



Request for Proposal

Consultant - Events Engagement

Proposals will be accepted until:

December 12, 2020

Michael Leger
Chair - Events Committee

Aboriginal Chamber of Commerce
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EMAIL ADDRESS - admin@aboriginalchamber.ca



1. Instructions

1.1. Request for Proposals

The provision of a digital conferencing platform and related services to The Aboriginal Chamber of Commerce for the hosting of organization events and seminars. The Aboriginal Chamber of Commerce acknowledges that all events undertaken by the contractor must follow the Manitoba Public Health Guidelines and Protocols and as a result may be required to be held remotely, virtually **and/or** in limited size. The applicant's submission will form the basis for evaluation, interview and selection.

RFP Issued: December 4, 2020

Information Session: To be Determined – based on consultant questions – all questions will be answered at such a session or will be distributed by email.

Proposal Must be Received by: 4:30 PM December 12, 2020

1.2. Inquiries

Inquiries of a technical or procedural nature should be directed to:

Michael Leger - Chair, Events Committee

PHONE NUMBER - (204) 237-9359

EMAIL ADDRESS - admin@aboriginalchamber.ca

1.3. Proposal Submission

Proposals shall be submitted by email to Michael Leger at the following email address:

admin@aboriginalchamber.ca



1.4. Proposal Conditions

This Request for Proposal represents the requirements for an open and competitive process. Any proposals received after the closing date and time will not be considered. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the applicant submitting a proposal outsources or contracts any work to meet the requirements contained herein, the particulars must be clearly stated in the proposal. Additionally, costs included in proposals must be all-inclusive of any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name, description and relevant experience of the organizations or individuals being contracted.

Contract terms and conditions will be negotiated with the proponent upon selection of the winning proposal. All contractual terms and conditions will be subject to review by the Aboriginal Chamber of Commerce and will include scope, budget, schedule, and other necessary items pertaining to the project. The Aboriginal Chamber of Commerce reserves the right to reduce or expand the scope of the work during the negotiation of contract terms and conditions.

Issuance of this RFP does not obligate the Aboriginal Chamber of Commerce to award a contract to any consultants or to pay costs incurred by the consultants in preparing a proposal or otherwise in relation to this RFP. The consultants are solely responsible for any costs in relation to the preparation of and submission of proposals. The proposals and accompanying documentation submitted by proponents become the property of the Aboriginal Chamber of Commerce and will not be returned.



1.5. Contract for Deliverables

The successful consultant will enter into a contract for services with the Aboriginal Chamber of Commerce based upon the information contained in this request for proposal and the successful consultant's submission and any modifications thereto. Consultants may include their standard terms of engagement.

1.6. Schedule

The Consultants aware of potential or pending difficulties to deliver the work in accordance with the Aboriginal Chamber of Commerce target schedule shall notify the Aboriginal Chamber of Commerce in their proposal submission.

1.7. Limitations of Damages

Each Consultant, by submitting a proposal, agrees that it will not claim damages in any court proceeding or other dispute resolution forum in respect of the proposal process, including but not limited to representation made or purported to have been made at any time before, during or after the proposal process, including the interview, selection and negotiation phases, in excess of amount equal to the reasonable costs incurred by the Consultant in preparing its proposal and each Consultant specifically waives all other claims, in contract, tort or any other legal theory, including any claim for loss of profits or loss of business opportunity.



2. Terms of Reference

2.1. Background

The first of its kind in Canada, the Aboriginal Chamber of Commerce (ACC) was created in 2004 with a mandate of bringing together Indigenous and Non-Indigenous business owners to provide a unified voice and to help strengthen, improve, and raise the profile of the Indigenous business community.

The Aboriginal Chamber of Commerce is looking to appoint a service provider that will manage all aspects, including proposed design and functional use of a digital platform(s) for a range of fully interactive webinars and numerous semi-interactive recorded events, as well as virtual exhibitions and tours for (multi-day) conferences, galas and special events.

The solution is expected to be a turnkey solution, including but not limited to the platform, infrastructure, connectivity and capabilities associated with a world-class digital conference, to host an estimated 100 to 500 unique attendees.

2.2. Scope of Work

Overall

- An integrated online conferencing and virtual event solution that allows for management of all virtual components and the entire event lifecycle.
- The management of all related aspects, including the website/portal, digital media design and functional use of the digital space.
- All technical preparation required for the complete hosting of the digital conference, facilitating secure access from any browser enabled device.
- The creation, design and maintenance of an integrated web interface for all components of the virtual event specified in this document, including a landing page/foyer from where



all these facets can be accessed, and the combination of live webcasting technologies and recorded aspects of the event.

- Provision of a perfect technology experience for all attendees in terms of video quality, ease of access and no latency.
- Comprehensive Technical support, including for live recorded events, session handouts, networking rooms, technical testing of the full solution at least two weeks before the event, a full-time technical support team available during the week of the conference, and preparation and packaging of online how-to sessions and/or tutorials.
- Recorded events: Semi interactive; simultaneous, estimated up to 30 talks. The recording of the actual presentations is outside of the scope of this contract; but will be supplied in the required format by the ACC. Presentations to be uploaded and webcasted simultaneously with the talk. The presentations are outside of the scope of this contract, to be provided in required format by the ACC. For the Q&A's, the questions are sent to the presenter, who will be online/logged into to answer questions in text.
- Classic, live webinars: Live presentations and fully interactive events. Estimated 25 webinars, some of which will be run as concurrent sessions. Q&A's will be done live.

Audience and attendance: access, registration, communication

- Attendance of an estimated 100 - 500 unique attendees from across the world, of which the majority is expected to be based in Manitoba.
- Attendees must be able to access the conference website from any browser-enabled device; in the case of mobile devices, the view must be mobile aware.
- User-friendly online registration for prospective attendees through an RSVP portal/functionality that makes provision for confirmation and attendance and reminder emails.
- Communication ability with registered attendees containing detailed and clear connection instructions; push notifications for e.g. reminders.



Program-related functionality

- Pre-recorded sessions: Hosting of pre-recorded talks/presentations with the ability for attendees to post questions and for speakers to answer the questions in real-time at the scheduled time, as well as respond to queries offline over a period of a month after the conference. The solution should allow for the integration of the speaker's talk, presentation as well as additional information, such as fact sheets to be uploaded, as well as an area for questions and answers –in a single screen to ensure ease of use. An estimated 50 talks will need to be accommodated in this fashion in a series of sessions, some of which will run concurrently.
- Live sessions: Allow for the hosting of classic webinars with live presentations and fully interactive events: live presentation, live facilitator, live Q&A's, social media integration. An estimated 25 such sessions. Recording of all live sessions and making it available for watching after the live sessions.
- Virtual tours: Hosting of pre-produced virtual tours. Files to be supplied for upload. Estimated number of tours: 10
- Technology Demonstrations: Experts available online at scheduled time to answer questions. Estimated number of demonstrations: 10
- Exhibitions: Virtual exhibition with booths where visitors can view videos, download material and engage with a ACC representative.
- Estimated number of exhibitors: 30. Opening plenary session: Hosting of an opening plenary session with an estimated six speakers. Hosting of pre-recorded virtual entertainment for the opening session.
- Voting: Participants must be able to vote, or respond indicating their preference from a predefined list of options.

Additional platform requirements:

- Full social media integration/feeds: YouTube, Instagram, Facebook, Twitter
- Polls Conference app: An interactive conference app with full functionality as per the web-based solution.



- Please itemize this functionality when quoting (Part 2)

Event reporting services

Attendee activity report: Provide the ACC with structured data on the attendees, sessions attended, duration of engagement.

Technical report

- Latency, technical issues experienced

Post-event requirements

- All recordings to remain on the provider portal for referencing for three months.
- Record all events and deliver a digital master to the ACC, and mastering services of all recorded material for delivery no later than five days after initial recordings.
- The ACC will retain copyright and distribution rights for all content
- Conduct a survey of participants to determine satisfaction with various aspects of the event.

Solution Specifications

- The platform must have the ability to be branded.
- The landing page must have the ability to display important information, directing the attendees to the appropriate links, files, presentations, videos and break-out areas etc.
- Social media feeds must be available, covering as a minimum Facebook, Instagram, Twitter and LinkedIn.
- The RSVP portal must have the ability to register manually and automated, via emails and send confirmation emails. The portal must be able to offer registration for the different webinars/talks that make up the overall conference.
- The platform must cater for panel discussions.



- The platform must be able to host survey polls and voting roles, making results available and visible where required
- Reporting must include: Number of Attendees, How long attendees remained engaged; and Technical reports indicating the latency, user experience and technical issues experienced.
- Recording of sessions saved and made available from within the portal, to be streamed during and after the conference for a duration of three months
- The live seminars will require an average of 50 simultaneous participants, up to approximately 200 for most sessions,
- A two-hour live webcast of one event, with separate registration. The session should allow for live comments and should be recorded for viewing after the event.
- The conference must be securely accessible from any browser-enabled device and in the case of mobile devices the view must be mobile aware.
- The website or portal must have a chatbox.
- Access to the virtual platform must auto expire after a set date, which will be communicated later
- Only administrators can view all attendees
- The attendee list must not be made publicly available
- Only administrators can record the sessions
- Attendees must (mandatory field) accept the terms and conditions, of the Cloud Service provider (could be one for both parties)
- If information is stored outside of Canada, consent from attendee must be obtained and therefore terms and conditions should be stated for the attendees to familiarize themselves with.
- The Portal must host pre-recorded sessions and presentations.
- The solution must host a number of events with different technology capabilities, such as live streaming, recorded events, live webcasts, technology demonstrations, virtual tour videos(+/-3m), virtual exhibitions



- Conference app with all relevant information i.e. Q&A, polling, chat, feedback, social media feeds, how-to sessions and tutorials—which must be itemized in the pricing proposal.
- The full capability is to be piloted at least two weeks before the conference.
- Technical support team to be made available, dedicated for the week of the event.
- Post presentation and video on demand

Project Timeline

Project initiation and planning phases must show progress no later than one week after the contract being awarded. The complete scope of work is to be completed no later than early/mid January. A project schedule is to be submitted with the proposal.

2.3. Budget

The total budget for this project is set at \$12,500.00. All proposals must include proposed costs, inclusive of all expenses, to complete the tasks described in the project including a proposed schedule for payment; additional costs and expenses incurred above and beyond the total budget will be at the consultants expense.

3. Proposal Contents

All consultants are required to provide the following information with their submission.

- Letter of transmittal signed by authorized individual stating that the proposal will remain in effect for a period of 30 calendar days after the deadline for submission of proposals.
- A profile of the firm outlining history and a listing of relevant experience.
- A description of the consultant's understanding of the project objectives, outcomes and vision.



- A description of methodology explaining each project task including what will be expected of the consultant and the Aboriginal Chamber of Commerce with respect to each task and how the tasks achieve the project objectives and outcomes.
- A detailed schedule of all activities, including milestones, project meetings, consultations, and reports for the project.
- A complete listing of all key personnel who will be assigned to this project. This will include their relevant experience, qualifications for this project, roles and responsibilities, leadership, etc., in addition to their availability for this project.
- Provision of a priced methodology complete with a time allotment for each identified task you propose to employ to carry out the work.

4. Proposal Evaluations

Proposals will be evaluated based on, but not limited to, the selection criteria listed in this section.

- Understanding of project objectives/outcomes and vision.
- Project Methodology.
- Team Composition – Experience and Qualifications of those staff to be assigned to the project.
- Ability to meet the target timelines.
- Project Deliverable.
- References.
- Interview (if required).

Proposals must be submitted to the Aboriginal Chamber of Commerce at the email address provided before the deadline previously specified.