

# Request for Proposal – Destination Management Company

International Water Association (IWA) Digital Water  
Summit 2026

Istanbul, Republic of Türkiye

07 – 09 April 2026

## Instructions for responding:

- Proposals must be received no later than 0900 hours London time on 20 August 2025 and should be addressed to:  
Kizito Masinde  
Global Events & Awards Director  
Phone: +44 7517 109 855  
Email: [Kizito.masinde@iwahq.org](mailto:Kizito.masinde@iwahq.org)
- Any questions or clarifications regarding definitions or interpretations of this RFP should be submitted via email (only) to the contact above
- All proposals are to be submitted in English, in Word or PDF format

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## 1 Company Information

### 1.1. Corporate Overview

The International Water Association (IWA) is a global network of water professionals spanning the continuum between research and practice and covering all facets of the water cycle. The Association's members collaborate on effective and sustainable approaches to water management, with emphasis on the science and management of drinking water, wastewater, storm water, and the conservation of water resources throughout the world. IWA members represent the leading edge in their fields of expertise and work together to build new frontiers in global water management through interdisciplinary exchange and collaboration.

### 1.2. Event Overview

The IWA Digital Water Summit is a unique business-focused opportunity for experts and leaders in digital water to explore and share their experiences on digital solutions and how these are being applied to address the current and future challenges of the water sector. It is designed as a business-to-business event, aiming in particular to connect utility end users with digital solution providers. The programme's structure and content reflect this.

The summit is an output of the IWA Digital Water Programme, which is facilitating the journey of the water industry towards digital uptake and integration into water services.

Attracting over 400 participants, the first three editions were co-organised with Consorcio de Aguas Bilbao Bizkaia and the IWA Governing Member in Spain (AEAS). The fourth edition is being co-organised by the Istanbul Technical University (ITU) from 7<sup>th</sup> to 9<sup>th</sup> April 2026.

## 2 Statement of Work

### 2.1 Purpose

The purpose of this Request for Proposal (RFP) process is to invite destination and event management vendors to submit their proposal to manage aspects of the IWA Digital Water Summit 2026. This document contains the requirements necessary for a successful event.

### 2.2 Scope

IWA have internal staff as and other resources for some of the main aspects of the congress, such as development of theme and technical programme. We will require the event management vendor to manage pre-event planning within budget as agreed with IWA, logistics, hotel reservations, and on-site registration and event management. Please see further details in "Scope of Work" section

## 2.3 Project Schedule

This schedule is based on our current timelines, but is subject to change.

Project Milestones	Deadline
RFP Delivered to Vendors	01 August 2025
RFP Close Date	20 August 2025
Vendor Evaluations Commence	21 August 2025
Award Contract to Vendor	01 September 2025

## 3 Proposal Submission Procedure

### 3.1 Vendor RFP Reception

By responding to this RFP, the vendor agrees to be responsible for fully understanding the requirements or other details of the RFP, and will ask any questions to ensure such understanding is gained. IWA retains the right to disqualify vendors who do not demonstrate a clear understanding of our needs. Furthermore, the right to disqualify a vendor extends past the contract award period and IWA will be at no fault, cost, or liability.

### 3.2 Good Faith Statement

All information provided by IWA is offered in good faith. Specific terms are subject to change at any time based on business circumstances.

Our Company does not guarantee that any particular item is without error.

### 3.3 Communication and Proposal Submission Guidelines

Communications shall not be effective, unless a specified procurement executive who is responsible for managing the RFP process formally confirms these communications in writing. In no case shall verbal communication govern over written communications.

**Please submit your proposal on or before 20 August 2025.**

Please send questions related to this RFP, and vendor proposals to:

International Water Association  
Kizito Masinde  
Email: [Kizito.masinde@iwahq.org](mailto:Kizito.masinde@iwahq.org)  
Phone: +44 7517 109 855

### 3.4 Evaluation Criteria

All proposals will be evaluated systematically, based on the following key criteria. The purpose of this section is to identify suppliers with the interest, capabilities, and financial ability to manage our conference, as defined in the “Scope of Work.”

Key evaluation criteria include: capabilities demonstrated with past events, budget, depth of capabilities and partners, quality of event, destination/tour management, ability to manage geographic diversity.

### 3.5 Shortlist Selection

Vendors who have demonstrated their capacity to meet our needs will be contacted via phone and/or e-mail to be notified of their selection to move forward in the RFP process. Vendors who have not been selected will not be contacted.

## 4 Scope of Work & Business Requirements

IWA is seeking proposals for event management vendor to manage the following aspects of the event. Please segment your proposal following the titles below.

**Note:** *The Scope of Work & Business Requirements is subject to change; number of guests may vary for all events; bus transfers only as needed – to be determined at a later stage depending on venue location*

### 4.1 Pre-Congress hotel registration management

- **Hotel registration management:** Manage the contracts with hotels for approx. 300 rooms as well as implement hotel bookings platform on the event website for delegates. This includes liaising directly with delegates on all matters related to hotel accommodation.
- **Negotiate special hotel fees:** this will be negotiated with different categories of hotels to allow for more choice for delegates.

### 4.2 Registration Management (Onsite)

- **Manage onsite registrations** from the database of online registrations managed by IWA, including payment and provision of invoices and receipts;
- **Prepare name badges and tickets:** both pre-printed and packed, or self-service terminals setup at the venue for delegate self-registration.
- **Distribute the delegates items,** satchel and programme book, as part of the onsite registration process

### 4.3 Exhibition and Sponsorship Management

- **Management of Sponsors and Exhibitors:** manage the sponsorship once the agreements have been reached. This includes preparation of a sponsorship dossier, including the commercial exhibition, creation of an exhibition floor plan, with the included elements and the norms for material shipment.
- **Development and management of the Innovation Hub (InnoHub):** The InnoHub presents a commercial space where providers present their digital solutions and products. The hub is a stage located next to the exhibition area where up to 40 attendees can sit.

#### 4.4 Social Functions

- **Opening Ceremony**, 300 – 400 pax, morning of Tuesday 07 April 2026. Event management including assistance with venue logistics pre-event and onsite protocols, managing VIPs, entertainment, coordinating audio visual requirements in consultation with IWA, and catering
- **Welcome Light Dinner**, 300 – 450 pax, afternoon of Tuesday 07 April 2026: Event management, venue logistics pre-event and onsite, entertainment, coordinating audio visual requirements in consultation with IWA, catering
- **Gala Evening**, 300 – 450 pax, Evening of Thursday 09 April 2026: Event management including assistance with venue selection, venue logistics pre-event and onsite, entertainment, coordinating audio visual requirements in consultation with IWA, bus transfers and catering

#### 4.5 Destination Management

- **Transfers:** Provide options and coordinate daily transfers between selected hotels and the congress venue if required, coordinate airport pickups/drop offs where agreed with IWA
- **Event Logistics and Production** including venue logistics pre-event and onsite, coordinating audio visual requirements in consultation with IWA, catering, graphic design, conference App, transfers (if needed), auxiliary staff, interpreters (if needed), technicians.
- **Technical Tours:** in liaison with the local host, provide options and coordinate Technical and Non-Technical tours for pre/post-event once signed off by IWA taking note of cost and other logistics. Technical Tours are held a day before the beginning of the Summit, in this case Monday 6<sup>th</sup> April 2026.

**Note:** As DMC charges are to be included in the tour prices please give us indicative tour costs for day and half day tours

#### 4.6 Visas

- **Assist IWA with the visa requirements for Türkiye:** by advising the relevant Department or Organisation of the Congress and providing relevant information about applying for visas.

#### 4.7 Post Event: Closing and Event Report

- After the conference and with the aim of closing it, perform the following tasks:
  - Provide the final lists of participants: committees, attendees, speakers.
  - Administrative Services: post-congress assistance.
  - Suppliers: verification of final expenditure, invoice approval and closing.

## 5 Vendor Information

In response to our invitation for proposals we request you include the following information:

- Corporate Overview – legal name; year of incorporation; number of employees.
- Services – description of all services and products supplied.
- Personnel – overview of key staff you propose to assist with our requirements
- Markets Served – description of geographic/industry markets served.
- Partners – list of current event-related vendors and partners.
- Customer and Event References – a list of other similar events (in scope and industry).
- Copies of insurances pertaining to your business

## 6 Vendor Fees / Pricing Structure

All vendors must provide a breakdown of costs related to management of the event as outlined in the “Scope of Work.” Vendor must agree to keep the quoted pricing in their proposals for a minimum of 90 days after proposal submission.

Please indicate the cost of items/services as well as professional fees charged including taxes. Refer to the table below for indicative format of presenting supplier costs:

	Scope of services	Item description	No. items	Cost per item	Overall cost
<b>1</b>	<b>Pre-Congress hotel registration management</b>				
1.1	Hotel registration management	<i>e.g. hotel booking software</i>	1	£100	£100
<b>2</b>	<b>Registration management</b>				
2.1	Onsite Registration Management	<i>e.g. onsite registration station</i>	3	£100	£300
2.2	Preparation of name badges and tickets	<i>e.g. butterfly name badge</i>	400	£0.50	£200
<b>3</b>	<b>Exhibition and Sponsorship management</b>				
3.1	Management of Sponsors and Exhibitors				
3.2	Development and management of the Innovation Hub (InnoHub)				
<b>4</b>	<b>Logistics and event production</b>				
4.1	Project management labour costs				
<b>5</b>	<b>Social Functions</b>				
5.1	Opening Ceremony				
5.2	Welcome Light Dinner,				
5.3	Gala Evening				
<b>6</b>	<b>Destination Management</b>				
6.1	Transfers:				
6.2	Event Logistics and Production				
6.3	Technical Tours				
<b>7</b>	<b>Visas Assistance</b>				
<b>8</b>	<b>Post event. Closing and final report</b>				
<b>9</b>	<b>Any Other Charges</b>				



## 7 Pro-Forma Contract of Services

This **Contract of Services** is made and entered into this **xxx** day of **month** (afterwards designated (“**Contract**”).

### BETWEEN:

**International Water Association** (the “**IWA**”), a registered charity and a company limited by Guarantee of (company registration no. 3597005, charity registration no. 1076690); (afterwards referred to as the “**Client**”), represented in this contract by

Kalanithy Vairavamoorthy  
Executive Director  
ADDRESS: Export Building | Republic, 1 Clove Crescent,  
London E14 BA, UK.  
Tel: +44 (0)20 7654 5500  
Fax: +44 (0)20 7654 5555  
EMAIL: [kala.vairavamoorthy@iwahq.org](mailto:kala.vairavamoorthy@iwahq.org)

### AND:

**XXX (to be completed by applicant)** (afterwards referred to as the “**DMC**”), represented in this

contract  
by NAME  
ADDRESS  
TELEPHONE  
EMAIL

The Client wishes to hold the event, the **IWA Water and Development Congress & Exhibition** (afterwards the “**Event**”), at the **Queen Sirikit National Convention Center (QSNCC)**, **08 – 12 December 2025**, and has retained the services of DMC for the organisation of the event;

The Client wants DMC to supply a variety of services as described in ‘Description of Services’ (in Appendix **A**) (afterwards collectively designated “**Description of Services**”) and Appendix **B** (afterwards collectively designated “**Pricing Structure for Requested Services**”);

DMC has declared that it is able to supply these services to the Client, as per the terms and conditions described below;

### THE PARTIES AGREE TO THE FOLLOWING:

#### 1. Agreement

The Preamble and **Appendix A and B** form the entire Contract between the parties and take the place of any other previous negotiation or agreement dealing with the subjects covered.

## 2.Duration

Subject to the conditions of this agreement, the duration of the Contract starts when it is signed by both parties and ends on 12 December 2025.

## 3.Delegation by the Client

The Client will delegate authority to the DMC to speak and act on behalf of the Client for the aspects of the Event specified in Appendix A.

## 4.Obligations of DMC

**4.1** DMC will be responsible and accountable to the Client for delivering the services described in A (for the organisation, the holding and the proper supervision of the Event).

**4.2** DMC will name a Project Manager and replacement (who will act with all authority in the absence of the Project Manager) who will be authorised to receive the Client's assignments and to communicate, at any time, with the Client's representative for the organisation and preparation of the Event.

**4.3** DMC will collaborate fully with the Client to ensure the efficient and successful organisation of the Event.

## 5.Obligations of the Client

**5.1** The Client will be authorised to receive the DMC reports and to communicate, at any time, with DMC for the organisation and preparation of the Event.

**5.2** The Client will name a Project Manager and replacement (who will act with all authority in the absence of the Coordinator) who will be authorised to receive DMC reports and to communicate, at any time, with the DMC Project Manager or replacement for the organisation and preparation of the Event.

**5.3** The Client will collaborate fully with DMC to ensure the efficient and successful organisation of the Event.

## 6.Professional fees and expenses

**6.1 Professional fees:** For consulting and coordination services, both prior to the Event and onsite, DMC shall receive professional fees of X (% or fixed) fee over total suppliers costs including VAT. The costs for each service required shall be agreed upon in advance between the Client and the DMC.

**6.2 Billable expenses:** Approved Event expenses (such as caterers, audio visual, transportation, décor and entertainment) will be incorporated into the Event budget and will be paid by the Client to the DMC before the Event and in accordance with the terms and conditions of the supplier's invoice (note: in some instances this may be required months in advance). Appropriate backup documentation will have to be provided by the DMC.

## 7. Payment (in GB Pounds)

DMC will invoice IWA for the amount of the service to be provided, the invoice will include the X (% or fixed) fee for the DMC and is to be paid before the event and in accordance with the terms and conditions of the supplier.

## 8. Insurances

The DMC will, for the duration of this Contract, hold a current and appropriate public liability insurance (personal injury and property damage coverage). The DMC is to provide evidence of insurance to the Client.

## 9. Termination

**9.1** The Client can terminate this Contract for the following reasons, at any time:

- (a) The Event is cancelled or delayed due to *force majeure* as per described in section 14 below.
- (b) Subject to Section 9.2, if DMC fails, to the Client's reasonable opinion, to fulfil the contract's terms, conditions and obligations.
- (c) If the DMC is declared bankrupt or has ceased to be able to pay its debts.

**9.2** If the events described in section 9.1(b) occur, the Client must notify DMC as per section 10 below, listing unfulfilled tasks. DMC will have ten days from the receipt date to remedy the situation to the Client's reasonable satisfaction, otherwise the present Contract will be deemed to be terminated.

**9.3** DMC can terminate the present Contract by notifying the Client with official notice of ten days, as per section 9, if the Client does not fulfil the terms, conditions and obligations in this contract, and fails to remedy the situation within 10 days. DMC will then stop any connected agreement or expense related to the Event.

**9.4** If this agreement is terminated for any reason, except due to DMC not fulfilling its obligations under section 9.1(b) or 9.1(c), the Client has to pay DMC any outstanding amounts related to the Event incurred up to the date of the termination of the Contract for which the DMC will supply appropriate backup material.

**9.5** If the contract is terminated, DMC will give the Client access to all documents relating to the organisation of the Event, contracts, financial reports or any other relevant documents.

## 10. Notices

**10.1** Any notice between the Client and DMC has to be written and delivered by hand, registered courier or fax, to an address above or other location/number previously given.

**10.2** A notice is assumed to have been received when delivered (if delivered by hand), five days after mailing (if sent by registered mail), the date of transmission (if emailed before 3:00 p.m.), the day after transmission (if emailed at 3:00 p.m. or later).

## 11. Non-renunciation

If either party chooses not to enforce a right in the contract or demand strict observance of an obligation, that party can still demand strict observance of the contract in the future.

## 12. Confidential information

**12.1** DMC will not, during or after the contract or Event, unless authorised by the Client, use or disclose or aid and abet others to use or disclose any confidential information obtained by DMC during their Agreement with the Client (collectively referred to as “Confidential Information”). This does not apply to Confidential Information that:

- (a) has become generally available to the public;
- (b) DMC knew before the Client told them; or
- (c) was disclosed because of an order by a government authority.

**12.2** The Client will not, during or after the contract or Event, unless authorised by DMC, use or disclose or aid and abet others to use or disclose any confidential information, trade secrets, data or material relating to the objects, business, affairs or property of DMC, directly or indirectly obtained by the Client during their Agreement with DMC (collectively referred to as “Confidential

Information”). This does not apply to Confidential Information that:

- (a) has become generally available to the public;
- (b) the Client knew before DMC told them; or
- (c) was disclosed because of an order by a government authority.

If the Contract is terminated, these rules about Confidential Information still apply.

## 13. Publicity

DMC will only distribute materials, or release any information about the Client or the Event to the general public or to the radio, television, Internet, or print media, after asking the Event Organising Committee and getting their approval. The Client and DMC will make sure that no publicity about the Event will bring the Client into public disrepute, contempt, scandal or ridicule or which insults or offends the community.

## 14. Force majeure

(a) *Force majeure* is defined as events or occurrences beyond Client or DMC control, such as, but not limited to: acts of God, war (declared or undeclared), government regulation or advisory, disasters, accidents or other casualty, strikes or threats of strikes, outbreak of disease, civil disorder, terrorist acts and/or threats of terrorism, fear or unwillingness caused by any of the above, or similar causes beyond the control of either party making it illegal, impossible or commercially impracticable to hold the meeting or to provide the services outlined in the present Contract. However, neither party may terminate or suspend performance of the Contract because of strikes, labour disputes or work stoppages involving their employees or agents.

(b) If either party's obligations are prevented, frustrated, made impracticable, or partially curtailed because of *force majeure*, either party can terminate or partially perform its obligations under this Contract without liability or further obligation by notifying the other party. Written notice shall be given as soon as is reasonably practical under the circumstances.

(c) If either party notifies the other about terminating or partially performing the Contract obligations, any payments, pre-payments, or deposits paid by one party to the other shall be refunded within thirty days of the date of that notice.

(d) If this agreement is cancelled due to *force majeure*, as described above, the Client will pay DMC any outstanding amounts due, plus any expenses incurred up to the date of the cancellation of Contract.

## 15. Amendments

Any change to the Contract must be in the form of a written amendment signed by the parties.

## 16. Non-solicitation

The Client agrees that during DMC work for them and for 12 months after, the Client will not hire any DMC employee, nor cause, solicit or induce the termination of the employment of any DMC employee.

## 17. DMC employees

**17.1** DMC may appoint and replace its employees or subcontractors subject to the terms and conditions of the present Contract. The Client will approve any change of DMC Project Manager (or replacement) or subcontractor, or refuse by giving a valid reason. The Client will approve all subcontractors engaged by DMC and contracts.

**17.2** The DMC and its agents, subcontractors, and employees, act independently, not as officers, employees or agents of the Client. The DMC is responsible as the employer and all federal, state and city obligations of employers during this Agreement. This includes but is not limited to such things relating to state and federal taxes, unemployment compensation, disability benefits, tax withholding, the filing of returns and payment of all taxes, contributions and other sums required of employers. The DMC agrees to indemnify and save the Client from any and all claims and liabilities

coming from DMC's officers, agents, subcontractors and employees.

## 18. Severability

If any provision or condition of this Contract is or becomes illegal or non-enforceable, that part of the Contract will be considered separate from the rest of the Contract. The remaining parts remain in force and are binding as though the illegal/non-enforceable parts never existed.

## 19. Other parties

The Contract binds the parties as well as their heirs, successors, assignees, transferees, directors, officers or other legal representatives.

## 20. Warranties

DMC warrants that it will work professionally with good industry practices for similar services.

## 21. Settlement of disputes

**21.1** If DMC and the Client don't agree about how this Contract is interpreted or applied, they will do everything within their power to resolve the dispute on friendly terms before going to arbitration.

**21.2** The parties will tell their directors about any disputes with a view to resolving them within (15) days of writing a notification of the dispute and requesting intervention by those supervisors. If the dispute cannot be resolved within this time, either party may submit the dispute to arbitration as below in accordance with clause 20.3.

**21.3** All unresolved disputes in accordance with Section 20.2 will be submitted, as a last resort, to an arbitrator of the International Chamber of Commerce in The Hague, Netherlands. The arbitrator will be empowered to award damages and its decision shall be final and binding.

## 22. Headings

The headings of this Contract are for convenience only, and do not affect its interpretation.

## 23. Law

This Contract shall be construed and enforced in accordance with, and the rights of the parties shall be governed by, the laws of England and Wales

## 24. Language

The parties require that this Contract and all deeds, documents or notices relating to it, are in English.

## SIGNATORIES

The parties have signed this

.....

International Water Association

.....

Date

.....

**DMC**

.....

Date