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Request for Proposal (RFP)

Association Management Services 2028-2031 and Professional Congress Organization for the World Glaucoma Congress (WGC) 2029 and 2031

Introduction

The **World Glaucoma Association (WGA)** is the largest international organization dedicated to glaucoma science and care. Established in 1985, the WGA's core mission is to eliminate glaucoma-related disability worldwide. The Association comprises 91 affiliated glaucoma societies, bringing together healthcare professionals who volunteer their time and expertise to advance the field of glaucoma. Through its efforts, the WGA disseminates high-quality, evidence-based scientific knowledge and supports the global glaucoma community with resources, education, and advocacy.

One of the WGA's most significant initiatives is the **World Glaucoma Congress (WGC)**, a biennial event that serves as the largest gathering of glaucoma specialists and eye care professionals from around the world. Since its inception, the WGC has been held eleven times, with the 12th edition scheduled for April 20 – 23, 2027 in Kyoto, Japan.

The Congress provides a platform for sharing the latest advancements in glaucoma research, treatment, and technology. It features a diverse array of sessions, workshops, and panel discussions designed to enhance clinical skills and foster collaboration among professionals. Attendees have the opportunity to engage with peers, explore new ideas, and contribute to the future of glaucoma care.

The World Glaucoma Association (WGA) invites proposals from qualified service providers to deliver comprehensive **Association Management Services** and **Professional Congress Organization (PCO)** services for its World Glaucoma Congress and related activities. This RFP outlines the scope of services, expectations, and submission requirements.

We look forward to receiving proposals from organizations with demonstrated expertise in managing professional associations and delivering successful international congresses.

Congress / Event details:

The **World Glaucoma Congress** spans four days, typically from Wednesday to Saturday, with a Board Meeting on Tuesday. The event attracts approximately 3,000 participants and features around 250 faculty members, including board members, speakers, and chairs. The congress typically receives about 1,000 abstracts and is conducted in English. The exhibition area covers approximately 1,500 m², and there are around 20 sponsored symposia.



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The congress's communications include a sponsor and exhibition prospectus, first and final announcements, a final program, an abstract book with a searchable database on the website, and a dedicated congress website. The social program includes an opening session, welcome reception, president's dinner, and congress dinner/evening reception

The scientific program comprises plenary and parallel courses, poster sessions, industry symposia, workshops, wetlabs and board meetings. For a detailed program, please check the WGA website: www.worldglaucoma.org.

Association Management:

The **Executive Office** of the World Glaucoma Association (WGA) will play a crucial role in ensuring the smooth operation and success of the organization. Key responsibilities will include organising and coordinating committee meetings and providing support to these committees. The Executive Office will manage budgets and accounting, oversee marketing and social media efforts, and maintain effective communication with members, sponsors, and stakeholders. Additionally, the office will support the planning and execution of the World Glaucoma Congress and other events, handle administrative tasks, ensure compliance with organizational policies, and contribute to the development and implementation of strategic initiatives to advance the WGA's mission.

Scope of Services

The selected provider will deliver two primary categories of services:

Part 1: Association Management Services (January 2028 to December 2031)

The selected provider will ensure the effective management of WGA and its initiatives.

1. Financial Management

- Prepare and manage annual budgets.
- Generate monthly and quarterly financial reports in collaboration with respective bookkeeping offices.
- Oversee annual financial reporting, working with auditors.
- Process invoices (debit/credit) upon client approval.
- Handle reimbursements for board and committee members.

2. Membership and Sponsor Management

- Serve as the first point of contact for members and sponsors.
- Acquire new industry and glaucoma society members, as well as advertisers for the International Glaucoma Review (IGR).
- Manage contracts and invoicing for industry members and advertisers (approximately 30 annually).
- Maintain the WGA One database, including societies, industry members, individual members, and other stakeholders.



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3. Committee and Board Management

- Provide first-line support to board and committee activities.
- Assist with planning, preparation, and follow-up for WGA meetings, including the Board of Governors, Information Planning Exchange, and committee meetings (up to 250 participants and 30 meetings annually).

4. Communication and Brand Management

- Develop an annual marketing and communication plan.
- Manage WGA websites, including updates and content.
- Create newsletters for different stakeholders (up to three per month).
- Design promotional materials (flyers, posters, banners, etc.).
- Coordinate advertising and develop exchange deals with related societies, congresses, and journals.

5. Governance & Compliance

- Ensure compliance with data protection regulations.
- Oversee insurance matters and liability protection for volunteers.
- Manage legal agreements and insurance in collaboration with legal counsel.

6. Operations & Performance

- Execute committee plans across key areas, including Education, Advocacy, Finance, Communication, and Technology, among others.

7. Strategic Planning

- Activate and drive WGA's strategic plan.
- Support Executive Committee strategy and innovation.

Part 2: Professional Congress Organizer (PCO) Services for Congress 2029 and 2031

The selected provider will manage all aspects of the World Glaucoma Congress and ensure its successful delivery.

1. Project Management

- Conduct a congress design kick-off meeting.
- Develop a detailed project plan with deliverables and milestones.
- Schedule and facilitate project meetings with the Executive Vice President and Local Organizing Committee (LOC).
- Prepare and distribute meeting agendas and minutes.

2. Financial Management

- Liaise with the Administrative Office and accountant for congress administration.



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- Manage VAT structures and reclaim options.
- Set up and oversee congress budgets.
- Obtain congress insurance and manage financial risks.
- Collect registration, exhibition, and sponsorship fees.
- Process and pay third-party invoices upon client approval.
- Provide regular financial reporting and finalize financial audits.

3. Registration Management

- Set up a dedicated congress email account and registration system.
- Launch a tailor-made online registration form integrated with the congress website.
- Process individual and group registrations, including secured payment options.
- Provide delegates with pre-congress information and onsite support.
- Recruit and train staff for onsite registration desk management.
- Generate post-congress registration reports and summaries.

4. Accommodation Management

- Negotiate rates and secure hotel room blocks for board, faculty, and attendees.
- Process individual and group bookings, payments, and confirmations.
- Liaise with hotels to prepare rooming lists and handle invoices.
- Provide onsite support for accommodation-related inquiries during the congress.

5. Marketing & Promotion

- Develop a communication plan in coordination with the LOC.
- Manage the design and development of the congress logo, identity, and website.
- Circulate e-invitations, reminders, and newsletters.
- Promote the congress globally at related events.
- Coordinate the production of key communication materials such as programs, flyers, e-posters, and signage.

6. Scientific Program & Speaker Management

- Set up and manage an online abstract submission and review system.
- Correspond with reviewers, committee members, and authors.
- Processing reviews & feedback Program Planning Committee
- Manage speaker invitations, reimbursements, and presentation materials.
- Monitoring & reporting
- Coordinate with moderators, chairs, and speakers to finalize the program.
- Coordinate (scientific) program, room allocations & accreditation



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- Arrange for onsite content capture and dissemination through an educational platform.

7. Social Programs

- Organize social events, including receptions, dinners, and tours.
- Negotiate and finalize contracts with suppliers for social activities.

8. Sponsor & Exhibition Management

- Develop and execute a sponsorship plan, including acquisition strategies and pricing.
- Create and distribute sponsor and exhibitor information packages.
- Coordinate exhibition floor plans, booth setup, and onsite sponsor meetings.
- Sales at related congresses
- Negotiating sponsorship contracts
- Manage sponsorship deliverables and financial reconciliation.

9. Logistics & Onsite Management

- Negotiate, contract and liaise with venues and suppliers for all logistical arrangements, including AV, F&B, and signage.
- Organize room allocations, transportation, and security.
- Recruit and manage onsite staff to ensure seamless event delivery.
- Coordinate congress applications and technology solutions.

Proposal Requirements

Interested parties should include the following in their proposal:

1. Organizational Overview

Brief history and relevant experience in association management and congress organization.

2. Approach and Methodology

Description of service delivery for both association management and PCO. Tools and technologies proposed for service implementation.

3. Team Composition

Profiles of key personnel involved in both service categories.

4. Financial Proposal

Detailed cost breakdown for association management and PCO services.

5. References

At least three references from similar projects, including contact details.

6. Timeline

Indicative timeline for the implementation of services.

Submission Instructions

- **Deadline for Submission:** 17 October 2025



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- **Submission Format:** Proposals should be submitted electronically in PDF format to the WGA Executive Vice President (contact details below).
- **Contact for Queries:**

WGA Executive Vice President
Dr Kaweh Mansouri
kwmansouri@gmail.com

Evaluation Criteria

Proposals will be evaluated based on:

1. **Demonstrated Expertise and Relevant Experience**
Experience in both association management and PCO services.
2. **Quality and Feasibility of Proposed Methodologies**
Approaches and tools proposed for service implementation.
3. **Cost-Effectiveness and Value for Money**
Financial proposal and overall value offered.
4. **References and Outcomes of Past Projects**
Success stories and feedback from previous clients.

We appreciate your interest in supporting WGA's mission to advance glaucoma research, education, and advocacy through professional association management and impactful congress delivery.

Sincerely,

Kaweh Mansouri, MD MPH
Executive Vice President
World Glaucoma Association