

Call for Proposal / Request for Proposal

Date: 08 March 2022

TERMS OF REFERENCE (ToR)

Hiring of Technology Solutions Provider for ICDRI2022

1. About CDRI

The Coalition for Disaster Resilient Infrastructure (CDRI) is a partnership of national governments, UN agencies and programmes, multilateral development banks and financing mechanisms, the private sector, and knowledge institutions that aims to promote the resilience of new and existing infrastructure systems to climate and disaster risks in support of sustainable development. CDRI works to support the Coalition members to promote disaster resilient infrastructure (DRI) for reducing economic losses and improving wellbeing of communities in the face of calamities. For more information, please visit: www.cdri.world

2. About ICDRI

The International Conference on Disaster Resilient Infrastructure (ICDRI) is the annual conference of the Coalition for Disaster Resilient Infrastructure (CDRI). It brings together member countries, organizations and institutions to strengthen the global discourse on disaster and climate resilient infrastructure. ICDRI 2021 was a fully virtual conference which had 80+ speakers and 2000+ participants from over 100 countries.

ICDRI 2022 will be a hybrid conference. The hybrid feature will combine the traditional event setting with an online broadcast element. The conference will include multi-sectoral and multi-country discussions around infrastructure transitions, risk governance and finance, innovation and human-centered, ecologically sensitive design for building resilience. Policy, regional, sectoral and thematic forums led by global experts along with a space for networking opportunities will constitute the structure of the conference.

3. Purpose of the assignment

CDRI intends to select an Event Management/ Media Engagement Firm/ agency for Organizing hybrid CDRI Conference on Disaster Resilient Infrastructure to be held from **4 May to 6 May 2022** to be hosted by CDRI Secretariat, New Delhi.

To organize and host ICDRI 2022 in a hybrid format, there is a requirement for development of virtual IT platform and customized studios. CDRI seeks an agency to deliver support of several types of requirements related to the hybrid event. The potential service provider is expected to deliver the technical aspects for organizing ICDRI 2022 as per the given requirements in line with the best practices of International Organizations and high-level events and conferences.

4. Submission of proposals

Agency should submit technical proposal and financial proposal for the ToR as mentioned in Annexure 1. Proposals should be prepared with scanned copies of all necessary documents and converted into separate PDF files – each having different passwords. File must be named as.

- [Agency name] Technical Proposal (PASSWORD protected file)
- [Agency name] Financial Proposal (Name of Assignment) (PASSWORD protected file)

b) Technical Proposal: In the technical proposal, agencies are required to provide scanned copies of all the document as per the instruction provided in the RFQ document along with scanned copies of supporting documents.

c) Financial Proposal: In the financial proposal, agencies are required to provide Signed and Stamped scanned copy of their financial proposal strictly according to Annexure IV, without any cutting or overwriting.

d) THE PROPOSAL IS TO BE SUBMITTED through EMAIL to [**tender.projects@cdri.world**] on or before **22 March 2022 by 6:30 PM IST** with subject line: “PROPOSAL SUBMISSION FOR “Selection of Technical Service Provider for Organizing Hybrid ICDRI 2022” [your agency name]”.

Submission of proposal may be confirmed over phone with Mr. Deepak Rawat, Manager-Procurement, CDRIS (Ph: 011 40445999). Proposals received later than this deadline are liable for rejection.

e) The email should include all the password-protected-PDF files listed above as attachment. Only one email should be sent by each agency for the specified service. Multiple emails may lead to disqualification of bidder.

f) PASSWORD: Password FOR FINANCIAL PROPOSAL MUST NOT BE SHARED ALONG WITH TECHNICAL PROPOSAL. Sharing of password for Financial Bid along with the bids, may lead to its rejection.

g) Use Times Roman Font for sending Password to ensure readability.

h) Password of the Financial proposal will be asked after the evaluation of the Technical proposal.

5. Qualifying Criteria

a) The agency should have a minimum of two (2) years of experience in organizing virtual and hybrid events.

b) The agency should have carried out at least five (5) similar projects of value not less than INR 50 lakhs for International Organizations/Corporate/Government/UN Bodies/Public Sector Undertakings.

c) The agency should not have been blacklisted by any Government, Quasi Government Department, or any other organization. An undertaking to this effect shall be submitted by the agencies.

d) Proof of all above eligibility criteria should be submitted with the proposal.

6. Proposal Requirements

Key Submission (eligibility):

1. Organization Details: Proposals having valid documents will be technically qualified and considered for technical presentation. In the absence of supporting documents, the offers shall be rejected.

Details should be furnished in the following format:

S. No.	Details	Document required to be submitted (to be attached)
1	Name of the Firm/ Agency, with address	
2	Year of establishment of the Firm	
3	Valid Registration of Firm. Please attach Copy of the Registration Certificates.	Agency Registration Certificate
4	Income tax returns details	Copy of PAN card
5	GST registration details to be submitted (if applicable)	GST Registration certificate
6	Any other important information which the agency may like to submit in support of their technical competence	
7	The agency should not be under a declaration of ineligibility for corrupt and fraudulent practices nor should have been blacklisted by any Govt. or Govt. undertaking organizations at the time of submission of the bid.	Self-declaration certificate signed by the authorized signatory

2. Relevant Project Experience:

i) Description of at least two (2) events of similar nature, of value not less than INR 50 lakhs during the last 1 year, in the format provided in Annexure II.

ii) Description of at least two (2) events of major projects in hand of similar nature to be provided as per format in Annexure III.

iii) Work Order/ Letter of Appointment (LOA)/ Contract/Agreement/ Letter of Completion from Authority needs to be attached with each project listed above.

3. Technical Submission:

- i) A project proposal document on the overview of the project approach. The presentation should cover overall concept with design thought process. The document should contain the overall approach towards the project.
- ii) Provide a project schedule anticipated for the project covering pre-execution and execution stages of the project.

4. Financial Proposal: Agencies shall quote an all-inclusive lumpsum price covering all aspects. The proposal should also mention the break-up of the cost as per the design proposal. No additional payment in any form shall be made to the agency. All payment shall be subject to tax deduction at source.

7. Award of contract

1. Preliminary Scrutiny Based on Eligibility Criteria

- i) The agency must quote for all the services mentioned under Annexure 1 Scope of work. An agency will be selected under QCBS method and procedures described in this RFQ.
- ii) Preliminary scrutiny of the proposal will be made to determine whether they are complete, whether the uploaded documents have been properly signed and whether the proposals are generally in order. Proposals not conforming to such preliminary requirements are liable for rejection.
- iii) Responsiveness of the proposals shall be determined based on the and supporting documentary evidence and shall not be determined by extrinsic evidence.

2. Evaluation Process

Proposals will be evaluated and ranked by committee according to the conditions described in the evaluation criteria below supported by documentary evidence. Proposals will first be evaluated from a technical standpoint. Those proposals that are technically acceptable shall then be evaluated in terms of cost.

Criteria for Technical Scores	Points
Agency background	20
Experience of similar work for International Organizations/Corporate/ Government/UN Bodies/Public Sector Undertakings	40 (8 points for each project)
Project design (overall concept with design thought process)	40
Total Technical Score (TT)	100

3. Financial Scores

Financial evaluation will be conducted among the firms with Technical scores of greater than or equal to 80%.

Those who fail to secure minimum points (less than 80%) will have their financial proposals filed or destroyed unopened and therefore not considered in the next stage of evaluation. The evaluation committee will determine if the financial proposals are complete and without computational errors. After initial review for reasonableness of costs to complete the assignment, points will be assigned

Maximum Score on Financial Proposal (PP): 100 points to the technically qualified lowest agency. Other qualified agencies shall be assigned financial score on percentile basis.

80 % weightage will be awarded for Technical Proposal and 20 % weightage will be awarded for Financial Proposal.

Composite Score (S) = $T_s * 0.80 + F_n * 0.20$ TT + PP = Highest Points

The agency with the highest Composite Score (S) would be considered for award of contract and will be called for negotiations, if required.

8. Terms and Conditions of the Contract

1. Proposal Evaluation: Bidders are requested to quote their Financial Proposal as per terms of this RFQ (See Annexure IV). Applicable taxes should be shown separately.
2. The proposals will be selected based on QCBS method. Financial bids of only those bidders will be opened who are found to be substantially responsive and have qualified in the Technical Evaluation criteria. After opening of financial bids, QCBS system shall be applied to determine the preferred bidder and be eligible for award of the contract.
3. Financial proposals / prices / rates other than the format provided or elsewhere in the Proposal Document are liable for rejection by CDRI.
4. Under financial proposal, in case of discrepancy between words and figures, the rates quoted in words shall be treated as final.
5. In the copies of supply order/ contract/ agreement/ experience certificate submitted by the agency, if the currency is other than Indian Rupees, the value of work in Indian Rupees shall be determined by using the exchange rate declared by Reserve Bank of India as on the last date of submission of technical/ commercial bids and the eligibility of the bidder shall be determined accordingly.
6. If more than one agency happens to score equal composite rating, CDRI reserves the right to award the contract to any of the bidder or split the order and award the contract to more than one bidder, at its own discretion.
7. CDRI is not bound to accept the lowest quotation and/or assign any reasons for rejecting any or all the bids.
8. The selection committee will determine whether the Financial Proposals are complete, qualified, and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services.

9. Right of the Office to Accept or Reject the Bids: CDRIS, New Delhi reserves the right to select and negotiate with those agencies it determines, in its sole discretion, to be qualified for competitive proposals and to terminate negotiations without incurring any liability.

CDRIS also reserves the right to accept/reject any or all the proposals received without assigning any reason whatsoever.

10. Termination:

i) Notwithstanding anything contained hereinbefore to the contrary, the CDRIS, New Delhi shall have full power and authority to terminate this Agreement without assigning any reason by giving 30 days' clear notice in writing.

ii) CDRIS without any prejudice to its right against the agency in respect of any delay or otherwise or to any claims or damages in respect of any breaches of the contracts and without prejudice to any rights or remedies under any of the provisions of this contract, may terminate the contract by giving one month's notice in writing to the agency.

iii) In the event of termination as per clause ii) above, the firm shall be liable to refund the full fees paid to it, if any, over and above what is due in terms of this agreement on the date of termination and CDRIS may make full use of all or any of the set-up prepared by the agency.

iv) Termination of the Contract by the firm shall be subject to levy of a suitable compensation by the CDRIS, quantum of which shall be decided by the Competent Authority of CDRI up to a maximum of the security deposit.

11. Period of Contract: The contract shall be for a period of three (3) months from the date of signing agreement.

12. RFQ not an Offer: This RFQ is merely an invitation for submission of proposals and not an offer to Contract. This RFQ does not in any way legally obligate CDRIS to accept any of the submitted proposals in whole or in part, nor to select the lowest priced proposal.

13. False Statements in Proposal: At any time, if CDRIS determines any false statements in the submitted proposal, CDRIS may at its own discretion reject the proposal without any further consideration.

14. Reserved Rights: CDRIS solely reserves the right to disqualify any offer, waive off any deviations by offerors, extend the time for submission of proposals and terminate or modify the RFQ process at any time.

15. Offer Verification: CDRIS may contact agencies to confirm contact person, address, proposal amount and to confirm that the bid was submitted for this solicitation.

16. Agency Subordinate Staff and their Conduct: If and whenever any of the Agency/Contractor's employee shall be found guilty of any misconduct, or be incompetent, or insufficiently qualified, or negligent in the performance of its duties, or that it is undesirable for administrative or any other reason for such person(s) to be employed in the works, the Agency if so directed by the competent authority, shall remove such person(s) from CDRIS.

17. The firm shall not make any deviation, alteration, addition to or omission from the work shown and described in the contracts documents except without first obtaining the written consent of the CDRI.

18. Payment: The agency shall submit an invoice with supporting documents. Payment will be made to the agency through Bank Transfer/Cheque.

19. With mutual consent between the CDRIS and the agency, any other clauses can be included while executing the Contract.

20. Indemnification: The hired agency shall be responsible for fulfilling the requirements of all statutory provisions of relevant enactments and keep CDRIS indemnified for any action brought against it for any violation/noncompliance of any of the provisions of any of the relevant acts etc. The Agency/Contractor will abide by all the rules and regulations of the relevant laws and rules framed there under and maintain all the Registers and display notices as required under the above-mentioned rules and regulations. CDRIS or its authorized representative shall be entitled to inspect all such records at any time.

21. Taxes, Duties and Levies: All taxes, duties, levies etc. imposed by the State, Central Government and Local Bodies in connection with this contract in force at the time of Submission of BIDs shall be borne by the Agency/Contractor. The selected Agency/Contractor (Contractor) will have to pay taxes/income tax on contract amount as applicable. If any additional rates/taxes/income tax has to be paid, that shall be borne by the Agency/Contractor, otherwise it shall be deductible from its payments.

22. Force majeure: Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or CDRIS as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes

23. The bidder or CDRIS shall not be liable for delay in performing its obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days may lead to termination of contract by parties on mutual agreement. In case of termination

all obligations expressed quantitatively shall be calculated as on the date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

24. Jurisdiction: The disputes, legal matters, court matters, if any shall be subject to Delhi jurisdiction only.

ANNEXURE I SCOPE OF WORK

Terms of Reference for a Virtual Conference Management and IT Support for ICDRI

OVERVIEW	Live Streaming, Hybrid Conference Management and IT Support for the International Conference on Disaster Resilient (ICDRI)
LANGUAGE(S) REQUIRED	English
TRAVEL	None

OVERVIEW

In line with the Coalition for Disaster Resilient Infrastructure (CDRI) Work Plan 2020 - 2022, CDRI is hosting a hybrid International Conference on Disaster Resilient Infrastructure (ICDRI). The purpose of this assignment is to provide overall technology and platform solutions to the hybrid conference, which will be held from 4 to 6 May 2022. The conference will be held in New Delhi (India).

BACKGROUND & RATIONALE

There are two critical logistical components. One component is the on-site location where the inhouse participants and presenters must be able to present audibly, connect to the virtual conference to engage with the online participants, and discuss with them via chat. The second component requires capacity of any participant in the world to be able to see and hear presentations projected from the on-site location without needing to download or install any new software on their computer or phone, or to have the ability to join the conference via call-in line at no additional charge to them.

PURPOSE

To organize and host ICDRI 2022 in a hybrid format, there is a requirement for development of virtual IT platform and customized studios. CDRI seeks a service provider to support the execution of the hybrid event. The potential service provider is expected to deliver the technical aspects for organizing ICDRI 2022 as per the given requirements, in line with the best practices of International Organizations and other high-level events and conferences

SCOPE of WORK

The service provider will be responsible for all the activities/ services required for hosting and organizing a successful international conferences and events. The service provider is expected to handle end-to-end event management for all ICDRI 2022 in the hybrid mode.

The service provider is expected to deliver the following:

1. Development of virtual IT platform: Providing and managing an interactive virtual IT platform that can integrate live streaming, polls, chats, networking, breakout rooms etc.
2. Features of the virtual IT platform: The virtual IT platform is expected (but not limited) to have the following features and facilities:

- A stable 3D platform that can host over 1,000 participants (free of cost), per session, with no need to download or install additional software on computer or mobile device; participant schedule and management apps would be optional;
 - The platform should have a dedicated mobile application (in addition to the web version) for Android and iOS;
 - Platform allows participants to chat directly with each other or in small groups, see PowerPoint presentations and video, play video within the platform, mute the audience and run polls;
 - Platform will display presenter name during the sessions and hashtags on screens during Q&A and discussions;
 - Moderated chat box with admin access to CDRI staff or selected partner. Ability to run multiple parallel sessions at the same time;
 - There should be a mechanism for users to submit their feedback for the session at the end of each session and the same should be done for post-conference;
 - The platform should allow exchange of information in a highly secure environment and all activities must have an audit-trail with high performance. The security features should be at global standards and be appropriately defined;
 - The virtual platform should have an interactive integrated virtual exhibition space that would allow exhibitors to showcase their products and solutions;
 - Provide a chat transcript to CDRI
 - Provide the user analytics (demographics, time spent etc.) of the platform.
3. Preregister participants using an event management platform:
- Provide a branded page to preregister for the conference;
 - Collect basic information about the participants, including name and title, designation gender, organization, organization type, location, sector, profession, specific subject matter expertise;
 - Provide the ability for CDRI to view advance registrants and demographics; and
 - Provide the ability for CDRI to contact/ send reminders to those who are registered in advance.
 - Handover the database of registration to CDRI secretariat once the conference is over.
4. Livestream the virtual conference:
- Setup the livestreaming on YouTube and other platforms (as required);
 - Record presenters remotely prior to the event and be prepared to play the recording if the presenter is unable to present live on the day of the conference; and
 - Record all sessions on a digital platform with full access to the CDRI secretariat, in real time and after the event; share all final recordings of the individual sessions at the end of the day;
 - Record the virtual conference using audio-visual equipment and supplementing what is not available (for example, display screen, wireless microphones, lighting, sound, video converters, and expendables such as additional cables, batteries, etc.);
5. Build customized studios:

- Create two (2) studios at a pre-determined location with all the required equipment;
- The studio services should include full set design, visual screens, lighting, dedicated speaker lighting, branding, graphics, visuals and furniture;
- Provide AV equipment (cameras, audio, lights, green backdrop, crew, etc.) and software for video production into Zoom and live streaming in the studio setting

6. Platform management:

- Liaise with CDRI communications and ICDRI teams on content creation and edits to online platforms, including CDRI's websites;
- Create graphics for the platform and other assets (PowerPoint presentation templates etc.); Logistics aspect for the platform: upload and update agenda, speakers, session details, etc.
- Manage registration, etc.
- Send timely reminders for the conference, sessions etc. to registered users.

Additional Features/ Facilities:

- The service provider would prepare and send out an advisory to all the delegates and registered participants on how to join the meeting interface;
- Conduct at least two dry runs for each session with CDRI and partners to assess whether the platform meets the conference needs;
- Provide the user analytics (demographics, time spent etc.) of the platform.
- Provide a chat transcript to CDRI and to the poster authors;
- There should be a dedicated helpdesk or support pre, during and post the event. The service provider should provide attendee support and customer service pre, during and post event.

ICDRI Details:

- No of days: 3
- Event Duration: 12-16 hours per day
- Event attendees: 2000 to 3000 per day
- Virtual platform: 3D with mobile application,
- No of Tracks: 2 tracks
- No of Exhibits: Between 30-50.
- Event format: Hybrid. Live or pre-recorded. Around 20 - 25 sessions.
- No of speakers: Each session (6-8 speakers per session)

NOTE: All materials generated during the event will be the property of CDRI, with CDRI holding all intellectual property rights.

DUTY STATION: The agency will be based at their home office. The conference will be managed out of the CDRI Secretariat in Delhi, India. As possible, agency may be requested to be deployed to the CDRI Office during the event to maximize coordination.

TIMEFRAME: The agency will be expected to provide intermittent inputs between 20 March 2022 and 30 June 2022 to complete the conference, or until the completion of the conference activities to the satisfaction of CDRI.

Start date: 20 March 2022 End date: 30 June 2022 DELIVERABLES	PERCENTAGE PAYMENT
Platform for registration of participants	20%
Studio setup and successful dry-runs of the session	40%
Successful event delivery	30%
Acceptance of final products by CDRI (final payment, at the completion of the contract)	10%
TOTAL	100%

KEY COMPETENCES, TECHNICAL BACKGROUND AND EXPERIENCE REQUIRED

- Experience in livestreaming one or preferably more virtual conferences or hybrid events on a stable web platform;
- High quality of video and production; and
- A proven track record, including samples of work for internationally recognized organizations and UN agencies
- Ability to deploy consultants on short notice, if required by CDRI.

PAYMENT

Bills are to be submitted at each milestone for approval by CDRI, followed by electronic payment.

ANNEXURE II

Details of the works executed as per the criteria specified below. Each project listed is to be attached with Work Order/Letter of Appointment (LOA)/ Contract agreement/ Letter of Completion from authority.

S. No.	Name of Project	Client (Name of organization with address and contact detail of nodal person)	Nature of project (in brief)	Virtual conference of event	Actual value of project (in INR Lakhs)	Project duration (in months)

ANNEXURE III

Details of the major works in hand as per the criteria specified below. Each project listed is to be attached with Work Order/ Letter of Appointment(LOA)/Contract agreement/Letter of Completion from authority.

S.No.	Name of project	Client (Name of organization with address and contact detail of nodal person)	Nature of project (in brief)	Virtual conference of event	Actual value of project (in INR Lakhs)	Stipulated time for completion	Remarks, if any

ANNEXURE IV- Financial Proposal

[Location, Date]

To: [Name and address of CDRI]

Dear Sir/Madam:

We, the undersigned, offer to provide the consulting services for Assisting Coalition for Disaster Resilient Infrastructure to [Name of the Assignment] under CDRI's three-year work plan in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our Financial Proposal is for the sum of Rs. _____/- [Insert amount(s) in words and figures]. This amount represents the total cost of the project and is inclusive of all taxes. The estimated amount of taxes is Rs. _____ [Insert amount in words and figures] which may be confirmed or adjusted, if needed.

We hereby confirm that the financial proposal is unconditional, and we acknowledge that any condition attached to financial proposal shall result in rejection of our financial proposal. Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal, i.e., before the date indicated in Clause 8 of the Part II - Data Sheet.

Commissions and gratuities, if any, paid or to be paid by us to an agent or any third party relating to preparation or submission of this Proposal and Contract execution if we are awarded the Contract, will be solely borne by us. CDRI is not bound to reimburse these expenses to us.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address: