

# **REQUEST FOR TENDERS FOR THE PROVISION OF EVENT MANAGEMENT AND ACCREDITATION SERVICES**

## **1 INTRODUCTION**

The International Ice Hockey Federation (IIHF) is the governing body of international ice hockey. The IIHF features 82 member associations, each of which is the national governing body of the sport in its nation. Besides controlling the international rulebook, processing international player transfers, and dictating officiating guidelines, the IIHF runs numerous development programs designed to bring hockey to a broader population. From its headquarters in Zurich, the IIHF annually organizes more than 35 international tournaments and competitions, runs two Congresses and organizes multiple conferences and seminars.

## **2. BACKGROUND AND PURPOSE**

In the context of organizing the above indicated IIHF Events, to ensure that participants, workers, volunteers, and guests have access to the correct areas while maintain a safe and secure environment and to ensure the logistics of all persons attending IIHF Events, the IIHF requires a full service (i.e., end-to-end) guest management and accreditation solution. This means that the solution must include customizable event configuration including but not limited to accreditation card look and feel, default zoning and privileges that are customizable and responsive, participant data collection tool, participant approval/acceptance, and accreditation card production, distribution, and reporting.

Particularly IIHF Events shall include the following yearly events:

- (1) IIHF Ice Hockey World Championship; roughly 18,000 accreditations and 3,500-4,000 room nights
- (2) IIHF Ice Hockey World Championship Division I Group A: roughly 1,500 accreditations
- (3) IIHF Ice Hockey World Championship Division I Group B: roughly 1,500 accreditations
- (4) IIHF Ice Hockey Women's World Championship: roughly 3,000 accreditations
- (5) IIHF Ice Hockey World Junior Championship: roughly 6,000 accreditations
- (6) IIHF Ice Hockey World U18 Championship: roughly 2,500 accreditations
- (7) IIHF Ice Hockey Women's World Championship: roughly 2,000 accreditations
- (8) IIHF Annual Congress: see IIHF Ice Hockey World Championship numbers
- (9) IIHF Semi-Annual Congress: 300 accreditations and 1,000 rooms nights
- (10) IIHF Global Hockey Forum: roughly 500 accreditations
- (11) Any other IIHF Competition, forum or event as identified by the IIHF.

The purpose of this Request for Tender is to conclude a framework contract with a company that can provide a system and necessary support to meet the needs of the IIHF in all indicated IIHF Events.

## **3. CONDITIONS OF TENDER**

3.1 Any interested tenderers can submit their tenders to:

**Brandschenkestrasse 50**  
**Postfach 1817**  
**8027 Zurich**  
**Switzerland**

or email: [Compliance@iihfoffice.com](mailto:Compliance@iihfoffice.com)

3.2 Tenders shall be submitted to the IIHF **by 07 November 2024 at 17.00h Zurich time.**

3.3 Within this Request for Tenders you will find the details of the tender. You should take each into account in your tender response.

3.4 Please direct any questions regarding the tender content or process to the contact details indicated above. All questions should be submitted in English in writing by post email, address provided. You should not contact any personnel at the IIHF Office unless directed to do so by an IIHF representative.

3.5 The IIHF reserves its right to disqualify and reject proposals from Tenderers who do not comply with these requirements and conditions.

3.6 As part of this tender process, the IIHF makes no obligations in any way to:

- Pay anyone for the tenders or quotes received;
- Provide an explanation as to why a tender was not accepted; or
- Any other commitment to anyone responding to this tender, whatsoever.

#### **4. DURATION AND SCOPE OF SERVICES REQUIRED**

4.1 The services must be provided starting from 1 February 2025 (implementation phase between 1 February 2025 to 1 April 2025, with the first IIHF Event being the 2025 Semi-Annual Congress scheduled to take place in September 2025).

4.2 The IIHF will conclude a framework contract for a duration of 1 + 2 years. In the event that the IIHF does not find any problems in the quality and methods of the services offered at the end of the first year, the contract will be extended for an additional 2 years.

4.3 The IIHF requires the system to meet the following specifications:

a. General

- i. Web-based system in English with the possibility to support other languages.
- ii. System should be compatible with desktop, mobile and tablet technologies;
- iii. System must allow for participant role (function) categorization (e.g. VIP guest, catering staff, etc.) in addition to zoning restrictions (e.g. player areas, hospitality, etc.).
- iv. System access restrictions including:
  - authorized users and location access restrictions;
  - different types (levels) of backend users which allows restrictions to be set on a “need-to-know” basis (e.g. high-level user – access all data and

- group categories, to low-level user – specific limited data and groups);
    - and
    - password management should ensure sufficient character/passphrase complexity and multi-factor authentication.
  - v. User activity log functionality which allows for key moments in the event management and accreditation process to be tracked (e.g. approved by, printed by, viewed by) and identifying information (e.g. IP address, user name, date, time, etc.).
  - vi. System should contain an administrative dashboard with the necessary real time and point-in-time information to manage the event management and accreditation process including search functionality which ensures quick and accurate results.
  - vii. System must allow tailored IIHF terms and conditions to be attached to the registration process of each IIHF Event with the ability to process and store end user confirmations.
- b. Event Management
- i. Event invitation creation, confirmation and reminders with ability to autogenerate and send emails directly from the system.
  - ii. Event registration including:
    - (see Event Configuration) the ability to customize the registration fields e.g. booking conference sessions, booking excursions, specific information required by the local government, etc.);
    - Bulk versus Individual Registration – system should allow bulk registration via bulk importation of data in addition to individual registration;
    - Partner Registration – IIHF partners (e.g. local organizing committee, venue management, media, broadcast partners, etc.) should be able to register their participations without limiting IIHF’s right to approve or disallow individual participants registrations as needed; and
    - Photo standards and user editing capabilities (including photo background removal) for photos that are uploaded at the time of registration. A wide variety of photo format allowed (e.g. .png, .jpg., .jpeg, etc.).
  - iii. Accommodation management and accommodation inventory management
  - iv. Ticket inventory management.
  - v. Transportation management (flights, cars, etc.).
- c. Accreditation Card
- i. Identity Elements – the accreditation card must contain key identifying elements (name, photo, area category, group, function, etc.) sufficient to identify each user. An intuitive and responsive design for various devices is expected.
  - ii. Access Element – the accreditation card must contain all essential access elements including but not limited to dates of validity, venue validity, zones, privileges areas (e.g. VIP and player areas) and transportation privileges to ensure controlled yet easy access.
  - iii. Security Elements – accreditation card should include security elements to mitigate the risk of successful forgeries including but not limited to scanning capabilities (e.g. QR code, bar code, or RFID).
  - iv. Additional Elements – the accreditation card must allow for customizable language and elements (e.g. QR code of Integrity reporting and sponsor bar).

- v. Production – the accreditation cards must be printed on-site in both single card and bulk card (e.g. teams) production. For certain IIHF Events (e.g. World Championships) the accreditation card must be substantial enough to last for up to four weeks.
  - vi. Special Cards – the system must allow for single day access cards (e.g. day pass), upgrade access cards to specific zones for either the duration of the IIHF Event or on a case-by-case one-off basis and the ability – via accreditation cards – to manage sensitive areas during critical moments (e.g. gold medal game).
- d. Accreditation Access Control
- i. System should contain sufficient security elements.
  - ii. System should contain point-of-entry accreditation scanning devices. The scanner should be a mobile device (IOS; Android, etc.) or dedicated tablet using a peripheral scanner. The scanning device should allow quick and easy entry confirming that the accreditation card is genuine (e.g. not forged, not revoked, etc.) and the person presenting the accreditation card is the owner of the accreditation card.
- e. Event Configuration
- i. System should allow for easy configuration specific to the respective IIHF Event. Configuration should be possible without losing existing data when venues, cities, dates or times are updated or changed.
  - ii. System should allow for each IIHF Event to have a unique ID to ensure concurrently running IIHF Events operate independently.
- f. Data
- i. GDPR Compliance – system processes data in accordance with GDPR and other relevant data protection laws including the Swiss Data Protection Action. All data must be stored safely and securely. Transmitted data must be shared securely via end-to-end data encryption.
  - ii. Data Authentication – a specific method to verify that the data provided matches actual data (e.g. comparison against national identity card). The system should retain confidential information but not display the confidential information (e.g. retain passport number – AB8765431; system shows at point of accreditation pickup -\*\*\*\*\*4321). System should identify and remove duplicate and known/knowable wrong data. System should use more than one data field to authenticate records due to high changes of translation issues from native language to English (e.g. Yevgeni / Evgeni).
  - iii. Data Integrity and Confidentiality – system should contain safeguards to ensure that data cannot be altered by unauthorized persons, e.g. once that data is approved. Once data is approved, the system should contain fail-safes to ensure that approved data cannot be altered without invalidating the previously approved data. System access restrictions.
  - iv. Data Security and Compliance with Regulations – system must ensure:
    - Encryption of sensitive data;
    - Regular security audits and compliance checks;
    - Secure data transmissions;
    - System compliance with relevant regulations; and
    - Record-keeping for regulatory compliance.
- g. Reporting

- i. System should allow for a full range of reporting functions to manage the day-to-day operations as well as reports for event level evaluation.
- ii. System should allow for activity reports on by day and by hour.
- iii. Reports should be able to ran for printed cards, reprinted statistics, accredited persons, approved persons including printed status, pending and rejected status and event analytics such as attendance tracking, ticket and accommodation orders and demographic analysis and feedback/satisfaction survey. Custom report possibilities is a plus.
- iv. Reports should be available in both PDF and exportable (e.g. Excel, .csv) formats.

## 5. TENDER REQUIREMENTS:

5.1 As part of its tender response, the Tenderer must submit the below Statement of Undertaking, specifying the full name of its company, registration number, VAT registration number, physical address, telephone number, fax number and email address.

5.2 The Tenderer must provide its company profile and the details of the infrastructure and staff available to provide the services (SLA).

5.3 The Tenderer must provide a summary of its qualifications and experience in the provision of the services.

5.4 The Tenderer must provide the specific details of all technological requirements (e.g. computer, screens, internet speed, etc.) and logistical requirements (device storage, device shipment, on-sight room configuration, etc.) to operate the System on-site during IIHF Events.

5.5 The Tenderer must provide the details of all pricing for its services.

5.6 The Tenderer must provide the details of its required payment terms for its services.

5.7 The Tenders must be presented as written submissions only.

## 6. TENDER EVALUATION:

The evaluation criteria will be based upon some or all of the following aspects of the tenderers' proposals (not in order of significance):

**Commercial** - competitive price, payment terms and contractual compliance.

**Service Capability** - service delivery experience, service delivery capacity, footprint, service delivery method, infrastructure, staff expertise and network, quality and compliance with the expected service levels.

**Level of Compliance with this Tender** - adherence to the aforesaid requirements and conditions of tender.

## 7. TIMING

Date*	Milestone
16.09.2024	Publication "Request for Tenders" for the provision of Event Management and Accreditation Services
14.10.2024	Tenderers submission of questions
24.10.2024	IIHF response to all Tenderers with the answers to all submitted questions**
07.11.2024	Tenderers to submit Tender Proposals
08-15.11.2024	Shortlist of three candidates for interview/presentation of project plan concept
21-22.11.2024	Company interview/presentation of project plan concept <i>(If requested by the IIHF)</i>
05.12 – 06.12.2024	Selection and announcement of chosen company

*\*these dates are indicative and subject to change.*

*\*\*If you intend to submit a Tender and do not have any questions, but wish to receive the answers to the questions submitted by other Tenderers, please send an email to [Compliance@iihfoffice.com](mailto:Compliance@iihfoffice.com) indicating such by 14.10.2024.*



## Statement of Undertaking

Name of company: \_\_\_\_\_

Registration number: \_\_\_\_\_

VAT Registration number: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Fax number: \_\_\_\_\_

Email address: \_\_\_\_\_

referred to hereinafter as the “Tenderer”, hereby expresses interest in participating in the Tender for the provision of guest management and accreditation services for the IIHF, and undertakes that:

1. no information provided, nor representations made to IIHF are false, inaccurate or misleading;
2. none of the Tenderer nor its officers, employees, representatives, agents and advisers shall make any form of public announcement or statement relating directly or indirectly to the IIHF, Request for Tenders to any third-party (including but not limited to the media) without the prior written approval of IIHF and that any non-compliance will lead to the penalty of being held responsible for any damages caused;
3. the Tenderer and its officers, employees, representatives agents and advisers shall keep confidential the terms of this Request for Tenders and any information relating to affairs or business of IIHF which comes into its possession in relation to this Request for Tenders and shall not disclose confidential information (or any parts of it) to any third party without the prior written consent of IIHF, which may be given or withheld in its absolute discretion (save, where required by applicable laws) and it shall only be entitled to use confidential information for the purpose of the Tender;
4. all intellectual property and commercial rights in relation to IIHF and this Request for Tenders belong exclusively to IIHF (for avoidance of doubt, this does relate to the intellectual property rights in the system of the Tenderer);
6. the Tenderer shall comply with all legal provisions contained in this Request for Tenders or otherwise agreed in writing with IIHF;
7. IIHF shall not be held responsible for any costs, expenses, losses and/or liabilities incurred in by the Tenderer in the preparation and submission of its Letter and information and/or documentation in response to this Request for Tenders and/or any responses to requests for further information by IIHF;
8. any association with IIHF and/or its competitions and events in any manner whatsoever without IIHF’s prior written approval is strictly prohibited;
9. IIHF shall not be required to invite the Tenderer to participate in the Request for Tenders and reserves the right to re-organize any services related to the Tender, to re-open part of or the entire



tendering process at a later stage or to completely stop the tendering process without choosing a Tenderer for the requested tendered services;

10. this Statement of Undertaking and any related documentation shall be governed by and construed in accordance with the substantive laws of Switzerland. The place of jurisdiction shall be Zurich, Switzerland.

By submitting this Statement of, I/we confirm that I/we have read and understood the foregoing terms and conditions issued by IIHF regarding the process for selection of a candidate(s) for the provision of guest management and accreditation services for the IIHF and agree that the Company which I/we duly represent is bound by such terms and conditions.

Signature: \_\_\_\_\_

Name and Title: \_\_\_\_\_ Date: \_\_\_\_\_

Place: \_\_\_\_\_ Official Stamp: