

Request for Proposal for the appointment of a Professional Conference Organizer for the MASCC/ISOO Annual Meeting



To be held in:
2020- Seville, Spain
2022 onwards- TBD

About MASCC

The Multinational Association of Supportive Care in Cancer (MASCC), is pleased to invite your organization to tender for the appointment as Professional Conference Organizer (PCO) in respect to our annual meeting commencing from 2020 onwards. The following information is provided to assist you with the preparation of a proposal for the Executive Committee of MASCC to consider.

Considerations for the PCO

MASCC is looking for a PCO who can deliver an exciting and innovative annual meeting that further advances MASCC's position as the leading international source of cancer supportive care expertise. The annual meeting is one channel in which MASCC sees as an opportunity to provide a sense of community and 'family' and a time where delegates feel is a worthwhile and important opportunity to enhance and evolve their knowledge of supportive care in cancer.

With the rise of digital platforms in today's fast paced environment, many people experience content overload. It is important now more than ever to stay relevant. Identifying how to best position MASCC to deliver content in the ever-changing world of knowledge transfer will be a key focus. Digital platforms need to support delegates experiences. To keep the attention of our delegates, the annual meeting will need to be a vibrant experience in which all delegates are engaged and interested.

Moreover, the PCO needs to support us in addressing the differing needs of our seasoned members, gen Xers, and millennials to keep attendees engaged throughout their experience and maintain that 'buzz' post meeting for the following year. The chosen PCO must provide us with the tools needed to take advantage of the digital and automation age.

1. Time Frame for Tender Process

- Invitation to Tender forwarded to PCO Companies (Tenderers): December 15, 2017
- Closing date/time for tender submission: February 1, 2018 noon EST
- Interview of selected Tenderers: To be discussed in consult with Tenderers, likely in the month of March/April 2018
- Contract negotiations: May-June 2018
- Site visit: Face-to-face meeting June 27, 2018 in Vienna
- Announcement of decision: July 2, 2018

2. Submission of Tender Deadline

A hardcopy submission should be delivered by February 1, 2018 noon EST to:

MASCC @ Centre for Social Innovation
Attention: Melissa Chin
215 Spadina Ave Suite 411
Toronto Ontario
M5T2C7, Canada

Please note that 1 copy of the written submission and accompanying documentation should be supplied and an electronic copy of the document should be emailed to mchin@mascc.org

3. Inquiries

Requests for further information or clarification of requirements may be directed to:
Melissa Chin at mchin@mascc.org

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

4. Background

The Multinational Association of Supportive Care in Cancer (MASCC) is an international, multidisciplinary organization with over 1000 members from over 70 countries. It operates in collaboration with the International Society of Oral Oncology (ISOO). Founded in 1990, MASCC is dedicated to research and education in all areas of supportive care for patients with cancer, regardless of the stage of the disease. MASCC promotes professional expertise in supportive care through research and the scientific exchange of ideas. A focus on supportive care leads to better treatment outcomes and greater quality of life for people with cancer.

ISOO, a multidisciplinary organization that addresses the management of complications arising in oral tissues secondary to cancer and its treatment. ISOO plays a pivotal role as the sole international platform for dentists and related healthcare professionals interested in

multidisciplinary approaches to oral supportive care for cancer patients and management of oral complications related to these therapies.

Because supportive care encompasses all aspects of care, it involves a variety of disciplines and specialists. Membership is open to medical, surgical, and radiation oncologists, nurses, dentists, dental hygienists, pharmacists, social workers, dietitians, outcomes specialists, psychologists, statisticians, infectious disease specialists, educators, researchers, representatives from industry and nonprofit sectors, and all others interested in supportive care. MASCC is a tax-exempt 501(c)3 corporation.

MASCC/ISOO conference, is an annual meeting that happens typically in the third week of June of every year. The conference typically alternates between a North America location one year and an International location the year after.

5. Brief History of the Congress

Sessions In 2015, 1,692 delegates 2016, 1,058 delegates attended and in 2017, 956 delegates attended.

Registration fees at the past three conferences include:

| 2015 Fees | Early Fee | Regular Fee | Onsite Fee |
|----------------------------------|------------------------|------------------------|-----------------------|
| | Until April 24,2015 | From April 25- June 19 | From June 20, 2015 |
| Physician MASCC member | €390 | €580 | €640 |
| Physician non-member | €495 | €650 | €800 |
| Nurse/trainee/other MASCC Member | €240 | €320 | €350 |
| Nurse/trainee/other non-member | €350 | €400 | €460 |
| Workshops | €40 | €40 | €40 |

| 2016 Fees | Early Fee | Regular Fee | Onsite Fee |
|----------------------------------|------------------------|------------------------|-----------------------|
| | Until April 12,2016 | From April 13- June 08 | From June 09, 2016 |
| Physician MASCC member | 550 USD | 650 USD | 750 USD |
| Physician non-member | 700 USD | 820 USD | 950 USD |
| Nurse/trainee/other MASCC Member | 300 USD | 395 USD | 450 USD |
| Nurse/trainee/other non-member | 400 USD | 500 USD | 600 USD |
| Workshops | 50 USD | 50 USD | 50 USD |

| 2017 Fees | Early Fee | Standard Fee | Onsite Fee |
|--|----------------------|-----------------------|-------------------|
| | Until April 13, 2017 | From April 14 -June 7 | From June 8, 2017 |
| MASCC Member - Physician | 550 USD | 650 USD | 750 USD |
| MASCC Member - Nurse/Trainee/Other | 300 USD | 395 USD | 450 USD |
| Non-Member - Physician | 700 USD | 820 USD | 950 USD |
| Non-Member - Nurse/Trainee/Other | 400 USD | 500 USD | 600 USD |
| Daily Registration -Physician | --- | --- | 330 USD |
| Daily Registration - Nurse/Trainee/Other | --- | --- | 200 USD |
| Workshops | 50 USD | 50 USD | 50 USD |

Exhibition

In 2016 the size of the annual exhibition sold space was 255 SQM sold at shell scheme: \$900 / SQM; space only: \$850/SQM

In 2017 the size of the sold space was 250 SQM (2700 SQF) sold at pipes & drapes \$50 / SQF; space only: \$45/SQF

Please note that 2017 is in Square FEET and 2016 in Square METER.

Sponsorship

| | Exhibition | Sponsorship | Total |
|------|------------|-------------|-----------|
| 2016 | \$164,000 | \$462,000 | \$626,000 |
| 2017 | \$123,000 | \$324,000 | \$447,000 |

Abstracts and posters

| | E-Poster | E-Poster Oral | Oral | Rejected | Total |
|------|----------|---------------|------|----------|-------|
| 2016 | 482 | 40 | 94 | 30 | 646 |
| 2017 | 516* | | 83* | 24 | 623 |

*All e-posters gave an oral rapid-fire session in 2017 therefore all posters had an oral component

6. Expected Attendance

While the annual meeting attendance varies from year to year, MASCC expects to attract approximately 1000 delegates and 15 exhibitors with ambitions to continue to grow. These figures are an estimate based on previous congresses.

7. Congress Format

As a guideline for initial planning purposes, the historical format is stated below. Please note, the format of the conference is subject to change.

- The meeting occurs annually, typically from Thursday to Saturday, with official MASCC business and board meetings on the Wednesday prior to the commencement of the annual meeting
- The exhibition typically starts on the afternoon on the first day of the annual meeting (Thursday) and runs until the afternoon on the last day (Saturday)
- Number of build-up days is usually one day before the conference (Wednesday)
- Social functions have included a welcome reception, a new members reception, a Corporate Advisory Council reception and a Presidential dinner
- Program format includes:
 - 3 plenary sessions
 - 25 parallel sessions (subject to change each year)
 - 1 education session
 - 5 workshops (approximately 160 participants)
 - Opening and closing ceremony
 - Satellite sessions from sponsors
 - E-poster rapid fire sessions

A copy of the last congress program overview can be found at on our app MASCC 2017.

8. Contracting Organization

The contracting organization is the Multinational Association of Supportive Care in Cancer

Northwest Registered Agent LLC
201 Rue Beauregard, Ste. 202, Lafayette, LA
70508 USA

9. Organization to Date

The Kenes International Organizers of Congresses SA has assisted us to date.

2020- Seville, Spain

- Discussion is underway with our current PCO on having our annual meeting at the venue, The Fibes. The annual meeting is currently scheduled to run from Thursday June 25- Saturday June 27 with June 24 as a set up day. The venue has been confirmed but contract is still under negotiation
- Hotels have not been contracted

The tendered PCO will be required to assist with negotiations and contracts following appointment.

2021- Yokohama, Japan

- Provisional booking with the PACIFICO Yokohama Convention Centre. The conference will be held jointly with the Japanese Association of Supportive Care in Cancer. The current intent is to utilize a local PCO for 2021. The successful PCO for this RFP may not include 2021 in the contracting terms. However, organizations are welcome to provide their fees in their bid but should expect that 2021 will likely not be included.

2022 and 2023

- The 2022 and 2023 location is yet to be determined. The current intent is to have the annual meeting in North America in 2022 and an International (likely Europe) destination for 2023.

11. Services to be Provided

PCOs are invited to tender for the provision of the following services. The list provided below is intended to be indicative of the responsibilities of the successful PCO at this point in time and is not exhaustive. The list is also subject to change.

Tenderers are requested to describe their ability to, and identify how, they will provide the following services. In addition, tenders are welcome to include other services they believe would be required for the successful organization of this meeting. Tenderers should also indicate if there are any roles they would **not** undertake. Where the Tenderer would sub-contract any such role this **must be clearly stated**.

1. **Abstract Handling and e-posters** – This includes online abstract handling, collating of all abstracts and abstract review process (for example, providing in a manner that is easy for review by the scientific committee)
 - The successful PCO must have experience with logistics and complications involved with handling and managing e-poster sessions during the annual meeting
2. **Speaker/program management**- This includes the coordination of all speakers and awardees (for example, invited speakers, proffered paper speakers, young investigators awardees, travel grant recipients)
 - Coordination and planning of sessions with the Scientific Meeting Chair, assisting with the scheduling of all abstracts and overall logistics related to the program

- Obtaining Conflict of Interest forms and slides for uploading during their presentation and post meeting; issuing invitations
- Production of speaker bios and program overview, personal programs for participants and speakers and reimbursement management

3. Marketing & Promotion

- Branding of the Annual Meeting as a lead event in the Supportive Care field
- A robust and innovative annual meeting website that is up-to-date and represents the MASCC brand appropriately. Content should be streamlined between the Annual Meeting website and MASCC's association website
- Identify target audience and use a wide spectrum of current and relevant marketing channels to communicate directly to prospective participants. The PCO should understand how to best support the differing communications needs of our seasoned members, gen Xers and millennials and provide social media support that caters to communication preferences in promoting the annual meeting
- Active output of content in social networks and information sources
- Proven record of increased uptake of media with reports provided to MASCC on a bi-monthly basis with KPIs
- Promotional material to sponsors and stakeholders – development of prospectus, graphics for all material in alignment with MASCC branding

4. Budget and Financial Management

- Management of all aspects of the Annual Meeting bank account separate to MASCC. This includes budgeting, cash flow, taxes, invoicing, payments, bookkeeping, accounting including but not limited to, management of exhibition finances, invoicing, collecting payments under the supervision and approval by the Executive Director, Scientific Committee Chair and the MASCC Board. A draft budget should be available no later than 2nd week of September for the subsequent year's annual meeting
- The PCO will pre-finance, interest free, all activities related to the annual meeting until the funds derived from sponsorships and exhibition are received
- Preparation of income and expense reports, as requested
- Preparation of preliminary financial report 60 days before the Annual Meeting
- Preparation of final financial report within 90 days
- As MASCC alternates destinations, the PCO must be familiar with taxing requirements in at the destination and best ways to optimize the meeting (e.g., VAT exemptions available etc.)

5. Registration

- All aspects of registration including, online registration, conventional registration (if online is not an option for the delegate), on-site registration, secured avenue for electronic payment submission, collection of fees (in all major currencies and credit cards), providing receipts, responding to any follow-up necessary with delegates directly in a timely fashion, production of registration material including but not limited to: name badges, invitations, personal registration envelopes, tickets and ribbons

- Statistical reports on registration numbers, list and breakdown within 3 business days of request

6. On-site management

- Includes the selection, contracting and co-ordination of supplier services required and the on-site management of the event; Any changes must be communicated to MASCC in a timely fashion
- Includes on-site registration, registration team, communications team and equipment, information desks, host and general management of all aspects during the meeting (including pre and post meeting events including but not limited to the board meetings and business meetings.)

7. Venue Selection

- Providing options to MASCC for site selection that are well negotiated with the best value
- Negotiation and signing of contract with venue. This service should be run at the risk of the appointed PCO, with MASCC not being liable for any required deposits, or cancellation penalties

8. Travel Services

- The successful PCO will be required to manage a hotel booking service for delegates, board members, MASCC staff and exhibitors. This service should be run at the risk of the appointed PCO, with MASCC not being liable for any required deposits, or cancellation penalties
- Management of all aspects of hotel reservation and accommodation including, but not limited to, negotiating competitive rates for hotel block-bookings, allocation of hotel rooms to individual participants and/or groups, payments, management of modifications and reporting
- Includes hotel-congress centre shuttles, public transport tickets, shuttle service and transportation to social events, if applicable

- 9. Technical Arrangements** – This includes all technical arrangements during the conference, audio-visual services, screens, internet and all required equipment

10. Post conference support

- Posted materials after the conference within 10 business days of the conference ending
- Materials availability 5 years post conference
- Post-meeting evaluation, execution and results provided to the Executive Director

11. General Requirements

- Working collaboratively with the, Executive Director, Scientific Meeting Chair, and MASCC Board on all aspects relating to the PCO role for the annual meeting
- Digital platforms to support everyone's experience. The PCO must provide the tools needed to take advantage of the automation age providing a seamless approach that

reduces the complexity for delegates, speaker and the MASCC Committee; enhancing convenience and easy processes are crucial (e.g., registration, presentation, COI templates, CME credits, presentation uploading, managing differing registrations)

- As MASCC is an international organization, the PCO must be flexible in conference call meeting times which may occur out of business hours for the PCO with MASCC. A regular meeting schedule must be established
- When requests are made by the Executive Director, Scientific Meeting Chair and/or the MASCC Board, responses should be provided within 24 hours indicating receipt of emails and an anticipated date on when information will be received
- A critical approach to content development- the PCO should be able to use MASCC policies and convert to the PCO platform with assurance the content matches that of the MASCC site

12. Administration

- Includes management and coordination of all administration matters relating to the PCO role for the annual meeting
- Obtaining third party and professional liability insurance to cover the association, MASCC Staff and PCO
- Timing and management of conference provided. Tenderers should demonstrate their ability to manage the conference in a timely fashion. A work-back schedule of dates and planning should be provided as a sample. Tenderers are encouraged to use 2018 Vienna as a sample timeline of all details relating to deadline dates (contacting speakers, securing venue, abstract submission) to demonstrate timeliness and advanced preparation for the meeting

13. Exhibition

- Selection of exhibition space with the approval of the Scientific Meeting Chair, President and Executive Director
- Preparation of exhibitor guidelines, manual and exhibition floor plans by September for the following annual meeting
- Marketing and sales of exhibitions
- Develop relationships and contacts within the industry for exhibiting at MASCC, representing MASCC in a respectful manner
- Coordination of stand services, invoices, set-up and dismantling of exhibition

14. Sponsorship

- Understands the challenges for sponsorship across different regions and compliance requirements and has mitigation risk management strategies for a conference in any given year
- Identification and development of sponsorship opportunities and guidelines
- Sales and marketing of sponsorship opportunities to potential sponsors, and delivery
- Maintain relationships with industry and sponsors to accommodate all requirements
- Manage administration of sponsor benefits and sponsors acknowledgement
- Develop and maintain a sponsor database

15. Social programs

- Management of various social activities including but not limited to, open and closing ceremony, receptions, presidential dinner; providing creative and current options to the Executive Director, Annual Meeting Chair and MASCC Board in a timely manner so that decisions can be made in advance

16. Congress Materials

- Design and production of any and all congress supplies such as programs, badges, bags, as required
- Design, production and active on-site management of conference app

12. Condition of Appointment

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

The Tenderer must demonstrate their ability to provide the following:

- I. Ability – Tenderers are required to demonstrate their ability to provide the required services as detailed in the ‘Services to be Provided’ above.
- II. Financial viability - Tenderers are required to demonstrate their financial credibility and proof may be requested.
- III. Proven track record - Tenderers are required to demonstrate their experience as a PCO by providing information on (international) meetings they have managed - especially meetings of a similar size and complexity.
- IV. References - Tenderers are required to submit at least three referees who will be contacted by representatives of MASCC. Details required are name, contact information, meeting with which they were/are associated and position in relation to the organization of that meeting. Additional letters of reference may also be attached.
- V. Staffing - Tenderers are required to give an overview of their infrastructure including staffing, experience and accreditation.
- VI. Electronic Management – Tenderers should demonstrate their IT capability, capacity and ability to provide electronic facilities in a secure environment.
- VII. Financial Management - Tenderers are required to demonstrate their competence in the area of financial management including qualification of personnel in this respect.
- VIII. Fees and Cost Structure - Tenderers are required to clearly set down fees to be charged for services as listed in section 13.

13. Fees

Tenderers are asked to specify fees categorized as below (in the order listed below) and to outline a comprehensive list of any other charges that may be made (e.g., mailings, email,

general stationary, additional staff costs etc). The fees should be clearly stated for all services including taxes, including any additional services (Categories not indicated below can be added to end if there are additional services added from section 12 of this RFP).

- Scientific program management
 - Abstract handling and e-posters
 - Speaker/program management
- General conference management and administration
 - Marketing and promotion
 - Budget and financial management
 - Registration
 - On-site management
 - Venue selection
 - Travel Services
 - Technical Arrangements
 - Post conference support
- Exhibition sales and management
- Sponsorship
- Social programs
- Congress materials
- Accommodations, travel per diem, on site hours, direct expenses for PCO staff

An explanation of how these fees are determined is required (for example, by hour and estimated hours for our conference, lump sum fee) and how incremental charges will be calculated if we go beyond the listed services above. (for example, if we increased the conference to an additional day). A breakdown provided on the exact calculations of fees would benefit the Tenderer. Transparency on fee structures is highly valued by MASCC.

Tenderers policy towards receiving commission must be clearly stated from suppliers as well as subcontracts.

Please keep the tender document to a maximum of 25 pages (front and back).

14. Awarding of Contract

The appointment of the PCO and the awarding of this contract will be dependent upon proven understanding of MASCC and our requirements, proven ability to deliver on the event, and fees quoted. Any appointment will be subject to a successful contract negotiation.