# Request for Proposal

# Event Management/Travel Agency Partner for International Municipal Fair

Opening date: 21 September 2012 | Closing date: 22 October 2012

## 1. Summary of Requirements

The Network of Associations of Local Authorities of South East Europe (in the rest of the document referred to as “NALAS”) requests proposals from interested event management/travel agencies for the provision of professional services to facilitate hotel accommodation for participants of the second International Municipal Fair NEXPO 2013 (in the rest of the document referred to as “NEXPO 2013”) scheduled to take place in Rijeka and Opatija, the Republic of Croatia, between 25 and 27 September 2013. The project is to be completed in phases, the last one ending with the Municipal Fair.

## 2. Invitation

Event management/Travel agencies with proven experience and expertise in managing accommodation for big events are invited to respond to this request for proposal.

## 3. Request for Proposal Terminology

The following terms will apply to this Request for Proposal and to any subsequent Contract. Submission of a proposal in response to this Request for Proposal indicates acceptance of all the following terms:

Terminology

1. “NALAS” means the Network of Associations of Local Authorities of South East Europe;
2. “Contract” means the written agreement resulting from the Request for Proposal executed by the NALAS Secretariat and the successful company;
3. “Contractor” means the successful company selected from this Request for Proposal;
4. “Must”, “Mandatory” or “Required” means a requirement that must be met in order for a proposal to receive consideration;
5. “Company” means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposal.

## 4. Closing Date and Location

To be considered, proposals must be received in a sealed envelope no later than 16:00 (CET),

Monday, 22 October 2012, at the following address:

NALAS, Partizanski odredi 42/7, Skopje 1000, Macedonia

Proposals and their envelopes must be clearly marked with the name and address of the company and the name of the Project: “Request for Proposal: Event Management/Travel Agency Partner for NEXPO 2013”.

Your proposal package must include two (2) hard copies, along with one (1) digital copy, in PDF format on CD-Rom or USB flash drive of your submission.

**5. Enquiries**

This Request for Proposal can be downloaded from the NALAS website at www.nalas.eu. Questions regarding this Request for Proposal should be directed to NALAS at +389 2 3090818, or by email to info@nalas.eu.

## 6. Ownership of Proposals

All documents, including proposals submitted in response to this Request for Proposal become the property of NALAS. However, only the submissions by the successful company will be used. Once a contract has been awarded, the name of the successful company will be available to the public upon request.

## 7. Project Overview

NALAS, in line with its vision, mission and strategic objectives, since 2011, every two years organizes NEXPO, international municipal event. The first NEXPO was organized in Sarajevo, Bosnia and Herzegovina, 10-11 March 2011. NEXPO combines a municipal fair, meeting of the NALAS General Assembly, thematic conferences, workshops and other side events of interest to the local governments and associations of local governments in South East Europe.

Based on a competitive selection process, NALAS decided to organize the NEXPO 2013 in the Cities of Rijeka and Opatija, the Republic of Croatia, from 25-27 September 2013, hosted by the Association of Cities of the Republic of Croatia, in partnership with the Association of Municipalities of the Republic of Croatia.

NEXPO 2013 is expected to gather around 3000 representatives of local governments, companies and organizations from the SEE Region and beyond. The contractor will be responsible to get the best deals with the hotels in Rijeka and Opatija, manage booking and facilitate meeting all accommodation needs of the NEXPO 2013 participants.

For the purpose of organization of the Fair, NALAS has formed a Fair Committee, consisting of partners and professionals directly engaged in the preparation of the Fair. The Contractor shall work closely with the Committee during the whole period.

The timeline for this project is to have a company selected and the contract executed by the end of October 2012.

## 8. Project Scope and Objectives

The primary objectives that form the basis of this Request for Proposal are:

1. Hotel accommodation provision

Objective: Ensuring availability of hotel accommodation in Opatija and Rijeka for around 3000 participants of NEXPO 2013.

Ensure hotel accommodation availability for the best possible prices, both in early and regular booking.

Scope: The contractor will negotiate hotel availability and prices with 3\*-5\* hotels in Opatija and Rijeka to meet the needs of all NEXPO 2013 participants, for the period 24-28 September 2013 (4 nights).

The end deliverables will include list of hotels and hotel prices for each of the booking periods.

1. Hotel accommodation management

Objective: Providing user-friendly system of on-line and regular booking for around 3000 participants of NEXPO 2013.

Scope: The contractor will develop a system for on-line and regular booking for all the arranged hotels in Opatija and Rijeka to meet the needs of all NEXPO 2013 participants.

The end deliverables will include list of guests and accommodation provided.

The end deliverables must be provided in electronic and a hard copy version.

## 9. Proposal submission

The following format and sequence should be followed in order to provide consistency in Company response and to ensure each proposal receives full and fair consideration. All pages should be consecutively numbered.

1. Cover Page, showing the name of the travel agency, address and contact information;
2. One page letter of introduction, signed by an authorized signatory;
3. Table of Contents, including page numbers;
4. A short summary of the key features of the proposal;
5. The body of the proposal, including hotel information, booking system details, suggestions, recommendations, the budget and services;
6. Any additional information such as references and components listed under the mandatory and desirable criteria, not included in the body of the document.

## 10. Evaluation

Evaluation of proposals will be undertaken by the Fair Committee. At the sole discretion of the Fair Committee, a short list of the highest scored companies will be developed. Companies on the short list may be invited to further clarify their offers. After the presentation(s), the Fair Committee will re-evaluate the short-listed proposals and bring the final decision.

## 11. Criteria

The proposals will be evaluated and rated based on the criteria set out in this Request for Proposal document.

* Proposals must be in English, and the Proposal must be submitted by the appropriate date and time;
* Proposals must clearly list, in detail, what services will be provided. It is expected that this contract would not entail any costs for NALAS, while the costs of the travel agency will be calculated within the overall accommodation costs.
* Responses must contain a list of references of past projects and work of this nature, with contact names and telephone numbers.

Event management/Travel agencies should provide:

* A proposed accommodation scheme;
* A proposed booking scheme;
* Examples from other events that exhibit components that you feel could fit the scope and nature of the products NALAS is looking for, and explain the rationale for your position;
* Demonstration of willingness to be flexible in working with NALAS and its Fair Committee;

## 12. Scoring

* 20% Creativity and Familiarity – include a description of your view of NEXPO 2013.
* 30% Innovation in Approach - Methodology – a work plan including the proposed method to accomplish the tasks identified in the Request for Proposal.
* 10% Previous Experience in undertaking similar work - indicate the number of projects of similar professional services and type or the number of projects of similar scale. Demonstration of willingness to be flexible in working with NALAS.
* 30% Cost and Ability to Meet Deadlines - It is expected that this contract would not entail any costs for NALAS, while costs of the travel agency will be calculated within the overall accommodation costs. Provide project quote, including all hotels provided, and a detailed explanation of the deliverables and services you will provide to NALAS.
* 10% References - Provide references from previous clients including specific contacts and phone numbers.

**13. Modification of Terms**

NALAS reserves the right to modify the terms of the Request for Proposal at any time at its sole discretion.

## 14. Company Expenses

Companies are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with NALAS. Short-listed proposals may be asked to make a presentation to the Fair Committee, which will be solely at the Company's own expense.

## 15. Acceptance and Rejection of Proposals

NALAS may not necessarily accept the lowest priced proposal or any proposal. At its sole discretion, NALAS reserves the right to reject any or all proposals received and to accept any proposal which it considers advantageous, whether or not it is the lowest priced proposal. NALAS is not under any obligation to award a contract, and reserves the right to terminate the Request for Proposal process at any time, and to withdraw from discussions with all or any of the Companies who have responded. NALAS reserves the right to accept the proposed offer in total or in part, to reject any or all offers, to waive any minor informalities, irregularities, or technicalities, and to accept the offer deemed most favourable to the Network.

## 16. Contract Negotiation

NALAS reserves the right to negotiate specific terms of the contract with the short-listed proponents prior to the final award of the contract. NALAS also reserves the right to negotiate specific terms of the contract with the Contractor as the contract progresses.

Thank you for your interest in submitting a proposal. It is hoped that the information provided is of value and should anything be unclear, please contact NALAS directly.