

19th PHILIPPINE TRAVEL EXCHANGE (PHITEX) 2020, Virtual Edition
22-26 September 2020
Manila

Services of an ICT Company for the Virtual Event Platform

I. BACKGROUND

PHITEX is the biggest government-organized travel trade event in the country first held in 1996. Patterned after the ASEAN Tourism Forum, this event hosts qualified international buyer delegates worldwide to participate in table-top business appointments with accredited Philippine tourism suppliers. Invited foreign participants are also given a chance to experience what the country can offer as a tourism destination during pre and post tours featuring key Philippine attractions and destinations.

Research reveals that 68% of business events have been cancelled or postponed due to the very recent COVID-19 pandemic. This has caused significant challenges for the tourism industry; digitization is one of the most effective ways to bridge us into the new normal.

For the first time, TPB shall host PHITEX Virtual Edition. This online exhibition shall provide an opportunity to experience innovative ways of developing new business connections and update global buyers with the latest Philippine tourism offerings. In addition, it can maximize trackability where every registration, login, click, download and share, and other event tracking functionality has become easier than ever.

TPB needs services of an experienced **ICT Company for the Virtual Event Platform** to create, capture and develop a web virtual event platform made for the public audience with the aim to create engaging, creative and interactive virtual event.

II. COMPONENTS OF PHITEX, VIRTUAL EDITION

1. 2-day Travel Exchange
2. Five Webinars
3. Four Interviews
4. Two roundtable discussions
5. Speed networking sessions
6. Online games
7. Surveys
8. Opening and closing receptions
9. Virtual tours

10. Videos-on-demand
11. Philippines 360

III. SCOPE OF SERVICES

A. PROVISION OF AN ONLINE PLATFORM TO INCLUDE ALL THE COMPONENTS SPECIFIED ABOVE.

a. GENERAL REQUIREMENTS

1. The design must have rich content, highly engaging, provides real-time interaction;
2. Must have one-on-one chat, and video calling facility on a real-time basis;
3. Exhibitors can upload their downloadable contents like e-brochures, business cards, videos, etc.;
4. Must have break-out rooms for webinars, discussions, online games, interviews;
5. Registration page for all users to include important profile information;
6. Recording options;
7. Interactivity/experiential options: chats, polls, questions, voting, etc.
8. Measurement: time in sessions, number of questions asked, click-through rate, attendee-to-registration ratio, etc.
9. Welcome video

b. VIRTUAL EVENTS & VIRTUAL MEETINGS PLATFORMS FEATURES

1. Log-in and onboarding - Seamless log-in and onboarding specifying interests and other details relevant to the event
Three (3) login Mechanism, can log in through
 - Social Media
 - Custom Generated OTP (Email & SMS)
 - Customised OTP
2. Virtual Sessions - An exhaustive view of the virtual event schedule for easy perusal. Attendees should be able to:
 - a. Detailed track wise agenda
 - b. Set reminders, favorite session and take notes on a session
 - c. Download speaker presentations
 - d. View speakers speaking at the sessions
 - e. Join session icon – attendees can easily click on the icon and join the session virtually
 - f. Attendees engagement during the virtual sessions such as asking questions, raising their hands, emoticons and chat panelist and to other attendees.
3. Session screening and Live Q&A, attendees can;
 - a. Easily screen the entire session

- b. Live stream the entire session remotely and on demand after the session ended
 - c. Can interact with other attendees and panelists present in the live session
 - d. Can ask away all their questions through the Q&A feature
 - e. Speakers can highlight the questions that they are answering in an ongoing session
 - f. Can leave feedback on a session once the screening is over pertaining to the speaker
- 4. Attendee Networking - garnering networking amongst all attendees and to:
 - a. View, search, filter and sort attendee list
 - b. Bookmark an attendee to talk to them later
 - c. Take notes on attendee profiles
 - d. Set up meeting at available time slots of an attendee
 - e. Accept, reject and reschedule meetings
 - f. Platform suggests TOP 10 attendees that someone should meet
 - g. Chat with other attendees and speakers
- 5. Chat rooms
 - a. attendees can do impromptu meetings by grabbing a chair at the networking lounge
 - b. two (2) or four (4) people can be part of the meeting
 - c. video pop up opens on the platform itself to facilitate in person video meetings
 - d. table can be named to an exhibitor or a topic
- 6. Event News Feed - An exclusive event feed for your attendees to participate and create posts and polls & stay updated with event highlights. Added features such as:
 - a. Post text, image, video and links
 - b. Likes, comments on the posts
 - c. Post offering or requirement where other attendees can show interest
 - d. Create and participate in a poll
 - e. Speakers can schedule Polls and trigger at different times
 - f. Client can see who has voted for which answers
- 7. Contests / Games/ Entertainment Lounge – engage the attendees by hosting games to take your virtual conferences to another level
 - a. Host an entry contest, best response contest and quiz contest
 - b. Choose winners by yourself or allow attendees to choose a winner basis engagement
 - c. Top engaging attendees are showcased on the app

- d. A prize can be awarded to an attendee for a maximum engagement
- 8. Partners and Exhibitors – a thorough fame-up of all partners and exhibitors involved in the event.
 - a. Partners and Exhibitors profile listings
 - b. Categorise your partners & exhibitors
 - c. Brochures & documents available for download
 - d. View company website and socmed links
 - e. Schedule meetings & chat with individuals from these companies
 - f. Exhibitors' products & services can be displayed with relevant details
 - g. Exhibitors can showcase their company & product videos via Youtube on their profile
- 9. Speaker Lounge
 - a. Attendees can uncover speaker profile
 - b. View speakers' details and all the sessions that the speaker will be speaking
 - c. View and download speaker presentation
 - d. Rate a speaker, bookmark them and take notes pertaining to the speaker
- 10. Analytics – analyse everything “Real-Time” happening across the events and make insightful decisions
- 11. Support - a Support Manager designated to the event for complete hand-holding in setting up the virtual event

B. PHILIPPINE TRAVEL EXCHANGE (PHITEX) 2020 WEBSITE

a. GENERAL REQUIREMENTS

- 2. Host, design, develop, test, implement, and maintain an interactive, appealing, and responsive website that will act as a virtual platform;
- 3. Appropriate rendering on mobile and tablet as well as to different web browsers;
- 4. Optimal website performance through the use of content management systems and other necessary modules/plugin;
- 5. Easily maintainable and effective front end, middleware, and database code using best practice coding languages appropriate for the platform;
- 6. Provide accessible back-end support functionality for easy maintenance that should not require specialized skills on web development;
- 7. Must have appropriate network bandwidth capacity to allow interruption-free use of the platform.

8. Functional and well-optimized Search Engine Optimization;
9. Integrated cybersecurity measures to protect users and the data disclosed;
10. Infomercial showcasing all about Phitex.

b. KEY TASKS

1. The website layout and pages are in accordance with the agreed content structure
2. Improve the on-line Registration System for Buyer and Seller delegates.
3. Send mass email blasts to participants.
4. Provide (Survey) Customer Satisfaction Feedback System.
5. Provide a Monthly Visitor Statistics – count of unique visits, pages/visits, average visit duration, percentage of new visits and Analytics/interpretation Report on the Visitor Statistics.
6. Phitex website and its database must be regularly backed-up.
7. Provide appropriate security measures to secure the web host against unauthorized intrusion and ensure minimal downtime of the web site.
8. The Web site and database must be hosted on a dedicated stand-alone high-capacity server with the following minimum specifications:

SPECIFICATIONS OF DEDICATED SERVER
<ul style="list-style-type: none"> ● On a CDN (Content Delivery Network) ● 4 CPU CORES @ 3.1 GHZ ● 16 GB MEMORY ● 5 TB STORAGE ● 3 DEDICATED IPs ● UNMETERED BANDWIDTH ● FREE 3-YEAR SSL CERTIFICATE ● APPROPRIATE DATA SECURITY ● Stack for Virtual Platform ● Guaranteed 99.99% uptime ● 90% Pagespeed Insight result

9. Provide 24/7 technical support
10. Documentation – appropriate system documents to quickly guide users through specific tasks
11. TPB personnel training on how to upload / update / revise content information
12. The Phitex Website and its source codes are owned by TPB. Source codes, applications and databases must be turned over to TPB and installed in the TPB server on or before the end of contract.
13. Creation of Three (3) G suite accounts with a 1 year validity
14. Coordination with the existing website provider on the transfer of the credentials and domain website and hosting.

IV. QUALIFICATION OF THE BIDDER / OTHER TECHNICAL REQUIREMENTS

1. Bidder must have been in operation for at least ten (10) years.
2. Bidder must be an ICT Company and have at least five (5) years of experience in providing and executing a Virtual Event platform and Web Design development.
3. Bidder must have had at least four (4) international projects hosting online B2B/B2C events, preferably in the travel trade.
4. Key personnel involved in the project must have a minimum of three (3) years of relevant experience supported by CVs:
 - Project Manager (1 personnel)
 - Content Manager (1)
 - Graphic Designer (1)
 - Platform Developer (2)
 - Technical Support Team (2)

VI. APPROVED BUDGET OF THE CONTRACT (ABC) :

Nine Hundred Ninety Three Thousand Two Hundred Pesos (PHP 993,200.00) inclusive of all applicable fees and taxes.

VII. TERMS OF PAYMENT

PARTICULARS	AMOUNT
1. Timeline and Gantt Chart (approved by TPB) 2. Mock-up designs (based on the approved theme) for a. Virtual Event Platform b. Website 3. Presentation of three (3) proposed concepts / designs for virtual event platform and website	40% of the total contract price
4. Acceptance and approval of design template for the Virtual Event Platform and Website	20% of the total contract price
5. Complete implementation of all approved deliverables (virtual event platform is running and the website must have been launched at this time) 6. Full completion of deliverables to TPB	40% of the total contract price

VIII. ADDITIONAL REQUIREMENTS

Bidders will be required to make a presentation (maximum of 15 minutes) of their Plan Approach. The winning bid must attain a hurdle rate of 85% based on the following set of selection criteria with their corresponding weight assignment:

IX. CRITERIA FOR EVALUATION

Proposal	Weight
Technical Proposal	80%
Financial Proposal	20%

X. RATING GUIDE FOR TECHNICAL PROPOSAL

Technical Bid/Proposal Criteria and Rating (80% passing score)

CRITERIA	RATING	
I. Qualification of Personnel who may be Assigned to the Project		10%
<p>Required qualifications and experience of the following key personnel in organizing Virtual events and Website development MICE, B2B events:</p> <ul style="list-style-type: none"> · Project Manager (1 personnel) · Content Manager (1) · Graphic Designer (1) · Platform Developer (2) · Technical Support Team (2) <p>Covering the suitability of the key staff to perform the duties of the particular assignments and general qualifications and competence including education and training of the key staff and similar projects handled by personnel (based on submitted CVs)</p>		
II. Firm Experience and Capability		20%
<p>Experience of the firm in handling similar nature of work (20%)</p> <p>Bidder has presented evidence in developing virtual exhibition platforms and event websites whose quality is acceptable for PHITEX requirements.</p>		

III. Plan Approach and Methodology		70%
a. Functionality of the virtual event platform and website (ease of use, GUI -user friendly, visual appeal, design, organization/visual hierarchy) (30%)		
b. Usability (adaptable to all screens and mobile devices, SEO, ease of navigation, speed/load time) (15%)		
c. Hosting capability (CDN, bandwidth & disk space) (15%)		
d. CyberSecurity (site back-up and restoration, uptime and reliability, SSL certification and anti-spam/hack) (10%)		
TOTAL		100%

Approved Budget for the Contract is inclusive of all applicable fees and taxes. The cost of items in the bid should be broken down. The winning bid shall be determined **based on the quality of the proposal with the most advantageous financial package cost**, provided that the amount of bid does not exceed the above mentioned approved budget. The deadline for submission of bids should be at time and place specified in the request for quotation (RFQ).

Contact Person:

Mr. Emmanuel Zarate
 Technical Committee
 Virtual Philippine Travel Exchange 2020
 Email address: eman_zarate@tpb.gov.ph