

Request for Proposal

Selection of Event Management Agency for APAC 2021



QUALITY COUNCIL OF INDIA

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Introduction

Quality Council of India (QCI):

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The aim of QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens.

To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India

Quality Council of India is an autonomous organization under the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India. It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation Programmes and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

Request for Proposal

Quality Council of India invites applications from eligible and reputed event management agency/firms for Asia Pacific Accreditation Cooperation (APAC) 2021 Meetings.

Applicant Firms may note the following:

- a) This Request for Proposals would not be binding on QCI in any form.
- b) Bidders are advised to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- c) The bidder may, at their discretion, submit their suggestions on the objectives and scope of the work or service, timelines projected in the enquiry along with their interest. Suggestions and inputs so received in the RFP may not form part of evaluation and shortlisting criteria. However, QCI reserves the right to accept/ reject any or all suggestions/ inputs. The bidders/ shortlisted bidders shall have no right or claim in this regard.
- d) This shall in no way guarantee allotment of work to the shortlisted Firms. QCI reserves the right to adopt measures deemed fit for allotment of work as and when deemed fit.
- e) The Applicants must submit their applications in accordance with the requirements contained in this RFP document.

- f) This RFP does not bind QCI to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.
- g) QCI reserves the right to update, amend and supplement the information in this document including qualification process before the last date and time of submission of applications.

Application Submission:

S.No.	Information	Details
1.	Addressee and the address at which the application is to be submitted	Sh. F.C. Srivastava Assistant Director, Accounts & Administration Quality Council of India 2nd Floor, Institution of Engineers, New Delhi-110002
2.	Date of issue of this Request for Proposal	January 15, 2020
3.	Last date and time for submission of Applications	February 6, 2020, 5.00 PM.
4.	Tender Fees	Rs 5,000 (Non-refundable)
5.	Validity of the Application	90 days from the last date of application
6.	Contact Person for clarification	Mr. Ankur Malik ankur.nabet@qcin.org Mr. Shantanu Karmakar shantanu@qcin.org

Scope of Work:

The purpose of this RFP is to invite proposals from established and reputed Event Management Agency for managing (conceptualization and implementation/execution of events) Asia Pacific Accreditation Cooperation 2021 Meetings, hosted by India in the city of Bangalore (Bengaluru), Karnataka.

The Shortlisted Agency will be responsible for conception of idea of the event, event design, and execution and other related and required aspects such as permissions from various govt. /other authorities, safety arrangements, insurance etc. As part of this, the agency may be required to engage in-house/any specialist service providers such as consumer research, film production house, event venues, travel agents, etc. or other relevant service providers to deliver holistic solutions.

1.1 The event management agency would be responsible to perform during time schedule as follows:

- a) Preparation for the event from February 2020 onwards (activities as described under scope of services)
- b) Organizing the event for 320 delegates from approx. 60 economies primarily in Asia Pacific region (activities as described under scope of Services)
- c) Post event activities (as described under scope of works)

1.2 Organization would be responsible to organize the APAC event for activities at city of Bengaluru, Karnataka state, India which will include pre- conference activities, activities during and after the conference. The scope of work of the event management organization shall include and not limited to the following activities:

- Review and finalization of a venue for the event and hotel accommodation options for delegates at optimum rates.
- Website designing, maintenance and management including preparation of reports and sharing back-end information on regular basis as prescribed. Website management would also include activities such as immediate resolution of complaints / issues faced by the delegates, and sharing of interim reports.
- Online registration and management of foreign exchange through payment gateway (registration for event and hotel booking);
- Conference onsite Registration management;
- Development and management of Mobile apps for the event,
- Signage design, printing, entire arrangements / management at the conference venue;

- Audiovisual management (arrangements of mike system, face mike and collar mike and spare face mikes, LCD projectors, screens, laptops, audio-video recording of the proceeding along with requisite technical manpower), Please note that the event will have parallel meetings.

- Wi-Fi arrangements at Venue
- Bar-coded photo badges,
- Delegate Kits and souvenirs and printing (as desired)
- Transport arrangements and management.
- Airport / venue reception and transfers where required
- Videography / Photography Coverage,
- Catering Arrangements monitoring,
- Empanelment with medical hospitals during conference days,
- Onsite manpower management,
- Meeting Hall management,
- Support in Seeking all statutory compliances and approval from Ministry of home affairs for international delegates,
- Support for visa management which would also include organizing invitation letters for delegates, and coordination with External Affairs Ministry and embassy/ or other ministries,
- Seeking approval from Revenue Department, Ministry of Finance, for the management of foreign exchange,
- Spouse programs,
- Organizing one day Technical tour, City Excursions, Pre-Post tours,
- Organizing cultural events (at least 2)
- Event insurance,
- Supervision for entire activities, Management of post event activities related to preparation of reports, uploading final papers and photographs, coordination with participants on same,
- Any other feature or facilities which organization can provide if QCI feels necessary.

Pre-qualification Criteria

Bidders are expected to meet the following prequalification criteria. Application failing to either meet these criteria or not furnishing the requisite supporting documents/documentary evidence is liable to be summarily rejected. QCI shall evaluate the prequalification proposal with reference to the information and supporting documents furnished.

S. No	Eligibility Criteria*	Supporting Document Required	Yes / No and Deviation, if any
1	Bidder should be a partnership firm, LLP or company registered in India. and should be in existence for at least 5 years.	Certificate of Registration/Incorporation under the respective Acts in India and the	

		respective Memorandum of Association/Partnership Deed.	
2	The agency must be registered in India with appropriate tax and other administrative authorities.	GST Registration Certificate PAN Card Labour License No PF Registration No. ESIC Registration No.	
3	Bidder should have organized at least two National/International Events in India during the year 2018 or 2019 for the capacity of 300 delegates with activities similar to those described in the scope of works. Organizations who have coordinated State level or National level events like for Chief Minister / Prime Minister / President of India, are encouraged to apply and would be given weightages.	Sanction Order/Empanelment Letter of such contracts	
4	The Bidder should not have been black-listed by any of its clients during the last three years.	The bidder shall give a declaration to this effect that they have not been black listed by any of its clients as on date of submission of the tender	
5	The Agency should have a minimum average annual turnover of 5 Crore in the last three financial years i.e., 2016-17, 2017-18 and 2018-19.	Financial Statements for last three years and Income Tax Returns	
6	Bidder should be preferably ISO certified and approved by Ministry of Tourism, Govt. of India for making travel related arrangements.	Certificate and other relevant documents	
7	No pending cases or violation of any statutory laws related to illegal activities or financial fraud.	Must Submit a declaration.	
8	Weightage shall also be given to the Organizations having worked previously for the events with Quality Council of India or its constituent Boards.	Work Order	
9	Organization that are recipients of National / International awards of	Documentary Proof	

	Excellence in event management would be given due weightage.		
10	Organization should give at least three references of the clients with their contact details to whom satisfactory services have been provided. (Copy of the appreciation letters / Testimonials may also be attached)	Copy of the appreciation letters / Testimonials	
11	Organization shall have preferably in-house IT and E-commerce team for providing the necessary support for this International level Meetings / Conference	Organization Chart	

Bid Evaluation and Selection Procedure

The Bidders shall be short listed after the evaluation of their Technical Bids. Financial bids of only such shortlisted bidders will be opened. The final selection of the bidders shall be done on Quality Cost Based System (QCBS) with 70% weightage to the technical parameters and 30% weightage to the financial parameters. Contract shall be awarded to the bidder with the highest QCBS Score i.e. the H1 Bidder.

Other Terms and Conditions:

1	Tender Fees	Rs. 5,000 (non-refundable) shall be paid in the form of demand draft in favour of the Quality Council of India payable at New Delhi.
1	Earnest Money Deposit	Rs. 300,000 shall be paid in the form of demand draft in favour of the Quality Council of India payable at New Delhi.
2	Performance Bank Guarantee	5% of the actual contract value
3	Payment Terms	Billing will be done on four equal instalments of 25% each, milestones will be decided at the time of award of work with consultation of shortlisted service provider.

- **Last date of submission:** Last date of receipt of sealed applications is January 31, 2020 upto 5 PM. No application shall be entertained after the expiry of the due date and time.

- **Superscription:** The envelope containing the application must be sealed properly and must be super scribed as “Application for Selection of Event Management Agency for APAC 2021”.
- **Tender Fees:** Tender Fees of Rs. 5,000/- should be paid by way of demand draft in favour of Quality Council of India payable at New Delhi. The same shall not be refundable.
- **Authorized Signatory:** The application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of the application.
- **Applications sent by post/courier:** The applications may be sent by post/courier to reach before the scheduled date and time as indicated above.

Presentation

As a part of Evaluation of proposals submitted by the applicants, QCI shall seek further information or a presentation from the Organizations for evaluation purposes. QCI may call for such information/presentation at a short notice.

Amendment to RFP

At any time prior to the last date for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals,

QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP.

The applicant is required to visit the Tenders Section of QCI website for any changes or amendments in the RFP before submitting their Applications.

Rejection of Application

The application is liable to be rejected if:

- a) Not in prescribed forms and not containing all required details.
- b) Not properly sealed and signed as per requirements.
- c) Received after the expiry of due date and time.
- d) Missing of any supporting document(s) with the Proposal

Documents required:

The proposal should contain the following information:

- a) The Supporting documents mentioned above in the pre-qualification section.
- b) Any other details that the bidder may like to provide.

Disclaimer

- a. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The QCI reserves the right
 - To reject any/all applications without assigning any reasons thereof.
 - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
 - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

Format for Technical Bid

- a) The proposal shall include the following requirements which are detailed in the application form for submission of bid.
- b) Name of Organization
- c) Address/Contact Information:
- d) Contact Person of the Organization
- e) Turnover of the organization for the last three years
- f) Details w.r.t registration of the organization and PAN Card/GST registration
- g) Details of National and International events managed, kindly attached work orders.
- h) Organization Chart
- i) Scope of activities performed by the organization with details of performance and events
- j) Details of events hosted for QCI and its boards
- k) Details of awards received if any
- l) Key Achievement of the organization (e.g. Any major event organized, or special appreciation or acknowledgement for an event)
- m) References (At least 3) with details.
- n) Any other information as needed to comply the aforementioned requirements

Format for Financial Bid

SI. No	Description	Amount in INR
1	Event management fees	
	Taxes	
	Total Amount Inclusive of Taxes	

Submission Details:

Kindly arrange to send your proposal including the Technical Proposal and other details along with the financial proposal in two separately sealed envelopes inside an envelope to "Assistant Director (Accounts & Administration), Quality Council of India, 2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi-110002" by Thursday, February 6, 2020, 5 PM with the title "Proposal for Selection of Event Management Agency for APAC 2021".

For any queries please contact:

Ankur Malik: ankur.nabet@qcin.org

Shantanu Karmakar: shantanu@qcin.org

Annexure-I

Application

Date:

To,
Assistant Director
Accounts & Administration
Quality Council of India
2nd Floor, Institution of Engineers
Bahadur Shah Zafar Marg
New Delhi-110002

Subject: Proposal for Selection of Event Management Agency for APAC 2021

Dear Sir,

Having examined the pre-qualification document indicating scope of works, I/We hereby submit our proposal together with all the necessary information and relevant documents for empanelment with QCI for Selection of Event Management Agency for APAC 2021.

The proposal is made by me/us on behalf of.....
(Company/Firm/Association of individuals) in the capacity of duly authorized to submit the proposal.

I/We understand that QCI reserves the right to reject any proposal without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of shortlisted Firms.

AUTHORISED SIGNATORY

(Name and Designation)

Name of Firm:

Address:

e-mail id:

Contact details:

Annexure-II

Company Profile:

1	Name of the Applicant Firm	
2	Ownership (Government/ PSU/ Private)	
3	Type of Organization: Partnership firm/ Public Limited Company/ Pvt. Limited Company/ Limited Liability Partnership/Society/Others (please specify and attach proof)	
4	(i) PAN Number (ii) GST Number	
5	Name and Designation of Key Management Person(s)	
6	Date & Year of establishment of firm	
7	Number of years of experience in Event Management Services	
8	Any other important information about the organization	
9	Details of the similar assignments with client details and value of the project	

Financial Information

Details	Financial year 2016-17	Financial year 2017-18	Financial year 2018-19
Revenue (in INR Lakh)			
Profit before tax (in INR Lakh)			
Revenue from Event Management Services (in INR Lakh)			
Other relevant information			
Mandatory supporting documents	<ul style="list-style-type: none">Auditor certified financial statements for the last three financial years (Please include only the sections on P&L, revenue and the assets, not statements)Unaudited financial statements certified by the company auditor for the current financial year		

Signature with Seal