



SPECIFICATION

APPOINTMENT OF AN EVENTS MANAGEMENT AGENCY FOR THE HEALTH OMBUD INAUGURAL CONFERENCE LOGISTICS

1. Background

The Health Ombud is situated within the Office of Health Standards Compliance (OHSC). The entity plays a pivotal role in safeguarding quality healthcare by considering, investigating, and disposing of complaints relating to non-compliance with prescribed norms and standards in a procedurally fair, economical, and expeditious manner.

The Health Ombud will host its inaugural conference from **11-12 September 2025** in Johannesburg and intends to appoint a qualified and experienced service provider or events management company to provide services for overseeing and managing the logistical arrangements of the Health Ombud conference.

2. Scope of Work

The appointed Events Manager will be responsible for the end-to-end logistical management of the conference for a pax of **300 participants**.

Key deliverables are listed below. The appointed events manager is expected to manage the following:

2.1. Management of delegate communication and confirmations – upon registration

- Coordination of name badges, lanyards, and delegate packs onsite
- On-site registration desk management

2.2. Venue and Technical Logistics

- Overseeing Room setup and layout planning logistics
- Overseeing Audio-visual equipment coordination logistics (sound, screens, livestreaming, etc.)
- Setting up staging, branding and printing of signage

2.3. On-site Management

- Supervision of suppliers and service providers
- The conference will include a virtual component; the events manager will be expected to manage this element as well, i.e. registration and monitoring thereof, and participation.

3. Expected Deliverables

- Conference logistics plan with timelines
- Regular progress reports/updates
- Fully managed logistics before, during, and after the conference
- Final conference logistics close-out report

4. Experience and Qualifications

The Events Manager/Agency must demonstrate:

- A minimum of 5 years' experience in managing medium to large-scale (200 pax and above) conferences
- Proven experience in stakeholder coordination and supplier management
- Excellent planning, communication, and problem-solving skills
- Familiarity with health, safety, and accessibility standards
- Knowledge of hybrid or virtual conferencing tools

5. Duration of Appointment

The duration will cover the period from **22 August 2025** to **13 September 2025**, including pre-conference planning, the conference itself, and post-conference wrap-up.

6. Evaluation Criteria

Proposals will be evaluated based on:

- Relevant experience and portfolio
- Technical approach and methodology
- Team qualifications
- Cost breakdown
- References from previous clients on similar role

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