



BID REFERENCE NO.: LOC/FIFA/RFP/002

THE LOCAL ORGANISING COMMITTEE (LOC) FOR
THE FIFA U-17 WOMEN'S WORLD CUP, INDIA 2022

INVITES PROPOSALS

TO PROVIDE TICKETING SALES & OPERATION SERVICES FOR
THE FIFA U-17 WOMEN'S WORLD CUP INDIA 2022

LAST DATE FOR PROPOSAL SUBMISSION:

8TH MAY 2022 BY 17:00 HRS

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DISCLAIMER

1. This Request for Proposal (“**RFP**”) is being published to enable interested applicants (“**Bidders**”) to participate in the Selection Process (as defined later in this document) to provide Ticketing Sales and Operation Services to the Local Organising Committee (“**LOC**”) for the FIFA U-17 Women’s World Cup India 2022 (“**Tournament**”)
2. The information contained in this RFP or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the Local Organising Committee for the FIFA U-17 Women’s World Cup India 2022 (“**Authority**”) or any of its employees, consultants or advisers, is provided to Bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is or may be provided.
3. This RFP is not an agreement and is neither an offer nor invitation by the Authority to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Bid pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Services. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees or consultants or advisers to consider the objectives, expertise and needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
4. Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
5. The Authority, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.
6. The Authority also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused, arising from reliance of any Bidder upon the statements contained in this RFP.

7. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
8. The issue of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the selected Bidder for the Services and the Authority reserves the right to reject all or any of the Bids without assigning any reasons whatsoever.
9. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Selection Process.
10. It shall not be assumed by any prospective Bidders that there shall be no deviation or change in any of the information mentioned herein pertaining to requirements or terms of reference or scope of services. While this document has been prepared in good faith, neither AIFF nor LOC of the Tournament, nor any of their employees, consultants or officers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by AIFF or the LOC of the Tournament and any of their employees, consultants or officers even if any loss or damage is caused by any act or omission on the part of AIFF or the LOC of the Tournament or any of their employees, consultants or officers, whether negligent or otherwise.
11. By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of AIFF or LOC of the Tournament. AIFF and LOC of the Tournament and any of their respective officers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.
12. Accordingly, interested applicants should carry out an independent assessment and analysis of the requirements of the information, facts and observations contained herein.

1. BACKGROUND

The FIFA U-17 Women's World Cup, is the world championship of association football for female players under the age of 17 organized by Fédération Internationale de Football Association ("FIFA").

2. FIFA U-17 WOMEN'S WORLD CUP INDIA 2022

The FIFA U-17 Women's World Cup India 2022 will be the 7th edition of the FIFA U-17 Women's World Cup, the biennial international women's youth football championship contested by top 16 U-17 national teams of the member associations of FIFA. The tournament will be hosted by India and will comprise of 32 matches to be held across Navi Mumbai, Bhubaneswar & Goa . This will be the first FIFA tournament for women to be hosted in the country.

3. OVERVIEW OF REQUEST FOR PROPOSAL DOCUMENT

- 3.1. The Local Organising Committee ("**Authority**") for the Tournament, a part of the All India Football Federation ("**AIFF**"), and having its principal office at Football House, Sector 19, Phase 1, Dwarka, New Delhi - 110075 has been entrusted by the by Fédération Internationale de Football Association ("**FIFA**") with the organisation, hosting and staging of the Tournament
- 3.2. The FIFA U-17 Women's World Cup India 2022 is envisaged to have a long lasting influence on Indian football, help spread awareness of initiatives taken to improve and develop the game, advocate for gender equality and increase representation of women in football.
- 3.3. As part of this endeavour, the Authority plans to appoint an Agency to provide Ticketing Sales and Operation Services as specified in detail in Section 6 of this RFP ("Scope of Services"). Through this RFP, the Authority wishes to initiate the Selection Process for suitable Service Providers registered in India who are competent and eligible for providing the services as per the eligibility criteria mentioned in this RFP document.
- 3.4. The Authority invites proposals (the "Proposals" or "Bids") for selection of a Service Provider through an open competitive bidding process in accordance with the procedure set out herein.
- 3.5. A detailed description of the objectives, scope of services and other requirements including the terms and conditions for providing services are specified in this RFP. In case a Bidder possesses the requisite experience and capabilities required for undertaking the assignment, it may participate in the Selection Process in response to this invitation. The manner in which the Bid is required to be submitted, evaluated and accepted is explained in this RFP.

- 3.6. The selected Bidder would be required to undertake the required works, in accordance with the agreement to be entered separately between the Authority and the selected Bidder (the **“Agreement”**).

4. OVERVIEW OF SELECTION PROCESS

- 4.1. The Authority has adopted a 2 (two) stage selection process (collectively the **“Selection Process”**) for evaluating the Proposals. The evaluation of the bids will be done by the Technical and Financial Evaluation committees of the Authority.
- 4.2. In the first stage, the credentials of Bidders would be evaluated to assess their compliance as per the Evaluation criteria specified in Section 8.1 (**“Evaluation Criteria”**) and based on this evaluation, a list of technically qualified Bidders shall be prepared. The rest would be considered technically non-qualified and would not participate in the process.
- 4.3. In the second stage, a Financial Evaluation (QCBS) will be carried out as per criteria mentioned in Section 11 of this RFP from the technically eligible Bidders for providing the services as mentioned in the Scope of Work. (**“Financial Evaluation”**).

5. INSTRUCTIONS TO THE BIDDERS

- 5.1. Interested Bidder(s) are advised and encouraged to study this RFP document carefully and inform themselves fully about the assignment before submitting their Proposals in response to the RFP. Submission of a Proposal in response to this RFP document shall be deemed to have been made after careful study and examination of this document with full understanding of its terms, conditions and implications. Proposals must be made strictly in accordance with the terms and conditions specified in this RFP.
- 5.2. The RFP document has been made available for download at <https://www.the-aiff.com/documents>. Any corrigenda to the RFP will also be available under the same section. The bidders are advised to regularly check the website for any corrigenda.
- 5.3. Any failure, oversight or delay to read any such addenda will not entitle any Bidder(s) to any additional time for submission of Bids or any other relief or create any liability in any manner of the Authority towards the Bidder(s).
- 5.4. The Bid should be unconditional. In case of any condition, the Bid shall be treated as non-responsive and may be disqualified.
- 5.5. The Bid should be only in the prescribed format as provided in Annexure VI. It should also be accompanied by all the requisite supporting documents, else it may be rejected.

6. SCOPE OF SERVICES

Detailed Scope of Services is listed at Annexure II

7. TIMELINES

Potential bidders are invited to a pre-bid virtual meeting to be held on 18th April 2022 to discuss and resolve any queries related to the Scope of Services and Tournament guidelines that have to be adhered to, for aligning the Bidder's proposal accordingly.

| CRITICAL TIMELINES | |
|--|-------------------------------------|
| TASK | DATE & TIME |
| Last date of receiving queries | 4 th May 2022; 17:00 HRS |
| Last date of response to queries | 6 th May 2022; 17:00 HRS |
| Last day of Bid Submission | 8 th May 2022 |
| Evaluation of Eligibility Criteria | 9 th May 2022 |
| Technical Evaluation of Bids | 10 th May 2022 |
| Financial Evaluation of Bids and Selection of Service Provider | 11 th May 2022 |

8. SUBMISSION OF PROPOSALS

The bidders are required to submit the proposals for the above-mentioned scope of work. The proposals for the above-mentioned services are to be submitted on bidder's company letterhead signed by the Authorised Representative and submitted online via email to **tenders@india2022wwc.com** within the stipulated time frame.

Please state the Bid Reference No.: i.e. "LOC/FIFA/RFP/002" in the subject line of the email.

8.1. Evaluation Criteria

The bidders are also required to submit the following documents to ascertain the technical compliance of the bidder. The proposals of only those bidders who are technically compliant with the below requirements will be considered. Further, the Authority reserves the right to seek clarifications or more details as may be deemed appropriate. The following must be complied with:

| Sr. No. | Eligibility Criteria | Supporting Documents to be submitted |
|---------|--|--|
| 1 | The Bidder must be registered under the Companies Act, 1956 or Partnership Firm registered under | Bidder must submit the Proprietorship / Partnership / Company Registration Certificate / |

| | | |
|---|--|---|
| | the Partnership Act 1932 or Proprietorship Firm or LLP under Limited Liability Partnership Act of 2008. | Incorporation details along with a copy of PAN Card and GST No. |
| 2 | Financial details of the Bidder. The Bidder should have an average annual turnover of INR 10 Crores in the last 5 years. | The Bidder must provide a certificate from a Chartered Accountant stating turnover for the last 5 years from FY 2016-17 to FY 2020-21 |
| 3 | The Bidder must provide experience details for ticketing sales (online and offline) and operation services in the past 5 years for any major sports event in India viz. IPL, ISL, PKL, FIFA U-17 World Cup India 2017. | The Bidder must provide on Letterhead a statement detailing the number of years' experience they possess. |
| 4 | The Bidder should have the experience of issuing Digital ticketing and managing stadium operations for at least 5 major sporting events in the last 5 years where the total ticket inventory was more than 20,000 tickets. | The Bidder must provide copies of work order / contract / completion certificate. |
| 5 | The Bidder should submit an undertaking stating: <ul style="list-style-type: none"> • There are no major legal cases pending against it • Not blacklisted by Government of India or any State Government or any other relevant authority or private organisation • Does not have any direct / indirect holding in any other bidding company. There should be no cross ownership between any bidders | Attach self-undertaking on Letterhead duly signed and stamped by the competent authority of the Bidder. |

8.2. The Shortlisted bidders who would meet the eligibility criteria as mentioned in Clause 8.1 will be called to make their Presentation by the Technical Evaluation Committee. The date for Presentation will be 10th May 2022 as mentioned in Clause 7 above. The presentation will have to be done virtually. Links for the same will be shared only with the technically qualified bidders.

Mentioned below are the criteria for the Technical Evaluation. Each of the item type has been allocated a particular mark, based on which the final technical score will be

calculated.

| Sr. No. | Criteria | Marks | Documents to be submitted |
|---------|---|-------|---|
| A | Work Experience in providing Ticketing Sales and Operation Services. (Events as mentioned in Eligibility Criteria 8.1, Point No. 4 only will be considered) <ul style="list-style-type: none"> a. ≥5 and <8 Years – 5 Marks b. ≥8 and <10 years – 7.5 Marks c. 10 years and above – 10 Marks | 10 | The Bidder must submit on Company letterhead a statement of number of years' experience they possess. |
| B | The Bidder must have provided Digital Ticketing Services for major sporting events in India like IPL, ISL, PKL or other similar events which attract an overall footfall of 20,000+ <ul style="list-style-type: none"> • Minimum 5 Events – 10 Marks • >5 to 10 Events – 15 Marks • 10+ Events – 20 Marks | 20 | The Bidder must submit on Company Letterhead a detailed summary of the work executed along with value thereof. Copy of work order should be enclosed for this effect |
| C | Presentation by bidder for 30 minutes which shall include Understanding of the Authority's requirement, proposed identify solution, relevant experience and proposed plan to execute the project. Refer Annexure VIII | 70 | Power Point presentation |
| | Total | 100 | |

8.3. The Minimum score of 70 marks is required in the technical evaluation process. Only those bids having minimum score would be eligible for opening of financial bids. All the bidders which meet the minimum qualifying marks prescribed will stand technically qualified for consideration of their financial bids.

9. QUERIES FROM BIDDERS

The bidders may request clarifications about this RFP document, only in writing, by sending an email to tenders@india2022wwc.com. The subject line for the email should be specified as **"QUERY – LOC/FIFA/RFP/002"**

10. VALIDTY AND MODIFICATION OF PROPOSAL

10.1. The Bids shall be valid for a period of 120 days from the date of evaluation of the Bids. A Bid valid for a shorter period may be rejected as non-responsive.

10.2. No Bid shall be modified, substituted, or withdrawn by the Bidder on or after the Bid Due Date.

- 10.3. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections error will be entertained after the Bid Due Date has passed.

11. EVALUATION OF BIDS

Financial bids of only the Bidders who fulfil the technical evaluation will be opened. **The financial bids should be submitted in a password protected PDF File along with all other technical documents. The password will only be requested once the fulfils all the Eligibility Criteria. Financial Bid should be submitted in format as mentioned in Annexure VI**

Quality cum Cost based Selection (QCBS)

Under QCBS, the technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightages of 30%. Proposal with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices (as explained below in example).

The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

Highest points basis: On the basis of the combined weighted score for quality and cost, the Bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1, the proposals securing second highest will be ranked as H-2, and so on. **The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.**

As an example, the following procedure will be followed:

In a particular case of selection of Bidder, it was decided to have minimum qualifying marks for technical qualifications as 70 and the weightage of the technical bids and financial bids was kept as 70:30.

In response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded them 75, 80 and 90 marks respectively. The minimum qualifying marks were 70. All the 3 proposals were, therefore, found technically suitable and their financial proposals were opened after notifying the date and time of bid opening to the successful participants. The price evaluation committee examined the financial proposals and evaluated the quoted prices as under:
Proposal Evaluated cost:

- A Rs. 120
- B Rs. 100
- C Rs. 110

Using the formula $LEC \times 100 / EC$, where LEC stands for lowest evaluated cost and EC

stands for evaluated cost, the committee gave them the following points for financial proposals:

- A: $100 \times 100 / 120 = 83$ points
- B: $100 \times 100 / 100 = 100$ points
- C: $100 \times 100 / 110 = 91$ points

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and financial score as under:

- Proposal A: $75 \times 0.70 + 83 \times 0.30 = 77.4$ points
- Proposal B: $80 \times 0.70 + 100 \times 0.30 = 86$ points
- Proposal C: $90 \times 0.70 + 91 \times 0.30 = 90.3$ points

The three proposals in the combined technical and financial evaluation were ranked as under:

- Proposal A: 77.4 points H3
- Proposal B: 86 points H2
- Proposal C: 90.3 points H1

Proposal C at the evaluated cost of Rs. 110 was, therefore, declared as winner and recommended for negotiations/approval, to the competent authority.

12. LIQUIDATED DAMAGES FOR UNSATISFACTORY SERVICES

- 12.1. The selected Bidder will ensure that all the services are being carried out as per Scope of Services section of this RFP unless otherwise informed by the Authority. In the event of unsatisfactory quality of services by the successful Bidder, the Authority reserves the right to subject the successful Bidder to liquidated damages up to 10% (ten percent) of the contract value. For every event of unsatisfactory services as notified by the Authority in writing, liquidated damages up to 1% (one percent) will be levied upon the selected Bidder. In case the Authority feels there are severe issues with the services, the Authority shall have the right to make alternate arrangements for satisfactory carrying out the required services, solely at the risk and cost of the Selected Bidder

13. TERMS OF PAYMENT AND PAYMENT MILESTONES

- 13.1. The Selected Bidder(s) will need to submit an invoice in hard & soft copy to the Authority. Upon verification of the invoice by the Authority, the payment will be released as per the payment terms mentioned in this RFP document.
- 13.2. The payment to the selected bidders will be made as per the following payment schedule:
 - 13.2.1. The first instalment of 15% upon receiving the full seating manifest & operational plan.
 - 13.2.2. The second instalment of 15% upon the successful launch of online ticket sales.
 - 13.2.3. The third instalment of 20% upon confirmation of base ticket stock has been printed

- 13.2.4. The fourth instalment of 50% upon receiving the final ticketing report of the tournament.
- 13.3. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the Bid and the contract. An invoice submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- 13.4. The Authority reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
- 13.5. If the Tournament is affected by COVID-19 pandemic and any restrictions are imposed by Central or State Governments in Host Cities with regard to spectator in sporting events, the Authority will make payments to the Selected Bidder for services rendered till the date of occurrence of such event.

14. TERMS AND CONDITIONS

- 14.1. It should be noted that entities which are controlled or owned, fully or in part, by the same individual or entity may not submit separate bids under this RFP, either as separate Bidders or as part of the same consortium.
- 14.2. Any failure, oversight or delay to read any such addenda will not entitle any Bidder(s) to any additional time for submission of Bids or any other relief or any claims against the Authority
- 14.3. The selected Bidder shall ensure completion of services in accordance with the provisions of the scope of services mentioned in this document and the Agreement which will be entered into subsequently.
- 14.4. **The issuance of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the selected Bidder for the Services and the Authority reserves the right to reject all or any of the Bids without assigning any reasons whatsoever.**
- 14.5. The Authority also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused, arising from reliance of any Bidder upon the statements contained in this RFP.
- 14.6. The Authority makes no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

- 14.7. The Bidder(s) must ensure that all its relevant employees, officers, affiliates, advisors and subcontractors, permanently treat as confidential any data gathered which may pertain to, or be incidental to, this RFP, irrespective of whether the Bidder is subsequently awarded the Agreement. The undue use by any Bidder of confidential information related to the process may result in rejection of its bid.
- 14.8. The Bidder(s) shall not have a Conflict of Interest that may affect the Selection Process or the award of Services Agreement hereunder. Any Bidder found to have a Conflict of Interest shall be disqualified. For the purposes of this RFP Conflict of Interest may refer to any situation where a person could improperly influence the performance of duties and responsibilities of the Authority and/or the Selected Bidder(s) by itself or through any other person, or result in a breach of public trust, or be calculated to further the private or commercial interest of any person or organisation.
- 14.9. The Authority may, in its sole discretion, extend the Bid Due Date at any point of time.
- 14.10. The Authority reserves the right to verify all statements, information and documents, submitted by the Bidder in response to the RFP. Any such verification or the lack of such verification by the Authority to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority thereunder.
- 14.11. All documents and other information provided by the Authority or submitted by a Bidder to the Authority shall remain or become the property of the Authority. Bidders are to treat all information as strictly confidential. The Authority will not return any Bid, or any information related thereto. All information collected, analysed, processed or in whatever manner provided by the Bidder to the Authority in relation to the assignment shall be the property of the Authority.
- 14.12. The Authority reserves the right to make inquiries with any of the clients listed by the Bidders in their previous experience record.
- 14.13. The Selected Bidder shall not at any time use All India Football Federation or FIFA trademark(s) or trade name(s) in any advertising or publicity. If the Selected Bidder is found violating this norm it will be considered an IP right violation.
- 14.14. The Selected Bidder will be responsible for welfare of its deployed staff and ensuring that all the equipment's being used are in perfect working conditions. The Authority will not be responsible for any of them.
- 14.15. The Selected Bidder will co-ordinate with the Authority for access to hotels, stadiums and training sites prior to starting their testing duties The selected Bidder would also be required to submit progress reports to the authority specifying the execution status reaffirming that timelines decided by the Authority are met.
- 14.16. Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any bid and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or

annulment, and without assigning any reasons thereof.

- 14.17. The Ticketing Service Provider will be responsible for the financial management of ticketing transactions including cash handling, collection of funds and ensure biweekly repatriation of deposit of ticketing sales to the LOC accounts.
- 14.18. The appointment does not entitle the ticketing Service Provider to create any association with the official marks of FIFA U-17 Women's World Cup, FIFA, AIFF and any such association if created by the ticketing service provider will be deemed illegal and necessary actions taken. Further, it is explicitly stated that the appointment as the ticketing service provider does not give it any right to call itself "official ticketing partner" in any communications whatsoever.
- 14.19. The ticketing service provider will also be directly liable to FIFA for full discharge & fulfilment of, and compliance with, any and all relevant obligations under or in a relation of this RFP as well as the final agreement to be entered post the award of work. If the ticketing service provider fails to comply with terms of the agreement entered, FIFA is also entitled, without prejudice to any other right or remedy of FIFA, to immediately terminate the appointment.
- 14.20. The customer data captured and stored as part of the provision of the services by the successful service provider (e.g. customer data provided to the successful service provider as part of the provision of the services will be owned by FIFA in line with the ticketing agreement entered between FIFA & AIFF).
- 14.21. The Ticketing Service Provider shall comply with all Applicable Laws relating to the protection of personal data collected, processed and/or transferred by the Authority or the Ticketing Service Provider, in particular the EU General Data Protection Regulations (GDPR).
- 14.22. The Ticketing Service Provider selected cannot charge any other fees apart from the absolute ticketing cost as per the ticket sales phase. The payment gateway charges (if any) will be borne by the Authority on actuals upon submission of required supporting documents.

15. MISCELLANEOUS

- 15.1. The Selection Process shall be governed by, and construed in accordance with, the laws of India and the courts in New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.
- 15.2. The Authority, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
- 15.2.1. Suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto.

- 15.2.2. Consult with any Bidder in order to receive clarification or further information.
- 15.2.3. Retain any information and/or evidence submitted to the Authority by, on behalf of and/or in relation to any Bidder; and/or
- 15.2.4. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- 15.3. It shall be deemed that by submitting the proposal, the Bidder agrees and releases the Authority, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.

For,

LOC, FIFA U-17 Women's World Cup, India 2022



Nandini Arora
Project Director



Ankush Arora
Project Director

ANNEXURE – I – CHECKLIST

| Sr. No. | Document | Attached (Yes / No) |
|---------|--|---------------------|
| 1 | Registration Certificate / Incorporation Details | |
| 2 | PAN Card | |
| 3 | CA Certificate for Annual Turnover | |
| 4 | GST No. | |
| 5 | On Letterhead – List of projects executed with a summary of the work executed along with value thereof. Copy of work order / invoice / completion certificate should be attached | |
| 6 | On Letterhead – Statement of number of years’ experience Bidder possesses. | |
| 7 | Proposed Presentation [To be submitted with all documents by 8 th May] | |
| 8 | Financial Bid [In Password Protected PDF File to be submitted by 8 th May. Password will be requested from the Bidder after fulfilling eligibility criteria] | |
| 9 | Profiles of people working on the project | |
| 10 | Self-Undertaking on Letterhead - No Blacklisting by Government / Others - No Cross Ownership - No Major Legal Cases Pending | |
| 11 | Compliance Questionnaire to be duly filed in on Letterhead | |

ANNEXURE – II – SCOPE OF SERVICES

- 1.1 The Ticketing Service Provider would work with the Authority to undertake a comprehensive survey of all venues to assess the block-wise number of seats and prepare a ticketing manifest for each of the venues to be used for the tournament. The manifest should also include numbering for all the seats as well as rows. Further, the Ticketing Service Provider will support the Authority in preparing the final version of ticketing concept. All actions with regards to the ticketing sales & operations will be in line with the final approved Ticketing Concept.
- 1.2 In line with the requirements of the Authority, Service Provider shall develop a ticketing web portal which is also compatible for mobile devices. The sale of tickets will be in phases as finalised by the Authority. The bidder may refer to the broad guidelines for the same that are provided in Annexure IV. The exact details of the phases of the sales would be provided to the ticketing service provider after the award of the contract.

[Note: all the ticket sales promotion will land to the FIFA ticketing page i.e. <https://www.fifa.com/tickets> and then will redirect to the ticket sales portal which will be developed by the Ticketing Service Provider <https://tickets.india2022wwc.com>]

- 1.3 The ticketing service provider will develop a backend system as per the requirement of the Authority for real-time update on the tickets issued and sold with an exportable report in excel format or any other format as may be prescribed by the authority. The report should at the very least indicate stand, block and gate wise tickets issued, sales value, mode of sale (offline/online), complimentary tickets issued or any other specific area as may be specified.
- 1.4 The ticketing service provider will be required to prepare a ticketing design in line with the specifications provided in the Annexure III for ticketing categories and submit to the Authority as per the project timelines stipulated in the same Annexure III.
- 1.5 The Ticketing Service Provider will undertake the printing of 1,50,000 physical tickets (with a variation of +/- 25%) based on spectator demand with a minimum of three security features (to minimise the chances of counterfeits/scalping etc) that would be distributed for the respective match days. Tickets for a total of 16 match days across 3 venues will be printed for the tournament; a match wise requirement will be shared with the selected service provider at a later stage by the Authority. In case of any deviation in the number of tickets printed the unit rates as quoted in the BOQ will be applicable. However, in the event of any reduction in-stadium capacities due to Covid-19 pandemic at a later stage, the number of tickets to be printed will be revised as per

the revised manifest which will then be prepared. Unit rates as quoted for ticket printing will be applicable in this event as well. The Ticketing Service Provider will also develop the ticket portal in a way to issue digital tickets for online purchased tickets with a QR/Liner code which will be scanned at the entry points with the same device used for scanning of physical tickets.

- 1.6 The Ticketing Service provider will carry out live printing or pre-printing of tickets depending on the venue and day wise requirement as per the directions of the Authority.
- 1.7 All the VIP & VVIP tickets and complimentary tickets for stakeholders will be pre-printed and quantities for the same will be confirmed to the Ticketing Service Provider 60 days in advance. All such pre-printed tickets for all matches should be handed over to the Authority Representative 30 days before the start of the Tournament.
- 1.8 The Ticketing Service Provider would provide a dedicated team for the tournament comprising at the very least of a project manager, supervisors and manpower to manage the box office sales as well as ticketing scanning at the ticket checking points with the scanning devices. The manpower for ticket scanning would be required to undergo special training which will be provided by the Authority.
- 1.9 The ticketing service provider will be responsible for the management of the ticket box office for the sale of tickets. It may be noted that on match days the box office at the stadium will not be operational and the Authority will set up a separate box office at a separate location for the sale of tickets. The Ticketing Service Provider has to bring its own setup required for ticket sales and printing. The Authority will provide box office space with the basic infrastructure, required furniture and internet facility. The box offices will be set up 10 days before the first game at each particular venue.
- 1.10 The ticketing service provider should have a well-trained customer care team to resolve, in an efficient and timely manner, all Ticket grievances, (including but not limited to Ticket refunds) prior to, during and after the Tournament.
- 1.11 The Ticketing Service Provider appointed shall support the LOC in ticketing sales & promotions by providing access to its database of existing users who can be reached out to through mass mailers, SMS alerts etc. Further, the Ticketing Service Provider Website & App will have a banner for the tournament which will redirect the users to the main ticketing page for the tournament i.e. www.fifa.com/tickets.
- 1.12 The Ticketing Service Provider may be required to undertake temporary numbering of all the manifested seats in the stadium. For the same purpose, the bidder is required

to submit a cost proposal which will be used in case these services are utilised by the Authority.

1.13 Reporting

1.13.1 Pre-Tournament

- a. Provide weekly report on the overall progress (including system development) from the date of commencement of the service.
- b. Provide a weekly report with regards to daily sales and sales channels from the date of ticket launch and daily report from 15 days prior to the tournament till tournament ends.
- c. To prepare all documentation in compliance with the requirements of the finance department of the AIFF to facilitate the processing/clearance of invoices.
- d. Establish an efficient, detailed reporting system for the review by the LOC with softcopies of all documentation indexed in the correct order.

1.13.2 Tournament

- e. Provide a daily report with ticketed spectator attendance to be shared with all venue Police authorities.
- f. Provide all support documentation substantiating any additional charges.

1.13.3 Post-Tournament

- g. Provide a comprehensive report in a pre-determined format by the LOC.

ANNEXURE – III – ITEM SPECIFICATIONS & PROJECT TIMELINES

Each Ticket (physical as well as digital) shall display at a minimum the following information:

1. Competition Title;
2. Match Information;
3. The match number, date of the match(s) and kick-off times;
4. The ticket face value;
5. The name of the city & the stadium;
6. Category of the ticket (each category should have separate colour code);
7. Corresponding stadium entrance reference both at the outer & inner gates;
8. Seat Details (e.g., Block name/no, row no, seat no, etc)
9. A statement as to when the stadium opens before the kick-off;
10. Competition logo & “look” concept in line with the tournament brand guidelines;
11. Stadium map showing the approximate location of the seating;
12. Logo strip featuring the logos of commercial affiliates of FIFA;
13. Synopsis of ticketing terms & conditions;
14. Ticket barcode for scanning & serial number;
15. Any other security feature as necessary.

The size of the physical tickets should be 8 inch x 3 inch with the following specifications on the paper quality to be used: minimum 170GSM;

The Ticketing Service Provider is required to adhere to the following timelines for the project:

| S No. | Milestone | Timeline |
|-------|---|--------------------------------------|
| 1 | Venue Recce with LOC completed | 31 May 2022 |
| 2 | Ticketing sales portal wireframes & UI details shared | 05 June 2022 |
| 3 | Ticketing Manifest Finalised | 05 June 2022 |
| 4 | Ticketing Sales Portal ready and Testing Complete | 15 June 2022 |
| 5 | Ticket Design & Concept finalised | 15 June 2022 |
| 6 | Online Ticket Sales Start | 24 June 2022 |
| 7 | Pre-printed ticket Ready | 05 September 2022 |
| 8 | Box Office Sales Start | 01 October 2022 |
| 9 | Tournament Start & End Date | 11 October 2022 & 30 October 2022 |
| 10 | Submission of Final Report | 15 November 2022 |

ANNEXURE – IV – GUIDELINES FOR EVENT TICKET AND HOSPITALITY PORTAL

1. The web portal should be in English (Default)
2. Web portal should be responsive (compatible to all devices browser)
3. The portal URL should be secured (run on https://)
4. The Affiliates logo strip must be used, for example:

FIFA PARTNERS



5. No Ticketing Service Provider branding nor any other Third-party branding is allowed on any of the pages.
6. Visa Payment services are the official and exclusive payment service of the Event. Shall Visa drop their exclusivity rights, all payment methods will be accepted: debit, credit, wallet, bank transfer. Visa is the preferred and only promoted method of payment. Other credit/debit cards may be accepted, but not promoted and their branding is not allowed. Visa to be the first credit card in the default function

* Required Field

Credit / Debit Card

* Visa Debit also accepted

CREDIT / DEBIT CARD TYPE *

Select Card Type

Select Card Type

VISA

MasterCard

American Express

7. Visa preference logo to appear on the payment page, visibly. Example:

FIFA U-17 WOMEN'S WORLD CUP JORDAN 2016

Ticketing Information Match Schedule How To Buy FAQs Terms & Conditions Contact Us العربية English

WE WELCOME THE WORLD TO JORDAN... OUR PLAYGROUND!

Tickets on sale now

From 30 September to 21 October, the Jordanian cities of Amman, Irbid and Zarqa will

VISA U-17 WOMEN'S WORLD CUP JORDAN 2016 worldwide partner FIFA U-17 Women's World Cup Prefers Visa

ANNEXURE – V – VENUES, MATCH SCHEDULE AND TICKET DETAILS

VENUES

| CITY | STADIUM | GROSS CAPACITY | MAXIMUM SAFE CAPACITY |
|-------------|------------------|----------------|-----------------------|
| Navi Mumbai | DY Patil Stadium | 45,000 | 37,900** |
| Bhubaneswar | Kalinga Stadium | 15,000* | 12,000** |
| Goa | PJN Stadium | 18,000* | 15,000** |

* Capacity needs to be calculated (assumed capacity based on previous events)

** Capacity needs to be rechecked

MATCH SCHEDULE

The 16 participating teams will be split into four groups of four and play in a round-robin competition. The top two teams from each group then progress to the Quarter-Final, followed by the Semi-finals, a Third place play-off and the Final.

Altogether 32 matches will be played over (i.e. there are a total of 16 double-headers) at the 3 venues.

Final match schedule to be confirmed by FIFA in due course.

TICKET CATEGORY

| Category | Bhubaneswar | Goa | Navi Mumbai |
|--------------------|-------------|-----|-------------|
| VIP Pass | Y | Y | Y |
| Category I Ticket | Y | Y | Y |
| Category II Ticket | Y | Y | Y |
| | | | |

[Note: Each category ticket will have different colour, the ticket should be visibly different for each category. This colour will be the same for different venues for the same category. Same colour code will be there for digital tickets also]

ANNEXURE – VI – FORMAT OF FINANIAL BID

| S. No. | Particular | Cost (INR) |
|--------|--|------------|
| 1 | Development and management of ticketing web portal, seating manifest as well as on-ground ticketing management services including customer support and marketing support services. | |
| 2 | Printing of 1,50,000 Tickets* | |
| 3 | Manpower Costs (Box Office Management & Ticket Scanning)** | |
| 4 | Cost of Temporary Seat Numbering (Stickers of size 144 sq.cm each) – Approximately 65,000 seats need to be numbered. | |
| 5 | TOTAL | |
| 6 | GST | |
| 7 | GRAND TOTAL | |

*The cost for the printing of tickets will be paid on as per the actual number of tickets printed within the variation as mentioned in clause 1.5 of Annexure II of this RFP.

**The bidder is requested to provide detailed break-up of the manpower that it plans to deploy at each of the venue after careful assessment of the venues of the tournament and the costs provided should be a basis that. The authority along with the selected ticketing service provider will finalise the manpower deployment plan for each venue and in case of any variations, the unit rates as quoted will be applicable. The selected bidder will provide complete attendance record of the manpower for final clearance of the invoices. The final numbers will be subject to the confirmation of the match schedule by FIFA. Further, the box offices are supposed to be operational 10 days before the start of the tournament across all venues.

ANNEXURE – VII – COMPLIANCE QUESTIONNAIRE

| <u>Questionnaire</u> | <u>Response</u> |
|---|-----------------|
| Anti-corruption, Ethics and Compliance | |
| <p>Please indicate whether your company has any of the following measures to minimize the risk of corruption. If yes, please tick the box and attach a copy as applicable.</p> <ul style="list-style-type: none"> • Anti-bribery and corruption policy • Code of Ethics and/or Code of Conduct • Policies with respect to interactions with third parties (including gifts, hospitality, payments, charitable donations, political donations, grants, and entertainment) • Policies requiring gifts, donations, or other things of value and/or entertainment of government officials to be subject to pre-approval or pre-clearance by supervisors and/or Compliance? • Provide anti-bribery and corruption training for employees • A means by which employees can report concerns regarding ethical misconduct | |
| Does your organisation have an individual with assigned responsibilities for overseeing ethics and compliance? | |
| Do you provide regular training to your employees in relation to ethics and compliance topics? | |
| Does your organisation periodically identify and assess its ethics and compliance risk areas? | |
| Does your organisation have a means by which employees, volunteers, beneficiaries or other stakeholders can report concerns regarding ethical misconduct? | |
| Does your anti-bribery and corruption policy cover facilitation payments? <i>Definition: Facilitation payments (sometimes known as “grease” or “speed” payments) are small unofficial payments or gifts given to secure or expedite the performance of a routine or necessary action, usually by public officials, such as issuing of permits, immigration controls, providing services or releasing goods held in customs. They do not include fees which are required to be paid by law (e.g. payment of a filing fee for a legal document).</i> | |
| Do you make charitable donations? | |

| | |
|--|--|
| Have you (or any owners, directors, employees, subcontractors, agents, or other partners) ever been required or requested to make payments, contributions, provide gifts, or give anything else of value to a government official? | |
| Are potential new hires working on behalf of Company screened/background checked? | |
| What is your perception with regard to corruption within the territory where you will be performing services for the LOC? | |
| Can you confirm that your organisation does not knowingly undertake in tax evasion or facilitate tax evasion by any third party? | |
| Does your organisation have a policy or guidelines regarding executive benefits and remuneration? | |
| Does your organisation have a means by which employees, volunteers, beneficiaries or other stakeholders can report environmental or social grievances? | |
| Does your organisation have an individual with assigned responsibilities for overseeing environmental and social (E&S) risks? | |
| Does your organisation periodically identify and assess its E&S risk areas? If so, what is the process and frequency of assessment? What mechanisms are in place for tracking progress or reacting to emergency situations? | |
| Do you conduct training for your employees on E&S commitments? | |
| Are E&S standards and expectations communicated to third party groups including temporary employees, contractors, consultants, agencies, suppliers, distributors, joint venture partners, etc.? | |
| Financial information | |
| Are you subject to any form of external audit? | |
| Have you sought bankruptcy/ insolvency protection or similar financial measures within the past five years? | |

| Information management | |
|---|--|
| Have you ever experienced a data breach at your organisation? | |
| Do you have a data retention policy? | |
| Has your company ever been subject to an investigation or reprimanded by a regulatory authority for data protection or information security breaches? | |

ANNEXURE – VIII – TECHNICAL PRESENTATION / RESPONSE BY INTERESTED PARTIES

Interested parties are requested to cover each of the following sections.

1. Description of experience and capabilities in the Indian market and internationally (including the delivery of major sporting events utilising all or some of the Event venues).

2. Project Design and Implementation

Overall project summary including an implementation plan outlining how you will manage your resources to meet the LOC's requirements, and how each of the phases of the sales will be delivered.

Key dates for the delivery of the services, including an indication of critical dates for decisions to be made by the authority.

Information regarding risk assessment/management and disaster recovery/business continuity measures.

3. Staffing and Organisation Chart

Description of how the overall ticketing solution would be resourced and managed including a staffing plan for the delivery of the services across the three Event venues. The detail should also include the estimated details with the staff numbers (eg; X number of Managers, Y number of Supervisors, Z no of Ushers)

4. Ticketing System

Description of how the proposed ticketing system will match the LOC's ticketing strategy

Description of the ticketing system functionality concerning seat allocation in light of the LOC's ticketing strategy including:

- the ability to sell by 'best available', 'user choice', specific categories, price types and sections
- the treatment of complimentary tickets
- the treatment of seat kills
- the treatment of hospitality area tickets
- the treatment of accessibility tickets

Description of the ticketing system reporting capabilities and how access may be given to the LOC to monitor performance.

Description of the technology and infrastructure utilised to provide the ticketing system, including:

- robustness and redundancies
- top-end demand capabilities/capacity and load management
- security

Description of the ability of the ticketing system to capture and maintain pre-sales registration data.

Confirmation of ability to provide a FIFA U-17 Women's World Cup look & feel branded website or section, compatible with the Event website on FIFA.com.

Confirmation that interested party's logo or other identifying material will not appear on the website or section.

5. Sales and Delivery

Description of the ticket sales process and capabilities, including:

- ability to sell venue-specific packages (i.e. discounted multi-game packages at a single venue)
- ability to sell group tickets e.g. schools or clubs
- payment methods (note that special measures may need to be implemented in relation to FIFA's sponsor in the payment systems category)
- treatment of foreign currencies
- how web traffic will be managed
- the information from ticket purchasers required to purchase tickets
- steps are taken to ensure acceptance by purchasers of terms and conditions
- ability to provide opt-in or opt-out functionality in relation to user data (e.g. for marketing purposes)

Description of the channels through which tickets are sold:

- website
- sales locations at Event venues
- agencies
- retail outlets

Description of any ticket resale/exchange capabilities.

Description of methods by which tickets are delivered to purchasers, including delivery times and contingency plans when tickets are not received by purchasers.

6. Tickets

Description of the format and style of tickets provided to purchasers e.g. digital, physical. Details should be provided on how the system of digital ticketing system will work on ground and measures in place one or more scanners are not functioning at any given point of time. The bidder should also highlight how it has managed digital ticketed events for any previous events.

Description of the security measures used for tickets to be provided as mentioned in 3.5 of "Scope of Work". e.g. barcodes.

Details and capability of Electronic Access Control system such as

- Whitelist and blacklist handling capability
- Network requirement
- Hardware and software
- Operational mode (online and offline)
- Report format and inclusions

7. Marketing

Details of the existing user base in the 3 host cities and average daily traffic on the TSP's website and mobile app.

8. Customer Service

Description of call centre services in relation to both sales and pre and post-sales customer support, including information on location, size, capacity, availability and wait times.

Details of other customer service methods e.g. online.

Description of how lost, cancelled or damaged tickets are handled.

9. Onsite Services

Description of ability and plans to provide sufficient resources onsite at each of the five venues across the country, including:

- ability to create stadium seating manifests for all five Event venues
- establishment and operation of sales locations at Event venues
- ticket scanning or other access control/verification methods and hardware
- backup plan in case of network failure.
- customer service representatives
- VIP and hospitality ticket holder services
- accessible services.

10. Ticket Operations Management during Pandemic

Detail description on managing spectator movement while keeping maximum safety and security as per national guidelines on Covid-19.