REQUEST FOR TENDERS

File: AP_2/2/24/1
Date: 30 June, 2020
To: Interested suppliers
From: Amanda Wheatley, Biodiversity Adviser

Subject: SERVICES TO CONVERT A FACE TO FACE CONFERENCE TO A VIRTUAL CONFERENCE.

1. Background

1.1. The Secretariat of the Pacific Regional Environment Programme (SPREP) is an intergovernmental organisation charged with promoting cooperation among Pacific islands countries and territories to protect and improve their environment and ensure sustainable development.

1.2. SPREP approaches the environmental challenges faced by the Pacific guided by four simple Values. These values guide all aspects of our work:

- We value the Environment
- We value our People
- We value high quality and targeted Service Delivery
- We value Integrity

1.3. Every 5 years the Pacific Islands Roundtable for Nature Conservation (PIRT) with coordination support by SPREP, brings together government agencies, NGOs, community-based organisations, donor agencies and individual experts concerned with conservation science and practice in the Pacific Islands region at a Nature Conservation and Protected Areas conference. Since its early beginnings, this conference has grown to become the principal conference setting a Pacific based and initiated agenda for Pacific conservation for the next years.

1.4. 45 years after the 1st conference held in 1975, the 10th Pacific Islands Conference on Nature Conservation and Protected Areas was planned to convene from 19th to 24th April 2020 at the Tjibaou Cultural Centre in Noumea, New Caledonia. The face to face event was postponed because of the COVID19 outbreak and its impact.

1.5. The conference partners, SPREP, PIRT and New Caledonia as host country took the decision to move the conference to a digital format. The conference purposes remain:
- Influence the post 2020 Global Biodiversity Framework
- Guide and innovate conservation action at a national and regional level in Oceania
- Address sustainable funding for nature conservation in Oceania.

1.6. The conference objectives remain:
- Review the State of Conservation in Oceania and define Oceania's progress towards the achievement of regional and global conservation priorities.
- Define a Pacific based and initiated agenda and priorities for conservation beyond 2020 (new Framework for Nature Conservation and Protected Areas)
- Build Pacific nature conservation capacity and stimulate learning related to biodiversity conservation

• Endorse the framework at a regional level through a High-level Conference Declaration with regional priorities for nature conservation

1.7. Based on the discussion among the conference partners, the conference title remains 'Nature Conservation Action for a Resilient Pacific' and the following 3 key themes are defined: our ocean, our islands, our connection with nature. In each theme a maximum of 6 action tracks will be selected by the conference organizers. An action track refers to a path towards the objectives of the Framework for Nature Conservation and Protected Areas and responds to a challenge or challenges that are identified in the review of the State of Conservation in Oceania.

1.8. The conference partners aim to engage 500 to 800 attendees from a very wide range of stakeholder groups including Pacific island governments, intergovernmental organisations, NGOs, donors, development partners, community groups, youth groups and interested individuals.

1.9. The conference is planned to be held over 3 days from Tuesday, November 24, 2020 up to Thursday, November 26, and the 4th day, Friday 27th November allocated to post conference sessions (side events). Actual promotion should start at least 2 months before the conference. Preconference workshops also take place in that period. Archives and recorded sessions remain available after the virtual event ends. A post event strategy is rolled out.

1.10. For more information, see: www.sprep.org and www.pacificnatureconference.com

2. Specifications: statement of requirement

2.1. The objective of this consultancy is to assist SPREP with implementing the 10th Pacific Islands Conference on Nature Conservation and Protected Areas as a successful and memorable virtual conference.

2.2. Key Services requested:
   a)   Developing and maintenance of an easy to navigate event website/web-based platform
   b)   Provision and management of live streaming event sessions
   c)   Develop and roll-out communication, promotion, and engagement activities related to the event
   d)   Audio and video production of event related content
   e)   General support related to the management of the event

2.3 Full specifications are provided in the attached Terms of Reference.

3. Conditions: information for applicants

3.1 To be considered for this tender, interested suppliers must meet the following conditions:

   i.   The consultant must be available to undertake the required work during the expected duration of this consultancy of 4 months from the date of signing the contract, with a start date of approximately 20 August 2020.
   ii.   This proposal should be in two parts: **Technical** and **Financial** components addressing the attached Terms of Reference.
   iii. The tender must be submitted in English.
   iv.   Complete the **tender application form**– (note you are required to complete all areas in full as requested, particularly the statements to demonstrate you meet the selection criteria. **DO NOT** refer us to your CV or Technical proposal. Failure to do so will result in the application **NOT** being considered)

4. Submission guidelines

4.1.   Tender documentation should demonstrate that the interested supplier satisfies the conditions stated above and is capable of meeting the specifications and timeframes listed in the Terms of Reference.

4.2.   Tenderer must provide details of three referees.

4.3.   Tenderers/Bidders must insist on an acknowledgement of receipt of tenders/proposals/bids.

4.4.   Each tenderer must supply the following information with their tender:

   a)   Tender Application form

   i.   Supported by:
   - **Statement of Qualifications**
   - **Outline of relevant experience**
   - **Letter of interest**

   c)   The Financial component
   All tenders must contain a financial proposal, to be submitted using the **financial offer form attached**.
   The tenderer's attention is drawn to the following points:
   - FOR THE STANDARD SCENARIO and in line with the form attached, the financial proposal MUST include a total price per group of activity as well as a breakdown of costs per group of activity.
   - FOR THE TECHNICALLY MORE ADVANCED SCENARIO and in line with the form attached, the financial proposal can include specific prices per additional services or features described in this tender or added.
   - Prices must be quoted in USD. As far as the tenderers of those countries are concerned, they cannot change the amount of the bid because of the evolution of the exchange rate. The tenderers choose the exchange rate and assume all risks or opportunities relating to the rate fluctuation.
   - Prices must be fixed amounts must remain valid for 90 days from date of submission..
   - Prices must be quoted included all duties, taxes and other charges, including VAT. The amount of VAT may be shown separately.
   - Prices shall be fixed and not subject to revision during the performance of the contract.

   Potential applicants are reminded that for the purposes of evaluation of the financial proposal, ONLY the financial proposal tasks under the standard scenario will be considered.

   For the standard scenario, bids may not exceed a budget of USD 75,000.

5. Tender Clarification

5.1.   Any clarification questions from applicants must be submitted by email to Maraea S Pogi on maraeap@sprep.org before **15 July 2020**. A summary of all questions received with an associated response will be posted on the SPREP website www.sprep.org/tender by **17 July 2020.**

6. Evaluation criteria

6.1. SPREP will select a preferred supplier on the basis of SPREP's evaluation of the extent to which the documentation demonstrates that the tenderer offers the best value for money, and that the tenderer satisfies the following criteria:

CRITERIA 1 - TECHNICAL CAPACITY (56%)

    a) Proven experience with managing and developing virtual events, preferable of a similar size and multilingual **(8%)**
    b) Proven experience with developing and maintenance of an easy to navigate event website/web-based platform **(8%)**
    c) Proven experience with the provision and management of live streaming event sessions **(8%)**
    d) Proven experience with developing and rolling-out communication, promotion, and engagement activities **(8%)**
    e) Proven experience with audio and video production of event related content **(8%)**
    f) Proven experience with general event management **(8%)**
    g) Experience with working in the Pacific region and with the IT infrastructure in the Pacific region. **(8%)**

The technical capacity must be **fully and <u>extensively</u> described in SPREP's application form for each of the 7 sub criteria.**

Additionally, the tender needs to back up this description in the application form with the following proof:

- **Statement of Qualifications**, including CVS for key personnel. In the case of a tender being submitted by a consortium, a description of the input from each of the consortium members and the distribution and interaction of tasks and responsibilities between them.
- **Letter of interest** describing.
    a) Key work, including how experience relates to the objectives and expected tasks.
    b) Statement of availability for tasks delivery (time %)
    c) Samples of relevant services lead by the applicant.
    d) Two testimonials from previous clients to support application.

CRITERIA 2 - ORGANISATION OF WORK AND METHODOLOGY (24%)

    a) Understanding of the terms of reference **(8%)**
    b) The general approach proposed regarding the services **(8%)**
    c) Approach to guarantee quality delivery **(8%)**

The organisation of work and methodology must be fully and extensively described in SPREP's application form for each of the 3 sub criteria.

CRITERIA 3 – VALUE FOR MONEY / FINANCIAL PROPOSAL (20%)

The financial offer needs to be mentioned in **SPREP's application form**.

Additionally, the tender **<u>must</u> justify this financial offer with a fully developed financial form respecting the description of the terms of reference**.

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7. Deadline

7.1. **The due date for submission of the tender is: 28 July 2020, midnight (Apia, Samoa local time).**

7.2.   Late submissions will be returned unopened to the sender.

7.3   Please send all tenders clearly marked TENDER: "**SERVICES TO CONVERT A FACE TO FACE CONFERENCE TO A VIRTUAL CONFERENCE"** to one of the following methods:

Mail: SPREP
       Attention: Procurement Officer
       PO Box 240
       Apia, SAMOA
Email: tenders@sprep.org (MOST PREFERRED OPTION)
Fax: 685 20231
Person: Submit by hand in the tenders box at SPREP reception,
        Vailima, Samoa.

SPREP reserves the right to reject any or all tenders and the lowest or any tender will not necessarily be accepted.

For any complaints regarding the Secretariat's tenders please refer to the Complaints section on the SPREP website
http://www.sprep.org/accountability/complaints

TERMS OF REFERENCE FOR SERVICES TO CONVERT A FACE TO FACE CONFERENCE TO A VIRTUAL CONFERENCE

1. Background

As part of its activities the Pacific Islands Roundtable for Nature Conservation (PIRT) organises the Pacific Islands Conference on Nature Conservation and Protected Areas. Since its early beginnings, this conference has grown to become the principal conference setting a Pacific based and initiated agenda for Pacific conservation for the next years.

45 years after the 1st conference held in 1975, the 10th Pacific Islands Conference on Nature Conservation and Protected Areas was planned to convene from 20th to 24th April 2020 at the Tjibaou Cultural Centre in Noumea, New Caledonia. The face to face event was postponed because of the COVID19 outbreak and its impact.

The conference partners, SPREP, PIRT and New Caledonia as host country took the decision to move the conference to a digital format.

The conference purposes remain:
- Influence the post 2020 Global Biodiversity Framework
- Guide and innovate conservation action at a national and regional level in Oceania
- Address sustainable funding for nature conservation in Oceania.

The conference objectives remain:
- Review the State of Conservation in Oceania and define Oceania's progress towards the achievement of regional and global conservation priorities.
- Define a Pacific based and initiated agenda and priorities for conservation beyond 2020 (new Framework for Nature Conservation and Protected Areas)
- Build Pacific nature conservation capacity and stimulate learning related to biodiversity conservation
- Endorse the framework at a regional level through a High-level Conference Declaration with regional priorities for nature conservation

The virtual conference concept includes:

- Preconference workshops
- Plenary sessions
- Parallel sessions
- Post conference sessions (side-events)
- A virtual exhibition
- A virtual networking lounge
- A Digital Event Bag
- A New Caledonian look and feel
- Participants' engagement

Based on the discussion among the conference partners, the conference title remains 'Nature Conservation Action for a Resilient Pacific' and the following 3 key themes are defined: our ocean, our islands, our connection with nature. In each theme a maximum of 6 action tracks will be selected by the conference organizers. An action track refers to a path towards the objectives of the Framework for Nature Conservation and Protected Areas and responds to a challenge or challenges that are identified in the review of the State of Conservation in Oceania.

The conference partners aim to engage 500 to 800 attendees from a very wide range of stakeholder groups including Pacific island governments, intergovernmental organisations, NGOs, donors, development partners, community groups, youth groups and interested individuals.

More information about the concept note can be found in the **annexes of this tender**.

The conference is planned to be held over 3 days from Tuesday, November 24, 2020 up to Thursday, November 26, and the 4th day, Friday 27th November allocated to post conference sessions (side events). Actual promotion should start at least 2 months before the conference. Preconference workshops also take place in that period. Archives and recorded sessions remain available after the virtual event ends. A post event strategy is rolled out.

2. Objectives of the contract

The objective of this consultancy is to assist SPREP with implementing the 10th Pacific Islands Conference on Nature Conservation and Protected Areas as a successful and memorable virtual conference.

COVID-19 has disrupted travel and mass gatherings which are staples in the usual process of the Pacific Islands Conference. The conference partners opted to still celebrate the Biodiversity Mega Year through hosting the event in an environmentally friendly way while also considering the declining budgets for conferences.

3. Key Services to be delivered/groups of activities

A concept and format for the virtual conference has been developed already to ensure alignment with the original concept approved by the Conference Advisory Board. **Kindly find this concept note in the annexes of the tender document.**

Based on this concept note and an assessment of the capabilities of the organising partners, the service needs related to transforming to a virtual event where identified. These needs resulted in the definition of the key services that are the subject of this tender.

Key Services requested:

(1)   Developing and maintenance of an easy to navigate event website/web-based platform
(2)   Provision and management of live streaming event sessions
(3)   Develop and roll-out communication, promotion, and engagement activities related to the event
(4)   Audio and video production of event related content

(5)   General support related to the management of the event

4. Scope of work and description of key activities

For each group of activities/key service, the description below separates activities to be delivered in a standard scenario on the one hand, and additional tasks/features in a technically more advanced scenario on the other hand.

- The <u>tasks under the standard scenario</u> are described as the services the contracting authority considers needed to convert a face to face conference to a virtual conference taking.

  Interested companies/consortia MUST present a technical and financial proposal that meets the expectations expressed in the standard scenario. The financial proposal MUST include a total price per group of activity as well as a breakdown of costs per group of activity.

- The <u>tasks under the technically more advanced scenario</u> are described as additional, nice-to-have services or features. Interested companies/consortia can use the lists of additional services or features described in this tender but are free to adjust the list with additional features.

  Interested companies/consortia CAN (but are not obliged to) present an additional financial proposal that meets the expectations expressed in the technically more advanced scenario. This additional financial proposal MUST include a specific price per additional option.

For the purposes of evaluation of the financial proposal, ONLY the financial proposal tasks under the standard scenario will be considered.

After awarding the contract, the Contracting Authority can, but is not obliged to, include in the contract certain of the proposed additional services.

4.1.   Developing and maintenance of an easy to navigate event website/ web-based platform

The Contractor's core tasks will be to **develop and manage the event website/web-based platform**.

UNDER THE STANDARD SCENARIO, the following services are expected to be delivered:
- To develop a website/web-based portal platform where live stream and other content (audio and/or visual) will be housed and maintained. - To ensure the up keeping of content and advertising on the website to the public. - To adjust the website/web-based portal platform pages according to the stages of the project (pre-event, during the event and after the event) - To organise a training session and provide an information brief for sponsors and exhibitors so they are aware how to upload resources and make the best use of their digital booth (live or recorded). While implementing the services, the following functionalities need to be provided: - Make the website/web-based portal platform compatible with mobile devices - Provide the website/web-based portal platform in both English as French language

- Bring a New Caledonian Look and Feel and integrate the original artwork of the event but enhance its visual content
- Identify and implement tools/dashboards that allow the collection and analysis of data to monitor and evaluate the use of the website/web-based portal platform
- Identify and implement tools that allow to survey sessions and receive attendees feedback
- Ensure strong mechanisms and protocols for securing data and privacy
- Enable the integration of resources. These resources include a variety of downloadable or screen accessible file types from videos to images to documents.
- Enable a simple upload procedure for resources
- Include conference and sessions registration
- Include conference and sessions notifications (keep attendees informed and up to date about any relevant changes)
- Include discussion options to encourage peer-to-peer sharing of information and exchanges between session leaders and attendees
- Include an exhibit space and digital event bag that houses for our sponsors and exhibitors anything from introductory videos to podcast links to brochures, to even a live chat with the exhibitors themselves
- Include easy access to the live online sessions
- Create, integrate a "subscribe to update" form

The website sitemap and website structure contain minimally the following pages:
- Home (including a subscribe to updates)
- About (conference title and PIRT)
- Themes (with subpages per theme (3) and action tracks (18), a data gallery (chart, picture, pictogram, infographic submitted by participants) and a story gallery (video clips submitted by participants))
- Programme (with subpages for themes and speakers)
- Virtual Exhibition space (including a Digital Event Bag)
- Networking Lounge
- Registration
- Participation (with subpages for submissions to data gallery and submissions to story gallery)

UNDER THE TECHNICALLY MORE ADVANCED SCENARIO, the following services can be included:
- Facilitate to the extent possible access for people with disabilities
- Integrate an option for virtual expositions
- AR/VR options (for exhibition and networking lounge)

This list is not limited to these services. Interested companies/consortia CAN (but are not obliged to) present additional features.

The Contractor will receive all content for the website/web-based portal platform from SPREP. Content coordination with other conference partners and conference sponsors/exhibitors is managed through SPREP. This content resources includes a variety of accessible file types from videos to images to documents.

Where relevant, content will be provided by SPREP both in English as French language. The contractor is not responsible for the translation of content.

4.2. Provision and management of live streaming services

The Contractor's core tasks will be to p**rovision and management of live streaming services**.

UNDER THE STANDARD SCENARIO, the following services are expected to be delivered:
- To provide/purchase a live stream platform which will become the go to link to drive attendees to the conference sessions.
- To provide/purchase a live stream platform that allows for remote simultaneous interpretation capability for both English and French.
- To organise a training session and provide an information brief for sessions hosts and speakers so they are aware how to run the sessions and the chat box and /or how to participate to them (live or recorded).
- To organise a training session and provide an information brief for attendees so they are aware how to attend the sessions and participate in the chat box (live or recorded).
- To manage the loading of the live events before and after they happen
- To manage the transmission of the live event ensuring the public has seamless reach and access to the platform.
- To coordinate the running of the sessions including live chat with the sessions hosts and the chat box hosts.
- As a follow-up, provide a summary of the webinar sessions, including statistics on the number of viewers registered and attended, time spent at the sessions etc.

While implementing the services, the following functionalities need to be provided:
- Make the live stream platform compatible with mobile devices
- Ensure remote interpretation capability of the livestreaming platform for both English and French.
- Identify and implement tools/dashboards that allow the collection and analysis of data to monitor and evaluate the participation to the session.
- Identify and implement tools that allow to survey sessions and receive attendees feedback
- Ensure strong mechanisms and protocols for securing data and privacy
- Include discussion options to encourage Q&A between session and attendees

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UNDER THE TECHNICALLY MORE ADVANCED SCENARIO, the following services can be included:
- Provide qualified conference interpreters (preferably with subject matter knowledge)
- Additional sessions
- Higher amount of licenses

- Post-event sessions related to the engagement strategy.

This list is not limited to these services. Interested companies/consortia CAN (but are not obliged to) present additional features.

Maximum duration of the sessions is 1 hour

The planned amount of sessions (without the trainings) is 61, this includes 2 consultation workshops, 3 plenary sessions, 35 parallel sessions (3 sessions run parallel during 7 time slots and 2 run parallel during 2 time lots), 3 high level sessions, 18 side-events/post conference sessions for sponsors (3 sessions run parallel during 6 time slots).

For more information, see **visual presentation of the sessions in the vision/ideation board in the annexes of this the tender document**.

The Contractor will receive information about session content, session hosts, speakers, and chat box hosts from SPREP. Coordination with other conference partners and conference sponsors/exhibitors is managed through SPREP.

4.3. Communication, promotion, and engagement services

The Contractor's core tasks will be to **develop, and roll-out communication, promotion, and engagement activities related to the event**.

UNDER THE STANDARD SCENARIO, the following services are expected to be delivered:

Before the conference:
- To design an updated conference marketing and communication strategy, using the existing strategy as a basis.
- To adjust where necessary the conference branding (for online use)
- To prepare basic marketing and promotion materials (such as E-Flyers, social media posts, Power Point Templates, …) that can be used on the platforms of the conference but also on the channels of conference organisers, partners and sponsors.
- To promote the conference and inform the targeted attendees about the conference, about the registration and about how to attend to a virtual conference (in both English, as French language) ((using social media, cross posting on website and/or other approaches)
- Promote participation of the attendees in submitting data and story proposals
- To manage subscriptions for updates and inform potential attendees on a regular basis (using a digital newsletter and/or other media) (in English language, as well as French language)
- To support the methodology of the consultations for the Framework for Nature Conservation and Protected Areas.
- To prepare and run a workshop for PIRT members to develop a post-conference engagement strategy around the conference purposes. The outcome of the workshop is a brief strategy document and an action plan.
- To cooperate and stimulate cooperation with potentially interested groups and bodies in the dissemination of information.

- To monitor and report on progress of communication activities, provide remedial recommendations

At the conference:
- Prepare and support online interaction (in English and French language) with attendees through:
  - chatbots, polls, Q&A
  - Widgets for surveys or polling around compelling questions
- Prepare and support online interaction (in English and French language) between attendees and between attendees and speakers/sponsors (networking lounge and exhibitor hall).

After the conference:
- To support the adjustments to the website so that recorded sessions & other relevant content remain available and the main messages remain visible.
- To evaluate the results of communication actions, analyse the impact and provide recommendations for future actions.

While implementing the services, the following functionalities need to be provided:
- Use tools that are compatible with mobile devices
- Bring a New Caledonian Look and Feel and integrate the original artwork of the event. Ensure where needed visibility of sponsors and according to the sponsorship prospectus requirements.
- Identify and implement tools/dashboards that allow the collection and analysis of data to monitor and evaluate the participation.
- Ensure strong mechanisms and protocols for securing data and privacy
- Use attractive language for attendance and participation. This includes editing and copy-editing content for website and platforms.

UNDER THE TECHNICALLY MORE ADVANCED SCENARIO, the following services can be included:
- Any support to implementation to a post-conference engagement strategy
- Integrate gamification (borrowing fun elements found in games and incorporating them into a non-gaming perspective) with trivia, quizzes, and puzzles.
- Use drawing of the conversations/webinars (visual note taking)
- Use collaborative whiteboards for virtual open space (around a focusing statement or question) or for a virtual hackathon (to find new ideas around a certain theme).
- Use breaks as 'interview booths' for interviewing a speaker or panellist with fun questions.

This list is not limited to these services. Interested companies/consortia CAN (but are not obliged to) present additional features.

The Contractor will be able to use content developed by SPREP. Content coordination with other conference partners and conference sponsors/exhibitors is managed through SPREP. This content resources includes a variety of accessible file types from videos to images to documents.

The Contractor will need to edit and copy-edit content before actual online publication or use in communication activities. The editing process will include a revision of the text inputs and might entail substantive re-drafting and synthetizing of text inputs to make them more readable and attractive in a virtual setting. For this task, in addition to consulting expert SPREP staff, the company/consortium is expected to refer directly to the author of texts to ensure validity of statements.

Where relevant, content will be provided by SPREP both in English as French language. The contractor is not responsible for the translation of content.

4.4. Audio and video production services

The Contractor's core tasks will be to p**rovide audio and video production services for event related content**.

> **UNDER THE STANDARD SCENARIO, the following services are expected to be delivered:**
> - To provide pre-production services by:
>   - create templates for start and end of sessions and backdrops for sessions
>   - supply video teasers/clips on the main teams to live stream on the web-based portal
> - To record all sessions.
> - To provide video audio and photo coverage of the event (raw footage and material) for use parts of one or more productions for
> - additional communication activities -
> - To ensure alignment between live stream service and production footage of content during live stream
> - To provide postproduction services of editing the content live streamed for post-event use.
>
> While implementing the services, the following functionalities need to be provided:
> - Make the production materials compatible with use on mobile devices
> - Bring a New Caledonian Look and Feel and integrate the original artwork of the event at start and end of each session and through backdrops. Ensure visibility of sponsors per sessions and according to the sponsorship prospectus requirements.
> - Provide the services in English and French language
> - Ensure strong mechanisms and protocols for securing privacy
> - Ensure approval of use of footage by authors and owners of footage

> **UNDER THE TECHNICALLY MORE ADVANCED SCENARIO, the following services can be included:**
> - Additional video teasers/clips
> - Produce 1 short video telling the conference story.
>
> This list is not limited to these services. Interested companies/consortia CAN (but are not obliged to) present additional features.

The Contractor will be able to source existing audio recording, photo material or video footage from SPREP and/or its conference partners. This pre-existing material should allow for audio-visual editing and re-editing, but the contractor will need to obtain and respect the copyright clearance of any pre-existing material.

4.5.   General support related to the management of a virtual conference

The Contractor's core tasks will be to p**rovide audio and video production services for event related content**.

UNDER THE STANDARD SCENARIO, the following services are expected to be delivered:
- To maintain at all times communication with the conference organisers
- To coordinate all aspects of the tender service delivery with SPREP
- To support eventual remaining elements of concept development
- To coordinate with SPREP content delivery for website/we-based platform, livestreaming platform, communication, and production activities
- To manage registration and invitations
- To support the implementation of the live sessions of the conference
- To organise a survey to receive attendees' feedback
- To compile all data related to evaluation and feedback and submit this to SPREP for reporting purposes

While implementing the services, the following functionalities need to be provided:
- Bring a New Caledonian Look and Feel and integrate the original artwork of the event at start and end of each session and through backdrops. Ensure visibility of sponsors per sessions and according to the sponsorship prospectus requirements.
- Provide the services in English as French language
- Ensure strong mechanisms and protocols for securing privacy

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UNDER THE TECHNICALLY MORE ADVANCED SCENARIO, the following services can be included:
- Not applicable

The Contractor will receive information about session content, session hosts, speakers, and chat box hosts from SPREP. Coordination with other conference partners and conference sponsors/exhibitors is managed through SPREP.

SPREP will organising translation and interpretation (if not provided as an additional service).

5. Timeframe
The expected duration of this consultancy is 4 months from the date of execution of contract.

Delivery is expected to follow the big lines of the below delivery schedule (assuming an August 20th, 2020 start date)

TASKS AND KEY DELIVERABLES	DUE DATE
1. Develop Work plan	24-29th August 2020
2. Agree on final concepts (including alignment between sponsorship prospectus and exhibition hall/side-events)	By 4th of September
3. Preparation	
Development and Launch of Website (components necessary for marketing)	By 19th of September
Preparation of Basic Marketing Materials	By 19th of September
Workshop on post-engagement strategy	Mid-September
Launch marketing and promotion	From 22nd of September onwards
Launch participation to data and story galleries	From 22nd of September onwards
If needed, realise purchases (livestream platform, software, interpretation services)	By 15th of October
Start registration	By End of September
Preproduction services	Mid -September-End October
4. Organise preconference workshops	October
5. Training (attendees, speakers, session hosts, exhibitors, and volunteers)	Mid-October-Mid November
6. Data and Story Galleries go live	Mid October
7. Exhibition Hall and Networking Lounge launch go live	Begin November
8. Event	3 days from Tuesday, November 24, 2020 up to Thursday, November 26, and the 4th day, Friday 27th November allocated to side events
9. Post Event	To be agreed upon (until end of December).

6. Working arrangements

6.1. Quality control

The Contractor will provide constant quality monitoring to ensure that:

• there are no errors in ordered services' format, structure, and quality of the delivered services meets requirements related to the target audience and technical specifications
• final services are compliant with SPREP requirements and/or other guidelines provided by SPREP

SPREP reserves the right to apply contractual measures in case of repeated mistakes, omissions, or poor quality on the Contractor's side.

6.2. Advice and guidance

The Contractor is expected to continuously provide SPREP with technical and creative services as well as guidance to ensure the virtual conference is realised to the highest possible standard.

6.3. Project management

The execution of this contract requires the capacity to manage several tasks simultaneously and to ensure coordination between all parties involved. The contractor shall ensure the necessary management systems to ensure the quality control in the relevant phases of the process and the quality check of the final services as well as the proper follow up and coordination at all stages.

The company/consortium is expected to interact with SPREP and other relevant colleagues via teleconference. Costs related to communication should be included in the financial offer.

In case the restrictions related to the COVID-19 outbreak are eased or halted, members of the company or consortium may exceptionally be required to travel. Transportation will be booked and paid for by SPREP on behalf of the member(s) of the company or consortium, and a per diem will be paid to the individual according to SPREP travel policy.

7. Technical capacity

Bidders are required to demonstrate the following experience:

Experience

- Proven experience with managing and developing virtual events, preferable of a similar size and multilingual
- Proven experience with developing and maintenance of an easy to navigate event website/web-based platform
- Proven experience with the provision and management of live streaming event sessions
- Proven experience with developing and rolling-out communication, promotion, and engagement activities
- Proven experience with audio and video production of event related content
- Proven experience with general event management
- Experience with working in the Pacific region and with the IT infrastructure in the Pacific region.

8. Bidding

Interested companies/consortia are invited to submit a proposal in response to these Terms of Reference.

This proposal should be in two parts: **The Application form and Financial components**.

The Tender application form should be supported by the following information:

1. **Statement of Qualifications**, including CVS for key personnel.
   In the case of a tender being submitted by a consortium, a description of the input from each of the consortium members and the distribution and interaction of tasks and responsibilities between them.

2. **Letter of interest** describing.
   a. Key work, including how experience relates to the objectives and expected tasks.

b. Statement of availability for tasks delivery (time %)
c. Samples of relevant services lead by the applicant.
d. Two testimonials from previous clients to support application.

3. A description of organisation and methodology (Criteria 2 of the Tender Application form):

must demonstrate an understanding of the terms of reference and a description of the general approach of services.

a. **Understanding of the terms of reference**: Any comments on the terms of reference for the successful execution of the activities, regarding the described tasks and the topic, thus demonstrating the degree of understanding of the contract. Previous lessons learnt by the contractor in the execution of similar services in the region can be stated. Also, opinions on the key issues related to the achievement of the contract objectives and risks and assumptions affecting the execution of the contract can be mentioned.
b. **Description of the general approach regarding the services**
c. **Description of the approach to guarantee quality delivery**.

Since tenderers will also be judged on the content of their technical proposal, this proposal must make it clear how the tenderer could meet the technical requirements of the tender specifications. Therefor technical proposal must be clear and concise.

The Financial component

All tenders must contain a financial proposal, to be submitted using the form attached.

The tenderer's attention is drawn to the following points:

1. FOR THE STANDARD SCENARIO and in line with the form attached, the financial proposal MUST include a total price per group of activity as well as a breakdown of costs per group of activity.
2. FOR THE TECHNICALLY MORE ADVANCED SCENARIO and in line with the form attached, the financial proposal can include specific prices per additional services or features described in this tender or added.
3. Prices must be quoted in USD. As far as the tenderers of those countries are concerned, they cannot change the amount of the bid because of the evolution of the exchange rate. The tenderers choose the exchange rate and assume all risks or opportunities relating to the rate fluctuation.
4. Prices must be fixed amounts.
5. Prices must be quoted included all duties, taxes and other charges, including VAT. The amount of VAT may be shown separately.
6. Prices shall be fixed and not subject to revision during the performance of the contract.

Potential applicants are reminded that for the purposes of evaluation of the financial proposal, ONLY the financial proposal tasks under the standard scenario will be considered.

For the standard scenario, bids may not exceed a budget of USD 75,000.

9. Additional Notes on Terms and Conditions of the Project

1. Copyright

   The successful bidder will be required to note and acknowledge the following:

   • SPREP owns the copyright to all work produced under any contract that may result from this Invitation to Tender.

   • Any artwork, photographs, film, electronic files or other physical or electronic media (including preparatory, intermediate and final work) produced under any contract that may result from this Invitation to Tender shall be the property of SPREP and must be surrendered to SPREP upon request.

   • In case that it is necessary or requested to use third party-materials (e.g. footage or stock photos) the contractor should have or obtain the necessary licences to use them for SPREP's needs

2. Successful bidder shall agree to be bound and sign the Consultancy Agreement with all requirements under the terms and conditions provided therein.

3. As an intergovernmental organisation, SPREP shall not be responsible for any tax(es), levy, tax claim or any tax liability which may be imposed by any law in relation to any amount payable by SPREP.

4. The successful consultant must supply the services to the extent applicable, in compliance with SPREP's Values and Code of Conduct
   https://www.sprep.org/attachments/Publications/Corporate_Documents/sprep-organisational-values-code-of-conduct.pdf