REQUEST FOR PROPOSAL (RFP)

Letter of Invitation:

<table>
<thead>
<tr>
<th>Date</th>
<th>Tuesday July 23, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP reference</td>
<td>icddr,b/SCM/OTM/2019/25</td>
</tr>
<tr>
<td>RFP Title</td>
<td>Event Management for the 2nd International Symposium on Community Health Workers (CHW) 22-24th November 2019 to be held at Pan Pacific Sonargaon</td>
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</tbody>
</table>

Dear Sir/Madam,

icddr,b is seeking qualified Event Management firms for The 2nd International Symposium on Community Health Workers (CHW) 2019. The event aims to facilitate better strategic pathways for developing community based programmes for prevention and control of non-communicable diseases (NCDs) in the context of universal health coverage (UHC) and sustainable development goals (SDG). The Event Management firm will be appointed for two month period before the program to arrange all program related activities and smooth logistics supply. Your company is hereby invited to submit your best Technical and Financial Bids for the requested services as per guideline set in the RFP document.

The Bid process will be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid separately from their Financial Bid containing price information. Bidders are requested to carefully read the following sections of RFP document where detailed instructions of the submission process are provided.

All technical documents, legal documents, media copy and other copies must be with the technical bid. The Financial bid only contain price quotation. Mixing of technical and financial documents leads to non-qualification.

It is the Bidder’s responsibility to assure compliance with the submission process. If the documentation or emails are not marked and submitted as per the instructions, icddr,b will neither assume responsibility for the bid’s misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in bid being declared invalid.

Any questions relating to the Bid process and/or to the attached documents shall be sent to: Sr. Manager, SCM at supplychain@icddrb.org within 11:59 pm July 28, 2019. Responses will be given to the bidder through a pre-bid session.

Pre-Bid Location: Chiller Building 1st floor

Pre-bid time and date: 29th July, 2019; 11:00 am
Interested participants must confirm the name and NID reference 24 Hrs before joining the session for security clearances.

Interested bidders will have an opportunity to visit the venue Pan Pacific Sonragoan on: July 11, 2019 from 11:00 am-1:00 pm.

All documentation relating to the bid must be received by icddr,b by hard (printed) copy no later than **14 August 2019, 17:00 Hrs** (GMT6+) addressing:

Director, SC&FM
icddr,b
68 Shaheed Tajuddin Ahmed Sharani
Mohakhali, Dhaka 1212

Bid documents will be received in: Chiller Building Ground Floor; icddr,b Hospital Entry.

icddr,b will not accept bids after the closing deadline and as such no late bids will be accepted or recorded. Please note, bid opening session is **not a public opening**.

icddr,b looks forward to receiving your Bid and thank you in advance for your interest in icddr,b procurement opportunities. This letter is not to be construed in any way as an offer to contract with your company/institution.

Thank you.
Sincerely,

Qayyum Khan Mahbub
Sr. Manager, Procurement
icddr,b
SECTION I: ELEGIBILITY & EVALUATION CRITERION

1. Eligibility criteria of the bidders:

   The minimum requirements for bidders are:
   a) Proven track-record of organizing 3 high-profile national or international events.
      (references and contact persons will be required may be required)
   b) Over 5 years’ experience in conducting national and international events

   Other Requirements:
   c) A proven track record of having handled international delegates, government officials and the protocol decorum that it entails
   d) Excellent administration, organizational and time management skills
   e) Strong Public Relations with mass media
   f) Experience to handle multi-country visa process
   g) Strong coordination and facilitation skills as well as crisis management skills
   h) Work well under pressure Experience of risk management

2. Documents requirement (Mandatory):

   a) Updated Trade license, VAT and TIN certificate
   b) List of major clients and contact details (telephone and email) for at least three (3) similar services in last 2 years.
   c) Compliance statement with Tender document (signed copy of the RFP)
   d) Project proposal
   e) Technical qualifications and professional experience of the team members including CVs for all proposed personnel.
   f) Summary of at least 3 previous projects, with links to creative portfolios or digital copies of relevant communications products developed by the organization.

3. Evaluation process:

   a) icddr,b shall examine, evaluate and compare Bids that are responsive to the requirements of Bid Documents in order to identify the successful Bidder. Bids shall be examined and evaluated as per set criteria specified in the Bid Document. All information requested in this Request for Proposal (RFP) must be provided. Proposals not meeting the above requirement will receive no further consideration during the evaluation process.

   b) The bid will be evaluated following QCBS (Quality and Cost based selection) method and the proportion of non-financial and financial score will be 70/30 out 100. Non-financial part will have two portion, Technical Proposal Evaluation (50) & Event Proposal (20). Bidders achieving 80% marks (i.e. 40 out of 50 in technical sections) will be invited for presentation of Event proposal. Highest scorer combining marks from all three sections will be selected for awarding.

   c) The evaluation procedure may include a short-list based on the stated criteria. The
shortlisted proponents may be asked to prepare a presentation, prior to the final selection. Information gathered from the presentation may also be used to adjust scores attributed during the evaluation of the written responses.

d) icddr,b may conduct physical verification of the bidders to understand and verify its management strength, resources, financial capacity and activity related to the project and its associated area during evaluation.

4. **Evaluation Criteria**

The following criteria, shown in below table form the basis upon which evaluation of proposals will be made.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Parameters</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td><strong>Technical Proposal</strong></td>
<td>70</td>
</tr>
<tr>
<td>1.1</td>
<td>• Experience on event management with proven track-record of organizing 3 high-profile national or international events. (references and contact persons will be required may be required) <em>(minimum-3)</em></td>
<td>20</td>
</tr>
<tr>
<td>1.2</td>
<td>Quality of Works</td>
<td>20</td>
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<tr>
<td></td>
<td>Understanding the requirement: Here the bidder submit a draft proposal of</td>
<td></td>
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<tr>
<td></td>
<td>(i) Creative approach of the Proposal where design, staging idea, design of the booths etc shall be provided</td>
<td></td>
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<tr>
<td></td>
<td>(ii) Work plan to implement the Objectives, Scope of Work and deliverables as per RFP (includes Technologies to be applied &amp; Development plan, gantt chart etc)</td>
<td></td>
</tr>
<tr>
<td>1.3</td>
<td>Professional staff qualifications and experience for the assignment (applicable for the professional staff to be deployed for the project by the bidder)</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>(a) <strong>Team Leader:</strong></td>
<td>(5)</td>
</tr>
<tr>
<td></td>
<td>(b) <strong>Other team members:</strong></td>
<td>(5)</td>
</tr>
<tr>
<td>B.</td>
<td><strong>Event Proposal</strong></td>
<td>20</td>
</tr>
<tr>
<td>C.</td>
<td><strong>Financial proposal</strong></td>
<td>30</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>

**Scoring management:**
- Exceed the expectation: 100%
- Meet the expectation: 80%
- Meet critical requirement: 60%
- Do not meet minimum requirement: 0%

5. **Validity of the Proposal**: 40 days from the date of closing of the bid.
6. **Negotiations**

icddr,b will award any contract solely on the basis of the original offers received. However, icddr,b reserves the right to conduct discussions, negotiations and/or request clarifications prior to awarding a contract.

Furthermore, icddr,b reserves the right to conduct a competitive range and to limit the number of Offerors in the competitive range to permit an efficient evaluation environment among the most highly-rated proposals.

Highest-rated Offerors, as determined by the technical evaluation committee, may be asked to submit their best prices or technical responses during a competitive stage. At the sole discretion of icddr,b, offerors may be requested to conduct oral/visual presentations. If deemed an opportunity, icddr,b reserves the right to make separate awards per component or to make no award at all.

7. **Corrupt, Fraudulent, Collusive or Coercive Practices:**

a. icddr,b requires that bidder, as well as its staff, shall observe the highest standard of ethics during the implementation of the procurement proceedings and the execution of contracts.

b. If corrupt, fraudulent, collusive or coercive practices of any kind is determined by icddr,b against any bidder or any of its staff alleged to have been carried out such practices, the Client shall –
   - exclude the bidder and its staff from participation in the procurement proceedings concerned or reject a proposal for the award; and
   - declare the bidder ineligible, either indefinitely or for a stated period of time, from participation in procurement proceedings in icddr,b;

c. For the purposes of provision, the definitions of corrupt, fraudulent, collusive and coercive practices set forth below:

   (a) "corrupt practice" means offering, giving, or promising to give, directly or indirectly, to any officer or employee of a Procuring Entity or individual a gratuity in any form, an employment or any other thing or service of value, as an inducement with respect to an act or decision of, or method followed by, a Procuring Entity in connection with the procurement proceeding;

   (b) "fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement proceeding or the execution of a contract to the detriment of the Client;

   (c) "collusive practice" means a scheme or arrangement among two and more companies with or without the knowledge of the Client (prior to or after proposal submission) designed to establish proposal prices at artificial, non-competitive levels and to deprive the Client of the benefits of free, open and genuine competition; and

   (d) "coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence the procurement proceedings, or affect the execution of a contract.
SECTION II : TERMS OF REFERENCE (TOR)

Background:

The 2\textsuperscript{nd} International Symposium on Community Health Workers (CHW) aims to facilitate better strategic pathways for developing community based programmes for prevention and control of non-communicable diseases (NCDs) in the context of universal health coverage (UHC) and sustainable development goals (SDG).

Duration:

Three months (from signing of contract 2 weeks). The company may be engaged from 1 September 2019 to 30 November 2019 (date to be finalized) - venue is booked for 21-24\textsuperscript{th} Nov'19.

Key assignment:

Pre event tasks

- Meet and get a briefing about the objectives of the event and develop the concept of the event.
- Arrange a press conference during 1\textsuperscript{st} week of Nov’19.
- Decorate the venue, Stage (at Ball room) and indoor Setup and work out the seating arrangement (if necessary).
- Branding the event/Set 4 (four) billboard wherever necessary in the city before the event.
- Road decoration/lighting (airport to venue) and wherever necessary.
- Send invitation card as per the approved invitee list and follow up to ensure their participation.
- Meet time to time with relevant committee members to update progress and get advice.
- Arrange audio visual equipment such as multi-media, screen, high resolution video and still camera, sound recorder for the event as per requirement of the ball room and three rooms for parallel sessions/Oasis/Foyer wherever needed.
- Provide Public Relations (PR) support to get effective media coverage on print & electronic media.
- Poster presentations arrangements with necessary Boards and materials.
- Sizes and materials of everything (back drops/LED/ market place/ boards for poster presentation etc.) should be mentioned clearly.
Venue Decoration:

- LED screens with Multimedia Projectors/Back projection, Sound Systems with cordless speakers in the ball room & relevant places (as per Pan Pacific Sonargaon Hotel standard).
- IT support and volunteer support in every room (Ball room/IT booth/three rooms for parallel sessions).
- Branding (at Foyer/Oasis/Parallel sessions Rooms/Ball room/relevant roads near to Pan Pacific)
- Photo booth (at Foyer)
- Medical booth (at Foyer)
- Registration booth (at Foyer)
- IT booth (at Foyer)
- Laptops (as per need)
- Online panels/Video/Camera/Photographer support
- Based on the theme of the event, provide design for (Programme schedule/Folder/Diary/Brochure/posters/Jute bag/invitation cards/Envelopes/Pen/Pencil/ID cards with ribbon for registered participants, Abstract books, Souvenir for Conference Bag/badges etc.)
- Provide Logistic supplies like, Pen/ID card with ribbon for approx 650-700 person for the program.
- Indication Stand
- Banner with wooden frame: Outside of the hall long banner/Inside the hall long banner/Registration/Preview Room/IT support/Poster booth etc.
- At tail of Oasis of Pan Pacific, arrange market place (including small, medium and big booths and tent, Multi projecter (AV or filler can be displayed), sound system, volunteers)

During the Event:

1. **ON THE DAY (Venue decoration should be starting from 21st Nov'19 from 12 AM of night)**
   - Gather staff for full briefing, Organize volunteer entertainers area
   - Circulate contact list with mobile numbers to all staff / volunteers
   - Review chain of command in case of emergency
• Arrange 30-35 walkie talkie for committee members only (except event management team)
• Receive guests, Keep record of participants, resource persons, guests in the event separately for each day
• Take photos of all participants including special moments;
• Arrange video documentation of the whole event
• Respond to any information requests from participants, facilitators or organizers
• Provide technical support to make live streaming on social media
• Organize Cultural events
• Organize event opening ceremony
• Organize event closing ceremony
• After Event Crowd/Transport/Food/Security management
• After event cleaning/wrap up

Risk Management:
• Obtain relevant insurance and send copy to Council if required

Post dissemination session (within 10 days after the event):
• Prepare report with name, designation, photo of participants of the discussion session and verbatim what they said. Notes shall be taken continuously and summary report shall be disseminated and presented at the event ending ceremony. Resource for event minutes preparation will be appointed by icddr,b.
• Handover all the photos and video documentary to organizers with proper editing
• Follow-up media coverage and make a compiled file of all media coverage and share with icddr,b

Estimated Duration to Complete

Three months (03 months from signing of contract).
SECTION III: GENERAL TERMS AND CONDITION

1. Project commencement: The successful bidder shall commence the job within 3 (three) days of issuance of Contract/PO by icddr,b.

2. Price: Price shall remain fixed and shall include all statutory costs incurred in the purchaser's country.

3. Award of contract: icddr,b will issue a Notification of Intent to the highest scored bidder initially. After successful negotiation of contract terms, Contract will be signed between two parties. Successful contractor will have a signed Purchase Order from icddr,b as a commitment of awarded value.

4. Performance Bond: the successful contractor need to submit 3% of their quoted value as performance bond in a form of PayOrder/Bank Draft/BG in the name of “icddr,b” within three days of NOI receive.

5. Payment terms: Payment for the contract will be made to the service provider within 30 (thirty) days after submission of bill certified by icddr,b.

6. Payment Milestone: icddr,b will allow the contractor to submit Invoice as per below milestone:
   - 50% Payment shall be provided after completion of Pre event tasks, Venue Decoration.
   - 50% of total amount will be made after completion of event and after handing over of all deliverables to icddr,b within December, 2019.

   The contractor must submit their Mushak-6.3 challan with their Invoice. Without VAT challan, Invoice will not be honoured for payment.

7. Penalty for non-performance: If successful bidder does not carry out the work within the contract period or within the approved extended time or service and supply proven poor quality or attempt to provide poor quality materials/service, then liquidity damage shall be imposed 0.1% per day of the value of undelivered or poor quality Service/goods but not more than 10% of the Contract Value. For proven poor quality production the contractor shall be liable to replace the ensure receivable quality work at his own expenditure within one month's time from date of notice to that offer.

8. Non-disclosure agreement: Apart from service level agreement, the bidder shall enter into a Non-Disclosure agreement with icddr,b, so that the information provided to the vendor in the course of project execution shall not be used against icddr,b's interest. In case serious breach of trust, icddr,b may cancel the contract and all relevant purchase order. The vendor/ selected bidder will be liable to pay damages to the icddr,b in case any of their employees misuse icddr,b's information by breaching the confidentiality and NDA with icddr,b.

8. Confidential information: Confidential information means all information disclosed/furnished by either party to another party in connection with the business transacted/ to be transacted between the parties. Confidential information shall include any copy, abstract, extract, sample,
note or module thereof and electronic material or records. The bidder may use the information solely for and in connection with the purpose the information was conveyed.

Except with the prior written consent of icddr,b, the vendor and its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the vendor and the personnel make public the recommendations formulated in the course of, or as a result of, the Services.

9. **Publicity:** The bidder shall ensure that the name of icddr,b, its stakeholder, service recipient does not appear directly or indirectly in any of its advertisements, product demonstrations, sales promotion schemes, or any publicity initiatives, without obtaining explicit written permission of icddr,b in this regard. However, icddr,b reserves the right to reject any such request made by the successful bidder(s).

10. **Expiration of the service:** Initial service requirement is for three months with possible extension, depending on the effectiveness of the programme and availability of fund. The continuation of the contract with the selected service provider shall further depend on the availability of fund and performance of the vendor.

11. **Contract termination:** icddr,b reserves the right to cancel the entire / unexecuted part of the order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

   - Termination for default
   - Termination of convenience
   - Termination for insolvency
   - Termination due to force majeure

12. **Dispute resolution mechanism:** In the event of any controversy or dispute regarding the implementation of the contract, the matter shall be discussed and resolved mutually. In case the issues are not resolved between the parties, that shall be referred to arbitration and the decision and award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration Act (Act No 1 of 2001) of Bangladesh and the place of arbitration shall be Dhaka, Bangladesh.

13. **Jurisdiction:** The parties to this agreement shall submit to the jurisdiction of courts in Dhaka, Bangladesh.

14. **Governing laws:** The provisions of this agreement shall be governed by the laws of Bangladesh.

In witness whereof the parties hereto have set their hands through their authorized signatories.
### SECTION IV: SUMMARY OF COST PROPOSAL

<table>
<thead>
<tr>
<th>Cost Head</th>
<th>Costs</th>
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<tbody>
<tr>
<td>Total Project Cost including AIT</td>
<td></td>
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<tr>
<td>VAT Amount</td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
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</tbody>
</table>

Authorized Signature *In full and initials*: ___________________________

Name and Title of Signatory: ___________________________________________

Company Seal/stamp: _________________________________________________
# Project Cost Breakdown

<table>
<thead>
<tr>
<th>Cost Head</th>
<th>Number of days to complete</th>
<th>Total Cost in BDT</th>
</tr>
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<tbody>
<tr>
<td>Pre event tasks:</td>
<td></td>
<td></td>
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<tr>
<td>Venue Decoration:</td>
<td></td>
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<tr>
<td>During the Event:</td>
<td></td>
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<tr>
<td>Post dissemination session:</td>
<td></td>
<td></td>
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<tr>
<td>Total Personal Cost:</td>
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</tbody>
</table>

Authorized Signature [In full and initials]: ________________________________

Name and Title of Signatory: ________________________________

Company Seal/stamp: ________________________________

Page | 12