

**REQUEST FOR PROPOSAL (RFP)**

**SELECTION OF A PROFESSIONAL CONFERENCE ORGANISER (PCO) FOR  
ORGANIZING THE BERNE UNION ANNUAL GENERAL MEETING DURING 20-24  
OCTOBER 2019 IN HYDERABAD, TELENGANA**

**RFP Reference Number: ECGC/CUD/329/2019**

**Dated: 15.03.2019**

**ECGC LIMITED**

**Nirmal Building, 5<sup>th</sup> Floor, Nariman Point Mumbai-400021**

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**ECGC Ltd.**

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## **DISCLAIMER**

The information contained in this Request For Proposal Document (RFP Document /Bid Document) or information that may be provided subsequently to bidder(s) through mail or in documentary form by ECGC Ltd, is provided on the terms and conditions set out in this RFP document.

This RFP Document is neither an agreement nor an offer but only an invitation by ECGC Ltd to the interested bidders to participate in the bid process. The purpose of this RFP document is to provide the bidder(s) with information to assist the formulation of their proposals and may not contain all the information that may be required by them.

ECGC Ltd shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP Document. ECGC Ltd may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

ECGC Ltd reserves the right to reject any or all the bids / proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of ECGC Ltd in this regard shall be final, conclusive and binding on all the parties. The information provided by the Bidder in response to this Request For Proposal document will become the property of ECGC Ltd and will not be returned. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized signatories of ECGC Ltd with the selected bidder.

**SCHEDULE OF EVENTS**

1	Date of commencement of Bidding Process (i.e. Posting of Tender Document on web site of ECGC Ltd and advertisement in paper)	By 18 <sup>th</sup> March 2019
2	Last date for receipt of queries via mail for clarification from bidders	22 <sup>nd</sup> March 2019
3	Cutoff date for issuing clarifications to queries by ECGC Ltd	27 <sup>th</sup> March 2019
4	Pre-Bid meeting at Mumbai	03 <sup>rd</sup> April 2019
5	Last date for receipt of further queries, if any, from bidders	05 <sup>th</sup> April 2019
6	Replying to the queries of the bidders by ECGC Ltd.	08 <sup>th</sup> April 2019
7	Last date for submission of Bidding Documents including Technical and Financial Bid	19 <sup>th</sup> April 2019
8	Date of opening of the Technical Bids	22 <sup>nd</sup> April 2019
9	Solution Presentation by Bidder	Date and time shall be intimated later
10	Opening of Commercial Bids	Within Seven days of opening of Technical Bids. Date will be communicated to such bidders who qualify in the Technical Bids
11	Validity period of Technical / Commercial Bid	Sixty days (60 days) after the last date for submission of bidding documents.

**Note: Time lines are subject to change at the sole discretion of ECGC Ltd.**



**ECGC Ltd.**

Address for Communication and submission of bid	General Manager (Country Underwriting and International Relations Department)  ECGC Limited, 5 <sup>th</sup> Floor, Nirmal Building, 241/242, Backbay Reclamation, Nariman Point, Mumbai 400 021
E-mail	<a href="mailto:cud@ecgc.in">cud@ecgc.in</a>

## PROFILE OF ECGC LIMITED

ECGC Ltd. (formerly Export Credit Guarantee Corporation of India Ltd) is a Government of India Enterprise, incorporated on 30<sup>th</sup> July, 1957 under the Companies Act, 1956. ECGC Ltd provides export credit insurance facilities to exporters and banks in India. It functions under the administrative control of the Ministry of Commerce and Industry, Government of India, and is managed by a Board of Directors comprising representatives of the Government, Reserve Bank of India, banking, insurance and exporting community. ECGC Ltd is registered with IRDAI under general insurance category bearing registration number 124.

Over the years, it has offered various export credit risk insurance products to suit the requirements of Indian exporters and commercial banks. ECGC is the seventh largest credit insurer of the world in terms of coverage of national exports. The present paid up capital of the Company is Rs.2000 crore and the authorized capital is Rs. 5000 crore with a network of 60 branches and five regional offices. The employee strength of the company is over 600.

## PURPOSE OF RFP

ECGC Ltd is a member of the International Union of Credit and Investment Insurers, also known as the Berne Union (BU). The BU, with its headquarters in London and 85+ members / guest members from 70+ countries, represents the global export credit and investment insurance industry.

ECGC will be hosting the BU Annual General Meeting (AGM) from 20<sup>th</sup> to 24<sup>th</sup> October, 2019 at Cyberabad Convention Centre Private Limited (CCCPL), Hyderabad, Telengana. The meeting is expected to see an attendance of 300 delegates from member ECAs and invited multi-lateral agencies.

In this connection, ECGC Ltd invites Request for Proposal (henceforth referred to as RFP) from interested Agencies for “**SELECTION OF PROFESSIONAL CONFERENCE ORGANISER FOR ORGANIZING BU AGM – 2019**” as per the scope given in this RFP.

## SCOPE OF WORK

ECGC Ltd intends to engage the services of a Professional Conference Organiser (henceforth referred to as PCO) to organize BU AGM – 2019.

**The scope of work will broadly cover the following:**

- a) The PCO shall offer complete, end-to-end organizing and management services in consultation with the Local Organizing Committee (LoC) of ECGC Ltd by providing relevant goods and services for organizing the activities of BU AGM immediately prior to, during and after the AGM.
- b) ECGC Ltd has signed agreements with CCCPL, Hyderabad for meeting venues and hotel accommodation for delegates, therefore, the same are excluded from the purview of the scope of work. Further, the hiring of audio-video arrangements and catering during the meeting hours are excluded from the scope of work. However, the PCO has to plan and manage all the above services.
- c) The PCO will have to undertake operational and administrative functions during and pre-/post-meeting hours to ensure that the event is organized successfully.
- d) The PCO has to assist ECGC Ltd in shortlisting and finalizing the suppliers of goods for the conduct of meeting, including office stationery, equipments, welcome material, etc., and any service that is not part of PCO's scope of work which is not mentioned in this RFP but is found, at a later point of time, to be indispensable for the conduct of the event.
- e) The PCO has to provide pre-meeting support including outlining visa requirements, information related to currency, health and immunization, etc.
- f) The PCO will be required to plan and organize Dinner / Cultural program or Social Event / Excursion.
- g) The PCO shall obtain all necessary approvals, No-Objection Certificates, Licenses, etc. from the competent authority for the meeting.
- h) The PCO has to ensure excellent customer service and quality delivery.

**Annexure D1** provides detailed list of activities envisaged for the conduct of the meeting and within the scope of work of the PCO. [The guidelines issued by the BU on how to organize the meeting are attached as **Annexure I**]

**Deliverables:**

1. The PCO shall prepare a comprehensive plan for the meeting, including but not limited to venue planning, publication of material, delegate management, exhaustive listing of IT requirements, plan and suggest audio-video facilities, photography, etc.
2. The PCO shall ensure successful execution of meeting related activities.

**Timeline:**

The PCO is required to complete the task in all aspects in a time bound manner to the entire satisfaction of ECGC Ltd.

**CLARIFICATION OF QUERIES**

A prospective bidder requiring any clarification of this RFP may notify ECGC Ltd in writing by e-mail at [cud@ecgc.in](mailto:cud@ecgc.in) as per the time line given elsewhere in this RFP document.

**DUE DILIGENCE**

Bids shall be deemed to have been submitted after careful study and examination of the contents of this RFP. The bids should be precise, complete in all respects and in the prescribed format as per the requirement of this RFP only. Failure to furnish all information required by this RFP or submission of a bid not responsive to this RFP in every respect will be at the applicant's risk and may result in rejection of the bid for which ECGC Ltd shall not be held liable under any circumstances.

**AMENDMENT OF RFP**

At any time before the deadline for submission of bids/offers, ECGC Ltd may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify this RFP Document. Any clarification issued by



ECGC Ltd will be in the form of an addendum/ corrigendum and will be available on website of ECGC Ltd <http://www.ecgc.in>. Such amendments shall be binding on them and shall form an integral part of this RFP.

### **TENURE OF THE ASSIGNMENT**

The activities of the meeting immediately prior to, during, and after, the meeting are likely to spread over many months. The main meeting and ancillary work related to the main event requires the involvement of the PCO on a turn-key basis for the entire period from the award of the Contract till all deliverables are completed but not beyond 15.11.2019.

**ELIGIBILITY CRITERIA**

<b>S No.</b>	<b>Required by ECGC Ltd.</b>	<b>To Be Confirmed by the PCO/Bidder</b>
1.	Bidder should be a duly constituted entity under Indian Laws	Attach Certificate of Incorporation issued by the Registrar of companies/ Partnership deed.
2.	The entity should be based or have branch office in Hyderabad, Telengana, India	Attach copy of proof of office in Hyderabad, Telengana.
3.	Company should have been in the field of successfully organizing event management of large scale in India for a minimum period of five years and have a satisfactory track record	Details of past events, best 15, organized during the last five financial years and up to 28.02.2019 to be provided as per <b>Annexure C1</b> . Evidence like email confirmation from client person's email address or work completion certificate should be provided along with the bid.
4.	Company should have preferably organized events of similar nature for the Government of India (Gol) Ministry/Department/PSUs/PSEs, trade bodies	Details of events organized during the last three immediately preceding financial years to be provided as per <b>Annexure C2</b> .
5.	An annual turnover of over Rs. Five crore in each of the last three financial years (2017-18, 2016-17 and 2015-16)	IT returns acknowledgments & Audited Financial Statements to be provided for last three financial years ended on 31.03.2018.  A certificate from the Company's Chartered Accountant (CA) indicating the amount of Turnover from events

		<p>managed during the last three financial years to be provided.</p> <p>Copy of PAN No. and GST Registration No.</p>
6.	Should be adequately staffed and supported by latest technology	Undertaking of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in ECGC.
7.	The Bidder should not have been black listed / barred / disqualified by GoI/ Ministry/Department/ PSUs/PSEs, trade bodies/regulator / judicial or any other authority	A self-declaration by the Bidder on its letter head
8.	The Bidder's Firm should not be associated with or owned or controlled by any Director or Employee of ECGC Ltd.	A self-declaration by the Bidder on its letter head

**Note:**

- a) Bidder to submit Power of Attorney/authorization for signing the bid documents and Micro and Small Scale Enterprises (MSME) Registration Certificate, if applicable.
- b) Copy of entire tender document is duly signed and stamped on each page by the Bidder.

## BID PROPOSAL PROCESS

The Request for Proposal Document can be downloaded from the website of the ECGC Ltd [www.ecgc.in](http://www.ecgc.in). Interested Agencies should submit their proposals in two separate and sealed NON-WINDOW envelopes containing “**Technical Bid**” and “**Commercial Bid**” proposals superscribed with “**Request for proposal for Professional Conference Organiser for organizing BU AGM – 2019 in Hyderabad, Telengana**”

### **Technical Proposal:**

This document should contain a clear layout of the conceptual design and the implementation stages and deliverables at the end of each stage. It should also contain the details of similar work undertaken for any insurance/bank/financial institution. The technical proposal should also include details of the team, its composition and key functionaries proposed in various stages of the event. The format of the proposal is as per **Annexure C**.

### **Commercial Proposal:**

This should include the financial quote covering the total management fees of the assignment for the entire duration of the project. The financial quote should be in Indian rupees and inclusive of all expenses and applicable taxes. The format of the proposal is as per **Annexure D**.

The sealed covers containing the “**Technical Bid**” and the “**Commercial Bid**” should in turn be put in a sealed outer envelope to be superscribed as “**Technical and Commercial bids for Professional Conference Organiser for organizing BU AGM – 2019 in Hyderabad, Telengana.**”

## EVALUATION CRITERIA

### Evaluation Parameters

Each bidder will be evaluated on a scale of 100 marks on the following criteria. Sixty marks have been fixed for technical bid and forty marks for presentation.

S. No.	Evaluation Parameter	Documentary requirement/s	Max Marks	Marking System
<b>Part I</b>				
1	Company Experience	Details of Events organized as mentioned in <b>Annexure C1</b> along with copies of work orders/client e-mail in support of their fulfilling the respective pre-qualification criteria.	<b>15</b>	<ul style="list-style-type: none"> <li>• <b>5 Marks-</b> Minimum five years experience</li> <li>• <b>7 Marks</b> – Up to 10 years of experience</li> <li>• <b>10 Marks-</b> Above 10 years of experience</li> <li>• <b>Additional 5 Marks</b> – if any international event organized in India in the last five financial years ended on 31.03.2018 and up to 28.02.2019.</li> </ul>
2	Annual Turnover during last three Financial Years	CA certificate indicating the turnover covered during last three financial years ended on 31.03.2018 and fulfilling the respective pre-qualification criteria.	<b>10</b>	<ul style="list-style-type: none"> <li>• <b>5 Marks-</b> Turnover Rs. Five crore to Rs. 10 crore</li> <li>• <b>10 Marks-</b> Turnover above Rs. 10 crores</li> </ul>

<b>S. No.</b>	<b>Evaluation Parameter</b>	<b>Documentary requirement/s</b>	<b>Max Marks</b>	<b>Marking System</b>
3	Working with a Gol Ministry/ Department/ PSUs/PSEs, trade bodies	Number of events organized as per <b>Annexure C2</b>	<b>10</b>	<ul style="list-style-type: none"> <li>• <b>5 Marks-</b> Minimum One event</li> <li>• <b>10 Marks</b> – Above One Event</li> </ul>
4	Number of Branch Offices	Details as per company profile	<b>5</b>	<ul style="list-style-type: none"> <li>• <b>3 Marks-</b> less than 10 branches</li> <li>• <b>5 Marks-</b> 10 and above branches</li> </ul>
5	Qualification of Project leader and Key Experts	Details as provided by the Company in <b>Annexure G</b>	<b>10</b>	<ul style="list-style-type: none"> <li>• <b>5 Marks-</b> Minimum qualification of Graduate in relevant field</li> <li>• <b>10 Marks</b> - Higher degree in relevant field</li> </ul>
6	Experience of Project leader and Key Experts	Details as provided by the Company in <b>Annexure G</b>	<b>10</b>	<ul style="list-style-type: none"> <li>• <b>5 Marks-</b> Less than 5 years</li> <li>• <b>7 Marks</b> – 5 years to 10 years</li> <li>• <b>10 Marks</b> – Above 10 years</li> </ul>
<b>Total Part I</b>			<b>60</b>	
<b>Part II</b>				
7	Presentation that demonstrates in-depth understanding requirements	Shall be evaluated by the designated members of Project Steering committee.	<b>40</b>	

	of ECGC Ltd. and supplementing the technical proposals			
	<b>Total (Part 1 + Part 2)</b>		<b>100</b>	

### **Evaluation procedure**

1. Bidders scoring a minimum of 50% marks (i.e. 30 out of 60 marks) in Part I in the technical bid will qualify;
2. The bidders who have qualified in Part I of the bid will be evaluated by the Project Steering Committee and will be allotted marks (out of 40) on the basis of the criteria mentioned above in Part II.  
Thereafter, commercial bids will be opened.
3. A combined evaluation of the bidders shall be done on the basis of marks obtained in Part I and Part II. Of the top three scorers, award will be issued to the bidder making the lowest quote.
4. In case of a tie, the bid that had high score in Technical evaluation will be considered the best bid value.
5. In case the selected bidder fails to accept the award then next least quoted bidder will be considered for the award and so on.

### **CONFIDENTIALITY AGREEMENT/ PERFORMANCE GUARANTEE**

Selected bidder will have to provide Performance Guarantee to the extent of 100% of the Bid amount/ Contract value and sign the Confidentiality agreement on the specified format at the time of acceptance of the award.

### **PAYMENT TERMS**

1. No advance payment will be made on award of the contract.
2. Payment of PCO fee will be as per the agreement signed between ECGC Ltd and the bidder who is awarded the contract.

3. Payment for all supplies of goods and services for organizing the event will be directly made by ECGC Ltd.
4. All payments shall be subject to TDS, if any, as per the tax rules at the time of Payment.
5. It may be noted that ECGC Ltd will not pay any amount/expenses/charges/ fees /travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses other than the “Agreed Professional Fee.”

### **MISCELLANEOUS TERMS & CONDITIONS**

1. ECGC Ltd is not responsible for non-receipt of bids within the specified date due to any reason including postal delays or holidays.
2. ECGC Ltd reserves the right to alter/modify the RFP at any time before the last date for submission of response under a notification that shall be displayed on the website of ECGC Ltd. The Bidders should regularly visit the website till the last date for submission for RFP.
3. Bids not conforming to the requirements of the RFP may not be considered by ECGC Ltd. However, ECGC Ltd reserves the right at any time to waive any of the requirements of the RFP.
4. ECGC Ltd shall have the right to cancel the RFP process at any time prior to award of contract, without thereby incurring any liabilities towards the affected Bidder(s). Reasons for cancellation, as determined by ECGC Ltd, in its sole discretion, may include but are not limited to, the following :
  - Services contemplated are no longer required;
  - Scope of work were not adequately or clearly defined due to unforeseen factors and/or new developments ;
  - Proposed fees is unacceptable for the assignment/project;
  - Any other reason/s.
5. ECGC Ltd reserves the right to verify the validity of bid information and reject any bid, where the contents are found incorrect whether partially or fully, at any time during the process of RFP or even after award of contract.
6. The bidders have to bear all the costs in connection with the preparation of their Proposals, visits to ECGC Ltd, their presentation before the Project

Steering Committee, etc. ECGC Ltd will not be in any way liable for such costs, regardless of the conduct or outcome of the selection process.

7. Sub-contracted or sublet job on the name of the PCO will not be considered towards eligibility.
8. All pages of RFP should be stamped and signed by Authorized Signatory of the Bidder. Authority letter in favour of the Authorized signatory duly signed by Managing Director/Partner should be submitted with the technical bid.
9. ECGC Ltd may at its discretion take an undertaking from employees of the consultant to maintain confidentiality of ECGC Ltd's information/documents etc. ECGC Ltd may seek details/counter verify the credentials of consultant's employees vis-à-vis their job-related experience mentioned in their individual bio data.
10. PCOs who have been issued the RFP document or participated in the pre-bid meeting, shall inform ECGC Ltd in writing within five days from the date of pre-bid (or in no case less than seven days before the tender submission date) about their inability to participate in the bid. In the absence of written confirmation, vendor may be debarred from bidding in further tenders, if any.

**Annexure A**

**(COVERING LETTER TO ECGC LTD ON THE AGENCY'S LETTERHEAD)**

Date: \_\_\_\_\_

The General Manager,  
Country Underwriting and International Relations,  
ECGC Ltd,  
5<sup>th</sup> Floor, Nirmal Building,  
Nariman Point,  
Mumbai – 400021

Dear Sir,

**Sub: Request for proposal for Professional Conference Organiser for organizing BU AGM – 2019 in Hyderabad, Telengana**

**RFP REFERENCE NO. ECGC/CUD/329/2019: Dated: \_\_\_\_\_**

We hereby enclose our technical bid/offer, in a sealed envelope, to provide our services as Professional Conference Organiser for organizing BU AGM – 2019 in Hyderabad, Telengana, as detailed out in your subject RFP.

We agree to all the terms and conditions mentioned in the RFP. The offer shall be binding on us during the bid validity period i.e. up to 60 days from the last date for submission of the bid and subject to the modifications resulting from contract negotiations.

Thanking you,

Yours faithfully,

(Name and Designation, seal of the firm)

Encl: Technical Offer in sealed envelope

**Annexure B**

**PROPOSAL FORM**

**(To be included in Technical Proposal Envelope)**

Date:

The General Manager,  
Country Underwriting and International Relations,  
ECGC Ltd,  
5<sup>th</sup> Floor, Nirmal Building,  
Nariman Point,  
Mumbai – 400021

Dear Sir,

**Sub: Request for proposal for Professional Conference Organiser for organizing BU AGM – 2019 in Hyderabad, Telengana**

**RFP REFERENCE NO. ECGC/CUD/329/2019: Dated: \_\_\_\_\_**

We offer our services for organizing the BU AGM - 2019 in conformity with the requirements mentioned in above referred to RFP document.

We undertake, if our bid is accepted, to carry out the work as per the scope of work, deliverables and in accordance within the time frames specified in the RFP document.

We confirm that the information submitted by us in our Bid is true and correct. We agree to abide by the terms and conditions mentioned in the RFP.

We declare that we have not made any alterations/changes whatsoever in the RFP document and we are fully aware that in the event of any change, the RFP document maintained at ECGC Ltd will be treated as authentic and binding and the Bid/Proposal submitted by us will be liable to be rejected by ECGC Ltd.

We certify that there has been no conviction by a Court of Law or contemplated by court for misconduct, guilty or indictment/adverse order by a regulatory authority for an offence against us or any of our Directors / Managers / Employees and if it arises, we will intimate the ECGC Ltd immediately.

We undertake that we will strictly observe the laws that are in force in India against fraud and corruption namely “Prevention of Corruption Act, 1988”.

We understand that ECGC Ltd is not bound to accept our request for participation in the process or bound to accept our bid, or give any reason for rejection of any bid. We also agree and confirm that we have no right to claim any expenses incurred by us in connection with the preparation of the bid documents, visits to ECGC Ltd, making presentation before the Project Steering Committee or any other activity required to participate in the bid process.

We are also aware that ECGC Ltd has also right to re-issue / re-commence the bidding process, to which we do not have right to object and have no reservation in this regard; the decision of ECGC Ltd in this regard shall be final, conclusive and binding upon us. We understand that ECGC Ltd is not bound to accept the lowest or any other proposal.

\_\_\_\_\_  
(Signature)

Authorized Signatory

**Annexure C**

**TECHNICAL BID**

Request for proposal for Professional Conference Organiser for organizing BU  
AGM – 2019 in Hyderabad, Telengana

**RFP REFERENCE NO. ECGC/CUD/329/2019: Dated: \_\_\_\_\_**

<b>Particulars</b>	<b>Details to be furnished for the Particulars</b>	<b>Details of Enclosures to be submitted</b>
Name of the Bidder		
Address of Registered Office		
Telephone / mobile number		
Name and designation of the person authorized to make commitments to ECGC Ltd		
Date of incorporation of the Bidder		
E mail address		
Company Profile	Brief write up on the Company with details of branch offices	Address proof of branch office in Hyderabad, Telengana
Experience in organizing events	Years of Experience	Details as per <b>Annexure C1</b>
Turnover details	Turnover during the last three financial years ended 31.03.2018	CA certified statement, Audited financial statements and ITR submitted as mentioned in Eligibility Criteria

Experience with a GoI Ministry/ Department/ PSUs/PSEs, trade bodies	Number of events organized	Details as per <b>Annexure C2</b>
Number of professional staff who are proposed to be associated for executing the assignment with names including that of the Team Leader. The Team Leader, once assigned to ECGC Ltd should not be replaced except with the consent from ECGC Ltd.		Details as per <b>Annexure F</b> along with Resume of individual team member
<b>Tax related Registrations</b>		
PAN No: GST No:		Copies to be attached as mentioned in Eligibility Criteria

**Details of Partners/promoters of the Bidder**

S. No.	Name of the Partner/promoter	PAN No.

Dated:

\_\_\_\_\_  
(Signature of Authorized Signatory)

**Annexure C1 (Part of Technical Bid)**

**PAST EXPERIENCE OF THE COMPANY**

Experience of successfully organizing event management in India during the last five financial years ended 31.03.2018 and upto 28.02.2019. **(Give best 15 Events)**

<b>S. No.</b>	<b>Name of Events</b>	<b>Period of Events (From-To)</b>	<b>Name of Client</b>	<b>Value of Work</b>	<b>Venue of Event</b>	<b>Year of Completion</b>	<b>Number of Registered Participants</b>

Evidence like email confirmation from client person's email address or work completion certificate should be provided along with the bid.

Dated:

\_\_\_\_\_  
(Signature of Authorized Signatory)

**Annexure C2 (Part of Technical Bid)**

**EVENTS ORGANIZED FOR GOVERNMENT OF INDIA MINISTRY/  
DEPARTMENT/ PSUs/PSEs, TRADE BODIES**

<b>Events organized for</b>	<b>Name of the organizer</b>	<b>Number of events organized</b>
Ministry of the Government of India		
Public Sector Units		
Public Sector Enterprises		
Trade Association		

Dated:

\_\_\_\_\_  
(Signature of Authorized Signatory)

**Annexure D**

**COMMERCIAL BID (On Agency's Letter Head)  
(To be placed in Commercial Proposal Envelop)**

Date: .....

The General Manager,  
Country Underwriting and International Relations,  
ECGC Ltd,  
5<sup>th</sup> Floor, Nirmal Building,  
Nariman Point,  
Mumbai – 400021

Dear Sir,

**Sub: Request for proposal for Professional Conference Organiser for  
organizing BU AGM – 2019 in Hyderabad, Telengana**

**RFP REFERENCE NO. ECGC/CUD/329/2019: Dated: \_\_\_\_\_**

We submit our commercial bid (fees) for the proposed assignment as under:

Amount in Figures (Rs)	
Amount in words	

**Terms and Conditions**

- 1) The above quoted fee is inclusive of all management fee and applicable taxes for activities mentioned in **Annexure D1**.
- 2) We undertake to deliver all the deliverables as envisaged in the proposal/agreement and complete the assignment within the time frame stipulated in the RFP document.

3) ECGC Ltd will deduct tax (TDS) while releasing payment, if applicable as per the provisions of Income Tax Act.

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(Signature of Authorized Signatory)

**Annexure D1 (Part of Commercial Bid)**

**Berne Union Annual General Meeting**

**October 20-24, 2019**

**Hyderabad**

<b>S No.</b>	<b>Particulars</b>	<b>Period</b>	<b>No. of manpower</b>
<b>Pre-Meeting Arrangements</b>		-	
1	<b>Visa Support</b> a) Identify the countries that require / don't require visa / visa on-arrival to enter India b) Outline the visa process, wherever required c) Develop a web page for visa support with up-to-date visa requirement information	-	
2	<b>Invitation / Information brochure on Hyderabad</b> Details for members' reference on airlines, clothing requirements, currency and currency regulations, visa requirements, health regulations and immunisation, credit / debit cards acceptable, banking and exchange facilities, compatibility of mobile phones, etc.	-	
3	<b>Registration of Hotel Accommodation</b> Monitor and co-ordinate with Hotel and ECGC, the list of delegates and their hotel confirmation		
4	<b>Welcome Kit</b> - In consultation with ECGC arrange and organize Welcome Kit (with logo of ECGC on all items) containing the following for the delegates: (This number may change closer to the date of event) a) Jute / Leather portfolio - 350 b) Writing pad - 500 c) Pen - 500 d) Local map and information - 350		

<b>S No.</b>	<b>Particulars</b>	<b>Period</b>	<b>No. of manpower</b>
	e) Gifts - 350 f) Printed Badges - 350 (300 Printed Badges with delegate and Agency name, 50 Printed Plain Badges) g) Printed Information brochure on the meeting and excursion (detailed brochure / pocket-sized handy version) - 350 h) Any last minute updates of the agendas or participant list.		
<b>Arrangements during the Meeting days</b>			
5	<b>Registration and Information Desk</b> - Following arrangements to be made: - a) One information desk at the Venue b) To be manned by at least two English speaking persons close to the main meeting room, having knowledge of local area and access to tourist information c) Notice board d) A Handbell e) Stationery - Writing pads, Pens and Pencils (20 each)	October 20 to 24, 2019 from 08:00 hours to 19:00 hours	
6	<b>Arrangements in the BU Secretariat room :</b> Following facilities to be provided for five days i.e. from October 20 - 24, 2019 in BU Secretariat Room: a) WiFi Internet access b) PC with Laser Colour Printer - One c) Spare Ink cartridges - One	October 20 to 24, 2019 from 08:00 hours to 19:00 hours	

<b>S No.</b>	<b>Particulars</b>	<b>Period</b>	<b>No. of manpower</b>
	d) Office Stationery - (i) A4 size papers (2 packets of 500 sheets each per day) (ii) Writing Pads (25 per day) (iii) Pens (10 per day) (iv) Pencils (10 per day) (iv) Post-it pads (10 per day) (v) Scissors (Three) (vi) Staplers and Staples (Three) e) Photocopier - One f) Temporary STD/ ISD connection should be provided but not through the hotel		
7	<b>Arrangements in ECGC Control Room:</b> Following facilities to be provided for five days i.e. from October 20 - 24, 2019 in ECGC Control Room: a) WiFi Internet access b) PC with Laser Colour Printer - One c) Spare Ink cartridges - One d) Office Stationery - (i) A4 size papers (1 packet of 500 sheets each per day) (ii) Writing Pads (10 per day)	October 20 to 24, 2019 from 08:00 hours to 19:00 hours	
8	<b>Conference Halls (Main meeting rooms) - Seating Arrangement:</b> ECGC has booked Main Meeting Rooms (MMRs) and Break-Out Rooms (BRs) at the venue for each meeting day. For all MMRs: A top table for up to 6 persons is required for all five days in all main meeting rooms.		

<b>S No.</b>	<b>Particulars</b>	<b>Period</b>	<b>No. of manpower</b>
	It is also recommended that the top table and podium be placed on a raised platform / stage. For the meeting rooms mentioned below, which have been booked by ECGC, seating arrangements is to be done as under:		
	a) Sunday, October 20, 2019 (Two break-out rooms booked for 30 persons each) • Seating should be arranged in U-shape style with no more than 15 tables.	October 20, 2019	
	b) Monday, October 21, 2019 (one MMR for 60 persons, one MMR for 120 persons) • Seating should be arranged in U-shape style with no more than 36 tables.	October 21, 2019	
	c) Tuesday, October 22, 2019 (one MMR for 60 persons and two MMRs for 80 persons each) • Seating should be arranged in U-shape style with no more than 36 tables.	October 22, 2019	
	d) Wednesday, October 23, 2019 (one MMR for 200 persons) • Seating should be arranged in classroom style with no more than 80 tables.	October 23, 2019	
	e) Thursday, October 24, 2019 (Two BRs combined to accommodate 60 persons) • Seating should be arranged in Ballroom style – preferably round tables	October 24, 2019	
9	<b>Break-out Rooms (BRs) - Seating Arrangement:</b> During the meeting, certain breakout sessions are organised at different time intervals. Following seating arrangements are to be done in the breakout rooms:		

<b>S No.</b>	<b>Particulars</b>	<b>Period</b>	<b>No. of manpower</b>
	a) Monday 21st October, 2019: • To accommodate atleast 30 people in theatre style each in one MMR and two BRs	October 21, 2019	
	b) Tuesday 22nd October, 2019: • To accommodate atleast 30 people in theatre style each in two MMRs and two BRs	October 22, 2019	
	c) Wednesday 23rd October, 2019: • To accommodate atleast 30 people in theatre style each in one MMR, and five BRs	October 23, 2019	
10	<b>Audio and recording system:</b> All Audio Visual equipments will be sourced from venue. Event Manager will be required to co-ordinate with hotel and supervise on the arrangements in the MMRs and the BRs: a) Availability of Audio hardware (Day-wise list attached) b) Discussions and presentations must be recorded in MP3 format and handed to ECGC at the end of the day. c) Technician (English speaking)- One	October 20 to 24, 2019 from 08:00 hours to 19:00 hours	
11	<b>Lunch Break:</b> From 20 - 24 October 2019, to co-ordinate the lunch arrangements: a) Seating Arrangements b) Members have special dietary requests (such as no meat, no pork/ham, no seafood, halal, vegan, etc) which is to be taken care of in consultation with ECGC and hotel c) To ensure that Buffet lunch items are clearly labeled	October 20 to 24, 2019	

<b>S No.</b>	<b>Particulars</b>	<b>Period</b>	<b>No. of manpower</b>
12	<p><b>Tea and Coffee Breaks:</b> From 20 - 24 October 2019, to co-ordinate with hotel and supervise arrangements of tea / coffee before and during the meeting.</p> <p>Coffee and tea to be served everyday before the meeting outside the meeting rooms. Similarly, there will be tea / coffee breaks in each meeting. Mineral water to be served in all meetings.</p>	October 20 to 24, 2019	
<b>Reception / Dinner / Excursion</b>			
13	<p><b>Welcome Drinks:</b> On 20th October 2019 (Sunday), to co-ordinate with the hotel for Welcome Drinks. (The event will be organized in the hotel and hence is part of the contract between ECGC and the hotel)</p> <p>a) Selection of drinks and wine (but no hard drinks), in consultation with ECGC</p> <p>b) Selection of snacks in consultation with ECGC</p> <p>c) Follow up on consumption of drinks</p> <p>d) A microphone to be provided at the venue</p>	October 20,2019	
14	<p><b>AGM Dinner:</b> On October 22, 2019 (Tuesday), to organise for an off-site dinner with cocktails for 150-200 delegates</p> <p>a) Identify the location and finalise it in consultation with ECGC</p> <p>b) Suggest a dinner theme and make necessary arrangements, including music, live band, etc.</p> <p>c) Menu selection in consultation with ECGC</p>	October 22, 2019	

<b>S No.</b>	<b>Particulars</b>	<b>Period</b>	<b>No. of manpower</b>
	d) Selection of drinks and wine (but no hard drinks) in consultation with ECGC e) Make travel arrangements for the delegates (To and fro from the hotel, if the dinner venue is at a distant place) f) A microphone at the venue		
15	<b>Farewell Dinner:</b> On October 23, 2019 (Wednesday), to organise off-site dinner with cocktails for 150-200 delegates a) Identify the location and finalise it in consultation with ECGC b) Suggest a dinner theme and make necessary arrangements, including cultural programme c) Menu selection in consultation with ECGC d) Selection of drinks and wine (but no hard drinks) in consultation with ECGC e) Make travel arrangements for the delegates (To and fro from the hotel, if the dinner venue is at a distant place) f) A microphone at the venue	October 23, 2019	
16	<b>Excursions:</b> On October 24, 2019 (Thursday) organise excursion programs a) Full day Excursion for 120-150 delegates to include: i) Identify the location and finalise in consultation with ECGC ii) Arrange for Transportation, Tickets and Guide iii) Organize Lunch and Evening Tea and Snacks	October 24, 2019	

<b>S No.</b>	<b>Particulars</b>	<b>Period</b>	<b>No. of manpower</b>
	b) Half-day excursion (Afternoon) for 70-80 delegates to include: i) Identify the location and finalise in consultation with ECGC ii) Arrange for Transportation, Tickets and Guide iii) Organize Evening Tea and Snacks		
<b>Other Arrangements</b>			
17	<b>Executive Breakfast:</b> Coordinate with the hotel for an Executive Breakfast on one of the meeting days.	Date to be identified later	
18	<b>Photographer:</b> One Photographer to cover the event on various identified meeting days, dinners, and excursion	October 20 to 24, 2019	
19	Designing, printing and installing of Banner / Backdrop in main meeting halls and Standees in strategic locations of the hotel		
20	Designing and printing of top-table, delegate table nameplates and tent cards		
21	Media Arrangement on October 23, 2019 (Wednesday)		
22	Insurance cover for event		
	<b>Total Management fee (Including taxes)</b>		

**List of Day-wise Audio Hardware requirement in Main Meeting Rooms and Breakout Rooms**

**1. Audio Hardware (MMRs):**

a) High-quality audio system, Laptop computer with remote control, Projectors connected to the laptop and Speaker's lectern with one fixed microphone:

- i) One each in two Halls on October 20, 2019
- ii) One each in two Halls on October 21, 2019
- iii) One each in three Halls on October 22, 2019
- iv) One in one Hall on October 23, 2019
- v) One in one hall on October 24, 2019

b) Delegate Microphone:

- i) 15 each in two Halls on October 20, 2019
- ii) 30 in one Hall and 60 in second Hall on October 21, 2019
- iii) 30 in one Hall and 40 each in two Halls on October 22, 2019
- iv) 100 in one Hall on October 23, 2019
- v) 30 in one Hall on October 24, 2019

c) Top - Table Microphone:

- i) Six each in two Halls on October 21, 2019
- ii) Six each in three Halls on October 22, 2019
- iii) Six in one Hall on October 23, 2019

d) Hand-held microphones & Collar Mikes:

- i) Two each in two Halls on October 21, 2019
- ii) Two each in two Halls on October 22, 2019
- iii) Two in one Hall on October 23, 2019
- iv) Two in one Hall on October 24, 2019

e) Large projection screen - Possibly two screens depending on the room set up and size;

i) In two Halls on October 20, 2019

ii) In two Halls on October 21, 2019

iii) In three Halls on October 22, 2019

iv) In one Hall on October 23, 2019 (the requirement may be of two additional screens)

v) In one Hall on October 24, 2019

## **2. Audio Hardware and stationery (BRs):**

The following Audio hardware and stationery to be placed in Breakout rooms:

a) High-quality audio system - One

b) Hand-held microphone – One

c) Speaker's lectern fixed with a microphone - One

d) Laptop computer with remote control (placed on the speakers' lectern) - One

e) Projector connected to the laptop - One

f) Projection screen - One

g) Flip chart - One

h) Felt pens in different colours - Three (One each in Blue, Black and Red)

### **Note**

1) Items a to h above will be required in two BRs from 21st to 22nd October, 2019

2) Items a to h above will be required in five BRs on 23rd October 2019

3) Items g to h will be required in one MMR on 21st October 2019 and in two MMRs on 22nd October 2019

**Annexure E**

**LETTER OF UNDERTAKING**

**(On the letter head of the bidder)**

We hereby undertake that we and our employees shall not, unless ECGC Ltd gives permission in writing, disclose any information furnished by ECGC Ltd (including its other service providers) or any information that we may come across during the course of assignment to any person other than a person employed by the bidder for completion of the project. Disclosure to any such employed person shall be made only as far as may be necessary for completion of his assignment vis-à-vis the project. The employees engaged by us will maintain strict confidentiality.

We and our employees shall not without prior written consent from ECGC Ltd make use of any document or information given by the user, except for purpose of completion of the Project.

We shall ensure the compliance of the guidelines of Central Vigilance Commission for the purpose of selection and employment of Consultants. In case of breach, ECGC Ltd shall take such legal action as it may deem fit.

We confirm that the Agency/Company has not been black listed / barred / disqualified by Government of India / Ministry / Department/ PSUs / PSEs, Trade associations / Regulators / Judicial or any other authority.

We also confirm that the Agency/Company is not associated with or owned or controlled by any Director or Employee of ECGC Ltd.

Signature and seal of authorized person.

Date:

Place:

**Annexure F**

**TEAM COMPOSITION AND TASK ASSIGNMENT FOR ORGANIZING BU  
AGM – 2019 IN HYDERABAD, TELENGANA**

<b>S. No.</b>	<b>Name of Key Personnel</b>	<b>Proposed Position for this assignment</b>	<b>Description of Duties assigned for this assignment</b>	<b>Qualification</b>	<b>Year of Experience (In present company and previous)</b>	<b>Major Events handled</b>

(Signature of Authorized Person)

Date:

**Annexure G**

**AUTHORIZATION LETTER FORMAT**

(On the letter head of the bidder)

The General Manager,  
Country Underwriting and International Relations Department,  
ECGC Ltd,  
5<sup>th</sup> Floor, Nirmal Building,  
Nariman Point,  
Mumbai – 400021

Dear Sir,

**Subject: Authorization Letter in favour of Authorized Signatory**

**RFP REFERENCE NO. ECGC/CUD/329/2019: Dated: \_\_\_\_\_**

We hereby authorize Mr./Mrs/Miss..... to sign any document that may be required in connection with the processing of subject bid/proposal or for completion of the project.

The specimen signature is attested below:

(Name & Designation)

Specimen Signature of Authorized Signatory

(Name & Designation)

Signature of Managing Director/Managing Partner

Date:

Place:

**Annexure H**  
**Company Profile**

(Bidders may provide the brief company profile, scope of services offered and various verticals of the company, highlights / experiences of their company that best illustrates for suitability for this assignment along with the Company Brochure)

## Annexure I

### **Berne Union Annual Meeting Guidelines:**

(2019 →)

#### **1. Introduction**

The following guidelines are intended to help members who are hosting an Annual General Meeting or Spring Meeting (Host) of the Berne Union (BU). For the purposes of this document, these guidelines apply to both events. This document does not cover all possible issues and is intended as a guide, not as a set of rigid rules.

It is required that Hosts appoint a contact person/s within their organisation, to work together with the Berne Union Secretariat in arranging the logistics of the meeting. If required, the Secretariat may visit the location before the meeting to review and discuss the arrangements with the Host member and representatives of the meeting venue/hotel.

#### **2. Responsibilities**

There are two parties involved in preparing a Berne Union AGM / SM meeting:

- Host member
- Secretariat

The roles are as follows but not limited to:

##### ***Host member***

- Selecting a meeting venue and providing detailed information about the venue, including floor plans, dimensions of the room, etc. to the Secretariat
- Selecting a hotel for delegates' accommodations
- Staying in contact and liaising with meeting and accommodation venues
- Suggesting room set-ups for the meetings
- Arranging for technical equipment in meeting rooms and at social events
- Helping to select and contact local speakers (if any)

- Providing staff to help run the meeting on-site
- Organising social events for delegates
- Providing information about the meeting arrangements to the Secretariat
- Providing visa support to delegates (see point 10 for further details)
- Preparing welcome materials for delegates (see point 12 for further details)
- Sourcing a local photographer (see point 13 for further details)

### **Secretariat**

- Coordinating all preparations
  - Inviting and informing Berne Union members
  - Registering delegates
  - Assisting and supporting Host member on all matters
  - Approving meeting and accommodation venues and social events
  - Approving room set-up and technical arrangements
  - Selecting and defining meeting topics
  - Creating meeting agendas
  - Selecting speakers and panellists, etc.
  - Drafting meeting papers, pre-meeting surveys, breakout questions, etc.
  - Running the meeting together with Host member team

## **3. Meeting Schedule**

### **Programme**

The programme layout for the Berne Union AGM / SM is as follows:

#### **Sunday (or Monday)**

Daytime: Management Committee and RCG meetings

Evening: Welcome Reception

#### **Day 1**

Daytime: MLT Committee Meetings and PC Committee Workshop (or PCC Meetings) - held simultaneously (note: the Committees may also hold an open session during the day, open to all BU members)

**Day 2**

Daytime: ST Committee Meetings, INV Committees Meetings, PC Committee Meetings (or PCC Workshop) - held simultaneously (note: the Committees may also hold an open session during the day, open to all BU members)

Evening: Annual General Meeting / Spring Meeting Dinner

**Day 3**

Daytime: All Member Meeting and Plenary Session

Evening: Farewell dinner (optional)

**Day 4**

Daytime: DFI Meetings / Excursion (optional)

Meetings are scheduled daily from 09:00 to 17:00- 17:30 with two coffee/tea breaks from approximately 10:30-11:15 and 15:30-16:15 each day and lunch breaks usually from 12:30-14:00. Evening events normally start at 19:00.

**4. Meeting Attendance**

Based on the experience since and historical attendance at BU meetings, the Secretariat estimates the following number of delegates:

	<b>Estimate Spring 2019</b>
BU RCG Meeting	30
BU Management Committee	30
BU MLT Committee	90 - 120
BU INV Committee	80
BU ST Committee	80
PC Committee	60
PC Workshop	60
DFI	60
Plenary/All Member meeting	Up to 200

Note: BU Committees may host open sessions to all Berne Union meetings. That may require some seating flexibility for the respective meeting rooms.

Closer to the actual meeting date, the Secretariat will be in a position to confirm more concrete numbers for the Host's arrangements.

## **5. Meeting Rooms, room set up, table size**

### **Meeting rooms**

Ideally, the rooms should not be too long and narrow. In some circumstances, it may be necessary to have two projectors and two screens so that delegates on both sides of the room can see the screens clearly. If possible, the best meeting rooms should have natural light.

### **Day 1 and Day 2**

- Two / three large meeting rooms (to accommodate 120 and 60 people on day 1, and 80, 80 and 60 people on day 2) are required for Meeting Days 1 and 2.

### **Day 3**

- A large meeting room to accommodate all Berne Union members together on Meeting Day 3 (up to 200 people).

### **Day 4**

- A large meeting room to accommodate DFI Meeting (up to 60 people).

Each meeting day will require a minimum of six smaller rooms (each accommodating 30 people in theatre style seating<sup>1</sup>) for breakout sessions.

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<sup>1</sup> **Theatre Set-Up:** Chairs are set next to each other in rows, without tables in front of them. The delegate is directly facing the front of the room.

As all Berne Union members represent themselves and not their governments at the AGM / SM, no country flags/banners or other national symbols should be displayed anywhere in or around any of the meeting rooms or in any other way in connection with the Berne Union AGM / SM.

### **Room setup**

**N.B.** The following room setup indications are based on the assumption of 2 delegates per table. Please also see paragraph 'table size' below.

### **Day 1**

#### **BU MLT and PCC Committee Workshop (or Meetings)** (- held simultaneously)

- Seating should be arranged in U-shape style (if this is not possible, classroom style is recommended)
- No more than 36 tables are required
- A top table for up to 6 persons is required
- It is recommended that the top table and podium be placed on a raised platform / stage

### **Day 2**

**BU ST Committee Meetings, BU INV Committees Meetings, and PCC Meetings (or Workshop)** (-held simultaneously) Seating should be arranged in U-shape style<sup>2</sup> (if this is not possible, classroom style<sup>3</sup> is recommended)

- No more than 36 tables are required
- A top table for up to 6 persons is required

It is recommended that the top table and podium be placed on a raised platform / stage

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<sup>2</sup> **U Set-Up:** Seating arrangement in which tables are placed in the shape of a U, with chairs on the outside of the U.

<sup>3</sup> **Classroom Set-Up:** Tables arranged in rows facing the stage with seating positioned behind each table so that the delegate is directly facing the front of the room.

### Day 3

#### All Member Meeting and Plenary

- Seating should be arranged in classroom style
- No more than 80 tables are required
- A top table for up to 6 persons is required
- It is recommended that the top table and podium be placed on a raised platform / stage

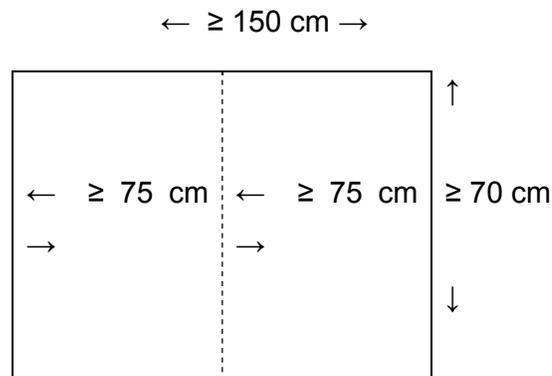
### Day 4

#### DFI Meeting

- Seating should be arranged in Ballroom style – preferably round tables
- A top table for up to 6 persons is required
- It is recommended that the top table and podium be placed on a raised platform / stage

#### Table size

- It is important that the tables in the meeting rooms give sufficient space for each person with adequate space between the chairs, including microphones, nameplates, meeting papers etc.
- Chairs should not be placed in front of table legs (2 delegates per table only)
- The tables should be approximately 150 centimetres long and 70 centimetres wide and the space for each person along the table should be approximately 75 centimetres.



## 6. Equipment and Supplies

### Audio and recording system

A high-quality audio system must be available in the meeting room. The number of microphones should be as follows:

- One fixed microphone for every two delegates
- One fixed microphone for each person at the top table (up to 6 persons)
- One fixed microphone at the speakers' lectern for presentations
- One - two hand-held microphone for speakers who prefer to move through the room

It is extremely important that the audio system be of sufficient quality and capacity to allow everyone in the room to hear without any difficulty to the discussions and presentations. The size of the room and any noise (e.g. from the air-conditioning system) must be taken into account when judging the sound provided.

All main meeting room discussions and presentations throughout the duration of the meeting must be recorded in MP3 format.

### Presentation equipment

For PowerPoint and other presentations, the following equipment is needed for each main meeting room:

- A laptop computer with remote control, placed on the speakers' lectern
- A speaker's lectern fixed with a microphone (close to projection screen)
- A projector connected to the laptop
- A large projection screen (possibly 2 screens depending on the room set up and size)

Please note, that the Secretariat will require access to all presentation equipment throughout the meeting.

### **Technician**

An English-speaking technician must be present in all meeting rooms throughout the meeting to:

- Record all discussions and presentations in MP3 format, labelling the meeting day and session for easy identification and providing them to the designated member of the Secretariat at the end of each meeting day, or the meeting period, as agreed
- Check each day before the meeting begins that all microphones as well as the laptop computer and the projector are working correctly
- Prepare all presentations by opening up PowerPoint files, arranging the speakers' microphone, instructing the speaker on how to use the presentation if necessary and (if needed) dim and later re-set the lights in the room (alternatively, this could be done by the Host Member's staff)
- Deal immediately with any possible technical problems

### **Supplies**

- There should be notepads, pens, mineral water and glasses for all participants on the top table and all the delegates' tables.
- Table nameplates / tent cards showing the acronym of each member company front and back in large capital letters (ATI, BAEZ, etc.) along with the additional following nameplates: CHAIR, SECRETARY GENERAL, SPEAKER etc., a complete list will be provided by the Secretariat.
- The Host member may wish to set up a banner/backdrop in the large room, normally behind the top table or in front of it, which says "Berne Union AGM / SM" plus location and dates. The Berne Union logo should be included and the Host members' logo is also welcome. The Secretariat can supply the Berne Union logo in various formats for the banner, menus, programme etc. A banner/backdrop is not obligatory.

## 7. Additional Rooms and Equipment

### Breakout rooms

- During the four meeting days, delegates are usually divided into six or more breakout groups for in depth discussions of certain issues
- Each breakout room should be set up to accommodate at least 30 people in theatre style<sup>4</sup>. Each room should also be equipped with a flip chart and felt pens in different colours
- It must be arranged with the meeting venue/hotel that the Secretariat can access all meeting rooms at all times, even, for example, late evenings or early mornings, to arrange the settings of the rooms
- Each room should have audio-visual access provided by the hotel (or host) in case any presentations are given by the speaker.

### Secretariat and Host staff office room

An office room should be available close to the meeting room for use by the Secretariat and staff of the Host member.

The office room should be equipped as follows:

- WiFi Internet access
- A black and white printer with spare ink cartridges; a box of white paper
- Office stationery, i.e. papers, pens, notepads, post-it pads, scissors, stapler and staples

### Coffee break area

- In addition to the main meeting rooms and the breakout rooms, a suitable room or open space should be available, close to the meeting room, for coffee/tea breaks at mid-morning and mid-afternoon each day, large enough to accommodate 200 people (maximum).

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<sup>4</sup> **Theatre Set-Up:** Chairs are set next to each other in rows, without tables in front of them. The delegate is directly facing the front of the room.

**Ballroom Set-Up:** round or square tables large enough to fit 8 people around spread out throughout the room.

## **8. Hospitality and Information Desk**

A hospitality desk should be located close to the main meeting room each meeting day. The hospitality desk should 'open' approximately 30 minutes before the beginning of the meeting and a short while post meeting closure. Ideally, English speakers who are knowledgeable about the local area should staff the desk and have access to tourist information such as maps, suggested restaurants, cafés, etc. It is also advisable to open the hospitality desk on the day the majority of the delegates are arriving, in order to distribute delegate name badges and all welcome materials.

## **9. Hotel Accommodation and Delegate Registration**

It is recommended that the Host arrange hotel accommodations for delegates via a room block arrangement<sup>5</sup>. Ideally, accommodation and the meeting venue for the meeting should be in the same hotel/meeting venue. If accommodation is at another property this should be within walking distance of the meeting venue.

Based on historical figures, the number of hotel rooms required can be roughly estimated as follows:

### **Hotel Room Block estimates:**

Day 0 night (Sun) 140 - 160 rooms  
Day 1 night (Mon) 140 - 160 rooms  
Day 2 night (Tues) 180 - 200 rooms  
Day 3 night (Wed) 180 - 200 rooms  
Day 4 night (Thurs) 100 - 120 rooms

However, the actual number of rooms needed for any meeting will depend on, among other things, the time and location of the meeting.

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<sup>5</sup> A portion of a hotel's inventory of rooms set aside for a particular period of time for a client. A room block can be reserved tentatively or under a firm agreement and is for a set period of time.

### **Booking procedure**

Delegates make their own hotel reservations, directly with the approved hotel. Hosts should forward the hotel's reservation form or the relevant booking link if the reservation is done electronically, to the Secretariat at approximately six months before the meeting.

### **Inform the Secretariat**

Once the hotel/venue has been selected and agreed with the Secretariat the following information will be required in order for the logistical information to be uploaded to the Berne Union intranet website:

- Hotel/Meeting Venue – name, address, phone number, email and website address
- Room rates for single and double/twin rooms (including any taxes, service charges etc.) and breakfast prices (if not included)
- Facilities available in the hotel/meeting venue, e.g. internet/WiFi access (where it is available, i.e. sleeping rooms, meeting rooms – cost if any, ideally to be included in meeting package), restaurants, fitness centre, etc.
- Deadline date/s for hotel reservations and procedures to make a reservation (e.g. hotel booking form or online system)
- Deadline date/s for the hotel/meeting venue room block closure (this is essential information for the Secretariat as the rest of the meeting schedule hinges around this date)
- Advice about transport between the nearest airport and the hotel/meeting venue
- Links for tourist and weather information
- Details of an excursion (timings, brief outline of what is planned, suggested items for delegates to bring) (*excursions are optional*)
- Interesting and general tourist information on the location

### **Delegate registration**

Delegate registration is managed and operated by the Secretariat and tends to open approximately 6-8 weeks prior to the beginning of the meeting (depending

on the date of the hotel/meeting venue room block closure) via the Berne Union intranet site. Along with delegate registration, the information the Host will have provided (see above) will be uploaded to the BU site for the delegate's information. Post the closure of delegate registration the Secretariat will provide the Host with regular updates concerning member registration, which can be used to keep the hotel/meeting venue informed concerning room block releases, food and beverage requirements, delegate name badges, etc.

## **10. Visa Support**

The Host is responsible for assisting delegates with obtaining the required travel visas. Such support includes outlining the process for obtaining a visa and providing a letter of invitation to delegates in order to support the delegates' visa application.

Additionally, the Host should provide to the Secretariat:

- Contact individual (within the Host member company) who will assist delegates with visas
- Up-to-date visa requirement information (whether Tourist or Business visa is necessary).

## **11. Social Events and Refreshments**

### **Excursion (*optional*)**

Should the Host choose to arrange an excursion it should not start before 09:00, with the return no later than 17:00. Hosts should discuss all ideas for the excursion with the Secretariat in advance and before any arrangements are finalised. When planning the excursion, please bear in mind that the time/distance to travel to the destination should preferably not take more than 1 hour (condition of the roads, traffic, etc. should also be taken into consideration).

### **Welcome Reception**

This is an informal reception to be held in the evening of Day 1. It should be held in, or close to, the main hotel. As this reception is intended to allow delegates an opportunity to meet each other, it tends to be more of standing reception,

although some limited seating can be provided, along with light food and drinks. A microphone should be provided to allow the Host and BU President to welcome delegates.

### **Morning and Afternoon Coffee/Tea/ Breaks**

Coffee, tea and water must be provided at all coffee breaks. There could also be some light snacks such as biscuits, small cakes or savouries provided.

### **Lunches and Dinner (*hosted dinner is optional*)**

- Lunches should be arranged within the meeting hotel/meeting venue. The time allowed for lunches is a maximum of 1½ hours
- Please be aware that a number of delegates at Berne Union meetings have special dietary requests (e.g. no meat, no pork/ham, no seafood, halal, vegan, etc.). Hosts will be informed of any special dietary requirements by the Secretariat. It is important that in the case of a buffet lunches all items are clearly labelled
- If there is a dinner during the meeting period, the Host must arrange adequate identification of persons with dietary requirements (e.g. producing small dietary requirement cards to be given to the delegates to display at their table place). The Secretariat will advise of all delegate dietary requirements
- If the member Host does wish to host a dinner this should occur on the evening of meeting day 2 and can be held at the hotel/meeting venue or offsite.

### **12. Welcome Material**

Ideally, there should be welcome material for delegates on arrival to the hotel/meeting venue. The Secretariat advises against the welcome material being placed in the delegates' room as often, due to last minute room changes, welcome material gets lost. Welcome material can be handed to delegates at check-in, or at the hospitality desk (registration desk) prior to the start of the meeting.

The Host member normally supplies the following items as welcome material:

- Name badge showing delegate's name and the member acronym (all details provided by the Secretariat, via the master delegate spread sheet)
- Local map and any further local information
- Any last minute updates of the agendas or list of participants

### **13. Photographs**

The Secretariat suggests the Host arranges for a photographer for the main Meeting Day 3 (Plenary/All Member Meeting) and if there is a social occasion (e.g. Welcome Reception or Dinner). This will allow for a good balance of working/meeting photographs with more social relaxed images. (A professional photographer is not required to cover all meeting days.)

It is recommended that the following pictures be arranged if logistically possible:

- A group (family photo) of all the delegates
- Photograph/s of the delegates during the meeting days
- Photograph/s of the delegates during and social events (limited)
- Photograph of the BU President, Host, Committee Chairs and the Secretary General

These pictures should be emailed or provided to the Secretariat as soon as possible after the meeting. The Host should be aware that the pictures might be used for articles in relevant publications and will be posted on the BU site.

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