



***Request for Proposal (RfP)
for the appointment of a
Professional Conference Organiser for the
IFLA World Library and Information Congress***

To be held in:

2022: Africa

2023: Worldwide

2024: North America

Dates:

2022-2024 to be decided
provisionally August of each year

The International Federation of Library Associations and Institutions, IFLA, host for the above Congress, is pleased to invite your organisation to tender for appointment as Professional Congress Organiser (PCO) of the above Congress including trade exhibition. The following information is provided to assist you with the preparation of a proposal for the IFLA Governing Board to consider.

Host Association - www.ifla.org

The International Federation of Library Associations and Institutions (IFLA) is the leading international body representing the interests of library and information services and their users. It is the global voice of the library and information profession. It has around 1400 members from over 145 countries. It is governed by an elected international Board and its headquarters are in The Hague, Netherlands. It has regional offices in Africa, Asia and Oceania, and Latin America and the Caribbean, and four Language Centres – Beijing, Moscow, Alexandria, Dakar.

The annual Congress is a major flagship event for IFLA, with a budget of around EUR 2 – 2.5 million.

The Federation is the legal entity that underwrites each event through its Congress entity. The day-to-day management of the conference is delegated by the IFLA Governing Board to the IFLA Headquarters and the host country National Committee.

The IFLA Secretary General has delegation from the Governing Board to sign all contracts and agreements and is responsible for liaison with the Board and the overall management of the Congress.

The successful tenderer will enter into a contract with the IFLA Congress principal to provide PCO services. This will include performance and review processes.

1. TIME FRAME FOR TENDER PROCESS

- | | |
|---|------------------------------|
| • Invitation to Tender forwarded to PCO Companies (Tenderers) | 8 February 2019 |
| • Closing date/time for tender submission | 17.00 on 8 March 2019 |
| • Interview of selected Tenderers (The Hague, Netherlands) | Late March 2019 |
| • Announcement of decision (subject to Contract negotiation) | Early May 2019 |

2. SUBMISSION OF TENDER DEADLINE

Complete submissions (one signed copy) should be forwarded in electronic format to conferences@ifla.org. Email subject: RfP 2022-2024 [your organisation name].

Deadline for submissions: **8 March 2019**.

3. ENQUIRIES

Requests for further information or clarification of requirements may be directed to:

Helen Mandl
IFLA Deputy Secretary General
Phone: +31-70-3140884
E-mail: conferences@ifla.org

Please note that we reserve the right to advise, at our discretion, all parties issued with an RfP, of further information/clarification of tender requirements resulting from any enquiry.

4. PROFESSIONAL CONGRESS ORGANISERS INVITED TO TENDER

Preference will be given to those applicants who show proof of membership of professional organisation/association.

The RfP is issued to all IAPCO members and it is published on the IFLA web-site.

5. CONGRESS NAME, VENUE AND DATE

The Congress is the World Library and Information Congress, also known as WLIC. It is to be held annually, preferably in the month of August.

The 2021 WLIC will be held in Europe in August 2021.

The call for expressions of interest for the 2022 WLIC will be issued in May 2019. The region selected for that is 'Africa'.

6. BRIEF HISTORY OF THE CONGRESS

- No. of days of the congress:
Actual congress is 6 days with 2 days of business meetings ahead and one day of business meetings afterwards.
Please see the congress format below for a complete outline of activity-per-day.
- How frequently the event is held:
The WLIC is held every year, in the month of August.
- No. of delegates (past 2 congress)
 - 2017:
Total Full time delegates 2651
Day registrations 185
Two day registrations 152
Accompanying persons 35

- 2018:
 - Full time delegates 2961
 - Day registrations 123
 - Two day registrations 150
 - Accompanying persons 33

- Registration fees 2019 in EUR
 - **On or before 15 May 2019**
 - Full delegate IFLA Member 505
 - Full delegate Non member 690
 - Student 250
 - Day Delegate 180
 - Accompanying Person 330
 - **After 15 May 2019 – on or before 20 August 2019**
 - Full delegate IFLA Member 605
 - Full delegate Non Member 805
 - Student 290
 - Day Delegate 207
 - Accompanying Person 405
 - **On site**
 - Full delegate IFLA Member 720
 - Full delegate Non member **950**
 - Student 315
 - Day Delegate 140
 - Accompanying Person 480

- Size of exhibition sold space
 - 2017:
 - Exhibitors 70
 - Exhibition square metres (total) 761
 - 2018:
 - Exhibitors 71
 - Exhibition square metres (total) 784

- Price per m2 sold at 2018 congress
 - The charge for stand rental per square metre:
 - Up to and including 26 February 2018 - **€445 + VAT @ 25%** = €555 per sqm
 - From 27 February 2019 onwards - **€495 + VAT @ 25%** = €620 per sqm

- Sponsorship achieved at previous congress:
 - 2017:

Sponsor Packages	€ 64,000
Sponsor Items	€ 16,500
Local support	€ 5,000

 - 2018:

Sponsor Packages	€ 76,200
Sponsor Items	€ 9,900
Local support	€ 538,000

- No. of parallel sessions
Six parallel sessions at any given time, incl. two with Simultaneous Interpretation into 6 languages (English being the standard language).
As shown in the venue usage overview there are also a number of business meetings held at the same time as the parallel sessions.
- No. of social events
 - Officers Reception (approx. 200-250 invited guests)
 - Opening Session – all delegates
 - Opening of the exhibition + reception – all delegates
 - Cultural evening – all delegates (the format of this may change if needed)
 - Sponsors, exhibitors and sometimes embassies and consulates also host receptions. Sometimes they require PCO assistance.

More information on the WLIC Congresses can be found on the IFLA web-site, <http://www.ifla.org>.

More specifically, the Final Announcements, used to recruit delegates, for IFLA WLIC 2018 Kuala Lumpur can be found here:

http://react-profile.org/ebook/IFLA2018/Final_Announcement/

7. EXPECTED ATTENDANCE

The Congress expects to attract between 2250 and 2500 paying delegates (full fee), 50 accompanying persons and it has an exhibition of 1000 m² net. It should be appreciated that these figures are, at this stage, a best estimate based on past attendances at such Congresses.

Other delegate categories are student (approx. 125), day registration (approx. 500), complimentary registrations (incl. staff, grantees and volunteers) (approx. 750), exhibition only day pass (approx. 50), additional exhibitor registrations (approx 40).

Please note that categories such as day registrations and exhibition only day passes may vary substantially based on the location of the congress.

8. CONGRESS FORMAT

Although the format at this stage should be regarded as flexible, the following may be used as a guideline for initial planning purposes:

- Number of days of Congress: actual congress is 6 days
- Number of days of exhibition: Opening on Sunday afternoon – closing on Wednesday afternoon
- Number of build-up days provisionally booked: see schedule below
- Social functions:
 - Officers Reception (approx. 200-250 invited guests) – Saturday evening

- Opening Session – all delegates – Sunday morning
- Opening of the exhibition + reception – Sunday afternoon (16.00)
- Cultural evening – Tuesday evening (although the format may change if needed)
- Receptions are held by sponsors, exhibitors and sometimes embassies and consulates on Monday and Wednesday
- Satellite Sessions are held in conjunction with the WLIC but are arranged by IFLA's professional groups without PCO involvement

The following venue usage overview gives a good idea of the conference format and the operating days.

This is also the preferred scheduling with regard to the days, but this may change should there be a need for that.

Capacity	SI	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	
Registration area		Set up	Set up AM Open PM	Open	Open	Open	Open	Open	Open	Open AM	
2,000 T min. + option for overflow	SI				Opening Session			General Assembly	Closing Ceremony		
				Build-up	Build-up & Exhibition	Exhibition	Exhibition	Exhibition			
1,000 T (SI to be built in)	SI		There is a separate schedule for the meetings on these days as there are up to 15 business meeting at each time, creating a completely different set- up of the venue		Session 1	Session 1	Session 1	Session 1	Session 1	On this day there will be a full day Governing Board Meeting – Need a room for approx 40 people Hollow Square	
690 T (SI to be built in)	SI			Session 2	Session 2	Session 2	Session 2	Session 2	Session 2		
450 T				Session 3	Session 3	Session 3	Session 3	Session 3	Session 3		
350 T				Session 4	Session 4	Session 4	Session 4	Session 4	Session 4		
200 T				Session 5	Session 5	Session 5	Session 5	Session 5	Session 5		
200 T				Session 6	Session 6	Session 6	Session 6	Session 6	Session 6		
30 U						Div	Div	Div	Div		Div
30 U						Div	Div	Div	Div		Div
30 U						Div	Div	Div	Div		Div
Meeting Room 50U				X	X	X	X	X	X		
Meeting room 30U				X	X	X	X	X	X		
Interpreters				X	X	X	X	X	X		
Press Office				X	X	X	X	X	X		
Technical Preview				X	X	X	X	X	X		
PCO		X	X	X	X	X	X	X	X	X	
NC			X	X	X	X	X	X	X		
IFLA Communication			X	X	X	X	X	X	X		
HQ Secretariat		X	X	X	X	X	X	X	X		
IFLA President		X	X	X	X	X	X	X	X		
IFLA President- elect		X	X	X	X	X	X	X	X		
IFLA Secretary General		X	X	X	X	X	X	X	X		
IFLA staff (2/3)		X	X	X	X	X	X	X	X		
IFLA Board Room**		X	X	X	X	X	X	X	X		

Capacity	SI	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
IFLA GB		X	X	X	X	X	X	X	X	

9. ACCOMPANYING PERSONS' PROGRAMME / PRE- & POST-CONGRESS TOURS

In the past approximately (50) accompanying persons have attended the congress. A selection of tours shall be organised, provided on a self-financing basis at the risk of the appointed PCO, two day-tours are included in the accompanying person package, others may be sold as optional extras.

Similarly, pre- and post-congress tours of a touristic nature for all participants are to be offered to be provided on a self-financing bases.

10. CONTRACTING ORGANISATION

The contracting organisation is the International Federation of Library Associations and Institutions,

International Federation of Library Associations and Institutions
Prins Willem-Alexanderhof 5
2595 BE The Hague
Netherlands

Phone: +31-70-3140884
Fax: +31-70-3834827

11. ORGANISATION TO DATE

2022 - Africa

A call for expressions of interest from library associations in this region will be sent out in May 2019.

2023 – Worldwide

No action in the coming year.

2024 – North America

No action in the coming year.

12. SERVICES TO BE PROVIDED

The PCO is invited to tender for the provision of the following services. The list is not necessarily exhaustive and Tenderers are welcome to incorporate additional services as they believe would be required for the successful organisation of this Congress.

The list is intended to be indicative of the responsibilities of the PCO as envisaged by IFLA at this preliminary point in time. Tenderers should indicate their ability to provide the areas of

service or indicate that it is not a role that they would undertake. Where the Tenderer would sub-contract any such role this MUST be clearly stated.

1. Marketing & Promotion (includes the development and execution of a congress marketing & promotion strategy, production of the various announcements and programmes as well as promotional material, and presentation / representation of the event to potential participants, sponsors or other stake holders)
2. Budgeting (includes drafting and managing of the congress budget in collaboration with IFLA Headquarters and the National Committee)
3. Financial Management (includes the management of bank accounts, cash flow, taxes, preparation of accounts etc. as well as invoicing and payments, audit)
4. Exhibition (includes the selection of exhibition space, the preparation of exhibitor guidelines and exhibition floor plans, the sales and allocation of stand spaces, the co-ordination of stand services, invoicing, and the co-ordination of set-up and dismantling of the exhibition)
5. Sponsorship (includes the identification and development of sponsorship opportunities and guidelines, the sales and marketing of sponsorship opportunities to potential sponsors, and delivery)
6. Registration (includes on-line registration and paper registration, on-site registration, collection of fees, and statistical reports on registration numbers, breakdowns etc.)
7. On-site Management (includes the RfP of all services not exclusive to the meeting venue, selection, negotiations, contracting and co-ordination of supplier services required and the on-site management of the event. This should include the provision of technical and AV support for a conference which has a live streaming component.)
8. Congress Materials, Print and Electronic (includes design and production of any and all congress supplies such as programmes, apps, badges, bags, etc.)
9. Venue Selection support (includes the negotiation of the contract)
10. Hotel Reservation / Accommodation (includes hotel block-bookings, allocation of hotel rooms to individual participants and/or groups, payments, management of modifications, reporting, etc.)
11. Social Programme (includes the management of various social programme activities such as opening & closing ceremony, receptions, etc.)
12. Tours (includes the proposal, sales and management of accompanying participants programmes, and pre- and post congress events etc.)
13. Transport (includes airport transfers if applicable, hotel-congress centre shuttles if applicable, public transport tickets, VIP transport, library tours, scheduling and management)
14. General Requirements (includes working with the IFLA Headquarters and National Committee and responsibility for all aspects of the organisation relating to the PCO role)

for the Congress. This would include monthly video conferences on year before the congress and bi-monthly video conferences in the 6 months before the congress.)

15. Administration (includes management and co-ordination of all administration matters relating to the PCO role for the Congress)
16. Scientific Programming (includes support via an online session planner and available support for papers or posters)

13. CONDITIONS OF APPOINTMENT OF A PCO

The successful Tenderer shall, as a minimum, be capable of providing professional congress managerial services for the Congress to international standards and best practice.

Membership of IAPCO is considered verification of a company's capability to organise a congress to such a standard. The Tenderer should demonstrate their ability to provide the following:

1. Ability – Tenderers are required to demonstrate their ability to provide the required services as detailed in the 'Services to be Provided' above.
2. Financial viability - Tenderers are required to demonstrate their financial credibility and proof may be requested.
3. Proven track record - Tenderers are required to demonstrate their experience as a PCO by providing information on (international) meetings they have managed - especially meetings of a similar size and complexity.
4. References - Tenderers are required to submit at least three referees who will be contacted by representatives of the Organising Committee. Details required are name, contact information, meeting with which they were/are associated and position in relation to the organising of that meeting. Additional letters of reference may also be attached.
5. Staffing - Tenderers are required to give an overview of their infrastructure including staffing, experience and accreditation.
6. Electronic Management – Tenderers should demonstrate their IT capability, capacity and ability to provide electronic facilities in a secure environment.
7. Financial Management - Tenderers are required to demonstrate their competence in the area of financial management including qualification of personnel in this respect.
8. Fees and Cost Structure - Tenderers are required to clearly set down fees to be charged for services.

14. FEES

Tenderers are asked to specify fees categorised as follows:

- General congress management (relating to specific services required)
- Sponsorship

- Exhibition sales and management
- Scientific programme management
- Registration
- Social events
- Accommodation
- Tours

Tenderers are asked to outline any other charges that may be made, such as mailings, telephone, fax, e-mail, IT, general stationery, additional staff costs etc. Any additional service charges on other budget items should be clearly stated as should the Tenderers policy towards the receiving of commission from suppliers.

15. AWARDING OF CONTRACT

It should be noted that the appointment of the PCO and the awarding of this contract will not be dependent only upon the fees quoted but will be dependent upon the proven ability of the PCO to have understood the requirements of the Congress and their ability based on experience to deliver the event. Any appointment will be subject to successful contract negotiation.

Outline of division of responsibilities

IFLA Governing Board

IFLA Governing Board has overall governance and financial management responsibility for the IFLA BV. This includes the decision on the location, host and site for each congress. It also makes the decisions about the structure and content of the congress and ensures that it appropriately reflects IFLA's values and 'brand'. The Governing Board receives advice from its Executive, Professional, Finance, and Congress Advisory committees to assist it in making its decisions.

IFLA Headquarters (HQ)

IFLA HQ is the IFLA secretariat and head office. It is contracted by the Principal to provide staff resources, advice and consultancy services to the IFLA WLIC. It does this in collaboration with the National Committee and support from the PCO. The IFLA HQ main responsibilities for the Congress include:

- Consultancy Services
- Governing Board delegation to the Secretary General to sign contracts relating to the Congress following agreement by the Treasurer and President
- Management of IFLA BV governance and compliance requirements
- Management of IFLA's business and related meetings during the Congress
- Scientific Programme Co-ordination
- Financial management
- Congress selection process and follow up Site Inspections
- Planning Meetings
- Web Site Management
- Interpreters – recruitment
- Making important Congress information available in IFLA's official languages
- on-site communications
- International Promotion
- Onsite Services and Support
- Post Congress Survey
- Seed Funding
- Management of congress grants and grant funding
- Liaison with IFLA's Governing Board and its advisory committees on congress matters
- Liaison with the National Committee and PCO

IFLA HQ is generally represented by the Secretary General and/or the Conference Officer. IFLA Headquarters is based in The Netherlands.

National Committee (NC)

The National Committee is the organising body of the national association contracted by the Principal to provide services to the IFLA WLIC. It is comprised of representatives of the local library and information sector. Its membership includes as wide as possible representation from the whole local library community. The main responsibilities include:

- Recruitment of National, Regional and Local Government sponsorship or subsidies
- Propose the Congress logo and Congress theme, for approval by IFLA's Governing Board
- Nominate the keynote speaker and plenary speakers, for approval by IFLA's Governing Board, and organise their attendance at the Congress
- Recruitment of Congress volunteers, allocation of tasks and liaison during Congress
- Organisation of the Library visits, with assistance from the PCO where required
- Organisation of the opening ceremony, and cultural evening social events in collaboration with IFLA HQ and with assistance from the PCO
- Contribute to the organisation of the programme for accompanying persons, and tours, to be organised by the PCO
- Organisation of host country invitation letters and visa application assistance when required, liaising with embassies and consulates
- Organisation of the local and national media campaign
- Promote the Congress to the national and regional audience
- Advise IFLA and the PCO on potential local sponsors and exhibitors
- Contribute content to Congress publications and promotional materials
- Recruitment of national, regional and local grants
- Liaison with local authorities
- Liaison with IFLA HQ and the PCO
- Reporting to Governing Board

Professional Congress Organisers (PCO)

The PCO is responsible for the day to day logistical organisation of the Congress. The responsibilities include:

- Budget management, with IFLA having overall financial responsibility and decision
- International sponsorship sales and fulfilment
- Exhibition sales and management
- Assisting with the implementation of scientific programme including on-site speaker management
- Poster board construction and on-site management
- Liaison with IFLA HQ on venue and audio-visual requirements
- Negotiation of venue requirements and on-site management
- Negotiation of audio-visual and IT requirements and on-site management
- Negotiation of contracts and agreements with suppliers, within budget requirements
- On-site PCO support staffing
- Liaison with IFLA HQ and the NC on catering, and on-site/off-site management
- Construction of exhibition and other requirements
- Logistics for exhibition opening
- Preparation and distribution of congress publications and promotional materials, in consultation with IFLA HQ and the NC
- Development of the website and app
- General promotion of the Congress
- Registrations management
- Management of accommodation booked through the registration
- Assistance with the implementation of the social programme
- Implementation of the accompanying persons' programme
- Local transport requirements
- Reporting to Governing Board