **Adequate** (3-4 points): makes airline reservations through a GDS but requires some additional coordination or implementation to support required data integration. **Limited:** (1-2 points): Does not currently make airline reservations through GDS but is actively developing this capability or provides a reasonable approach for meeting requirements. **None** (0 points): Does not have GDS airline reservations capability and does not provide an acceptable approach for meeting requirements.	**5**		
3. Has the applicant planned events within the US federal per diem schedule? *Evaluate how the applicant has handled/would handle the per diem budget constraints for lodging and catering and any cost savings measures they indicate.* **Ideal** (7 points): Routinely coordinates domestic and international events within the US federal per diem schedule and describes effective	**7**		

approaches to managing lodging and catering costs, including cost-saving measures, **Adequate** (4-6 points): Has experience working within federal per diem requirements and demonstrates an understanding of how to manage lodging and catering costs within an approved budget, **Limited** (1-3 points): Does not routinely work within the US federal per diem schedule but indicates ability to do so and provides a reasonable approach to managing budget constraints **None** (0 points): Does not demonstrate an understanding of federal per diem requirements or does not address all required items.			
4. Has the applicant planned events in countries with US State Department Travel Advisories? *Evaluate the applicant's experience with risk mitigation strategies and familiarity with travel to high-risk locations.* **Ideal** (8 points): Routinely coordinates international events in locations with US State Department Travel Advisories and demonstrates strong experience implementing travel and security risk mitigation strategies, **Adequate** (4-7 points): Has experience coordinating international events and demonstrates an understanding of travel and security risks and appropriate mitigation strategies, but has limited experience in higher-risk locations, **Limited** (1-3points): Does not routinely work in countries with Travel Advisories but describes a reasonable approach to identifying and mitigating travel and security risks, **None** (0 points): Does not demonstrate relevant experience or an acceptable approach to managing travel and security risks.	**8**		
Travel Insurance and Liability (Questions 5-6)			
Rate the applicant's ability to obtain short term insurance coverage and liability protections for supporting APHL events when needed. *Describe the applicant's travel medical insurance or equivalent. Does the applicant describe commercial liability insurance or equivalent? Responses should address the types and limits of coverage available; the applicant's ability to obtain coverage for individual participants and /or specific events, coverage for emergency medical care, medical evacuation and repatriation; procedures for assisting a participant who requires medical care or evacuation; and responsibility for expenses incurred. Describe how the applicant would address unexpected incidents or losses involving participants, event funds or staff.* ***Ideal*** *(15 points): Demonstrates a clear ability to obtain backup insurance promptly at APHL's request, with transparent costs. Has appropriate liability protections and a well-defined process for coordinating medical assistance, authorized payments, reimbursement, and unexpected incidents.* ***Adequate*** *(10-14 points): Demonstrates the ability to obtain coverage and provide logistical and payment support, with minor gaps in procedures or details that can be clarified.* ***Limited*** *(3-9 points): Has some relevant capabilities but significant limitations or unclear procedures regarding insurance procurement, medical incident support, payment, reimbursement, or financial responsibility.* ***None*** *(0 points): Does not demonstrate the ability or a reasonable plan to address these needs.*	***15***		

Participant Support (Travel, Stipends and Communications) (Questions 7-9)			
Rate the suitability of the applicant's participant travel arrangements, stipend disbursement and communications capabilities. *Responses should address the applicant's ability to:* • *Disburse participant stipends by wire transfer or cash;* • *Provide participant travel support, including assistance with flight changes, cancellations, delays and other travel disruptions;* • *Provide a designated point of contract for urgent participant needs during travel and events, including 24/7 availability, with an international toll-free telephone number and or monitored email inbox;* • *Develop and implement a plan for communicating with participants before and during events, including schedules of communications, travel instructions, reminders and event updates; and* • *Collect and manage participant information and documentation needed for travel coordination and emergency support, as applicable* **Ideal** (20 points): Demonstrates comprehensive capabilities in all or nearly all requested areas. Offers both wire and cash stipend disbursement; provides 24/7 participant support during travel and events through accessible contact methods; describes a clear, organized participant communication plan; and demonstrates established procedures for collecting and managing necessary participant information and documentation. **Adequate** (12-19 points): Demonstrates the ability to provide most requested services. Has established stipend disbursement, travel assistance, and participant communication processes, but some services have limitations in availability, methods, procedures, or international experience. Provides a reasonable approach to addressing identified gaps. **Limited** (1-11 points): Demonstrates some relevant capabilities but has significant limitations in one or more areas, such as stipend disbursement methods, travel disruption support, availability of participant assistance, communication planning or collection of participant information. Provides a general plan for addressing gaps. **None** (0 points): Does not demonstrate the ability or reasonable plan to provide the participant travel, stipend and communication support required for APHL events.	**20**		
Participant Support (Medical/Insurance and Visa Entry Support) (Questions 9-11)			
Rate the suitability of the applicant's medical/insurance and visa/entry support capabilities. *Responses should address the applicant's ability to:* • *Support participants with questions or needs related to medical and travel insurance coverage;* • *Assis with logistical arrangements when a participant requires medical attention, including coordination with APHL staff and the appropriate insurance or emergency assistance provider;*	**15**		

• *Facilitate medical transportation and related expenses when authorized by APHL;* • *Provide information and administrative assistance regarding visa and entry requirements for internation travel'* • *Assist with required documentation, including travel support documentation needed for visa application;* • *Track visa application progress and follow up on outstanding requirements; and* • *Assist with travel changes resulting from visa delays or denials.* **Ideal** (15 points): Applicant demonstrates comprehensive participant support capabilities, including both wire and cash transfers; 24/7 POC with international toll free telephone number and/or monitored inbox to provide support; a clearly articulated plan for communicating information to participants; gathers appropriate information from participants; appropriate medical/travel insurance coverage and a clearly articulated plan for assisting participants with medical emergencies and demonstrated experience supporting visa and entry requirements, including documentation, application follow-up, and travel changes related to visa delays or denials. **Adequate** (9-14 points): Applicants demonstrate the ability to provide most requested services, with established processes for medical/insurance assistance and visa/entry support. Some services may have limitations in experience, scope or procedures, but the applicant provides a reasonable approach to addressing them. **Limited** (1-8 points): The applicant demonstrates some relevant capabilities but has significant limitations in medical/insurance support or visa/entry assistance. Processes for coordinating medical needs, obtaining visa documentation, tracking applicants or managing travel changes are unclear or require substantial development. **None** (0 points): Applicant does not demonstrate the ability or a clear plan to provide medical/insurance or visa/entry support services required for APHL events.			
Financials (Questions 12-13)			
7. **Rate the suitability and transparency of the applicant's fee structure and approach to managing event costs.** *Responses should describe rates for staff time, overhead, administrative fees, onsite support, travel management, insurance, data-feed integration, and other applicable fees; how the applicant develops and manages event budgets; and the process for handling changes to the scope of work that may affect costs. Applicants should clearly identify any additional or pass-through costs and explain how they will be communicated to and approved by APHL.* **Excellent** (10 points): Clear, transparent and competitive fee structure. Clearly identify rates, overhead, administrative and other fees, pass-through costs and potential additional charges. **Good** (5-9 points): Provides sufficient information to understand the general fee structure and approach to managing costs, but some fees, pass-through costs or change management procedures are unclear. **Limited** (1-4 points): Provides incomplete or unclear information regarding fees, overhead, additional costs or change requests. **Insufficient** (0 points): Does not provide sufficient information to evaluate the applicant's financial approach.	**10**		

HYBRID CAPABILITY			
Does the applicant have hybrid capabilities?	**0**		Yes No
TOTAL SCORE	**100**	**____**	