WISA 2016 Biennial Conference and Exhibition

Invitation to tender for the appointment of a Professional Conference Organiser (PCO) for the WISA 2016 Conference to be held in Durban at the ICC from 15 to 19 May 2016.

The Water Institute of Southern Africa (WISA) is pleased to invite your organisation to tender for the appointment as Professional Conference Organiser (PCO) in respect of the above Conference. The following information is provided to assist you with the preparation of a detailed proposal and quotation for the Local Organising Committee (LOC) to consider.

TIME FRAME FOR TENDER PROCESS

Closing date/time for tender submission:	12 noon, 9th July 2014
Interview of selected Tenderers:	21th July 2014
Announcement of decision:	25rd July 2014

SUBMISSION OF TENDER DEADLINE

Written submissions should be forwarded by the due date of 9th July 2014 to:

Ms Dot Zandberg
WISA

Please note that **one** copy of the written submission and accompanying documentation should be supplied, and an electronic copy of the document should be e-mailed to Ms Dot Zandberg **conference@wisa.org.za**

ENQUIRIES

Requests for further information or clarification of requirements may be directed to Ms Dot Zandberg **conference@wisa.org.za** or 086 111 9472.

Please note that WISA reserves the right to advise, at our discretion, all parties issued with the invitation to tender, of further information/clarification of tender requirements resulting from any query.

INTRODUCTION AND BACKGROUND

WISA 2016 Biennial Conference and Exhibition.

ORGANISATIONAL BACKGROUND AND GUIDELINES

We seek the services of an extremely professional, highly competent, well-managed, flexible and creative Conference Organiser to assist us in ensuring a profitable and highly successful conference.

The PCO will be fully responsible in conjunction with the LOC for the conference organisation to ensure that it is run efficiently, is well co-ordinated and profitable within WISA requirements at all times from start to finish.

The WISA Conference is held every 2nd year. The conference usually attracts between 1500 and 1800 delegates with a trade exhibition. The majority of these delegates are locally based with some international participants. It is envisaged that the conference will attract a wide spectrum of people from various specialities and allied disciplines to attend. The conference programme usually consists of about 6 – 8 parallel sessions with (workshops and symposia). This is usually complemented by a social programme.

CONDITIONS OF APPOINTMENT OF A PCO

The successful Tenderer is required to be an accredited member of the South African Association for the Conference Industry (SAACI), and be capable of providing a professional conference managerial service for the conference to international standards and best practice. Membership of SAACI is considered verification of a company's capability to organise a conference to such a standard. The Tenderer should demonstrate their ability through providing the following:

- **Ability:** Tenderers are required to demonstrate their ability to provide the required services as detailed in the 'Services Provided', outlined below.
- **Financial Viability:** Tenderers are required to demonstrate their financial credibility and provide a Tax Clearance Certificate and a letter of **Financial Good Standing from their Bank.**
- **Proven Track Record:** Tenderers are required to demonstrate their experience as a PCO by providing information on meetings they have managed, especially conferences of a similar size and complexity. Please also indicate if you have arranged any conferences for WISA before.
- **References:** Tenderers are required to submit at least five referees who will be contacted by representatives of the LOC. Details required are name, contact information, event with which they were/are associated, and position in relation to the organising of that event. Additional letters of reference may also be attached.
- **Staffing:** Tenderers are required to give an overview of their infrastructure including staffing, experience and accreditation with particular emphasis on the Kwa-Zulu Natal branch and manager who will be working with the LOC.
- **Electronic Management:** Tenderers should demonstrate their IT capability, capacity and ability to provide electronic facilities in a secure environment.
- **Financial Management:** Tenderers are required to demonstrate their competence in the area of financial management, including qualification of personnel in this respect.
- **Fees and Cost Structure:** Tenderers are required to clearly set down fees to be charged for services and provide sufficient detail as to allow the distinction between:
    - **Commission and percentage based fees (Sponsorships, advertisers etc)**
    - **Fixed price fees**
    - **Hourly rates**

- **Secondary income fees (e.g. fees generated from references to specific participating hotels and places of accommodation, and side events and post tour events).**

Note that the following areas listed are by no means exhaustive, but merely indicate areas of particular concern. Please include additional areas that you deem important.

CONCEPT AND PLANNING

- Recommending and sourcing appropriate venues for respective functions.
- Attending planning meetings and taking of minutes.
- General direction and guidance.
- Assign a Project Manager to handle logistical and administrative arrangements.
- Conducting site inspections.
- Develop a timetable of action (due dates/deadlines) and responsibilities.
- Handle all correspondence.
- Provide regular updates on activity status.
- Co-ordinating the various agreements submitted by the suppliers.
- Liaison with the Organising Committee.

FINANCE

- Develop a conference budget (detailed line item budget).
- Budget control and management.
- Conduct monthly audits on expenditure against budget.
- Monitor all payments.
- Submit monthly finance status reports.
- Manage revenue accrued from registration, sponsorship and exhibition.
- Organise insurance for the cost of the conference.
- Discuss all legal issues/contracts.
- Liaison with selected accounting firm to ensure proper reporting.

PLANNING

- Co-ordination of registration fees and deadlines.
- Building of a comprehensive database.
- Design of on-line and manual registration form.
- Management of registration files.
- Correspondence with delegates: confirmation letters, invitation letters, receipts.
- Management of payments: credit card, cheque, electronic transfers.
- Preparation of regular registration reports: No. of delegates, funds collected, funds outstanding, country reports, No. registrations for social events, tours.
- Preparation of delegate lists by alphabetical order/country of origin/ company.

ON-SITE CO-ORDINATION

- Concept and design of registration materials: delegate badges, vouchers, certificate of attendance, receipts, and social tickets.
- Production of registration materials and registration packs.

ON-SITE MANAGEMENT

- Supervision of on-site registration process.
- Distribution of registration materials.
- Handling of all new registrations on-site as well as payment of pending registrations.
- Set-up of and supervisory staff at the following desks:
  - Pre-registered delegates

    - On-site registrations
    - On-site payments
    - Protocol for VIPs.
    - Accompanying Persons, Tours, Exhibition, Accommodation
    - Social programme, general information and help desk
- Set-up and staging.
- Design signage and ensure that adequate directional signage is provided in all areas.
- Review traffic flow pattern.
- Security services co-ordination.
- Technical assistance to the speakers.
- Staffing and supervision of the VIP lounge, press room, speaker preparation room.
- Schedule briefing sessions with staff support, venue and suppliers to provide overview of conference.
- Determine criteria for staffing.

MARKETING

- Develop a business plan for marketing the conference.
- Develop branding and logo.
- Develop conference colour specifications.
- Selection of website designer.
- Supervision of the website design, production and update.
- Supervision of the design and production of interactive forms: on-line registration, on-line abstract submission.
- Design and print 1st and 2nd Announcements, and electronic announcements.
- Brief and appoint a professional sponsorship organiser.
- Brief and appoint a professional exhibition organiser.
- Develop, update and manage the conference website in conjunction with the committee.
- Draft a PR Agent contract.
- Source delegate, speaker and VIP gifts.
- Develop and print branding material and conference pack.
- Develop and print signage.

SOCIAL EVENTS

- Develop a social events programme.
- Develop an accompanying persons programme.
- Book and contract all venues concerned.
- Identify and source entertainment.
- Identify transport requirements for social events.
- Develop menus, invitations, seating plan.

SITE VISITS AND FIELD TRIPS

- Co-ordinate site inspections of the conference venue, hotels, off-site social venues.
- Develop and supervise field trips.

CONFERENCE PROGRAMME AND SPEAKERS

- Research and contact with potential speakers.
- Design of on-line abstract submission and instruction form.
- Preparation of call for papers.
- Building of a comprehensive database.
- Receipting of abstracts, reply forms, collation of speaker materials.
- Management of speaker files.
- Co-ordination of editing and proof-reading of speaker materials.

- Administration of payment of fees and expenses.
- Speaker correspondence: audio-visual requirements, publications and travel arrangements.
- Co-ordination of session chairs.
- Develop checklist for speaker equipment requirements.

VENUE

- Source, book and contract venue.
- Provide recommendations for:
  - Audio-visual equipment
  - Computers and other equipment
  - Catering
  - Signage
  - Interpretation services
  - Entertainment
  - Audio-taping services
  - Shipping and storage
- Allocate number of rooms required at the venue.
- Identify and source audio-visual equipment.
- Identify staff requirements.
- Develop a security plan.
- Arrange for catering at the conference venue.
- Set-up business centre and administration office for the LOC.

TOURS AND TRANSPORT

- Identify and source transport service provider.
- Develop a transport plan.
- Organise airport clearance and welcome desks at the airport.
- Secure and contract with transport service provider.
- Signage for coaches and shuttles.
- Co-ordinate all aspects of transportation.

ACCOMMODATION

- Recommendation of hotels that are within the conference venue vicinity.
- Communication with hotels to finalise rates and terms and conditions.
- Designing a map featuring all the hotels for printing in the announcement booklets.
- Monitoring deadlines for payment and submission of rooming lists to hotels.
- Receiving and processing all accommodation registrations.
- Compiling rooming lists according to hotel requirements.
- Collection of all required deposits directly from delegates for payment to hotels as required.

EXHIBITION

- Appoint exhibition manager.
- Budget preparation and exhibition rates.
- Design all sales literature/press release.
- Mailing of invitations to potential exhibitors.
- Compile and manage database of all exhibitors and communicate with them in the appropriate manner.
- Preparation of contracts.
- Planning and design of floor space.
- Allocation of reserved and sold floor space.

- Layout, décor and signage.
- Security, traffic flow control and maintenance of area.
- Co-ordination of exhibition registrations.
- Co-ordination of exhibition services, set-up, technical requirements, customs clearance, receiving at venue.
- Management of on-sight personnel.
- Liaison with venue regarding necessary clearance and safety certificates that pertain to the exhibition area.
- Organise any meetings that may be required between the Organising Committee and exhibitors.
- Adhere to time frames as set out by the committee, e.g. completion of database, first communication with exhibitors, etc.
- Organise and manage security for exhibits starting the day of set-up to day of breakdown.
- Design and co-ordination of special activities.

SPONSORSHIP

- Develop a marketing strategy.
- Development of sponsorship packages for potential sponsors.
- Establish sponsorship levels.
- Distribution of sponsorship packages to potential sponsors.
- Follow-up with potential sponsors.
- Organise and attend meetings that may be required between the Organising Committee and potential sponsors.
- Preparation and management of sponsor contracts.
- Supervision and co-ordination of the design, concept, printing and dissemination of promotional materials.
- Liaison with potential and confirmed sponsors.
- Organise and co-ordinate corporate events if required.

OTHER

Identify any other areas that may be beneficial to the success of the conference.