

## **Request for Proposal (RFP) PCO Services for ITM 2024**

Federation of Associations in Indian Tourism & Hospitality (FAITH) was inaugurated in May 2013. It is the apex body of the Tourism & Hospitality Industry in the private sector in India where, all the National Associations of Tour Operators, Travel Agents, Hotels, Transport Operators, Conventions & Exhibition Operators, Restaurants and Tourism Attractions are members. These associations in alphabetical order are ADTOI, ATOAI, FHRAI, HAI, IATO, ICPB, IHHA, ITTA, TAAI & TAFI.

FAITH, on behalf of the whole tourism industry engages in key policy and strategy ideation with Central and State Governments of India for growth of the Indian Tourism Industry. FAITH has closely worked with Governments on tourism components of various national and strategic policies with the primary objective of positioning India as an attractive Tourism destination both for Leisure & Business purpose as Inbound & Domestic Tourism.

FAITH, on behalf of the complete Tourism, Travel and Hospitality Industry of India has been organizing global buyer-seller meets with the objective of increasing tourism exports from the country. FAITH has successfully organized four such events over the past few years. These include one GET India 2015 supported by the Ministry of Commerce, Government of India and three ITMs, India Tourism Mart – 2018, India Tourism Mart – 2018, India Tourism Mart – 2019, India Tourism Mart – 2021 Hybrid supported by the Ministry of Tourism, Government of India.

The India Tourism Mart (ITM) is the flagship event of the FAITH to promote the Inbound Tourism covering Cultural Tourism, Heritage Tourism, Adventure Tourism, Wildlife, MICE, Culinary, Wedding, Rural Tourism, Home Stays and all other form of Tourism. The 4th edition of ITM is proposed to be held from 04-08<sup>th</sup> July, 2024 at Yashobhumi International Convention & Exhibition Centre, Dwarka, New Delhi, India. The actual exhibition will take place on 5<sup>th</sup>, 6<sup>th</sup> & 7<sup>th</sup> July, 2024.

FAITH invites proposals from interested Professional Conference Organisers (PCO) for handling all the logistic arrangements for ensuring a successful ITM 2024

This RFP is divided into two parts and each aspect is to be read diligently:

- A1 - Scope of Work
- A2 - Bid Conditions

## **A1 - Scope of work**

PCOs with a minimum of seven years in this business and those having carried out two similar assignments in the past five years are invited to bid for the following services. The list is not necessarily exhaustive and applicants are welcome to incorporate additional services as they believe would be required for the successful organisation of this Conclave.

The list is intended to be indicative of the responsibilities of the PCO. If the applicant would sub-contract any such role, this MUST be clearly stated.

### **1. Assist in buyer identification, selection and overall coordination**

- Sending invites to buyers
- Compiling applications received
- Presenting the buyer applications for approval of Hosted Buyer Committee.
- Coordinating for issue of air tickets for Hosted buyers/Speakers/invitees.
- To make every effort to suggest additional buyers about 300 international hosted buyers to supplement FAITH database.

**International** Inbound buyers to be from major source market, potential upcoming markets, target markets. Those who attended any event in India in last 2 years should not be considered unless approved by HBC.

### **2. Exhibition**

- Selling of booth space to FAITH members & Non-members.
- Coordination with exhibition fabricator for developing exhibition floor plans, guidelines, exhibition manual, co-ordination of stand services and the co-ordination of set-up and dismantling of the exhibition with the selected fabricator.
- Coordinate and arrange press/ invitees to the exhibition.

### **3. Conference sessions**

- Coordinating for stage setup for each session including managing backstage
- Coordinate with speakers, panellists
- Coordinate for giving away of mementoes/bouquets

### **4. Sponsorship**

Assist FAITH for sponsorships from non-government bodies and non-FAITH members.

### **5. Registration /B2B meetings**

Coordinating the various areas with the selected vendor to provide smooth and hassle-free registration process pre-conclave & onsite during the conclave including badges, lanyards and professionally pre-schedule B2B meetings. Please ensure that B2B meetings need to be pre-fix and each exhibitor must get at least 35 pre-fix appointments for 3x3 booth space.

### **6. Mobile App**

Designing or managing Conclave mobile app with all event related features, regular updates and real time notifications during event on both IOS and android platform etc.

### **7. On-site Management**

To coordinate with the various suppliers for the services required and the on-site management of the event with regard to transport, hotel, registration, hall, exhibition area, fabricator, audio visual agency/photographer/videographer etc. to ensure flawless functioning of the Conclave.

### **8. Conclave Materials (Print and Electronic)**

The responsibility includes coordinating with the vendor to provide all conclave supplies such as program directory, delegate bags, mementos, t-shirt, caps, gifts/inserts for delegate bags on time.

## **9. Hotel Reservation / Accommodation**

Co-ordination with hotels to provide smooth and hassle-free check in and check out as per the rooming list shared in advance.

## **10. Transport**

Co-ordination with vendor to manage airport transfers, shuttles service, post tours, maintaining duty slips, submitting invoice with supporting duty slips etc. Handling of all logistics on-site.

## **11. Oration/Onsite Venue/Hall Management**

- Co-ordination with selected vendors from AV team, fabrication, signages, hall manager/manpower.
- Coordination with venue for F&B services
- Selection and coordination with emcee

## **12. Inauguration, Cultural and Social Programs**

Coordinating all social functions, coordinating with state govt. for cultural programs, onsite coordination, vendor coordination, obtaining licenses and permissions

## **13. Govt. approvals**

To obtain approval of nodal Ministry, Ministry of Home Affairs, Ministry of External Affairs and other local permissions

## **14. Medical aid**

Ensuring medical aid at all locations for all buyers, sellers and speakers.

## **15. Safety and Security**

To coordinate with venue to ensure overall safety and security of the Conclave/participants.

## **16. Data Protection**

Ensuring full compliance with all privacy laws and data protection of the buyer/seller profiles shared for registration, B2B meetings, accommodation, transport etc. Within 7 days after the completion of the event entire data base must return to FAITH with written undertaking that no data has been copied or stored by vendor at their end.

## **17. Payments and Billing**

Ensure that systems are in place to collect payment online mode via credit cards (master/Visa/Amex) or thru Bank transfer in FAITH account only like Buyers' registration, Pre-Post registration, Exhibitors payments, etc. All accounting work related to payments like Invoicing, TDS, GST should be adhered along with FAITH chartered Accountant.

## **18. Refunds / Reimbursement**

Ensure that all air-tickets refunds, security deposit, or any other refunds are done in time frame manner and buyers get refund in USD/EUR/GBP on the last day of exhibitions on timely manner or as decide by FAITH.

### **A2 - Bid Conditions**

#### **1. Submission of proposal**

The bids need to be submitted by the 8th April, 2024 in a sealed envelope at FAITH's office by 5 pm at the address **Federation of Associations in Indian Tourism & Hospitality, 1102, A-Block, Naurang House, 21 Kasturba Gandhi Marg, New Delhi – 110 001.**

Each sealed envelope will contain two separate sealed envelopes one titled technical bid and the other titled financial bid. It needs to be divided into

The sealed envelope containing **technical bids** needs to have the following:

- Signed and stamped covering letter with full contact details, address and email id of authorised person
- The proposal for undertaking the above mentioned PCO services
- Credentials of having undertaken PCO services for tourism marts with focus on past two years

- Credentials of having undertaken PCO services for other sectoral marts
- Client reference letters
- Dedicated team for the ITM
- CA certified financials for past 3 years for India
- BID submission fees of ₹ 10000 + gst through a crossed cheque (non-refundable) in the name of **Federation of Associations in Indian Tourism & Hospitality.**

The sealed envelope containing **financial bids** needs to have the following letter signed and stamped:

- PCO service fees
- GST
- Total fees inclusive of GST
- Estimated out of pocket expenses (if any anticipated)

## 2. **Date of Presentation**

If there is an additional round of technical presentations, this will be informed to all shortlisted bidders.

## 3. **Evaluation criteria:**

The technical and financial proposal will have a weightage criterion of 70:30. The financial proposals will be opened post the technical presentation or evaluation. The marks for technical proposal will be given on basis of the technical parameters as given above.

## 4. **Decisions of the FAITH Board**

FAITH will be the nodal contact point for all above activities. The PCO will closely work with the secretariat and proceed only after obtaining approvals on all activities from the bureau. The decisions of the FAITH board as such will be final on all aspects.



## **5. Conflict of Interest**

No bidders will have any conflict of interest through direct or indirect representation in the FAITH ITM evaluation, governance and management committees and sub committees and are expected to take measures accordingly to manage the same.

## **6. Performance Surety and earnest amount**

The chosen PCO will submit a performance surety cheque equivalent to 20% of the final bid value and valid for one year. This will be kept with FAITH secretariat and will be returned **interest free** post the full and final completion of the ITM and submission and approval of the ITM full and final Mart report ad complete handover.

## **7. Intellectual property**

All information, data, applications generated during ITM, under direction of FAITH will be the property of FAITH and will be returned to FAITH through a complete handover.

## **8. Act of God & Unmanageable Circumstances**

ITM 2024 may be cancelled or postponed as impacted by act of God events or by events which are not manageable or beyond the control and influence of FAITH.

## **9. Resolution**

FAITH is the national nodal tourism body of the industry and is conducting the mart on behalf of the tourism industry. Any disagreement with the PCO which is highlighted by the stakeholders will be handled peacefully and through mutual discussions. If in the case it cannot be resolved the legal jurisdiction will be New Delhi. The PCO through its submission and if selected during its services will also provide a complete indemnity to FAITH for any of its actions conducted during the ITM.

## 10. Acceptance of all terms and conditions and bidder responsibility

Submission of the bid implies an acceptance of all terms and conditions as mentioned or implied in this RFP and any other requirements communicated thereafter. It is the sole responsibility of the bidder and not of FAITH to seek any clarifications for a successful submission of the bid.