**INVITATION TO TENDER FOR THE IMPLEMENTATION OF AN EVENTS PLATFORM FOR IPI**

1. **OBJECTIVE**
   1. This tender seeks to appoint a vendor to implement an events platform for IPI-run events to support events registration, payment, and backend support and integration.

1.2 The events platform is instrumental for events to be executed successfully. This will in turn help to enhance the Admin, User and Attendee experience, increase productivity, digitalise event efforts and provide seamless collection of Attendee’s data for data analytics purposes.

1. **INTRODUCTION**
   1. IPI is an innovation catalyst that creates opportunities for enterprises to grow beyond boundaries. As a subsidiary of Enterprise Singapore, IPI accelerates the innovation process of enterprises through access to its global innovation ecosystem and advisory services.
   2. Through our multidisciplinary expertise and global network, we provide enterprises with access to innovative ideas and technologies. We facilitate and support enterprises’ innovation processes, including commercialisation and go-to-market strategies.
   3. To drive innovation and technology and to further connect the ecosystem, IPI organises annually an average of 8 small-scale event (estimated 80 attendees per event) and TechInnovation, IPI’s flagship technology brokerage event (estimated 5,000 attendees) that would require the usage of an events platform.
2. **SCOPE OF CONTRACT**
   1. The Tenderer shall propose and provide a solution that best meets IPI’s functional requirements to a level of quality acceptable to IPI, with the ability to customise workflows and integrations with other systems (when required), while incorporating best practices available in the proposed solution.
   2. The Tenderer shall be responsible for all system integration activities, specifically for TechInnovation.
   3. The proposed events platform solution shall be robust and stable to fulfill all requirements listed.
   4. The Tenderer shall have a proven track record and have been in operation for at least three (3) years in providing similar solutions.
   5. The Tenderer shall include any optional items that are not requested for in this document (for example, optional lead capture function) but are needed for the efficient operation of the proposed solution. Any other items necessary for the working of the solutions not indicated would be assumed to be an intrinsic part of the solution and their costs included as part of the total solution.
   6. Any omission on the part of the Tenderer shall be deemed as negligence on the Tenderer and the Tenderer shall bear all costs required for IPI to ensure that the proposed event platform is operational and implemented successfully.
   7. The Tenderer shall remain solely responsible for the completeness and adequacy of the design, performance and specifications within the scope of the tender.

**4.0 DURATION OF CONTRACT**

4.1The contract shall be for a firm period of 12 months, tentatively from 13 April 2023 to 12 March 2024.

4.2 IPI reserves the right to further extend the contract for up to another 24 months, which can be exercised in full or in parts as long as the cumulative period does not exceed 24 months.

4.3 The Tenderer shall provide support, including troubleshooting, maintenance and provide corrective actions during the contractual period.

* 1. The anticipated schedule is outlined below. For avoidance of doubt, the date for TechInnovation 2023 is fixed. For subsequent TechInnovation events, the appointed vendor shall be notified once the dates are finalised.

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| **Item** | **Delivery Date** |
| Events platform onboarding for IPI | 13 April 2023 |
| Setting up and Implementation of platform | 17 April 2023 – 21 April 2023 |
| Provision of on-site support for TechInnovation 2023 (when required) | 31 Oct 2023 – 2 Nov 2023 |
| To provide technical support | As and when required |

1. **SPECIFICATIONS**
   1. **General**
      1. The event platform must be able to support all formats of events (in-person, virtual, and hybrid).
      2. The event platform shall be able to support and provide live-streaming for events.
      3. The event platform shall include, but not limited to, registration of tickets, payment for ticket purchases, collection of registration information, and dissemination of event information to databases via customisable email campaigns.
      4. The event platform shall ensure data integrity is not compromised when one or more records are created, edited or deleted.
      5. The event platform, including its backend admin portal and frontend customer interfaces shall be compatible with the latest stable versions of the following web browsers:

* Internet Explorer
* Mozilla Firefox
* Google Chrome
* Safari
* Microsoft Edge
* Google Chrome for Mobile
* Android in-built Browser
* iOS Mobile Safari
  + 1. The event platform and its features shall be browser-based, accessible by PC, laptop, tablet and mobile devices.
    2. The event platform shall allow the creation of the events by Admins and Users that are provided access by IPI directly on the backend admin portal.
    3. The event platform shall allow Admins and Users to create, edit, delete and publish event landing and registration pages.
    4. The event platform shall provide default event templates for different type of events:

1. Chargeable event with registration and payment
2. Non-chargeable event with/without registration
   * 1. The event platform shall allow Admins to add Users to specific event(s), suspend, delete, and edit Users’ information.
     2. The event platform shall allow Admins and Users to download comprehensive reports (e.g., attendee database, transactions, payment orders, business matching data, mobile application logins, download of documents, survey results) easily in Microsoft Excel format.
     3. The event platform shall integrate with IPI website to mirror IPI Tech offers.
     4. The event platform shall allow Users to add logos and blurbs of exhibitors, partners, and sponsors.
     5. The event platform shall support the uploading of speakers profile (bio and photo).
     6. The event platform shall allow for creation of a post-event survey via a form with a variety of customisable questions to collect feedback. The questions shall be automatically numbered in sequence as they are added. The responses shall be collated and tabulated within the event platform for export and download. The number of responses received shall be indicated in the event platform.
     7. The event platform shall provide a ticketing feature which allow for purchase of any number of tickets per category, including group registration, promo codes. and price customisation.
     8. The event platform shall allow for creation of registration forms with different questions and formats (e.g., short answer, email, dropdown lists, checkboxes, radio buttons) and settings (e.g. compulsory, no numerical values).
     9. The event platform shall allow Admins and Users to create, customise, and store email templates for different uses. This includes transactional templates (e.g., upon completion of registration, upon completion of payment).
     10. The event platform shall allow Admins and Users to draft and schedule emails to be mass sent to targeted audiences per Attendee database. This includes the ability to attach ticket information, calendar files and/or other documents.
     11. The event platform shall have a check-in feature which allow Attendees to present the confirmation email with information required to check-in digitally, record check-in status, update the Attendee database and print customisable event badges for identification.
     12. The event platform shall support on-site business matching service, where users are able to book business-matching slots before the event.
     13. The event platform shall display all Attendees’ info drawn from the ticket and registration form. The database should include a wide range of fields from the inputs to filter the data, and the ability to create lists/categories to sort the database.
     14. The event platform shall allow for cancellation of events and participants registered for the event.
     15. The event platform shall allow the admin to cancel and refund a successful event Attendee registration.
   1. **User Friendly User Interface**
      1. Overall
3. Users without adequate IT literacy and new to applications/computers should be able to use the event platform, and/or backend admin portal with minimal assistance.
4. Minimum steps/inputs should be required to achieve tasks.
5. A public online support page / resource center shall be accessible for reference.
6. Menus shall be structurally arranged, and each option in the menu shall be easily and intuitively accessible.
7. Descriptive labels and control button names shall genuinely convey their intended behaviour.
8. **SECURITY MANAGEMENT**
   1. **Data Protection** 
      1. The Tenderer shall take all reasonable measures to ensure that personal data held in connection with this agreement is protected against loss, unauthorised access, use, modification, disclosure or other misuse, and that only authorised personnel have access to the data.
      2. The Tenderer shall not disclose any personal data obtained in connection with this agreement without the written authority of IPI. The Tenderer shall immediately notify IPI when it becomes aware that a disclosure of personal data may be required by law.
      3. The Tenderer shall ensure that any employee or any sub-contractor, requiring access to any personal data held in connection with this agreement makes an undertaking in writing to not access, use, disclose or retain personal data except in performing their duties of employment and is informed that failure to comply with this undertaking may be a criminal offence and may also lead the Tenderer to take disciplinary action against the employee.
      4. The Tenderer shall in respect of any personal data held in connection with this agreement immediately notify IPI where the Tenderer becomes aware of a breach of data protection by itself or any sub-contractor.
      5. The Tenderer shall in respect of any personal data held in connection with this agreement co-operate with any reasonable requests, directions or guidelines of IPI arising in connection with the handling of personal data.
      6. The Tenderer shall ensure that no person shall remove any personal data held in connection with this agreement upon resignation from his/her appointment or retain such information when he no longer requires them.
      7. Termination of this project for whatever cause shall not put an end to the obligation of confidentiality imposed on the Tenderer, its employees, and/or sub-contractors.
      8. Document Handling – All information and documentation of the project shall be securely returned or destroyed, upon the termination of the project, or upon request.
      9. The Tenderer shall have an obligation to protect users' personal data to prevent unauthorised or accidental access, collection, use, disclosure, copying, modification, disposal or destruction of personal data, or other similar risks.
9. **SUBMISSION REQUIREMENTS**
   1. The submission of the proposal shall include the following:
10. **[Mandatory]** Platform introduction
11. **[Mandatory]** Price Schedule **(Annex A)**
12. Company’s background, track records and portfolio of previous similar/ relevant projects undertaken for the past 4 calendar years since Jan 2019 **(Annex B)**
13. Proposed Project Manager and project team members, including a short description of their role and experience.
14. **EVALUATION CRITERIA**
    1. **Proposals received will be evaluated based on the following:**
       1. **Critical criteria** (Tender offers that do not meet the critical criteria shall be disqualified from further evaluation.)
15. Tenderer must submit all mandatory documents as outlined under paragraph 7.1.
16. Tenderer shall have a proven track record and have been in operation for at least three (3) years in providing similar solutions.
    * 1. **Other criteria** (Tender offers that have complied with the critical criteria will be evaluated based on weightage listed in the table below.)

| **Evaluation Criteria** | **Weightage** |
| --- | --- |
| Quality of proposed Events Management Platform   |  | | --- | | * Proposed platform with comprehensive introduction to platform, functions and framework (25%) | | * Level of Integration and Simplicity of System (20%) | | 45% |
| Price of Base Requirements and Additional Requirements for firm Year 1 and optional 2-year **(Annex A)** | 30% |
| Portfolio and past track records | 20% |
| Ability to provide on-site support with proven track records **(Annex B)** | 5% |
| **Total** | **100%** |

1. **PAYMENT SCHEDULE** 
   1. Payment shall be upon satisfactory completion of all deliverables under the respective milestones and within 30 days upon receipt of the invoice, whichever is later.

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| Base Requirements (Subscription Cost) | Payment to be made upfront annually. Payment will be processed upon receipt of the invoice. |
| Additional Requirements and Optional Requirements (if exercised) | The additional requirements and optional requirements (if exercised) should be billed together with the monthly invoice, upon successful completion. Payment will be computed based on the actual quantities and items required by IPI in the course of the contract. |

1. **ADDITIONAL TERMS AND CONDITIONS** 
   1. IPI will conduct the evaluation based on the proposals submitted during the tender and may contact the tenderers to clarify on the submitted proposals. This does not imply acceptance of proposals.
   2. IPI reserves the right to award the contract in whole or any part(s) of the tender offer. IPI shall be under no obligation to award this contract, either in full or in part; or to the lowest offer received.
   3. Where the appointed tenderer intends to replace the Project Manager assigned to supervise and co-ordinate the services under the contract, it shall do so in consultation with IPI.
   4. The appointed tenderer is responsible for taking all the necessary precautions not to cause damage to the building and its tenants’ premises and is liable to pay for the damages at their own cost during the project period.
   5. The appointed tenderer shall perform the Services in accordance with the Contract.
   6. If there is delay in the performance of the Services under the Contract due to any of the following circumstances, namely, acts of God, force majeure, riots and civil commotion, strikes, lock-outs or other causes or perils beyond the Contractor's control, then in any such case the Contractor shall for the duration of any such circumstance aforesaid, be relieved of his obligation to perform such Services thereby affected but the provisions of the Contract shall remain in full force in regard to any Services not affected by such circumstances aforesaid.
   7. Subject to Clause 10.5, if the tenderer fails to complete the performance of Services by the date specified in the Contract, IPI shall have the right:
2. to cancel all or any such items of Services from the Contract without compensation and obtain them from other sources and all increased costs thereby incurred shall be deducted from any moneys due or to become due to the Contractor or shall be recoverable as damages; or
3. to deduct from any moneys due or to become due to the appointed tenderer or require the appointed tenderer to pay, a sum calculated at the rate of 0.1% per day (including Sundays and Public Holidays), as liquidated damages for every day of delay until the Services are performed.
4. Provided that the recovery of such increased costs aforesaid shall be limited to such Services as is purchased or obtained, not exceeding the scope stated in the Contract, from other sources after the appointed tenderer's failure as aforesaid but within three months of the expiry of the Contract.

**11 CLOSING DATE**

11.1 The closing date and time for the submission of proposal is **16 March 2023,** **1600 hrs sharp (Singapore Time).**

11.2 All quotations will be voided if the proposals are not received through [ESHProcurement@enterprisesg.gov.sg](mailto:ESHProcurement@enterprisesg.gov.sg) by the above closing date and time. Apart from recipients within your company, please do not copy any other email addresses during submission of proposals.

**12 CONTACT**

12.1 Please contact Gena See, [gena\_see@ipi-singapore.org](mailto:gena_see@ipi-singapore.org) if there are any queries.

**13 VALIDITY OF TENDER OFFER**

13.1 The offer shall be valid for 60 calendar days from the closing date of this tender.

**ANNEX A**

**PRICE SCHEDULE**

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| Price Schedule |  |

**ANNEX B**

**COMPANY TRACK RECORDS AND PORTFOLIO**

Please provide track records and portfolio of previous similar/ relevant projects undertaken for the past 4 calendar years since Jan 2019. Suggested format is indicated in the table below.

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| ***Type of project***  *(I.e., conference, exhibition)* | ***Name of project*** | ***Country*** | ***Event Format***  *(In-person, virtual, hybrid)* | ***Scale of project*** *(No. of pax)* | ***Year of project*** | ***Was on-site support provided?***  *(Yes / No)* |
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