

**NATIONAL INSTITUTE OF HIGHER EDUCATION, RESEARCH, SCIENCE AND
TECHNOLOGY**



**REQUEST FOR PROPOSAL
FOR
HYBRID EVENT MANAGEMENT AND TECHNOLOGY SOLUTIONS
FOR SCI-TECHKNOFEST 2022**

START DATE: November 17th, 2021

PRE-BID MANDATORY MEETING: November 23rd, 2021

CLOSING DATE OF TENDER: December 6th, 2021

CLOSING TIME: 3:00 p.m.

OPENING OF TENDERS: December 6th, 2021

OPENING TIME: 4:00 p.m.

**SUBMISSION CONTACT:
NIHERST Procurement Unit
Education Towers,
#5 St. Vincent Street, POS.
Tel: 625-6437
Ext: 1601
Email: tenders@niherst.gov.tt**

1.0 INSTRUCTIONS TO BIDDERS

1.1 Services Required

The National Institute of Higher Education, Research, Science and Technology (NIHERST) is seeking proposals from qualified vendors to provide hybrid (in-person and virtual) event management services and technology solutions for Sci-TechKnoFest, NIHERST's flagship science exhibition, intended to take place in March 2022.

The successful Bidder will provide event management for in-person experiences and identify/provide, setup and manage a full-service, all-in-one virtual event platform for the festival with technology solutions for exhibition, networking, engagement, marketplace, live and on-demand experiences which communicate science, technology and innovation (STI) developments and deliver science, technology, engineering and mathematics (STEM) education content by and for NIHERST stakeholders.

The scope of services is further detailed in *Section 4.0 Terms of Reference*.

1.2 Pre-Bid Mandatory Meeting

This meeting will be conducted virtually (via Zoom) on November 23rd, 2021. Interested parties must contact the NIHERST Procurement Unit at tenders@nihurst.gov.tt for the meeting link and time.

1.3 Preparation of Proposals and Proposal Submission

Before submitting a proposal, Bidders shall carefully examine this RFP and shall satisfy themselves as to the nature of work, risks, contingencies, and any other circumstances which may influence their proposal.

Bidders shall bear all cost associated with the preparation and submission of their proposals. NIHERST shall not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

All costs must be quoted in Trinidad & Tobago Dollars (TTD).

1.4 Delivery of Proposals and Deadline for Submission of Proposals

Due to the ongoing COVID-19 restrictions internationally faced, proposals are to be submitted via email in PDF format to tenders@nihurst.gov.tt. **The deadline for Submission of Proposals is December 6th, 2021 at 3:00 p.m.** Opening of Proposals will take place on December 6th, 2021 at 4:00 p.m.

1.5 Validity of Proposals

The submitted proposal will be valid for a period of **forty-five (45) days** following the closing date.

1.6 Clarification and Amendment of RFP

NIHERST reserves the right to request clarification from Bidders submitting proposals after the Deadline for Submission.

Bidders may request clarification to any part of the RFP, up to 3:00 p.m. on December 3rd, 2021.

Any request for clarification must be made in writing and sent via email to tenders@nihurst.gov.tt. Any request for clarification sent to any other address other than those stated above shall be considered as invalid and will not be responded by NIHERST.

NIHERST will issue responses to valid requests for clarification in writing, via e-mail to all Bidders who have been invited to submit proposals.

1.7 Modifications of Proposals

Bidders may submit a modified proposal or a modification to any part of their proposal at any time prior to the Deadline for Submission. Modifications to proposals will not be allowed after the Deadline for Submission.

1.8 Evaluation of Proposals

Proposals will be evaluated based on their responsiveness to this RFP, by applying the right criteria and point system specified in *Section 3.0 Evaluation of Proposal Submissions*.

1.9 Negotiation and Award of Contract

NIHERST is not bound to accept any proposal and reserves the right to annul the selection process at any time, prior to contract award, without thereby incurring any liability to any of the Bidders.

1.10 Confidentiality

Bidders shall treat the contents of this RFP including Appendices, Addenda and response to clarification as private and confidential. NIHERST shall treat the contents of all tender proposals as private and confidential.

2.0 PROPOSAL SUBMISSION REQUIREMENTS

Bidders are required to provide the following information as part of their Proposal Submission.

2.1 Technical Proposal

2.1.1 Description and history of firm

Bidders are required to give a brief description and history of their firm and highlight the services provided by the firm, particularly those similar in nature to this request for proposal.

2.1.2 Methodology and Approach

In this section of the proposal, Bidders are to explain in their own words their understanding of the assignment as outlined in ***Section 4.0 Terms of Reference***, the methodology and approach they intend to adopt to implement the main activities and tasks for carrying out the assignment. ***Services that will be subcontracted by the Bidder must be clearly identified and stated.***

2.1.3 References

Bidders are required to provide a minimum of three (3) references including contact names and telephone numbers, for which similar work has been successfully completed within the last five (5) years. NIHERST may, in its sole discretion, check references and obtain any other type of information that might aid NIHERST in its selection. NIHERST reserves the right to consider all, or any information received from any source.

2.1.4 Risk Management and Contingency Planning

Bidders shall provide a comprehensive risk assessment of the foreseeable hazards and issues they may encounter and formulate a plan of action to mitigate the associated risks. Identification of hazards and/or issues should include power failure, equipment suitability (provision of equipment certification as applicable), the competency of their employees to launch and manage the virtual platform (provision of competency certificates as applicable) and the management of personal information collected from participants.

2.2 Cost Proposal

Bidders are required to produce an itemised breakdown of the overall cost to perform this assignment. This breakdown should be consistent with the work plan, methodology and approach specified in the Bidder's proposal.

All costs must be quoted in Trinidad and Tobago Dollars (TTD).

2.3 Legal Matters and Statutory Requirements

Bidders should summarise the circumstances and outcome of any litigation, arbitration or claims filed against their company within the last five (5) years.

Bidders are also required to produce a copy of the following documents as part of their submission:

- Certificate of Incorporation
- VAT Clearance Certificate
- NIS Compliance Certificate
- BIR Clearance Certificate

All statutory documents must be valid and not past expiration date.

3.0 EVALUATION OF PROPOSALS

Proposals will be evaluated by an evaluation committee, using the following criteria:

Evaluation Criteria	Max Score
<u>Relevant Qualifications</u> <ul style="list-style-type: none"> • <i>Experience or expertise in immersive online event management.</i> • <i>Availability of necessary skills, resources, staff support, and abilities to deliver the virtual event platform and meet timelines/deliverables.</i> 	20
<u>Methodology and Approach</u> <ul style="list-style-type: none"> • <i>Clear work plan, indicating timelines that align with requirements and deliverables.</i> • <i>Description of possible resources to be utilised, demonstrating understanding of the project scope.</i> • <i>Description of the capabilities, technical specifications, and limitations of the proposed virtual event platform.</i> • <i>Clear role definition of team and members, and expectations from NIHERST staff.</i> 	40
<u>Relevant Experiences and Client References</u> <ul style="list-style-type: none"> • <i>Proven track record in this type of service.</i> • <i>Experience in providing requested digital services to similar organisations with similar programme/requirements.</i> 	15
<u>Cost</u>	25
TOTAL SCORE	100

Bidders submitting proposals that obtain a total score of less than 50 will be rejected and not considered further.

4.0 TERMS OF REFERENCE

4.1 Background

4.1.1 About NIHERST

NIHERST was established as a statutory body by Republic of Trinidad and Tobago Act No. 20 of 1984, now Chapter 39:58. Since its establishment, NIHERST has resourcefully pursued its mandate to promote the development of science, technology and higher education in Trinidad and Tobago, and enhance the innovative, creative and entrepreneurial capabilities of the general population. The fulfilment of this mandate has been guided both by changes in national development priorities and government's policy imperatives.

NIHERST's work involves providing intellectual leadership in science, technology and innovation (STI) and science, technology, engineering and mathematics (STEM) education in Trinidad and Tobago. Through the quality, consistency and relevance of its work in areas of STI research, STEM advancement, skills development and innovation, the Institute plays both a leadership role and a supporting role in advancing the direction of Government policy and shaping society's mindset with respect to the importance of STI in national development. The Institute seeks to manifest success by contributing to an improvement in T&T's ranking on Global STI indices, building the nation's science capital and establishing a national innovation ecosystem with visible results in the growth of innovative firms and the emergence of technopreneurship.

Our Mission: To stimulate sustainable national capability and capacity in Science, Technology, Innovation and Technopreneurship through insightful research and relevant programmes.

Our Vision: We envisage a nation and region that apply scientific, technological, and innovative solutions to propel sustainable socio-economic and environmental transformation.

4.1.2 About Sci-TechKnoFest

The owner of the Sci-TechKnoFest brand is the National Institute of Higher Education, Research, Science and Technology (NIHERST). NIHERST's Sci-TechKnoFest (STKF) is the Caribbean's biggest and most spectacular science festival. Science festivals such as STKF provide an opportunity to celebrate the wonders of science, technology, and innovation (STI). They bring citizens together to celebrate STI and its importance in economic development and our everyday life.

The rapid advancement of technology is putting pressure on all countries to transform and become more innovative and creative. Moreover, the demand for science, technology, engineering and mathematics (STEM) skills is accelerating at a fast rate. Now more than ever it is important to promote STI and STEM careers among citizens. STKF festivals have proven over the years that they have contributed to increasing the public knowledge, engagement, and appreciation of STI and promoting sustainable behaviours and practices. By utilising entertaining and thought-provoking methods to educate the public on selected aspects of science and technology (S&T)

based on a chosen theme, STKF showcases local creativity and scientific ingenuity in an effort to promote confidence and pride in our own creative abilities and empower more of our people to engage in invention and innovation.

The festival promotes the importance of STI for supporting national development and a more competitive knowledge-based economy. It is geared primarily to:

- improve citizens' understanding of, engagement in, and appreciation for science and technology;
- develop citizens' innovative and creative capacity and other key learning and innovation skills;
- encourage students in their pursuit of STEM studies and careers; and,
- nurture a national science ethos.

To date, seven (7) in-person festivals have been held.

Year	Theme	No. of Visitors(estimate)	% population (estimate)
1997	S&T in Our Daily Lives	30,000	2.3%
2002	Celebrating Our Connectivity	51,000	3.9%
2004	Energy Odyssey	25,000	1.9%
2006	The Environment: Our Space Our Place	60,000	4.6%
2008	Health and Wellness	52,318	4.0%
2011	iInnovate iCreate iSustain	38,000	2.9%
2013	Celebrating Human Ingenuity	55,000	4.2%

The next festival, funded by Platinum Sponsor – Shell Trinidad and Tobago Limited, is scheduled to take place from 21st-27th March 2022. It is intended to be a 7-day hybrid event, i.e., components and experiences available in person (pending Public Health Regulations) and online via use of a virtual event platform.

4.2 Scope of Services

4.2.1 Technology Solution (Virtual Event Platform)

4.2.1.1 General Description

NIHERST requires the following technology solution to execute its STKF:

- *A comprehensive virtual event platform, consisting of a Microsite for browser-based experience and a mobile-based app that can be both accessed via desktop, laptop, tablet and smartphone on any Microsoft, Android and Apple-based operating systems.*

Bidders are required to explicitly state the name of the platform and verify whether it is provided directly by their company or that of a third-party.

NIHERST expects the platform to be setup and thoroughly tested by the successful Bidder, prior to a final review by the NIHERST Steering and Planning Committees.

The successful Bidder is also required to provide or facilitate training for key NIHERST staff in navigating the virtual event platform and in areas of support, data entry, system reporting and other operational requirements of NIHERST staff.

The successful Bidder is expected to meet (virtually and/or in-person pending the Public Health Regulations) and liaise with the relevant NIHERST staff on an ongoing basis during the project schedule to meet this deliverable.

If any elements of the platform are NIHERST's responsibility to test or otherwise verify, these must be identified clearly in the proposal.

The **platform** must:

- currently exist for immediate application and use upon execution of an agreement
- be mobile-responsive and compatible with digital devices (desktop, laptop, tablet, smartphone) on any Microsoft, Android and Apple-based operating systems. Compatibility with VR headsets is desired but not mandatory.

- be cost effective, easy to use, and a one-stop solution that supports NIHERST's planning staff and committee, speakers/presenters/facilitators, exhibitors and sponsors
- be able to streamline the key festival components and create a positive experience for all participants
- be proven to create a seamless experience for users, from registration to evaluation, and must be capable of managing all transactions and processes related to the festival

The platform and all data components must be available and accessible for one (1) month following the festival to enable participant access to retrieve resources and complete evaluations.

Bidders are requested to describe the solutions, capabilities, and limitations for each of the requirements in sections A, B, C, D, E, F, G, H, I, J, and K, for their recommended platform:

A. Secure STKF Microsite:

The STKF Microsite must provide access to the virtual event platform for participants to view sessions, information and resources to help speakers/facilitators, exhibitors, and sponsors manage their festival experience. It must be accessible via the existing NIHERST website and serve as the STKF website, providing the browser-based experience for stakeholders to:

- Access the online Participant Registration Portal, Speaker/Facilitator/Exhibitor Management Portal, Sponsor Portal
- Stream live and on-demand education sessions (*NIHERST has Zoom and Microsoft Teams licences but is open to other delivery options that might be integrated into the platform.*)
- Access, inter alia, the virtual STEM Exhibit Hall(s) and Sponsor Gallery
- Download the Festival App
- Access, complete and submit festival-related evaluations

It must provide access for participants to view education sessions, information and resources to help participants, speakers/facilitators, exhibitors, and sponsors manage their festival experience such as:

- Access to the festival program, session descriptions and learning objectives to select sessions and develop personalised festival schedules that can be exported to various calendars, including Outlook and Google
- Access to festival resources, including gamification options, FAQs and other tools; and information about each session, including speaker/facilitator biographies, exhibitor profiles and presentation materials
- Access to complete festival and session evaluations in real time, i.e., at the end of each session
- Ability to communicate with and network among stakeholders, including instant messaging, NIHERST broadcast announcements and other push notifications

B. Festival App:

The Festival App should provide mobile-based access to STKF, key event information, access for participants to view education sessions, and information and resources to help participants, speakers/facilitators, exhibitors, and sponsors manage their festival experience such as:

- Access to the online Participant Registration Portal, Speaker/Facilitator/Exhibitor Management Portal, Sponsor Portal
- Streaming live and on-demand education sessions (*NIHERST has Zoom and Microsoft Teams licences but is open to other delivery options that might be integrated into the platform.*)
- Access to, inter alia, the virtual STEM Exhibit Hall(s) and Sponsor Gallery
- Access to the festival program, session descriptions and learning objectives to select sessions and develop personalised festival schedules that can be exported to various calendars, including Outlook and Google
- Access to festival resources, including gamification options, FAQs and other tools; and information about each session, including speaker/facilitator biographies, exhibitor profiles and presentation materials
- Access to complete festival and session evaluations in real time, i.e., at the end of each session
- Ability to communicate with and network among stakeholders, including instant messaging, NIHERST broadcast announcements and other push notifications

If any of these capabilities have mobile-based limitations, the app must appropriately link users to the STKF Microsite.

C. Online Registration Portal for Festival Participants:

This portal on the virtual event platform is intended to be a comprehensive and customisable hub for collecting participant information and tracking registrations. It must have:

- Ability for participants to create an account. This will enable later access to update their registrations (if required) and preview/update their pre-selected sessions
- Ability to process and support participant registrations in real time. (*Maximum to be stated as part of the proposal*)
- Ability for participants to build their individual timetable/schedule of live-streamed and on-demand sessions (with real-time tracking of registration numbers)
- Ability to produce detailed registrant reports via a real-time dashboard, as well as collated session and festival evaluation reports

D. Speaker/Facilitator/Exhibitor Management Portal:

This portal on the virtual event platform is intended to be the primary hub for festival presenters to submit materials, communicate, and get information pertinent to their roles. Presenters must be able to:

- Submit relevant personal and presentation details, such as contact information, biography, headshot, presentation title, description and learning objectives
- Submit pre-recorded sessions or record and save live sessions. *Note: NIHERST will work with the presenters to prepare for their sessions*
- Upload presentation documents in varying formats, including PowerPoint, PDF and Word. *While these are the most used formats, we are open to explore the use of cloud-based formats as well.*
- Download, upload, and electronically complete forms within the portal, such as Speaker/Facilitator/Exhibitor Agreement, Conflict of Interest Declaration, Invoices and other forms as required. *Completed/Uploaded forms must be exportable for NIHERST administrative use.*

- Submit materials for virtual booths in the STEM Exhibit Hall(s), including company descriptions, website and social media links, electronic files and videos. Exhibitors must be able to download and upload in various formats, including PDF, PNG, JPG, MP4, WMV, FLV, AVI, etc., for participant viewing and/or downloading during the festival.
- Register/Check-in to participate in their festival sessions and/or booths.

NIHERST administrators must be able to add speakers/facilitators/exhibitors and their content to the management system individually and via a bulk upload.

E. STEM Exhibit Hall(s):

Delivering educational content is the most important aspect of the entire festival; participants must be able to find and participate in their sessions easily, no matter what their level of comfort with technology. The virtual STEM Exhibit Hall(s) is the key festival area that will allow participants to access live and pre-recorded festival experiences, including those based on their pre-selections/pre-bookings. This feature intends to be the main communication platform for sessions led by curated speakers and facilitators and to enable exhibitors to demonstrate and/or promote their services/products to participants, including by making materials (digital files and videos) available and through virtual (live) interactions. It is also anticipated that web links to external sites will be used by exhibitors for additional festival experiences such as simulations and browser-based games. It must have:

- Capability to support many concurrent users. *Note: Local and regional participation is expected. (Maximum to be stated as part of the proposal);*
- Capability for utilisation tracking i.e., ability to gather information about which sessions a participant has watched and for how long;
- Ability for sessions to be categorised/tagged and searched by topic, keyword, or speaker/facilitator;
- Ability to choose when to make a session public or private.
- Access to each session's Q+A (live and/or chat) and the ability for participants to submit questions for each session through chat or email and for responses to be posted; ability for administrators to screen, moderate, hide or delete comments.

- During live sessions, exclusive control of slides and chat by staff, speakers/facilitators/exhibitors and moderators.
- Automatic prompts that direct participants to upcoming sessions during the live-stream days.
- Ability for any participants to capture and tweet short video clips from sessions.

Additionally, it must:

- Provide gamification experiences for participants. Gamification will encourage participants to visit the STEM Exhibit Hall(s) and help NIHERST track their engagement. Gamification options being considered include a passport program, trivia contests, scavenger hunt, door prizes, and draws. At the same time, participants must be able to visit the exhibit hall freely, without sharing additional personal contact information or participating in games.

F. Sponsor Management Portal:

This portal on the virtual event platform is intended to provide information to prospective sponsors and be the main hub for ongoing communication with sponsors in the months leading up to the festival. This portal must:

- Offer a menu of sponsorship packages with the potential to customise based on a set of available features.
- Collect and collate materials for promotions and virtual sponsor booths, including company descriptions, website, and social media links. Sponsors must be able to download and upload documents in various formats, including PDF, PNG, JPG, MP4, WMV, FLV, AVI, etc., to be integrated for promotional use Sponsor Gallery.
- Enable sponsor registration, including complimentary registrations as part of packages.
- Enable data to be collected about interactions with the portal by exhibitors and sponsors, and prospective exhibitors and sponsors, for analysis by NIHERST staff.

NIHERST administrators must be able to add speakers/facilitators/exhibitors and their content to the management system individually or via a bulk upload.

G. Sponsor Gallery:

The virtual Sponsor Gallery will host video sessions from our sponsors, providing the opportunity to reach participants with information about products and services. This component must:

- Enable participants to download exhibitor/sponsor materials and interact with sponsors in various ways, including live chat, virtual meetings, product demonstrations and scheduled meetings.
- Provide gamification experiences for participants. Gamification will encourage participants to visit the Sponsor Gallery and help NIHERST track their visits. Gamification options being considered include a passport program, trivia contests, scavenger hunt, door prizes, and draws. At the same time, participants must be able to visit the Sponsor Gallery freely, without sharing additional personal contact information or participating in games.

H. Evaluations:

Festival and session evaluations enable NIHERST to measure the impact of individual aspects of the festival as well as the overall event, and to use this information to inform planning of future events. This feature must be able to support up to 20 evaluation questions, with responses using a range of formats, including Likert scale, multiple selections and free text.

The following capabilities in this area are desired:

- Flexibility; enabling evaluation of various aspects and multiple types of surveys – individual sessions, session audits, exhibitors and sponsors, and overall festival experience. The overall tool must also include a function to restrict access to pre-identified users or sets of users; for example, only Planning Committee members may access, complete and submit a session audit survey.
- Evaluations must be available to participants at the conclusion of each session and accessible for completion online through the festival app. *Note: Pre-recorded sessions may be viewed and evaluated at any time during the festival.*

- Ability to send push notification reminders to participants to complete session evaluation at the conclusion of each session and, later, to all participants to complete a festival evaluation.
- Ability to automatically export summary reports of session evaluations into a letter template for circulation to speakers/facilitators.
- Ability to collate and report, in real-time, results from all evaluations (individual sessions and festival evaluations). NIHERST staff must be able to access and export results by session and generate customized reports in PDF, Excel, and other formats via back-end dashboard accessibility.

I. Registration Reports, Participation Reports and Analytics:

- Detailed registration reports must be available in real time on the backend dashboard.
- Reports/information must be accessible in real time and customisable to include date and time of registration, registrant type, registrant demographics and other registration details.
- NIHERST staff must have unlimited administrative access with the ability to view and export registration and participant information.
- Integrated with Google Analytics to track online statistics and traffic/behaviour.

J. Branding and Appearance:

The virtual event platform and the materials generated through the platform, including, registration desk, certificates and evaluation forms, must be customisable to the NIHERST brand, including brand logo, colours, ambient music and font. NIHERST will provide branding guidelines to the successful Bidder.

K. Quality Assurance, Testing, Support and Training:

Quality assurance for all aspects of virtual event platform management outlined in this RFP, including:

- Building (if Bidder is the platform supplier) or managing the building of (if the platform is being provided by a third-party) the virtual event platform with content that is curated and provided by NIHERST and its stakeholders.
- Testing (if the Bidder is the platform supplier) or managing the testing of (if the platform is being provided by a third-party) the virtual event platform on multiple devices (desktop, smart phone, tablet) with various operating systems (Microsoft-, Android-, Apple-based, and others as required) and using common browsers (Edge, Chrome, FireFox, Safari, and others).
- Provision of training to key NIHERST staff in navigating the virtual event platform and in areas of support data, entry, system reporting and other operational requirements of NIHERST staff.

4.2.1.2 Technical Specifications Checklist

This section details the desired requirements/features of the virtual event platform and online support services to be delivered by the successful Bidder. Services/requirements may expand outside these specifications as planning details are further confirmed throughout the project cycle. If the budget allows, the successful Bidder will be welcome to expand further on potential requirements, including additional functionality.

Bidders are requested to produce a checklist matching the features of their recommended virtual event platform to the desired features elaborated in sections A, B, C, D, E, F, G, H and I.

Additional features that may not be documented in the sections, but are of value, can also be included as it pertains to the relevant categories.

A. Event Management: Features required to logically create and run the event

Platform/App Features	Requirements
Event registration	Create a branded event registration page for users to sign-up with ability to customise number and type of questions.
Invitation and reminders emailing	Send event invitations and reminders to join by email to entire population or to segments.
Custom email templates	Customise existing emails templates and create brand new templates from scratch.

Participant/Attendee management	Import user from spreadsheet files or connect third-party registration systems or Customer Relationship Management (CRM) software and manage updates.
Agenda management	Design multi-day agenda with sessions & tracks including spreadsheet import, session start/end time, title & tags.
Session time zone support	Display session times based on the user time zone.
Speaker management	Import speaker details from spreadsheet or manually, including speaker name, photos and bio.
Session registration	Let users register to a specific set of agenda sessions, and choose whether to set restrictions, capacity and wait-listing.
Personalised agenda management	Pre-assign users to sessions according to user data criterion or user-based registration, including private sessions.
Logistics & information pages	Design custom pages with blocks, text, images and documents on event logistics and general information.
Personalised information pages	Personalise logistics and information pages with merge fields from user data for personal logistics, including transfer details.
Maps	Create venue maps with links to rooms, key locations and exhibitors.
Push notifications and alerts	Send alerts and notifications through email messages, web notifications and mobile app push notifications.
Personalised alerts	Make alerts personalised based user data and including merge fields.

B. Activation and Engagement: Tools required to create an interactive experience for participants

Platform/App Features	Requirements
Live polls	Prompt users with instant multiple choice questions and show results live.
Word clouds	Prompt users to share their thoughts in a free text format and render a live word map with the most frequent answers.
Survey and feedback	Send a notification with a form containing free text questions, multiple choice questions and/or rating scales.
Chatbots	Foster conversations, answer questions or ask for feedback through rule-based interaction flows.
Quizzes	Augment questionnaires with correct answers and scoring.
Survey targeting	Target a survey to a specific group based on user data.
Q&A	Provide an option for user to submit their questions.
Moderated Q&A	Filter questions until they have been vetted through a dedicated moderation interface.

Feed	Display a feed with posts containing text, images or links, submitted by organisers or users.
Feed pinned posts	Keep important or relevant posts at the top of the feed.
Feed mentions, likes and replies	Let users reply to posts inline, like a post or mention other users in their reply.
Feed moderation	Make user posts invisible until they have been vetted through a dedicated moderation interface.
Feed targeting	Set organiser's feed posts to appear only based on user data criteria.
Feed video recording	Offer a video recording option directly from the feed for instant posting.
Multiple feeds	Support multiple feeds that can be placed throughout the app or in selected submenus.
Gamification	Configure points to be awarded upon certain activity completion and badges to be unlocked based on points.
Prize store	Redeem gamification points for virtual or physical gifts, organize pickups and redemption schemes.
Augmented reality scanner	Add an augmented reality layer and let users scan real-life objects and graphics to trigger interactive actions.
Augmented reality activities	Stage augmented-reality games and activities where users can collect point by catching questions within their real-life environment.

C. Networking and Communities: Features required to connect participants to one another

Platform/App Features	Requirements
Attendee list with profiles	Display list of attendees with flexible search criteria and predefined filters.
Personal profiles	Display user profile from the attendee list with name, public details, and photo.
LinkedIn integration for personal profiles	Import personal profile with photo directly from LinkedIn.
Chat	Send instant messages amongst users with push notifications.
Group chat	Create groups with users that can message each other.
Contact requests	Issue contact requests to other users and collect their personal contact information upon acceptance.
Contact recommendations & matchmaking	Suggest relevant user to get in touch with based on participant data.
Nearby attendees	Discover other users that are nearby using Bluetooth Low Energy.

1-1 meeting request	Request a meeting at a suggested time and location and handle acceptance workflow between two users.
1-1 video calls	Set up an appointment with another user meet over a video call.
Rules of engagement	Ability for users to report abusive language and ability to block such users/blacklist them from the application.

D. Live Functionality: Tools required to stage live event programming

Platform/App Features	Requirements
Live video streaming	Display live video stream from a session or a speaker.
Streaming capture from web	Record live streaming from the web application.
Streaming capture from video conferencing tools	Use existing video conferencing tools as video capture for live streaming through RealTime Messaging Protocol (RTMP) and Real Time Messaging Protocol Secure (RTMPS).
Encrypted video streaming capture	Offer encrypted RTMPS input.
Streaming delivery built-in	Deliver streaming using built-in platform capabilities and without any third-party integration.
Low-latency streaming	Stream video with latency below 10 seconds.
Unlimited streaming viewers	Remove any limit on the number of viewers who are currently watching the stream.
Streaming delivery with 3rd party integration	Leverage third party platform delivery by integrating 3rd party players from YouTube or Vimeo.
Who is watching	Display the number of people current watching the stream or their names/nicknames with the option to select anonymity.
Live reactions	Enable users to react with claps and likes and share these reactions with all viewers.
Multiple streaming channels	Allow for multiple parallel sessions to be streamed.
Live now	Link and highlight agenda session that is currently live.
Session abstract	Display session summary and overview with documents to be downloaded.
Speaker bio	Display biographies from current speakers and links to their profile.
Documents, slides	Augment session description with rich content include document, slides, videos or external links.
Whiteboard	Make a session collaborative by offering a shared space to draw and annotate.

2-way video group sessions	Create sessions with 2-way video for smaller breakouts or workshops.
-----------------------------------	--

E. On-demand Capabilities: Tools required to offer on-demand access to content

Platform/App Features	Requirements
Agenda browser/builder	Browse sessions by day or by various filters and search options and let users build their own agenda.
Speaker directory	List all speakers and make it searchable by session or tags.
Content library	List available content available on-demand and make it searchable and browsable by users.
Content notes and bookmarks	Augment content with personal notes and let users save content to their personal lists.
Content pages	Display content pages with blocks of text, images and inline documents and slides.
Content bookmarks, notes and share	Save a session to a personal list, take notes and share session or content to other external contacts by email.
Content update notifications	Trigger push notifications and alerts for new and updated content.
Replay from live sessions	Return to a previously live session and watch the session.
Pre-recorded videos	Share pre-recorded video for streaming.
Content digests & recommendations	Send summary of content that has been most interacted with by other users.
Offline availability	Make content available for download and replay without network connectivity with ability to set user access limitations to this feature.
Attendance tracking	Track physical or virtual attendance to activities with door scanning, self-certification, Personal Identification Number (PIN) code or analytics-based.
Sponsor map, directory and pages	Display map of booths and sponsors alongside a searchable sponsor directory and sponsor pages with documents and contacts.
Content search	Search content and display results by category.
Virtual concierge	Talk to a bot and/or avatar through a chat interface for getting answers to frequently asked questions.

F. Optimisation: Features that determine festival and business impact

Platform/App Features	Requirements
Lead collection	Collect leads from scanning or from conversations or forms, and track and report them for CRM import.

Usage analytics	Aggregate content consumption and feature usage analytics for optimisation.
Behaviour analytics	Aggregate user behaviours and navigation flows throughout the application for user interface optimisation.
Signals	Provide daily reports of usage patterns from relevant prospects based on tags and analytics.

G. Environment: The customisable layout and aesthetic features of the platform

Platform/App Features	Requirements
Web application	Support delivery as web application compatible with all current web browsers without any additional software.
Native mobile app Apple iOS	Support delivery as a mobile native application on Apple iOS, including iPhone and iPad.
Native mobile app Android	Support delivery as a mobile native application on Android.
Branded logos, banners and colours	Configure overall branding with icons, logos, banners and colour themes on a per-event basis.
Multi-event support	Switch from one event to another, with each event having its own data, configuration and brand.
Branded multi-event app stores container	Create a branded mobile application container for multiple events on Google Play Store and on the Apple App Store.
Virtual lobby	Display a landing page for the user upon logging into the application with a menu of options and upcoming sessions.
Languages	Display user interface in multiple languages and provide an option for content translations to be provided. <i>[Note: The main/default language for festival is English]</i>
3D models	Render pages with avatars and building artifacts in three dimensions.

H. Solution Support: Features that facilitate support and troubleshooting

Platform/App Features	Requirements
24/7 support phone	Offer phone support for clients and app builders.
24/7 support email	Offer email support for clients and app builders.
24/7 support chat	Offer live chat support with instant response for clients and app builders.
Self-service CMS	Provide a self-service web portal for building apps and managing events.
Knowledge base	Offer web knowledge with guides and articles on all key topics.

Training videos	Offer online videos for training new users and for advanced topics.
Pre-made app & site templates	Create a new event from a selection of event or experiences templates according to the type of audience or goals.
Managed services	Offer optional professional services for app build or support during live days.
Built-in integrations	Provide out-of-the-box integrations with major registration systems, CMS and marketing automation platforms.
API services	Offer a public-facing Application Programming Interface (API) and documentation for integration with other systems.
Single sign-on	Configure sign-on to be delegated to another system supporting SAML 2.0, OAuth 2.0 or OpenID Connect.
Enterprise app stores	Support mobile application publishing to enterprise mobile application management systems.

4.2.2 Hybrid Event Management

Pending the status of the Trinidad and Tobago Public Health Regulations due to the COVID-19 Pandemic, NIHERST may consider the inclusion of satellite, community-based venues throughout the country for participants to have some level of in-person festival experience.

Bidders are requested to describe their ability and approach to manage simultaneous in-person events (up to 10 locations nationwide), providing up to three (3) examples of previous experience (if available).

Evidence to confirm ability to manage the potentially hybrid event (both the virtual festival platform AND in-person locations) is required.

4.2.3 Project Schedule and Activities

It is expected that the successful Bidder liaise and engage with the NIHERST STKF 2.0 Team from the point of receiving the contract award until the festival close-off (December 2021 to March 2022), with involvement in the following project activities:

- Orienting relevant NIHERST staff with the virtual event platform;
- Working synergistically with various planning committees to determine the features of the virtual event platform that will be ideal for hosting the festival;
- Working synergistically with relevant planning committees to determine and execute digital décor and booth layout on the virtual platform;

- Working synergistically with the virtual platform provider (if third-party) and relevant planning committees to manage the setup/building of the platform to the desired specifications, including testing the platform's readiness prior to the festival;
- Ensuring any technical issues that arise during setup, testing and the festival are adequately troubleshooted and resolved;
- Booking, preparing and manning (providing ushers) venues for any in-person festival programming that will take place at decentralised/satellite community locations (schools, libraries, etc.) [pending COVID-19 restrictions];
- Obtaining relevant licenses and/or permits required during the festival, e.g., COTT;
- Managing all risks associated with the planning and execution of the project as identified in *Section 2.1.4 Risk Management and Contingency Planning* or otherwise communicated by NIHERST;
- Completing relevant close-out reports as applicable to the scope of services provided and undertaken.