

---

## OVERVIEW

### INTRODUCTION

The Ministry of New and Renewable Energy, Government of India ('MNRE / Ministry') is organizing the 3rd edition of the Global Renewable Energy Investors' Meet and Expo from 26-28 November 2020.

The platform must be cost effective, easy to use, and a one-stop solution that supports Re-Invest conference planning staff and committee, speakers, exhibitors and sponsors, and delegates. This platform will streamline the key conference processes and create a positive experience for all conference participants.

The system must be proven to create a seamless experience for delegates, from registration to evaluation, and must be capable of managing all transactions and processes related to the conference, including:

- a) Registration and payment
- b) Speaker profiles, agreements and presentations
- c) Session selection and access to related resources by delegates
- d) Sponsor/exhibitor profiles
- e) Other delegate resources and capability to communicate with delegates as needed

The systems must be able to distribute customized session and conference evaluations, generate reports that can be exported to common formats (Excel and PDF), and distribute certificates of attendance to attendees.

The platform and all data components must be available and accessible for 1 month following the conference.

The platform must be launched (live) 3 weeks prior to actual event date, and must address the following functions and elements:

- A. Online registration portal
- B. Secure Microsite
- C. Platform for Conference Sessions
- D. Speaker Management Portal
- E. Exhibitor and Sponsor Management Portal
- F. Virtual Sponsor Forum and Exhibit Hall
- G. Quality Assurance, Testing, Support and Training
- H. Registration and Financial Reports | Analytics
- I. Branding and Appearance

---

## **Brief on key requirements:**

1. **Conference:** Multiple Main Sessions and Breakout Sessions in the form of
  - a. Ministerial Meetings
  - b. Presentations / Workshops / Sessions
  - c. Sectoral Meetings
  - d. Parallel Sessions
  - e. Special roundtables
  - f. International speakers from different countries
  - g. Meeting rooms
  - h. Speaker meeting lounges
2. **Opening and Closing Ceremonies** – to be attended by 5000 people, For PM session, complete technical coordination with NIC and required team.
3. **Exhibition:** Online - Showcasing Renewable Energy ('RE) equipment, products, technologies and issues relating to climate change, environment and importance of RE for development. Expected to have more than 200 exhibitors.
4. **B2B platform** – The platform should have facility for B2B between individual companies and countries.
6. **Visibility of sponsors**
7. **Backdrop designs for different sessions**
8. **Recordings of the session** – Recordings should be available post the event for all the vents
9. **Full proof Security** of the platform since multiple ministers will be addressing the sessions
10. Proposed to have individual pages with login for individuals
11. **VE Platform must be Multilingual & platform must be certified by Cert-In empaneled agency.**
12. Ensure adequate data back up as well as backup plan during the running of the event.

---

## 1.0 BUDGET AND TIMELINES

---

The platform must be launched (live) on November 20, 2020, and must address the following functions and elements:

- A. Online registration portal (This should go live on 01 November 2020)
- B. Secure Website
- C. Platform for Conference Sessions
- D. Speaker Management Portal
- E. Exhibitor and Sponsor Management Portal
- F. Virtual Sponsor Forum and Exhibit Hall
- G. Evaluations and Certificates
- H. Quality Assurance, Testing, Support and Training
- I. Registration and Financial Reports | Analytics
- J. Branding and Appearance
- K. Event App

---

## 2.0 SCOPE OF WORK

---

Proponents are requested to describe the solutions, capabilities, and limitations for each of the requirements in sections A, B, C, D, E, F, G, H, I, J, and K.

### **A. Online Registration Portal for Conference Delegates**

- Comprehensive and customizable registration system (collecting registrant information, processing payments and tracking registrations)
- Ability for registrants to create an account. This will enable later access to update their registrations (if required), access to receipts of payment, and preview/update their pre-selected sessions
- Mobile responsive and compatible with digital devices (desktop, laptop, tablet, smart phone) and all common operating systems
- Compatible and functional with CII's payment partner, PayPal Payment Pro (all sales in Indian currency with applicable taxes, payable by credit card or manually by cheque)
- Ability to process and support 10000+ attendee registrations in real time
- Ability to process multiple registration types with various fee rates (including regular rate, late rate)
- Ability to apply discount codes, complimentary registrations, and registration restrictions
- Ability to produce and send automated, customizable payment receipts and other communications to registrants
- Ability for delegates to build their individual timetable/schedule of live-streamed and on-demand sessions (60+ sessions to choose from with real-time tracking of registration numbers)
- Ability to produce detailed registrant and financial reports via a real-time dashboard, as well as collated session and conference evaluation reports

---

**B. Secure Event Website** – The website is accessible from the Re-Invest Event website and serves as the online website for Virtual event and conferences.

- Access to the online delegate registration system, speaker management portal, exhibitor/sponsor portal and conference app – all to be developed as part of this RFP, as described in this document
- Access to conference sessions, all to be developed as part of this RFP, as described below
- Access and download the conference app, which will be developed as part of this RFP, as described below
- Access and submit conference-related evaluations, which will be developed as part of this RFP, as described below
- Access and download certificates of attendance, which will be developed as part of this RFP, as described below
- Mobile enabled and compatible with digital devices (desktop, laptop, tablet, smart phone) and different operating systems

**C. Conference Sessions** – The Website will host the live-stream and on-demand sessions within the conference and will be a one-stop shop for delegates. The CII has a Zoom/Cisco WebEx licenses but is open to other delivery options that might be integrated into the platform. Continuing professional development is the most important aspect of our entire conference; delegates must be able to find and participate in their sessions easily, no matter what their level of comfort with technology.

- Secure delegate access to live and pre-recorded conference sessions
- Access to sessions based on ticket purchased
- Capability to support a large number of concurrent users (up to 50,000, expected 25 K-30K)
- Capability for utilization tracking, i.e. ability to gather information about which sessions an attendee has watched and for how long
- Ability to run multiple parallel sessions at the same time.
- Sessions to be categorized/tagged and searched by topic, keyword, or speaker.
- Ability to choose when to make a session public
- Access to each session's Q+A (live and/or chat) and the ability for attendees to submit questions for each session through chat or email and for responses to be posted
- Ability for administrators to moderate, hide or delete comments
- During live sessions, exclusive control of slides and chat by staff, speakers and moderators
- Automatic prompts that direct attendees to upcoming sessions during the live-stream days
- Ability for any participants to capture and tweet short video clips from sessions
- All Conferences recording must
- Polling, Voting, QnA, Chat & Hand raise features required in All sessions
- Provisions for having side meetings with limited participants for speaker interactions / VIP interactions and other B2Bs. This should be extended through additional meeting rooms / links.

---

**D. Conference App** – It will provide access for delegates to view sessions, information and resources to help delegates, speakers, exhibitors, and sponsors manage their conference experience.

- Access the conference program, session descriptions and learning objectives to select sessions and develop personalized conference schedules that can be exported to various calendars, including Outlook and Google
- Access conference resources, including gamification options, FAQs and other tools; and information about each session, including speaker biographies and presentation materials. A note-taking function for downloaded materials is desirable
- Session and speaker information will be derived from the Speaker Portal to be developed as part of this RFP (see below)
- Access and complete conference and session evaluations in real time, i.e., at the end of each session
- Responsive and compatible with various types of devices (desktop, laptop, tablet, smart phone) and different operating systems
- Engagement with and among participants, including instant messaging and CII broadcast announcements and other push notifications

**E. Speaker Management Portal** – The portal is the primary hub for conference presenters and will be used to submit materials, communicate, and get information pertinent to their roles, specifically to:

- Submit relevant personal and presentation details, such as contact information, biography, headshot, presentation title, description and learning objectives, using a standard form
- Submit pre-recorded sessions or record and save live sessions. Note: The CII will work with the speakers to prepare for their sessions
- Upload presentation documents in varying formats, including PowerPoint, PDF and Word. While these are the most used formats, we are seeking advice on the use of Google Docs and other cloud-based formats by participants
- Download, upload, and electronically complete forms within the portal, including Speaker Agreement, Conflict of Interest declaration, Invoice and other forms as required. Completed forms must be later exported for CII administrative functions
- Enable CII administrators to add speakers and their content to the management system individually or via a bulk upload
- Enable information to be exported from the portal in various formats, including Excel and PDF, including tracking and generating reports to staff in real time for speaker tasks
- Confirm with speakers their presentation schedule(s) including date, time, and format

**F. Exhibitor and Sponsor Management Portal** – The portal provides information to prospective exhibitors and sponsors, serves to process sales and registrations, and is the main hub for ongoing communication with exhibitors and sponsors in the months leading up to the conference. This portal must:

- Offer a menu of sponsorship and exhibitor packages with the potential to customize based on a set of available features. Supporting sales materials will include an interactive Exhibit Hall

- Process sales of booth and sponsorship packages using Digital Payment gateway system. The system must be flexible, including the ability to apply discounts to standard package prices and to generate fillable contracts/agreements. Sponsors and exhibitors must be able to create individual accounts, with login, to access receipts and other information related to their purchase on demand. Sales will be in Indian currency, with applicable taxes, and payable by credit card or manually by cheque
- Collect and collate materials for promotions and virtual booths, including company descriptions, website and social media links. Exhibitors and sponsors must be able to download and upload
- documents in various formats, including PDF, PNG and JPG, for use in promotional and delegate materials, including integration with the FMS microsite and the conference app
- Enable exhibitor and sponsor registration, including complimentary registrations as part of packages, with as many as 300 or more sponsors and exhibitors accessing the platform at the same time. CII administrators must be able to add (“register”) exhibitors or sponsors individually or via a bulk upload
- Enable data to be collected about interactions with the portal by exhibitors and sponsors, and prospective exhibitors and sponsors, for analysis by CII staff

**G. Virtual Sponsor Forum and Exhibit Hall** – The Sponsor Forum will host video sessions from our sponsors and give sponsors the opportunity to reach delegates with information about products and services. The Exhibit Hall will enable exhibitors to promote their services and products to delegates, including by making materials available and through virtual interactions. The Forum and Hall may be accessed by up to approx. 10 K conference delegates at any given time.

In compliance with regulations, Sponsor and Exhibitor information must be separated from the sessions of the conference. The successful proponent will:

- Enable sponsors and exhibitors to upload pre-recorded demonstrations promoting their products/services
- Enable delegates to download exhibitor/sponsor materials, interact with exhibitors and sponsors in various ways, including live chat, virtual meetings, product demonstrations and ability to schedule meetings
- Provide gamification of the experience for delegates. Gamification will encourage delegates to visit the Exhibit Hall, and help CII track their visits. Gamification options being considered include a passport program, trivia contests, scavenger hunt, door prizes, and draws. At the same time, delegates must be able to visit the exhibit hall freely, without sharing additional personal contact information or participating in games

**H. Evaluations and Certificates** – Conference and session evaluations enable the CII to measure the impact of individual aspects of the conference as well as the overall event, and to use this information to inform planning of future events. This feature must be able to support up to 20 evaluation questions, with responses using a range of formats, including Likert scale, multiple selections and free text.

- The conference evaluation tool must be flexible, enabling evaluation of various aspects and multiple types of surveys – individual sessions, session audits,

---

exhibitors and sponsors, and overall conference experience. The overall tool must also include a function to restrict access to pre-identified users or sets of users; for example, only Planning Committee members may access, complete and submit a **session audit** survey

- Evaluations must be available to delegates at the conclusion of each session and accessible for completion online through the conference app. Pre-recorded sessions may be viewed and evaluated at any time during the conference
- A summary of session evaluations to be exported automatically and circulated to speakers along with a customised (templated) letter. Overview reports must be available to staff
- Push notification reminders to be sent to delegates to complete session evaluation at the conclusion of each session and, later, to all delegates to complete a conference evaluation
- Collation and reporting, in real-time, of results from all evaluations (individual sessions and conference evaluations). CII staff must be able to access and export results by session and generate customized reports in PDF, Excel and other formats
- Customized, CII-branded certificates of attendance generated for individual participants based on their name and how many sessions they attended
- Customized participant certificates can be instantaneously accessed and issued through the conference app or the microsite for download or emailed to the participant

**I. Quality Assurance, Testing, Support and Training** – Quality assurance for all aspects of event data management outlined in this RFP

- Test platform on multiple devices (desktop, smart phone, tablet) with varying operating systems (iOS, Windows, and others as required) and using popular browsers (Chrome, Firefox, Safari, and others)
- Provide full training and support data entry, system reporting and other operational requirements of CII staff
- Prepare small video to “how to use platform etc.”
- Support must be available mail, call, what’s app, etc.
- Toll Free system need to setup exclusive for this event for “helpdesk & support”

**J. Registration Reports, Financial Reports and Analytics**

- Detailed registration reports and financial statistics must be available in real time on the backend dashboard
- Financial reports must be – to ensure seamless reconciliation of transactions
- Reports/information must be accessible in real time and customizable to include date and time of registration, registrant type, registrant demographics and other registration details
- CII staff must have unlimited administrative access with the ability to view and export registration and financial data and delegate information
- Integrated with Google Analytics to track online statistics and traffic/behaviors.

**K. Branding and Appearance** – The platform and the materials generated through the platform, including certificates and evaluation forms, must be customized to the CII brand, including brand logo, colours and font. CII will provide branding guidelines to the successful proponent.



---

### 3.0 FORMAT OF PROPOSAL

---

Please be as concise and brief as possible while meeting the RFP requirements. Proposals longer than 20 pages will not be considered.

**Proponents are required to describe:**

- **Corporate Overview**
  - Ø Corporate name
  - Ø Date of incorporation
  - Ø Length of time in business
  - Ø Primary contact
  - Ø Number of staff involved in the project and their titles
  - Ø Appropriateness of level of talent of staff involved in the project
  - Ø Recommendations for support staff, including day-of coordinator(s)
  - Ø GDPR compliance for online services/products
  - Ø Compliance with international security standards (system information, measures, processes); description of data storage, data maintenance and segregation, controls to safeguard data, PCI compliance, reports and certificates as support to compliance.
  
- **Methodology**
  - Ø Executive summary
  - Ø Statement of understanding of project
    - Overview of proponent platform and how it will meet the project needs outlined in this RFP, including completion of the RFP checklist.
    - Technical details outlined (where is data stored/server located, confidentiality, etc.)
  - Ø Schedule of major deliverables, include major milestones
  - Ø Reporting – the process by which you will keep CII informed
  
- **Relevant experience and references**
  - Ø Three (3) reference projects that are comparable to services required by the CII, including reference contact name, email address, and telephone number.
  
- **Budget/Fees\***

*As the CII is a non-profit organization, any opportunity for efficiencies or lower cost is preferred.*
  
- **Reporting**

The selected proponent will be expected to prepare and submit a detailed, comprehensive work plan shortly after being selected and awarded the contract for these services. Please indicate when you would be able to submit such a plan if awarded the contract. The timeframe will be considered in the evaluation of proposals.

Given the timeline of the project, please include periodic formal progress check-ins/status reports between the proponent and CII team.



---

*Proponents may submit additional materials they believe will enhance their proposals as long as the proposal remains within the 20-page limit.*

---

## 4.0 EVALUATION OF PROPOSALS

---

All proposals will be reviewed by the CII's Evaluation Committee. The Committee will review the proposals based on the specifications of this RFP and score each proposal based on the criteria outlined below. Note that some requirements carry greater weights than others.

### **Eligibility Criteria to be fulfilled:**

<b>Parameters</b>	<b>Yes/ No</b>
Vendor should be registered and be based in India.	
Vendor should have minimum 4 months of related experience in the field of digital / virtual conferences / exhibitions	
The Vendor should not be blacklisted by any Government, or government department, whether in the Central / State / district levels across India.	
Number of similar/Govt assignments completed in past. (Minimum 3 Projects)	
Agency must have office in Delhi/NCR for physical meeting and various coordination's.	

### **Documents to be submitted:**

Bidders are requested to attach copies in support of all above mentioned qualifying parameters and Scoring Matrix along with:

- Certificate of registration of the firm / company, if any
- Profile and experience of manpower, with a declaration that same or equal no of staff will be deployed exclusively for the project.
- Previous at least 3 work orders with similar requirements.
- Undertaking of not being blacklisted by any Government, or government department, whether in the Central / State / district levels across India
- Copy of Proposal duly signed by Authorized signatory of the Applicant accepting all terms & Conditions
- GST Registration Number /Certificate

All documents should be serially numbered and sequentially arranged with Index.

### **SCORING CRITERIA**

Adherence to requirements of RFP (see format of proposal noted above)	Submissions that do not adhere to the requirements of the RFP will be disqualified. CII will communicate with the proponent about disqualification.
Qualifications to undertake this work: (40%) a) Expertise in digital conference industry b) Skills and abilities  c) Terms and conditions	<p>§ Does the proponent have the expertise in online event management?</p> <p>§ Does the proponent have the necessary skills, resources, staff support, and abilities to deliver this virtual event platform and meet timelines/deliverables?</p> <p>§ To what degree does the proposal meet stated contractual term and conditions?</p> <p>§ Whether have worked with Central/ State Government/ Ministries in past ?</p>
a) Methodology: (20%) b) Executive Summary c) Timeline and Delivery d) Reporting	<p>To what degree does this proposal meet stated delivery requirements?</p> <p>§ Clear work plan, indicating timelines that align with requirements</p> <p>§ Description of possible resources utilized demonstrating understanding scope of project</p> <p>§ Clear role definition of team and members, and expectations from CII staff</p>
Relevant experience / references (20%)	<p>§ Does the proponent have a proven track record in this type of service? Added advantage for GOI Virtual Conference organized by Agency.</p> <p>§ Does the proponent have experience in providing requested digital services to similar organizations with similar conference program/requirements?</p>
Pricing (20%)	How does the proposed price compare to the (a) planned budget and to (b) other proposals?

**Bidders are required to sequentially arrange the documents with indexing in respect of documents required to be submitted against each Evaluation and Scoring criteria.**

**Financial proposal should be submitted separately through password protected file.**

Shortlisted submissions will be invited to present and demonstrate their product capabilities. Multiple interviews may be conducted to further evaluate the qualifications of proponents.

CII reserves the right to seek clarification and supplementary information from proponents after the Proposal Submission Deadline. Response to a request for clarification shall form an integral part of that proponent's proposal.

---

## **9.0 GNERAL TERMS AND CONDITIONS**

---

---

Submission of a proposal indicates acceptance by the proponent of the terms and conditions specified in the RFP. The proponent is deemed to have familiarized itself with the requirements of the project as set out in this RFP and is invited to request additional information as indicated.

**All submissions must include a statement of authorization to bid signed by a principal of the responding company. Submissions must use the proposal format outlined in this RFP. Submissions that do not adhere to the RFP criteria will be disqualified.**

The CII reserves the right to:

- Select any or all proponents to participate in an interview.
- Terminate the selection process at any time for any reason whatsoever without any further obligation on its part to the proponents.
- Determine how its needs can be met in any other manner at its own discretion.
- Modify or change requirements and will issue pertinent information required to communicate such changes.

### **CII Obligations**

- CII staff will provide comments on materials and reports received, and act as a content resource and provide other assistance or support during the process.
- CII staff or designated person will be available to explain and present documents, show reports, and prepare supporting documentation, as necessary.
- The CII will designate and provide one (1) CII key point of contact, responsible for
- responding to the successful proponent's questions and issues relating to the services.

### **Proponent's Obligations**

- The proponent must advise the CII's management immediately should any circumstances arise which causes the actual timeline and cost for the deliverables to exceed the initial estimate.
- The proponent will designate one (1) point of contact that must be responsible for responding to the CII's questions and issues relating to the services.
- Neither this RFP nor any service agreement awarded hereunder may be assigned by the proponent without the prior written consent of the CII.
- The selected proponent may have to submit Performance security as agreed at the time of entering contract.

### **Proponent Expenses**

The CII is not responsible for any costs incurred by the proponents in the preparation and submitting of their proposals. Proponents are responsible for their own expenses relating to any meetings, negotiations, or discussions with the CII or its representatives and consultants, relating to or arising from this RFP. If the CII elects to reject all proposals, the CII will not be liable to any proponent for any claims, whether for costs or damages incurred during preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

### **Irrevocability of Proposals**

---

By submission of a clear and detailed written notice, the proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing, all submissions become

irrevocable. By submission of a proposal, the proponent agrees that, should its proposal be deemed successful, the proponent will enter into a contract with the CII.

### **No Contract**

By submitting a proposal and participating in the process as outlined in the RFP, proponents expressly agree that no contract of any kind is formed under or arises from this RFP prior to the signing of a formal written contract.

### **Proposal Return**

All submissions received in response to this RFP will become the sole property of the CII and will not be returned.

### **Conflict of Interest**

Proponents must fully disclose, in writing, to the CII's RFP contact on or before the closing date of this RFP, any relevant, perceived, or possible conflicts of interest and/or pending lawsuits. The Evaluation Committee shall review any submissions by proponents under this provision and may reject any proposals where, in the opinion of the Evaluation Committee, the proponent could be in conflict of interest or could be perceived to be in a possible conflict of interest position, if the proponent were to become a contracting party pursuant to this RFP.

### **Lobbying Prohibited**

All proponents, including their subcontractors, consultants, agents, officials, and employees, will not engage in any form of lobbying whatsoever with respect to this RFP or seek to influence the outcome of this RFP process. In the event of any such lobbying, the CII may elect to reject the proponent's submission without further consideration. All correspondence or contact by interested parties with the CII with respect to this RFP, must be directly to and only with the representative designated by the CII.

### **Sub-Contracting**

Sub-consultant/Contracting is not acceptable and must be clearly identified within the proposal.

### **Patents and Copyrights**

The proponent shall, at their own expense, defend all claims, actions or proceedings against the CII based on any allegations that the proposal or any work or any part of the work arising there from constitutes any infringement of any patent, copyright or other proprietary right, and shall pay to the CII all costs, damages, charges and expenses, including its lawyers' fees on a substantial indemnity basis occasioned to the CII by reason thereof. Information contained within this document is confidential and is provided only to provide proponents a sufficient understanding of CII's requirements. Under no circumstances, should information be disclosed to any third party.

---

All matters related to the RFP, the selection process, and information resulting from the process, will be kept strictly confidential. Other than reports submitted to the CII, the proponent agrees not to publish, reproduce or otherwise divulge such information, in whole or in part, or authorize or permit others to do so, taking reasonable measures as are necessary to restrict information access to those employees on its staff and the CII's staff who must have information on need-to-know basis.

The proponent shall maintain security standards, including control of access to data and other information, consistent with the highest standards of business practice in the industry. The proponent warrants that it shall be aware of and abide by all CII policies and procedures as relevant and applicable, including but not limited to the following policies: Conflict of Interest, Confidentiality, Privacy and Terms of Use. The proponent acknowledges that any information concerning the business and affairs of the CII or its agents, employees, and clients of whom the proponent, its agents or employees become aware in the course of providing any such Services and or Deliverables shall be treated as confidential or private. The proponent agrees to take such measures to protect such information, as it would be reasonably expected to take to protect its own confidential or private information and to comply with any and all patient privacy legislation. The proponent agrees that the terms of any agreement it may have with the CII are confidential and may only be divulged with the CII's express written consent.

Confidential Information shall not include information that:

- (I) is or becomes generally known or available to the public at large other than as a result of a breach by the Receiving Party of any obligation to the Disclosing Party;
- (II) was known to the Receiving Party free of any obligation of confidence prior to disclosure by the Disclosing Party;
- (III) is disclosed to the Receiving Party on a non-confidential basis by a third party who did not owe an obligation of confidence to the Disclosing Party; or
- (IV) is developed by the Receiving Party independently of and without reference to any part of the Confidential Information. Confidential Information shall not be deemed to be in the public domain or generally known or available to the public, merely because any part of said information is embodied in general disclosures, or because individual features, components or combinations thereof are now or become known to the public

**Others :**

- § It may be noted that (i) the costs of preparing the proposal are not reimbursable and (ii) CII is not bound to accept any of the proposals submitted.
- § The Interested Companies / Agencies / Organizations are required to provide professional, objective, and impartial service and at all time hold CII's and Ministry's interest's paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
- § Interested Companies / Agencies / Organizations have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of CII and the Ministry of New and Renewable Energy (MNRE), or that may be reasonably perceived as having this effect. Failure to disclose such situations by

the Interested Companies / Agencies / Organizations may lead to disqualification of the Interested Companies / Agencies / Organizations or termination of the contract.

- § Interested Companies / Agencies / Organizations must observe the highest standards of ethics during the selection and execution of the contract. CII may reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare the Interested Companies / Agencies / Organizations ineligible or blacklist the firm, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.
- The Agency will ensure availability of adequate manpower to handle the Scope of Work smoothly.
- The Agency will also establish **Helpdesk** to provide all process related query to prospective users and visiting delegates as well as to resolve any issues/complaints. Proper record & contact details of all entries would be maintained centrally.
- The Agency will maintain adequate hardware and manpower of reserves for meeting any unforeseen requirements and equipment's going out of order.
- § All rates to be quoted in Indian Rupees.
- § No excuse will be entertained for non-compliance of any job or part therein. If at any stage it is found that the work done by the Agency in any area is substandard or not up to the mark, the CII will have full power/right to get the job completed from any other agency at the risk and responsibility of the contractor/bidder and deduct the expenditure so incurred from the bill.
- § The rates to be quoted are to be inclusive of all taxes, duties and levies which must be clearly duly itemized both in terms of percentage rates as well as values. Taxes charged will be as per rates prevalent at the time of award/execution of work in keeping with the relevant notification(s). Any change in Government levies, duties and taxes will be to the account of the Applicant. However, if an agency mentions lower levies / duties / taxes than the applicable ones, no extra amount will be paid but the Bidder will have to deposit applicable levies / duties / taxes as the case may be. If higher percentages of levies / duties / taxes are quoted, only the applicable ones will be paid.
- § The responsibility of safety and security of the material of the agency/bidder at will rest entirely on them. CII will not be responsible for any loss or damage to the items.
- § Cost of Food, transportation, or any other incidental expenses of the staff deployed would be borne by the agency.
- § If any service or item is not executed to the satisfaction of CII team (in terms of quality, quantity & workmanship) and CII has no option but to accept it due to paucity of time, penalty of up to 50% may be imposed as may be deemed appropriate by CII if defects are not rectified even after giving opportunity to the contractor to rectify the defects.
- § If certain items included in the design and final work order are not completed at all by 20 November, a penalty of 50% of the value of such item may be levied in addition to withholding payment for such not completed items.
- § After the event is over the support shall be provided for additional 1 month after which the Agency is required to hand over all the conference and exhibition contents and data to CII.



~~§ The Agency shall be required to execute a separate Service Agreement with CII if the work order is granted to the Agency.~~

- 
- § By submitting a signed Proposal, the Agency certifies that:
- The Agency has arrived at the prices in its Proposal without agreement with any other applicant of this RFP for restricting competition.
  - The prices in the proposal have not been disclosed and shall not be disclosed to any other applicant of this RFP.
  - No attempt by the Agency to induce any other applicant to submit or not to submit a proposal for restricting competition has occurred.
- § CII is not responsible for any assumptions or judgments made by the Agency for arriving at any type of sizing or costing. CII will benchmark the performance of the Agency to the RFP documents circulated to the Agency and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the Agency must make good the same at no extra costs to CII, to achieve the desired service levels as well as meeting the requirements of these documents. CII shall not be responsible for any assumptions made by the Agency.
- § In the event any changes, modification(s) to the services to be rendered are proposed by CII / MNRE due to changing circumstances, the Applicant shall be notified about such changes, modifications and the Applicant shall execute the Services accordingly. Quantities wherever mentioned in the Financial Quote are based on assumptions as on date. The same may vary at the time of actual execution. Only actual quantities used on site would be considered for billing purposes.
- § For purposes of timely execution of the Services in the best possible manner, Applicant shall regularly consult CII and provide regular/weekly updates to CII or its designated contact person in writing.

### **Schedule of Payments**

- § The Agency who successfully qualify and are selected to work on the event would be paid in a graded format.
- § All the payments, against the demand raised by the Agency, will be linked with the inflow of Funds from MNRE and payments will be released after receipt of funds from MNRE.

Applicable withholding tax will be deducted on payments by CII.

No additional cost shall be provided for unless otherwise there is a change in scope of work and cost approved by CII.

- § Agency shall be responsible for its own tax compliances.
- § The Selected Agency undertakes to make its records relating to the Event available for inspection by CII /MNRE or its authorized representatives at any time and upon reasonable written notice, both during the term of the service and also at any time during the period of 7 years following the termination of Agreement. Agency will provide full co-operation to CII / MNRE and others as requested by CII in connection with any audits, investigations or queries relating to the Event.
- § Agency shall take the insurance cover required. Such insurance cover shall include but not be limited to Insurance for professional liability/errors and omissions.
- § The Agency shall be responsible for maintenance of the Registration facility and related ancillary including website. The Agency would also solely be responsible for all his staff, whether permanent or temporary, and ensure their safety and security.

---

If any Policy & security breach or GOI compliance not followed, agency need to deal with concern authorities, CII will not be, under any circumstances, responsible for this.

### **Right to Accept and Reject any or all Application(s)**

- a) Notwithstanding anything contained in this RFP, CII reserves the right to accept or reject any Application and to cancel or withdraw the RFP process and reject all Applications in full or in part, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.
- b) CII reserves the right to reject any Application, if at any time a material misrepresentation is made or uncovered. This would lead to the disqualification of the Application.
- c) By signing this document, applicant agrees to hold CII harmless from any disputes.

### **Disclaimer:**

This REQUEST FOR PROPOSAL is issued by CII in the capacity of Event Partner on behalf of MNRE.

This REQUEST FOR PROPOSAL is neither an agreement, nor an offer or invitation to perform work of any kind to any party. The purpose of this REQUEST FOR PROPOSAL is to provide interested parties with information to assist the preparation of their Proposal and Quote.

Whilst the information in this REQUEST FOR PROPOSAL has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither CII, nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed Project, or makes any representation or warranty, express or implied, with respect to the information contained in this REQUEST FOR PROPOSAL or on which this REQUEST FOR PROPOSAL is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this REQUEST FOR PROPOSAL is selective and is subject to updating, expansion, revision and amendment at the sole discretion of CII. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for deciding for participation in this process. Neither CII nor any of its officers, employees nor any of its advisors nor consultants undertakes to provide any Party with access to any additional information or to update the information in this REQUEST FOR PROPOSAL or to correct any inaccuracies therein which may become apparent. Each Party must conduct its own analysis of the information contained in this REQUEST FOR PROPOSAL, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Project, the regulatory regime which applies thereto and by and all matters pertinent to the Project and to seek its own professional advice on the legal, financial, regulatory and taxation consequences of entering any agreement or arrangement relating to the Project.

This REQUEST FOR PROPOSAL includes certain statements, estimates, projections, targets and forecasts with respect to the Project. Such statements estimates, projections,

---

targets and forecasts reflect various assumptions made by the management, officers and employees of CII, which assumptions (and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based & nothing in this REQUEST FOR PROPOSAL is, or should be relied on as, a promise, representation or warranty.

**Right to Accept and Reject any or all Application(s)**

- a) Notwithstanding anything contained in this REQUEST FOR PROPOSAL, CII reserves the right to accept or reject any Application and to cancel or withdraw the REQUEST FOR PROPOSAL process and reject all Applications, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.
- b) CII reserves the right to reject any Application, if at any time a material misrepresentation is made or uncovered. This would lead to the disqualification of the Application.
- c) The final decision of selection would be of CII and CII reserves the right not to entertain any discussions on the same.

\* \* \* \*