

Expression of Interest

International Professional Congress Organiser (IPCO) Services for the World Federation of Occupational Therapists (WFOT) 2026 Congress and Meetings in Bangkok, Thailand

WFOT is seeking to appoint an IPCO to work with the Federation to manage the next WFOT Congress in Bangkok, Thailand. WFOT holds an international Congress every four years, with each Congress location determined following the submission of bids from different countries within a selected region. An exhibition accompanies the international Congress.

The aims of the WFOT Congress are to:

- Provide an international scientific event for knowledge exchange and sharing
- Enhance the development of the profession
- Encourage fellowship within the occupational therapy community
- Increase the profile of the profession in the host country

Past WFOT Congresses include:

- Sydney, Australia 2006 (2085 delegates)
- Santiago, Chile 2010 (1870 delegates)
- Yokohama, Japan 2014 (6893 delegates)
- Cape Town, South Africa 2018 (1994 delegates)
- Paris, France, 2022 (2500 onsite and virtual participants)

The Congress presents a valuable opportunity to raise significant funds which can then be used for WFOT projects and ongoing administration costs. It is therefore imperative that the Congress makes a strong financial return, as well as be an educational success. For this reason, WFOT closely works with the IPCO to manage the Congress to maintain a consistently high standard of delivery and ensure reliable financial outcomes.

Who is WFOT?

WFOT is the global voice for occupational therapy to improve world health and wellbeing. WFOT sets and promotes international standards for occupational therapy education and promotes excellence through research and practice. In its role to represent the profession, WFOT collaborates with other international organisations, including the World Health Organization (WHO).

WFOT leads the management and planning of the Congress by providing the WFOT Congress Manual which sets out the roles, expectations, policies and procedures required for a successful Congress. In addition to the IPCO, WFOT works in collaboration with a number of organisations to offer the event, including:

- The national association of the host country to assist with volunteer recruitment and other local aspects of the Congress.
- An international WFOT Congress Scientific Programme Committee to plan the scientific content of the event.
- A Local Professional Congress Organiser (PCO) to undertake specific roles that enable the IPCO to deliver local aspects of the event. The PCO is appointed from the host country and will be responsible for managing the social events along with identification, recommendation and management of suitable suppliers. The PCO will

also manage WFOT Council and Executive Meetings that do not form part of this tender process.

- A Specialist Agency responsible for the sales and logistical management of the sponsorship and exhibition. The IPCO is expected to work alongside the PCO to ensure delivery of entitlements in regards to logo, branding, registrations and other aspects that cross over into the role of the IPCO.

Features of the 2022 Congress

The WFOT Congress is held internationally every four years, with the aim to encourage professional fellowship, exchange technical and scientific information and promote high standards of practice worldwide.

The most recent Congress was held in Paris in 2022, attracting over 2500 international delegates. The 2022 Congress was a hybrid event, with live and virtual presenters and audiences. The Congress provided approximately 700 virtual delegates around the world opportunity to access valuable content that they may not otherwise have had the ability to view.

The Congress Scientific Programme Committee invited submissions from occupational therapists, assistants, managers, researchers, educators, students as well as client/service users for the following submission categories:

- Pre-Congress workshop
- Oral/Poster session
- Research Institute: 3-minute thesis

The 2022 Congress Scientific Programme subsequently featured:

- 5 keynote speakers
- 84 oral sessions
- 4 WFOT Sessions
- 2 Research Institute Sessions
- 1 WFOT Symposium
- 10 Lightning Talk Sessions
- 815 e-Posters (747 uploaded by main author to the online platform)
- Poster boards displaying hard copy posters
- Student Forum
- 2 satellite workshops

2022 Programme Statistics

Abstract Submission Type	No: of submissions	Number accepted into programme	Number presented at the Congress
Pre-Congress Workshop	135	15	8
Oral	1758	940 orals	889
Poster only	931	635	747 posters 91 Lightning Talks

Abstract Submission Type	No: of submissions	Number accepted into programme	Number presented at the Congress
Research Institute: 3 minute thesis	94	48 <i>(33 were reserved for an oral)</i>	Session: SE-27 = 23 Session: SE-54 = 21
TOTAL	2918	1685	

The Pre-Congress Programme included:

- Education Day
- 8 Pre-Congress Workshops (3 in the morning and 5 in the afternoon).

Hybrid and translation features (TBC for 2026):

- Live streaming of sessions for virtual audience
- Simultaneous translation via the 'Congress Rental Network' app
- Professional French translation of all programme and website materials

Social events:

- Welcome Reception on Sunday at the Convention Centre (Approximately 1100 participants)
- Congress Party on Tuesday at the Hôtel de Ville (Paris City Hall) (Approximately 500 participants)

WFOT Congress 2026

The WFOT Congress in 2026 will have similar features as described for the Congress in 2022, however is not expected to be delivered in a hybrid format; on-demand/recorded sessions will be considered instead. Online access and translation features will be confirmed at a later date. Management of online access and translation services will not be required for the purposes of this tender submission.

SCOPE OF SERVICES

The following is a list of services to be carried out by the IPCO for consideration when preparing a submission and proposing service fees.

Note: The proposed allocation of responsibilities will be discussed further after the tender submission process has been completed to achieve the best collaboration between the IPCO and WFOT.

Planning, administration and committee management

- Appoint a dedicated team to manage and carry out all services as per scope of services.
- As Congress Secretariat, manage and coordinate administrative matters for the event.
- Develop a detailed Congress plan and planning schedule, including critical dates for task completion.
- Work with WFOT and other stakeholders to meet agreed key performance indicators and standards.
- In consultation with WFOT, provide professional recommendations for delivering all necessary tasks for Congress.

- Arrange, manage and attend WFOT Executive and Congress Scientific Programme Committee (CSPC) meetings, including preparation of agendas, papers and minutes.

Finances

- Develop and continually monitor budgets in consultation with WFOT, including keeping financial records and reporting on all monies received and expended.
- Obtain quotes for budgeted items and negotiate purchases as agreed. All quotes must be direct from suppliers and approved by WFOT. Invoices must be presented at cost for the Congress budget, direct from supplier.
- Provide regular reports on finances and budget monitoring.
- Handle all receipts and payments for all aspects of the Congress, including but not limited to, registration, suppliers, speaker arrangements and sponsorship.
- Arrange insurance coverage for the Congress, as required.
- Follow up all outstanding debts and prepare a final statement of income and expenditure following the Congress, as required.

Delegate management

- Manage all aspects of Congress registration relating to registration bookings, sales, enquiries, reporting, communications, privacy, compliance, etc.
- Develop and build the online registration form(s) to register all delegates, speakers, sponsors, exhibitors, etc.
- Manage all payment channels including credit card and other payment facilities such as bank transfers for some cases.
- Manage all non-payment issues including notifying debtors of the terms and conditions related to registration and payment.
- Provide online access to registration reports.
- Provide suitable service levels and response times for communication with delegates, sponsors, exhibitors and other stakeholders etc.
- Provide an excel list of participants to WFOT and generate Certificates of Attendance for all delegates.
- Organise information for continuing professional development accreditation by liaising with WFOT.
- Organise Congress Grants Programme in accordance with defined procedures and in liaison with WFOT

On-site management

- Arrange the onsite registration of delegates.
- Ensure all on-site staff are fully briefed and trained.
- Co-ordinate technical support for the speakers' preparation room and ensure specifications are provided to speakers prior to the event.
- Manage all event logistics, operation rundown and time-control, including pre-event rehearsal and on-stage manning, for the set-up and during the event period, extending until complete event dismantling.
- Assist keynotes and VIPs with their on-site requirements, including coordinating and conducting tech rehearsals, if needed.

Programme management

- Manage the workshop, abstract and poster submission, selection and scheduling processes, including an online review process for the Congress Scientific Programme Committee (CSPC).
- Ensure decisions regarding sessions and the abstract selection process are in line with WFOT policy and work within the constraints of the Congress footprint.
- Manage the process for nominating, selecting and arranging the Keynote Speakers, in line with WFOT policy.
- Work with the CSPC to assign Session Chairs for the Programme and manage Session Chair invitations, acceptances and changes.
- Manage all speakers and Chairs, including the provision of accurate Chair notes, run sheets, speaker bios, awards, certificates and speaker gifts.
- Ensure a seamless process for speakers, including submission of talks, availability of the speaker's preparation room and provision of relevant AV equipment.
- Prepare abstracts, photos and videos for online publication, including organising for recording of sessions, as required, including permission to record and publish recordings.
- Manage the flights, accommodation and transfers for Invited Speaker and identified VIPs.
- Prepare thank you letters to all Keynote Speakers, Committee members and other identified VIPs.
- Actively participate in the overall design of the Congress experience, following best practices and offering suggestions based on trends and innovative practices.
- Support WFOT with advice on the overall programme for various additional activities during the Congress week, including Congress schedule (start and finish times), room allocations, catering needs, exhibition, plenaries, concurrent sessions, workshops, Pre-Congress activities.
- Manage all aspects of the build and deployment of an online Congress application, including preparing a detailed timeline with clear deadlines and milestones, and task responsibilities.
- Create and upload content to the Congress application, including content provided by WFOT (e.g. programme information and provide ongoing management, including push notifications as specified by WFOT).

Marketing

- Develop and maintain the Congress website using collateral and branding provided by WFOT.
- Request from WFOT, in a reasonable timeframe, any collateral and branding assets needed for the website or any other marketing materials that are agreed to be produced.
- Proactively suggest ways to streamline or improve marketing tactics.
- Follow WFOT Style Guide when developing content, and ensure content is drafted in accordance with this document and to high standards.
- Support WFOT with information and insights to drive and boost delegate numbers.
- Advise on the style and design of all onsite materials and signage, including directional signage, exhibition features/signage/rigging, posters, etc.
- Develop content and deliver all social media content required to promote and support the Congress in liaison with WFOT.

Social event management

- Provide briefs for social events and entertainment that align with WFOT policies and budget.

- Oversee the work of the Local PCO in coordinating entertainment, theming, production, venue liaison, invitations, catering and transportation for all social events.
- Brief, discuss and involve the WFOT team in all aspects of theming of key events to ensure branding and entitlements are executed.
- Work with the Local PCO to develop and execute the established timeline for all social events, and keep WFOT team regularly informed of progress.
- Prepare detailed run sheets for each event.

Venue and supplier management

- Provide key information and specific requirements for the Congress programme to the Local PCO to manage all venue liaison and logistics.
- Oversee the Local PCO to supply briefs, secure quotes from suppliers, manage work and check invoices against quotes.
- Work with the Local PCO to advise on the food and beverage menus for the various activities (considering any special dietary requirements).
- Direct the Local PCO as the main liaison with all on-site service providers, including venue management, caterers, AV suppliers, etc.
- Ensure the Local PCO has all necessary information and details to coordinate the venue event order with the venue operations manager.
- Work with WFOT to determine optimal room uses and space allocation for all Congress activities.
- Provide a comprehensive audio-visual brief for the Congress and associated events.
- Oversee the Local PCO in securing quotes and managing all production aspects of the Congress, including all stage and floor set-up, backdrops, lighting, and AV according to WFOT specifications.
- Direct the Local PCO to manage all aspects of the production process for signage and printed collateral, including quotation, execution, print, delivery and installation.

Reporting

- Conduct post-Congress delegate and sponsors/exhibitor surveys, distributed prior to the conclusion of the Congress. Provide all response data to WFOT.
- Make available financial and statistical reports of delegates, both through a web link and in hard copy.
- Provide financial documentation to WFOT to enable the books and records to be audited.
- Provide comprehensive reports to WFOT, including all statistical information, recommendations for future events, and a summary analysis.

Sponsorship and Exhibition

- Liaise with the Specialist Agency responsible for sponsorship and exhibition sales and management to ensure financial targets are met.
- Work with the Specialist Agency to develop timelines for delivery of entitlements and ensure deadlines are met.
- Implement logo and branding entitlements for website and other printed and electronic collateral.
- Liaise with the Specialist Agency to ensure all sponsors and exhibitors register as per their entitlements, and are able to register additional passes.
- Liaise with the Specialist Agency to integrate sponsorship and exhibition components into the Congress program.

Sustainability

- Ensure that sustainable practices are in place.
- Research and recommend ways for the event to become more sustainable.
- Implement carbon neutral measuring and propose/recommend carbon offset methods.

TENDER REQUIREMENTS

WFOT invites tenders for appointment as IPCO for the next WFOT International Congress and Exhibition in Bangkok, Thailand. Responses should address the following requirements:

- Executive summary / Point of difference
- Description of services
- Fees and cost structure
- Evidence of having previous experience in managing international meetings with over 2500 attendees in the area of healthcare
- Evidence of knowledge of the occupational therapy profession
- Proven history of working with a local/national PCO
- Proven history of sound financial management and income generation
- Fluency in English and capacity to work in the language of the host country
- References

A generic example of a comprehensive contract should be provided with the tender documents

Executive summary / point of difference

This section should outline the point of difference of the organisation. Please outline:

- How the company would meet the above service requirements.
- How the company is a leader in events management and could work with WFOT to evolve the Congress.
- Outline what differentiates the company from others in the industry.
- Provide evidence of work on similar sized events in the healthcare industry.

Description of services

Tenderers should clearly identify for each of the sections listed in “PCO Scope of Services”

Ability to provide the services listed in each section.

1. Inclusions – State any additional services that will be performed in addition to those listed in the Scope of Services above.
2. Outsourcing – If applicable, state which services will be outsourced.
3. Exclusions – To avoid confusion and eliminate the scope of assumptions, state which services will not be offered (whether listed or not in the PCO Scope of services above)

Fees and cost structure

Tenderers are required to clearly set down fees to be charged (if applicable) for each of the sections in “Scope of Services”. When addressing the fees, clearly indicate (if applicable):

1. Management fee – General Congress management, administration, consultancy services, onsite management
2. Unit fee – e.g. variable fee per delegate registered or by organisation booked (if applicable)
3. Commission fee paid to PCO by WFOT based on revenue collected from registration, sponsorship, exhibition or other
4. Commission(s) to be received for any services booked on behalf of WFOT (accommodation, venue, travel, etc.)
5. Disbursement items (i.e. photocopying, printing, additional staff costs such as onsite accommodation, etc.) that are an additional charge. (please provide itemised list and indicative charges)
6. Mark-ups, if applicable to any services/products paid out by the PCO on behalf of WFOT
7. Management process of supplier invoicing and if on a transparency basis or alternative method
8. Any other fees, payments or disbursements applicable

References

Tenders should include at least three referees who may be contacted by the Events Team, preferably from Organisations/Associations similar to WFOT.

Please provide the following details in relation to referees as part of the tender submission document:

1. Name:
2. Contact information:
3. Event with which they were/are associated (name, date, delegate numbers); and position in relation to the organisation of that meeting.

Any questions can be directed to Ritchard Ledgerd, WFOT Executive Director via admin@wfot.org by the 23 September 2023.

The closing date for submissions is the 30 September 2023 via admin@wfot.org