

## Call for Proposal / Request for Quote

**Date: 10 November 2022**

### TERMS OF REFERENCE (ToR)

#### The Hiring of Travel and Conference Logistics Vendor for the ICDRI 2023

##### 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 the well-being of communities in the face of calamities. For more information, please visit: [www.cdri.world](http://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 2022 was a hybrid conference that had 100+ speakers and 2000+ participants from over 66 countries.

ICDRI 2023 will also be a hybrid conference and it will take place in New Delhi, India. 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 space for networking opportunities will constitute the structure of the conference.

##### 3. Purpose of the assignment

The Coalition for Disaster Resilient Infrastructure (CDRI) Secretariat in New Delhi, India invites qualified and interested Event, Travel, and Logistics Management Agencies to submit proposals for travel services, corporate events, and other related ground services.

The successful bidder(s) shall be contracted for this purpose for the International Conference on Disaster Resilient Infrastructure (ICDRI) 2023, potentially extendable for further ICDRI 2024, subject to satisfactory evaluation of performance and available resources from CDRI.

#### 4. Contractual Arrangements

CDRI will award an initial Frame Agreement to one or more suppliers for the performance of services, as follows:

- A. Ticketing services including travel insurance**
- B. Event Logistics including bookings and other ground services**

CDRI recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its delegates. Accordingly, the selected vendor must keep all information confidential in all dealings with CDRI.

#### 5. Qualifying Criteria

a) The agency should have a minimum of five (5) years of experience as a corporate travel consultant, especially in the areas of ticketing and operation of airline reservation systems, plus organizing of corporate events.

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) The agency should have a minimum turnover of INR 1 Crore in the last 3 years.

e) Proof of all the 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 and Financial statement
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

## 7. Submission of proposals

a) Agency should submit a technical proposal and financial proposal for the detailed **Scope of Work (SoW) 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. The 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 documents 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 a Signed and Stamped scanned copy of their financial proposal.

d) THE PROPOSAL IS TO BE SUBMITTED through EMAIL to [**tender.projects@cdri.world**] on or before **24 November 2022 by 6:30 PM IST** with the subject line: “PROPOSAL SUBMISSION FOR “**Travel and Conference Logistics Vendor for Organizing Hybrid ICDRI 2023**” [your agency name].”

Submission of the proposal may be confirmed over the phone with Mr. Deepak Rawat, Manager-Procurement, CDRI (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 attachments. Only one email should be sent by each agency for the specified service. Multiple emails may lead to the disqualification of the bidder.

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

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

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

## 8. Evaluation

The proposal will be evaluated based on the following evaluation criteria. Please follow the outline below when presenting your proposal.

### 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 the 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 supporting documentary evidence and shall not be determined by extrinsic evidence.

## 2. Evaluation Process

Proposals will be evaluated and ranked by the 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
Overall concord between RFQ requirements and proposal-detailed explanation of organizational capacity to provide the services	20
Experience of the company as an IATA member	10
Experience of the company as an event management organizer (Please provide the details of five such projects along with references)	20 (four marks for each project)
Experience of working with the International Organizations/INGOs/UN/National Governments (Please provide the details of five such projects along with references)	20 (four marks for each project)
Experience of key personnel (kindly share the CV of the key personnel- the CV will be evaluated for total year of relevant experience, and relevant educational qualification)*	10
Availability of online booking tool for plane tickets (use of technology)	5
Availability of 24*7 support for travel services	5
Minimum response time for plane tickets	10
<b>Total Technical Score (TT)</b>	<b>100</b>

\*Senior Manager that will be assigned by the successful bidder(s). The Senior Manager will have a supervisory role; she/he will monitor all services provided to CDRI, will respond to any performance-related questions, and provide quantitative/qualitative reports. The Senior Manager will have the following qualifications:

- Min. 7 years of previous experience in a reputable travel/event management agency, out of which min. 3 years in a managerial position
- Bachelor's Degree in management, tourism, or another relevant field

In addition, the travel agency shall have a contingency replacement plan during periods of vacations and/or illness of the focal point(s) and the Senior Manager assigned to CDRI.

## 3. Financial Scores

Financial evaluation will be conducted among the firms with technical scores of greater than or equal to 70%.

Those who fail to secure minimum points (less than 70%) 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 the initial review for the reasonableness of costs to complete the assignment, points will be assigned.

The financial offer will use the following percentage distribution: 30% of the total score

The total amount of points allocated for the price component is 30.

**Financial Evaluation Criteria: Max Points:**

1. Fees for Issuance of International plane tickets-10 marks
2. Fees for Issuance of domestic plane tickets- 5 marks
3. Service charge for managing the ICDRI 2022 -15 marks

Total Financial Evaluation: 30

The maximum number of points (30) for these criteria will be allotted to the lowest fee offered that is opened and compared among those participating firms.

For the overall proposal evaluation, the following formula will be applied whereby the technical proposal has a weight of 0.7 and the price proposal has a weight of 0.3.

The final score is a calculation based on the following formula:

$$S = 100 * (0.7 * TP_{com} / TP_{max} + 0.3 * FP_{com} / FP_{max}),$$

Where:

**S** = Composite Score of the company

**TP<sub>max</sub>** = maximum technical score (<=70)

**TP<sub>com</sub>** = technical proposal score of the respective company

**FP<sub>max</sub>** = maximum financial score (<=30)

**FP<sub>com</sub>** = financial proposal score of the respective company.

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

## 9. Terms and Conditions of the Contract

1. Proposal Evaluation: Bidders are requested to quote their Financial Proposal as per terms specified in the evaluation criteria). Applicable taxes should be shown separately.
2. The proposals will be selected based on the 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 the opening of financial bids, the QCBS system shall be applied to determine the preferred bidder and be eligible for the 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 a 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 orders/contracts/agreements/experience certificates 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 the 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 an equal composite rating, CDRI reserves the right to award the contract to any of the bidders 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 final and reflect the total cost of services.

9. Right of the Office to Accept or Reject the Bids: CDRI, 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.

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

11. 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 CDRI to accept any of the submitted proposals in whole or in part nor to select the lowest-priced proposal.

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

13. Reserved Rights: CDRI 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.

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

15. Agency Subordinate Staff and their Conduct: If and whenever any of the Agency/Contractor's employees shall be found guilty of any misconduct, or be incompetent, 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 CDRI.

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

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

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

19. Indemnification: The hired agency shall be responsible for fulfilling the requirements of all statutory provisions of relevant enactments and keep CDRI 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. CDRI or its authorized representative shall be entitled to inspect all such records at any time.

20. 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 the 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.

21. Force majeure: Force Majeure is herein defined as any cause which is beyond the control of the selected bidder or CDRI 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 phenomena, 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 the occurrence of such a cause, notifies the other in writing of such causes

22. The bidder or CDRI shall not be liable for delay in performing its obligations resulting from any force majeure causes as referred to and/or defined above. Any delay beyond 30 days may lead to the termination of the 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 and confidentiality survive termination of the contract.

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

## **Scope of Work (SoW)**

### **1. Description of Services**

#### **A. Ticketing Services**

Services under Section A will mainly include, but not be limited to, air and train ticketing services. These are the most frequent means of transport used by CDRI delegate members for internal and external travel. External travel will be by air and may include sectors/ destinations all over the world.

#### **B. Events and other ground Services**

Services under Section B will include, but not be limited to, conference organizing services (full package including group accommodation, all meals and coffee breaks, rental of the conference room, logistics equipment, Internet connectivity, live streaming services, conference equipment, and stationery, etc.), local transportation -car/minivan/bus rental, etc., and non-group hotel reservations, etc. This will be inclusive of dedicated service providers offsite and onsite as required by CDRI.

### **2. Qualifications and Requirements of Bidders**

Bidders must demonstrate that they have in place all equipment, facilities, and experienced personnel necessary to carry out professional services for CDRI.

Vendor/partner agencies must meet the following minimum requirements:

- Accredited IATA (International Air Transportation Association) Travel Agent duly licensed in (only for services under Section A)
- Have a good track record of serving international organizations, embassies, and multinational corporations
- Financial soundness - Good company reputation, with no involvement in or suspicion of corrupt or other malicious practices
- Employs competent and qualified travel consultants, as evidenced in their Curriculum Vitae
- Maintains reliable 24x7 facilities for online bookings/airline reservations (please specify what online reservation systems are in place)
- Commitment to delivery of products and services in accordance with performance standards specified in this TOR

### **3. Detailed Scope of Services**

#### **A. Ticketing Services**

##### **• Air Ticketing**

For official travel by air, CDRI's Policy for delegates provides that the standard of travel is economy class. The normal route for all travel is the most economical non-stop route available.



CDRI will therefore request the successful vendor(s) to provide the lowest available fares, and research alternate itineraries with the same and different airlines – where possible, a minimum of three (3) flight options shall be provided with refundable and non-refundable options for each travel request by air. CDRI will review the options proposed by the vendor(s), consult the traveller, and select the most appropriate option – usually, the cheapest option.

For all flight offers sent and/or provisional reservations made, the vendor (s) shall clearly indicate the expiration time or ticketing issuance deadline in order to avoid changes in fares. All flight offers shall clearly specify the type and size of luggage allowed, meals on board, local government guidelines for travellers, etc.

The vendor(s) shall provide travellers with relevant information on official destinations, e.g., visa requirements, security procedures, airport transfers, and transportation facilities, local points of interest, currency restrictions/regulations, health precautions, weather conditions, etc. Moreover, the vendor(s) shall promptly notify travellers of airport closures, delayed or cancelled flights, as well as other changes that might affect or would require preparations from travellers, sufficiently before the departure time.

The vendor(s) shall advise market practices and trends that could result in further savings for CDRI, including the use of corporate travel booking tools, group discounts, etc.

The vendor(s) shall be able to provide 24\*7 backend support during travel for delegates/travellers in case of delays, missed connections, and/or disruptions.

The travel agency shall process duly authorized flight changes/cancellations when and as required; it shall immediately process airline refunds for cancelled travel requirements and unutilized pre-paid tickets and credit these to CDRI as expeditiously as possible.

The vendor shall send an itemized invoice to CDRI promptly after the issuance of a ticket, specifying the name of the traveller, the itinerary, and the dates. The invoice should show the breakdown of costs (airfare cost + agency fee). CDRI would prefer to receive one invoice per ticket per traveller; this will facilitate the linking of each ticket payment to the Travel Authorization it corresponds to. CDRI will pay the invoice within 30 days of its receipt. The invoice should be attached with a copy of the issued ticket for easy reference.

#### • **Train Ticketing**

Travel by train will mostly be used for internal destinations that cannot be reached by air; otherwise, where available air mode will be preferred for time-saving reasons.

CDRI will provide the vendor(s) with the itinerary, train timetable details, and name of the traveller. CDRI's normal standard of travel is by train preferably is 1st class.

The vendor(s) shall issue the electronic train ticket in the name of the traveller and send it by email to CDRI. As in the case of air travel, the travel agency shall promptly notify CDRI of any delays or cancellations of trains.

The vendor(s) shall issue one invoice per train ticket per traveller, specifying the name, itinerary, and dates, including the breakdown of costs (train ticket cost + agency fee). CDRI will pay the invoice within 30 days of its receipt. The invoice should be attached with a copy of the issued ticket for easy reference.

## **B. Events and other ground services**

### **• Conference organizing services**

As part of ICDRI 2023, CDRI may organize a significant number of events and seminars till the conference period. The ICDRI 2023 events would require all-inclusive conference packages, including rental of conference rooms, logistic and conference equipment, meals and coffee breaks for participants, accommodation, etc.

Conference organizing services may include requests to the vendor(s) to ensure group transportation (minivan or touring, as the case may be). All vehicles provided for the purpose should have drivers having full knowledge of the routes, traffic, etc. All vehicles should have a medical kit available for any emergency use.

Upon CDRI's request and based on detailed information on the timeframe, nature, and volume of services, the vendor (s) shall identify at least three all-inclusive options and submit these to CDRI for the purpose of comparing and selecting the one best fit to the defined needs.

Upon CDRI's confirmation, the vendor(s) shall initiate and make hotel reservations and logistical arrangements accordingly. The vendor(s) shall ensure that all services required are satisfactorily provided by itself or the supplier sub-contracted - e.g., meeting room arrangements and setup, including, when needed, the printing of documents, sound system, registration desk, lectern, etc., availability of functional technical equipment, interpretation facilities, arrangements for meals/coffee breaks, transportation of participants and any other services

CDRI will timely provide the vendor with the number and lists of participants, rooming lists, agenda, and other information that may be necessary to facilitate arrangements.

### **• Vehicle Rental**

CDRI may request the vendor(s) to arrange transportation services, including or excluding a driver, either in-city or out-city by vehicle, car, minivan, or bus. Based on the itinerary and number of travellers that will be provided by CDRI, the vendor(s) shall identify at least three all-inclusive options that meet CDRI's needs and submit these to CDRI for review and confirmation.

The vendor(s) shall only provide CDRI with means of transportation that are in excellent condition (not more than 5 years old vehicle), clean, and in compliance with all safety requirements and local governmental laws. Must be equipped with a medical kit in case of emergency, The proposed driver shall have a clean track record, a minimum of 5 years of experience as a professional driver, and be conversant in English.

### **• Other ground services**

Such services may include, but not be limited to, hotel reservations for individual travellers, catering services, airport transfers, and arrangements for group activities/visits to local points of interest.

CDRI will request these services and when so, nature and quantity will differ from case to case. Upon CDRI's request, the vendor(s) will identify and submit to CDRI at least three suitable offers meeting CDRI's needs and requirements.

### **• Turn Around Time:**

Provide prompt telephone answering and reception services. All calls shall be answered within five rings; telephone calls for matters not dealt with immediately shall be returned within two hours; electronic mail messages must be responded to within a working day. In addition, the following Quality Standards must be met:

- a. Response Time: Answer 80% of calls within 20 seconds
- b. Hold Time: Maximum 20% of calls placed on hold
- c. Call Back Time: 90% of all call-back within 60 minutes
- d. Abandoned Calls: Maximum 4% lost calls during normal hours

#### **4. Final Remarks**

- For all services under Sections A and B, the vendor(s) shall negotiate to the maximum extent possible discount rates or group discounts, where applicable (looking at a minimum of three different options).
- For all travel services, the total costs to be paid by CDRI to the vendor (including the travel agency fee) must be lower than costs that would have otherwise been paid directly to the services providers. Similarly, for all hotel reservations, whether in relation to events or individuals, room rates of reservations made and confirmed by the vendor(s) shall be lower than rack rates (available at the Reception desk).
- In case of events organizing services, the vendor(s) shall negotiate with the service providers the reservation and confirmation of services without any advance payments being solicited to CDRI.
- To the maximum extent possible, the vendor(s) shall also negotiate with service providers the possibility to cancel a confirmed event in circumstances that could not have been foreseen by CDRI (e.g., insufficient confirmations received, last-minute changes in the work plan of key speakers/facilitators, etc.), without charges for CDRI.
- Selected vendor(s) should appoint a key account person for the contract period as the point contact for all services.
- CDRI retains the right to terminate the Frame Agreement(s) with the selected vendor(s) at any time if it finds that the latter has charged CDRI higher rates than market standards, does not render the minimum services described in this tendering document or its performance is below satisfactory. Bidders who will be short-listed may be invited to conduct a presentation and respond to queries of CDRI and/or its Procurement Evaluation Committee that represents the final decision body.

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