

Date: 04 January 2024

Call for Proposal / Request for Proposal

Hiring of an Agency to Provide Virtual Conference Management Services and IT Support for ICDRI and other CDRI events

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

2. Overview

The International Conference on Disaster Resilient Infrastructure (ICDRI) is CDRI's flagship event that features policy, technical and regional forums led by global experts deliberating on the resilience imperative of infrastructure development. The purpose of this assignment is to:

1. Provide overall technology and platform solutions to **the hybrid conference**, which will be held in the month of April 2024. **The two-day conference** will be held in New Delhi (India).
2. Provide overall technology and platform solutions to the two virtual conferences which will be held in the latter part of 2024. These will be **one-day conferences** held outside India.

For the 2-day hybrid conference, the conference delivery has two critical components.

The first component is the **on-site stage and studio setups** (two studios of similar features and size) that would facilitate the simultaneous delivery of sessions at the conference. The in-house 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 the 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. The event should also have its own app (iOS and Android) that can broadcast the sessions live, and display the day-wise conference agenda, speaker names and information, Q&A, chat, networking, and poll features.

For Point 2 above, there is only one component – **live streaming of the conference** on the platform. Participants from around the world should see and hear presentations from the on-site location on their web browsers or app without any costs.

3. Purpose of the assignment

- To organize and host ICDRI 2024 in a hybrid format, there is a requirement for the development of a virtual IT platform and customized studios.
- To organize and host other CDRI events in a virtual format, there is a requirement for the development of a virtual IT platform.
- The potential service provider is expected to deliver the technical aspects for organizing these events as per the given requirements, in line with the best practices of International Organizations and other high-level events and conferences.

The detailed **Scope of Work** is provided in **Annexure I**.

4. Qualifying Criteria

- The Agency should have a minimum of two (2) years of experience in organizing virtual and hybrid events.
- Description of at least three (3) completed events of similar nature, of value not less than INR 50 lakhs (US\$60,000) during the last 1 year, in the format provided in **Annexure III**.
- The agency should not have been blacklisted by any Government, International Organisation, UN Agency, Multilateral body, or any other organization. An undertaking to this effect shall be submitted by the agencies.
- Proof of all the above eligibility criteria should be submitted with the proposal.
- Work Order/ Letter of Appointment (LOA)/ Contract/Agreement/ Letter of Completion from Authority needs to be attached with each project listed above.

5. 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. N. | 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 |

6. Submission of proposals

- a) Agency should submit a technical proposal and financial proposal for the detailed **Scope of Work (SoW) as mentioned in Annexure I**. 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**
 - **[Agency name] Financial Proposal (Name of Assignment) (PASSWORD protected file)**
- b) **Clarifications by Bidders:** Bidders requiring any clarification on the RFP document may contact Procurement Division of the CDRI in writing by email: tender.projects@cdri.world
- c) **Technical Proposal:**
- i. A project proposal document covering the agency's interpretation of the overall concept with design ideas. The document should contain the overall approach toward the delivery of the project too.
 - ii. Provide a project schedule anticipated for the project covering the pre-execution and execution stages of the project.
- d) **Financial Proposal:** Agencies shall quote an all-inclusive lumpsum price covering all aspects mentioned in the scope of work. The proposal should also mention the break-up of the cost as per the design proposal. These will include costs for all logistics and bookings that may be required. No additional payment in any form shall be made to the agency. All payments shall be subject to tax deduction at source per the tax laws of India. In the financial proposal, agencies are required to provide a Signed and Stamped scanned copy of their financial proposal as per **Annexure II**.
- e) THE PROPOSAL IS TO BE SUBMITTED through EMAIL to tender.projects@cdri.world on or before **27 January 2024 by 11:59 PM IST** with the subject line: "PROPOSAL SUBMISSION FOR "Selection of Technology Provider for CDRI" [your agency name]." Proposals received later than this deadline are liable for rejection.

- f) The email should include all the password-protected-PDF files listed above as attachments. Each agency should send only one email for the specified service. Multiple emails may lead to the disqualification of the bidder.
- g) **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.
- h) Use Times Roman Font for sending Passwords to ensure readability.
- i) Password of the Financial proposal will be asked after the evaluation of the Technical proposal.
- j) **Validity of Proposal:** The proposal must remain valid and open for acceptance for a period of 60 days from the date of opening of proposal.

7. 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 I** Scope of work. An agency will be selected under the QCBS method and procedures described in this call for proposals.
- 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 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 technically acceptable proposals shall then be evaluated in terms of cost.

| Criteria for Technical Scores | Points |
|------------------------------------------------------------------------------------------------------|--------|
| Agency background (7-10 years of experience – 20 points) (5-7 years of experience – 15 points) | 20 |

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| (3-5 years of experience – 10 points) (Less than 3 years of experience – 5 points) | |
| Project experience of similar work for International Organizations/Corporate/ Government/UN Bodies/Public Sector Undertakings (This may include both ongoing and completed projects.): Agencies can use Annexure III to provide details* | 40 (8 points for each project details) |
| Project design (an overall concept with design thought process) (Stage design – 20 points.) (Platform UI/UX – 20 points) (Excellent – 100%; Very Good – 75%; Good – 50%; Average – 25%) | 40 |
| Total Technical Score (TT) | 100 |

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

3. Financial Scores

Agencies scoring more than 70% in the technical evaluation shall be considered for financial evaluation.

75 % weightage will be awarded for Technical Proposal and 25 % weightage will be awarded for Financial Proposal.

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the Scoring Model provided in the previous section.

The commercial scores would be normalized on a scale of 100, with the lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in the section below.

The individual Agency's Financial Scores (Fn) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100$ (rounded off to 4 decimal places) Where,
 F_n = Normalized commercial score for the Agency under consideration
 F_b = Absolute financial quote for the Agency under consideration
 F_{min} = Minimum absolute financial quote

The formula for final evaluation:

Composite Score (S) = $T_s * 0.75 + F_n * 0.25$

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.

8. Terms and Conditions of the Contract

1. Proposal Evaluation: Bidders are requested to quote their Financial Proposal as per the scope of the work in **Annexure I**. 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 a 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 as final and reflecting 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. **Period of Contract:** The contract shall be for a period of one year (1 year) from the date of signing the agreement.
12. RFP not an Offer: This RFP is merely an invitation for submission of proposals and not an offer to Contract. This RFP 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.
13. 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.

14. **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 RFP process at any time.

15. **Offer Verification:** CDRI 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 CDRI.

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 CDRI 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 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.

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 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 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 CDRI 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 and other CDRI events.

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

Scope of Work:

The service provider will be responsible for all the activities/ services required for hosting and organizing successful international conferences and events. The service provider is expected to handle end-to-end conference management for ICDRI 2024 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, Q&A, 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 a computer or mobile device.
 - The platform should be live at least three weeks before the hybrid event and stay live (on the same link) a month after the completion of the second virtual event.
 - Each session of the event (hybrid and virtual) should be available on-demand for at least a month. Post the event, there can be a module re-directing visitors to CDRI YouTube channels to watch past sessions.
 - 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 videos, play videos within the platform, participate in polls, and ask questions to the panelists.
 - Platform will display session details, speaker details, speaker name and designation during the sessions, and hashtags on screens during Q&A and discussions.
 - Moderated chat box with admin access to CDRI staff or selected partners. 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 the conference.
 - The platform should allow the 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 session-wise, day-wise, and conference-wide 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, email, country, work sector, organization name, job title, and other details.
 - Provide the ability for CDRI to view advanced registrants and demographics; and
 - Hand over the database of registration to the CDRI secretariat once the conference is over.
4. **Livestream the virtual conference:**
- The sessions should be simulcast live on the CDRI YouTube channel.
 - 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 supplement 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 speakers, branding, graphics, visuals and furniture.
 - Provide AV equipment (cameras, audio, lights, green backdrop, crew, etc.) and other software and equipment required for streaming.
6. **Platform management:**
- Liaise with CDRI communications and ICDRI teams on content creation and edits to online platforms.
 - Create graphics for the platform and other assets (PowerPoint presentation templates, digital banners etc.); Logistics aspect for the platform: upload and update agenda, speakers, session details, etc.
 - Manage registration, troubleshooting etc.
 - Send timely mass emailers to the registered participants consisting of agenda, speaker line-ups, login information, tips on using the platform etc.

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;
- 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: 2
- 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 50-70.
- Event format: Hybrid. Live or pre-recorded. Around 20 - 25 sessions.
- No of speakers: Each session (6-8 speakers per session)

In addition, provision to expand into the following:

- 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 50-70.
- Event format: Hybrid. Live or pre-recorded. Around 20 - 25 sessions.
- No of speakers: Each session (6-8 speakers per session)

And also:

- Boardroom meeting (No. of days): 2
- IT support for the meeting
- Meeting attendees: 40 - 50

For the one-day virtual conferences, the service provider is expected to deliver the activities stated in points 1, 2, 3, 4 and 6 above, along with any other additional responsibilities required to deliver a virtual conference.

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

DUTY STATION: For ICDRI, the agency will be based at their home office. The conference will be managed out of the CDRI Secretariat in Delhi, India. Agency will be requested to deploy to the CDRI Office and conference venue during the event to maximize coordination. For other virtual conferences, the agency can make a call on what works best to deliver the conference seamlessly.

TIMEFRAME: The agency will be expected to provide intermittent inputs from the day of the awarding of the contract up to one month post the delivery of the last conference or until the completion of the conference activities to the satisfaction of CDRI.

For the Hybrid Event

| DELIVERABLES | PERCENTAGE PAYMENT |
|--------------------------------------------------------------------|---------------------------|
| Platform for registration of participants | 30% |
| Studio setup and successful dry runs of the sessions | 40% |
| Successful event delivery and acceptance of final products by CDRI | 30% |
| TOTAL | 100% |

For Virtual Events I and II

| DELIVERABLES | PERCENTAGE PAYMENT |
|--------------------------------------------------------------------|---------------------------|
| Platform for registration of participants | 30% |
| Successful dry runs of the session | 40% |
| Successful event delivery and acceptance of final products by CDRI | 30% |
| TOTAL | 100% |

KEY COMPETENCIES, TECHNICAL BACKGROUND, AND EXPERIENCE REQUIRED

- Experience in live streaming 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 will be submitted at each milestone for approval by CDRI, followed by electronic payment. Milestones can be defined by the bidders, subject to the approval of CDRI.

ANNEXURE II 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] as per the detailed **breakup attached with the proposal**. This amount represents the project's total cost and includes all taxes.

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.

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.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

