

## QUALITY COUNCIL OF INDIA

### **SCOPE OF SERVICES FOR EVENT MANAGER AND ELIGIBILITY CRITERIA**

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

- a) Preparation for the event from March/April 2016 onwards (activities described under scope of services)
- b) Organization of the event (activities described under scope of services)
- c) Post event activities (described under scope of services).

The details w.r.t eligibility criteria as well as scope of services is detailed below:

#### **2.0 Eligibility Criteria**

- Organisation should be registered under the company act with valid PAN / ST Registration.
- Organisation should be preferably ISO certified and approved by Ministry of tourism
- Organisation shall have organized atleast two international events in the year 2015 for capacity of 350 delegates with activities similar to those described in the scope of services. Organisations who have coordinated event of Heads of States like Prime Minister/President are encouraged to apply.
- Organisation that are recipients of National/International awards of excellence in event management would be given due weightage.
- Organisation should not be 'blacklisted' by any of its existing / past clients. Any organisation having a dispute with any society / association in the past shall be liable for rejection. Necessary undertaking in support shall be furnished.
- Copy of ITR for the last three financial years to be provided
- Organisation should give atleast three references of the clients with their contact details to whom satisfactory services have been provided. (Copy of the appreciation letters may also be attached).
- Organisation shall have in-house IT and E – commerce team for providing the necessary support for the conference (Organisation chart to be enclosed).

#### **3.0 Scope of services:**

Organisation would be responsible to organize the ILAC/IAF event for activities which will include pre- conference activities, activities during and after the conference. The scope of work of the event management organization will be including and not limited to the following activities:

- 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 immediate resolution of complaints, interim reports,
- Online registration and management of foreign exchange through payment gateway (registration for event and hotel booking),
- Conference Registration management onsite,
- Mobile apps,
- Signage design, printing, arrangements at the conference venue,
- Conference venue management,
- Audiovisual management (arrangements 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),
- Bar-coded photo badges,
- Delegate Kits and souvenirs and printing,
- Accommodation management,
- Transport arrangements,
- Airport/venue reception and transfers,
- Videography / Photography Coverage,
- Catering arrangements monitoring,
- Empanelment with medical hospitals during conference days,
- Onsite manpower management,
- Hall management,
- Organizing the display of flags of all participating countries,
- Seeking 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 respective embassy/ministries,
- Seeking approval from Revenue Department, Ministry of Finance, for the management of foreign exchange,
- Spouse programs,
- Organising City Excursions, Pre Post tours,
- 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 are welcome.

#### **4.0 Bid Evaluation and Selection Procedure:**

The following process would be followed for shortlisting the organizations:

- a) Interested organizations to submit two bids: one technical and another financial each separately in sealed envelope and then place in larger envelope.
- b) Technical bids shall be opened first to determine those organizations who qualify. Rating of the organizations qualifying on the basis of technical bids would be done by the purchase committee.
- c) Qualifying organizations will be invited for a 15 min presentation. On the basis of presentations a final rating shall be given to the qualifying organizations.

d) Financial bid will be opened for only shortlisted organizations.

### **5.0 Proposed Contract Terms:**

The contract terms will include fulfillment of conditions mentioned under Item 1.0 and requirements stated in item 3.0

### **6.0 Format for Proposal:**

The format for proposal shall have following requirements built in which are detailed in the application form to be filled for submission of bid.

1. Name of Organisation
2. Address/Contact Information:
3. Contact Person of the Organisation
4. Details w.r.t registration of the organization and PAN Card/ST registration
5. Organisation Chart
6. Scope of activities performed by the organization
7. Details of any awards received
8. Key Achievement of the organization (For eg. Any major event organized, or special acknowledgement for an event)
9. References (At least 3) with details.

**The envelope should be clearly superscribed 'TENDER FOR IAF-ILAC ANNUAL MEETINGS' addressed to Head(A&A), Quality Council of India, Institution of Engineers Building, 2<sup>nd</sup> Floor, 2, Bahadur Shah Zafar Marg, New Delhi -2 latest by 5.00 p.m. on 28<sup>th</sup> March, 2016.**