



## TERMS OF REFERENCE (ToR)

### Event Pre-Registration Services for the 6th Annual Civic Space Protection Summit

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#### 1. Background

The **Civic Freedoms Forum (CFF)** is a platform dedicated to advancing the protection and promotion of civic space, fundamental freedoms, democratic governance, and citizen participation. Through strategic convenings, dialogue, and advocacy, CFF brings together civil society organizations, government actors, development partners, academia, media, and human rights defenders to address emerging issues affecting civic freedoms.

This year, CFF will host the **6th Annual Civic Space Protection Summit**, a high-level multi-stakeholder event that will bring together participants from diverse sectors and regions to engage in meaningful dialogue, knowledge sharing, and collective action on civic space protection.

To ensure efficient planning and seamless participant management, CFF seeks to engage a qualified consultant or service provider to provide **event pre-registration services** for the summit.

#### 2. Purpose of the Assignment

The purpose of this assignment is to provide professional pre-registration services that ensure smooth participant registration, clear categorization of attendees, and seamless coordination of registration payments for the 6th Annual Civic Space Protection Summit.

#### 3. Objectives of the Assignment

The specific objectives are to:

- Develop and manage an efficient event pre-registration system.
- Facilitate registration of summit participants in a structured and user-friendly manner.
- Clearly categorize participants based on their roles and affiliations.
- Link registered participants with payment details for registration fee processing.
- Support CFF in tracking registrations, payments, and attendance projections.

#### 4. Scope of Work

The consultant/service provider will undertake the following tasks:

##### 4.1 Participant Registration

- Design and deploy an accessible and efficient event registration system (online and/or offline).

- Develop registration forms capturing key participant information including: Full name; Organization/Institution; Job title/Position; Email address; Phone number; Country/Location; and Special needs or accessibility requirements.
- Provide automated registration confirmation upon successful registration.
- Maintain a secure and organized participant database.

#### 4.2 Participant Categorization

The consultant/service provider shall ensure that all participants are registered under clearly defined categories to support effective planning, communication, access management, reporting, and logistical coordination for the Summit.

The registration platform should allow participants to select or be assigned to the following categories:

- **Development Partners/Donors**  
Representatives from donor agencies, funding institutions, foundations, and development cooperation partners supporting civic space and governance initiatives.
- **Government Representatives**  
Participants from national and county government institutions, ministries, departments, agencies, and relevant public bodies.
- **Resource Persons**  
Individuals serving in facilitative or technical roles during the summit, including: Speakers; Panelists; Moderators; and Rapporteurs
- **CFF Secretariat**  
Members of the Civic Freedoms Forum Secretariat responsible for coordination, administration, and oversight of summit activities.
- **Organizing Team**  
Staff drawn from CFF member organizations and members of the planning committee responsible for summit planning and execution.
- **General Participants**  
All other registered attendees, including civil society actors, human rights defenders, academia, media, private sector representatives, students, and other stakeholders attending the summit.

The consultant/service provider shall ensure that the registration system supports filtering, tracking, and reporting of participants based on these categories.

#### 4.3 Payment Coordination

- Share payment details with registered participants promptly after registration.
- Provide clear payment instructions including: Bank name; Account name; Account number; Payment reference code/details; Payment deadlines
- Establish a mechanism for participants to confirm payment.
- Coordinate with CFF to reconcile payment records with registration records.

#### **4.4 Registration Monitoring and Reporting**

- Track registration progress in real time.
- Provide regular updates to the CFF organizing team.
- Generate registration reports showing:
  - Total registrations
  - Registrations by participant category
  - Paid registrations
  - Pending payments
  - Confirmed attendees

#### **5. Deliverables**

The consultant/service provider shall deliver the following:

- Functional event pre-registration platform/system
- Structured participant database
- Categorized participant registration list
- Payment tracking mechanism
- Weekly registration progress reports
- Final registration and payment status report

#### **6. Duration of Assignment**

The assignment is expected to commence on **20<sup>th</sup> July 2026** and conclude on **18<sup>th</sup> August 2026**.

#### **7. Required Qualifications and Experience**

The ideal consultant/service provider should possess:

- Demonstrated experience in event registration management and coordination
- Proven ability to manage participant databases and registration systems
- Strong communication and customer support skills
- Experience handling payment coordination for events
- Excellent reporting and data management skills
- Ability to ensure confidentiality and secure handling of participant data

## **8. Reporting and Supervision**

The consultant/service provider will report directly to the **Civic Freedoms Forum Secretariat / Summit Organizing Committee**.

Progress review meetings may be held periodically to assess registration progress and resolve emerging issues.

## **9. Proposal Submission Requirements**

Interested consultants/service providers should submit:

- Technical proposal outlining methodology and work plan
- Financial Estimate
- Company/consultant profile
- Relevant experience and references

Application

Send your submission to [info@cff.or.ke](mailto:info@cff.or.ke) and copy [mmwelesa@cff.or.ke](mailto:mmwelesa@cff.or.ke) by 6<sup>th</sup> July 2026