***Section VII. Technical Specifications***

**Technical Specifications**

| **Specification** | **Statement of Compliance** |
| --- | --- |
| **STATE THE COMPLETE TECHNICAL SPECIFICATIONS** | *[Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the services and equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidder's statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.]* |

**HIRING OF A DUBAI BASED EVENTS MANAGEMENT COMPANY**

**based on the provided TERMS OF REFERENCE**

**for the PHILIPPINES PARTICIPATION IN EXPO 2020 DUBAI**

**TECHNICAL SPECIFICATIONS**

**INSTRUCTIONS TO THE BIDDER:** Indicate **“COMPLY”** per line number under **Bidder’s Statement of Compliance** if Bidder can meet the technical specifications and project requirements. DO NOT LEAVE ANY BLANK. A **“YES”** or **“NO”** **ENTRY WILL NOT BE ACCEPTED. FAILURE TO CONFORM WILL RESULT IN A RATING OF “FAILED”.**

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| # | **MINIMUM SPECIFICATIONS** | **Statement of compliance** |
| 1. | **Background/ Objective for services being procured** |  |
|  | Relative to the Philippine Pavilion and all activities therein, DTI will need a **UAE-based EVENTS MANAGEMENT COMPANY (EMC)** which will undertake the management and implementation of the various events/ activities and administrative services for the Philippine participation in Expo 2020 Dubai for the period covering **1 September 2021- 31 December 2021:**  Plan, coordinate and execute the various Opening activities and special events of the Philippines  for Expo 2020 Dubai to guarantee its successful implementation;  Provide administrative and other support services required to ensure the efficient and smooth flow of the Philippine Pavilion operations for the 1st four (4) months of the Expo event from 1 September 2021 to 31 December 2021 thereby giving the visitors to the Pavilion an inspiring and invigorating Philippine experience. |  |
| 2. | **TECHNICAL ELIGIBILITY** |  |
|  | * Must be operated and legally registered Events Management Company in the UAE. * Must have a track record of providing event organization services for the past 1 year to various important high level events held in the UAE. * Must have previous experience in providing administrative and other support services   ( ie. manpower, catering, tours, transportation, photography, video services etc.)   * Must assign a dedicated person who shall oversee, manage and closely coordinate with the PH Alternate Commissioner General and the concerned Government agencies/ private sector entities on all arrangements required per event. Said person to be assigned to the project must have a minimum of 3-years experience in organizing high level events in the UAE. * Must have a wide network of Dubai contacts in the hotel, transportation, catering and logistics industries and should be able to negotiate preferential rates and terms * Must have the ability to initiate partnerships with influential and relevant entities in the UAE. * Should have an existing Data Base of influential entities in the UAE * Must be willing to adhere to the Payment Terms of the Philippine Government. |  |
| 3. | **TECHNICAL DOCUMENTS REQUIRED** |  |
|  | a. Trade license issued by the Dubai Municipality  b. Lists of previous contracts or international events undertaken for the past 2 years plus endorsement of satisfactory delivery of the project  c. Lists of events and clients provided with administrative and support services for the past 2 years  d. Detailed resume of the dedicated person and other personnel to be assigned to the project (indicting experience, etc. Key Production Personnel to be assigned to the project must have a minimum of 3 years of professional and practical experience in organizing large scale events/ world class entertainment productions  e**.** Lists of ongoing projects in the UAE  f. Copy of Award Certificates (International/ local) if any  g. Audited Financial Statement for the past year CY 2020 |  |
| 4. | **SCOPE OF WORK** |  |
|  | The EMC shall provide comprehensive services for the following official events/ activities of the Philippines during Expo 2020 Dubai   * 29 September 2021- Arrival of the PH Delegation in Dubai * 30 September 2021- Business & Government Programs with Lunch & coffee and snacks * 1 October 2021 - PH Pavilion Opening Ceremony with Lunch for VIP guest/ Business   Program (part II)   * 2 October 2021 - Expo VIP Tour of the Country Pavilions with Lunch * 3 October 2021 - Debriefing/ Half Day City Tour with lunch * Departure/s of Delegates |  |
|  | Plan, manage, execute each of the indicated events and integrate/ coordinate these activities with the various DTI Agencies, other Government Offices and Private entities. |  |
|  | Handle and provide all the necessary logistical requirements (manpower, venue, physical and technical equipment and transportation, F&B etc.) plus manpower and all other necessary arrangements for each of the identified events. |  |
|  | Coordinate all the marketing and promotional requirements for the aforesaid events with the DTI appointed Marketing Communications Agency tasked to market and promote all events being organized by DTI for the Philippine participation in Expo 2020 Dubai. |  |
|  | Assign a dedicated Supervisor/overall coordinator who shall oversee, manage and closely coordinate with the PH Alternate Commissioner General and the concerned Government agencies/ private sector entities on all arrangements required per event |  |
|  | Submit a comprehensive and full report 1 week after each event which will be basis for payment of balance. |  |
| 5. | **EVENT DETAILS / SPECIFICATIONS** |  |
|  | **DAY 1 September 29, 2021 (Wednesday)**  **ARRIVAL OF DELEGATES:**  **EMC Tasks:**   * Arrange for courtesies at the port (1st batch/2nd batch/3rd batch) * Arrange for 4-5-star hotel accommodations and negotiate for preferential rates * Arrange for easy check-in in the Hotel * Provide the required manpower support:  |  |  | | --- | --- | | **Personnel Required** | **Number of Staff** | | * Overall Coordinator | 1 pax | | * Meet & Greet staff | 2 pax | | * Liaison Officers | 1 per VIP or 1 per group of 10 pax |  * Provide for the required transportation service to ferry delegates from Airport to their respective hotels  |  |  |  | | --- | --- | --- | | **Type of Vehicle** | **Passengers** | **Number of Vehicles** | | Sedan | VVIPs | 1 or 2 depending on the number of VIPs | | Coach 45 to 50 seater or 20-30 seater | Delegates | 1 or 2 depending on the number of delegates  arriving per batch | | Luggage Van |  | 1 or 2 depending on the number of delegates  arriving per batch |   **Notes**:   * Immediate replacement of vehicles must be made available if any of the vehicles will have a mechanical breakdown. * Each vehicle must be driven by English speaking chauffers. * Coaches must have an English speaking bus coordinator/dispatcher and English speaking driver |  |
|  | **DAY 2 September 30, 2021 (Thursday)**  **BUSINESS AND GOVERNMENT PROGRAM**  **EMC Tasks:**  a. Organize in close coordination with the Lead agencies the Business & Government Programs  b. Provide data base of:   * top Business Corporations in the UAE willing to do business and invest in the Philippines; invite and confirm their attendance to the event * UAE Government Leaders and UAE International Organizations   c. Coordinate together with PTIC the Business Matching process/ appointment scheduling for the B-B sessions of Dubai Buyers & Philippine Sellers. Have a business matching chart (listing names/appointment schedules of Buyers & sellers |  |
|  | d. Provide/manage and oversee all the necessary logistical support for both business and government programs (all costs included in the EMC rate):  d.1 Venue/ set up:   * Select / reserve/prepare/ set-up venue for the event * décor/backdrop/ photo branding walls * Stage, design, décor and dismantling * Materials for venue styling * Table/chairs * Sound equipment (microphones) * Lighting equipment * AV equipment * Special effects (as needed) * Registration table/ guest book/badges * Signages * Genset * Other physical and technical requirements   d.2 Event Programme (Oversee and supervise the Program Flow per activity:   * Program & Technical scenarios/script * Master of ceremonies/emcee spiel * Printing / Production of Invitation, Programme and other paraphernalia   d.3. Recommend and send out invitations to target participants for the:   * Business Program * Government Program   Manage the invitation and registration per event   * + Provision of a reliable and relevant database of invitees   + Design, prepare and send out invitations (print, e-vites)   + Undertake follow-ups and confirmation of attendees   + Registration system, procedure, paraphernalia, personnel   d.4. Provide lunch and coffee with snacks for the delegates (included in EMC rate)   * menu selection/planning * food service (plated or buffet) * table arrangement (with center piece, menu card with programme details and name cards)   e. Provide well curated and directed, high quality photography and video production services to capture all the aforesaid programmed events and submit to DTI-POC and appointed Marketing Communications Agency in the prescribed digital format:   * + Photographs (in JPEG, PNG file format) with corresponding captions   + Audio Visuals (in MP4 file format) with client logos and subtitles   Coordinate closely with appointed Marketing Communications Agency which shall be tasked to upload photos and videos online  On video, include library music for all the aforesaid events.  Press images to be delivered within 24 hours, the rest of retouched images be delivered via we transfer within 5 working days after every event  f. Provide the required manpower support:   |  |  | | --- | --- | | **Personnel Required** | **No. of staff** | | Overall Program Coordinator | 1 pax | | Master of Ceremonies | 1 pax | | Translator | 1pax | | Rapporteur | 1 pax | | Usherettes | 6 pax | | Liaison Officers | 1 per VIP or 1 per group of 10 pax | | Photographer/ Videographer | 3 pax |   g. Provide for the required transportation service to ferry delegates from Hotel to the Expo site and back to respective hotels   |  |  |  | | --- | --- | --- | | **Type of Vehicle** | **Passengers** | **Number of Vehicles** | | Sedan | VVIPs | 1 or 2 depending on the number of VIPs | | Coach 45 to 50 seater or 20-30 seater | Delegates | 1 or 2 depending on the number of delegates  arriving per batch |   **Notes**:   * Immediate replacement of vehicles must be made available if any of the vehicles will have a mechanical breakdown. * Each vehicle must be driven by English speaking chauffers. * Coaches must have an English speaking bus coordinator/dispatcher and English speaking driver |  |
|  | **DAY 3 October 1, 2021 (Friday)**  **OPENING CEREMONY AT THE PH PAVILION WITH LUNCH AND DINNER RECEPTION:**  **EMC Tasks:**  **For the A.M. Opening Ceremonies at the Philippine Pavilion**  a. Prepare the program and coordinate its execution with the DTI Expo Secretariat and PTIC Dubai in terms of:  -Program/ Welcome Scenario (ribbon cutting ceremonies at the PH Pavilion)  -Invitees for the event  b. Printing/production of invitation, program, signage and any other needed paraphernalia.  c. Provide the necessary entertainment for the event  d. Provide the necessary sound system, all supplies, props and materials for the ribbon cutting ceremony  e. Provide photography and Video production services  f. Provide and arrange lunch (included in EMC rate) at the Mangrove Café and coordinate with Café Operator for a special menu.  g. Provide a curated tour of the Philippine Pavilion  h. Coordinate guest list with the DOT/TPB representative for the PH Dinner Reception  i. Provide the required manpower support:   |  |  | | --- | --- | | **Personnel Required** | **No. of staff** | | Overall Program Coordinator | 1 pax | | Master of Ceremonies | 1 pax | | Liaison Officers | 1 per VIP or 1 per group of 10 pax | | Photographer/Videographer | 3 pax |   j. Provide the required transportation to ferry delegates from Hotels to the Expo site and back to Hotels   |  |  |  | | --- | --- | --- | | **Type of Vehicle** | **Passenger/s** | **# of Vehicle/s** | | Sedan | VVIPs | 1 or 2 depending on the # of VVIPs | | Coach 45-50 seater or 20-30 seater | Delegates | 1 or 2 depending on the # of delegates attending  the opening ceremonies |   **Notes**:   * Immediate replacement of vehicles must be made available if any of the vehicles will have a mechanical breakdown. * Each vehicle must be driven by English speaking chauffers. * Coaches must have an English speaking bus coordinator/dispatcher and English speaking driver   **For the P.M. Expo Dubai official opening Ceremony**  **EMC tasks**  a. Secure the Expo Opening Ceremonies program from the Expo Organizers  b. Coordinate with the Expo Organizers on:  -Expo Official invitees  -Protocular activities  -access to the Expo site |  |
|  | **DAY 4 October 2, 2021 (Saturday)**   * **WHOLE DAY EXPO VIP TOURS (For a minimum of 10 pax and a maximum of 50 pax)**   **EMC Tasks:**  a. Select Country Pavilions to be visited and coordinate with the concerned country pavilion/s for VIP access and tour.  b. Prepare tour itinerary, movement plan (walking or other options) and coordinate protocular arrangements with the concerned country pavilion for the visit of VIP PH delegates  c. Provide for lunch reception (included in EMC rate) at the PH Mangrove Café or other Restaurants at the Expo site. (Note: Dinner on their own)  d. Provide the required manpower support:   |  |  | | --- | --- | | **Personnel Required** | **No. of staff** | | Overall Program Coordinator | 1 pax | | Liaison Officers | 1 per VIP or 1 per group of 10 pax | | Photographer/ Videographer | 3 pax |   e. Provide transportation to ferry delegates from Hotel to the Expo site and back to hotels   |  |  |  | | --- | --- | --- | | **Type of Vehicle** | **Passenger/s** | **# of Vehicle/s** | | Sedan | VVIPs | 1 or 2 depending on the # of VVIPs | | Coach 45-50 seater or 20-30 seater | Delegates | 1 or 2 depending on the # of delegates  attending the opening ceremonies |   **Notes**:   * Immediate replacement of vehicles must be made available if any of the vehicles will have a mechanical breakdown. * Each vehicle must be driven by English speaking chauffers. * Coaches must have an English speaking bus coordinator/dispatcher and English speaking driver |  |
|  | **DAY 5 October 3, 2021 (Sunday)**  **DEBRIEFING WITH THE DTI DELEGATES**  **EMC Tasks:**  a. Provide Coffee service and snacks (included in EMC rate) for a maximum of 20 pax  b. Provide conference paraphernalia (paper, pens etc..)  c. Provide Rapporteur  **HALF DAY CITY TOUR OF DUBAI FOR THE REST OF THE PH DELEGATION** for a minimum of 10 pax and a maximum of 50 pax  **EMC Tasks**:  a. Arrange a tour to special points of Interest/ tourists spots in Dubai  b. Provide for lunch reception at Specialty Restaurant in Dubai (included in EMC rate.) Dinner on their own.  c. Provide the required manpower support:   |  |  | | --- | --- | | **Personnel Required** | **No. of staff** | | Overall Program Coordinator | 1 pax | | Tour Guides | 1 pax per vehicle | | Liaison Officers | 1 per VIP or 1 per group of 10 pax |   d. Provide transportation for the city tour and to shuttle the delegates back to respective Hotels   |  |  |  | | --- | --- | --- | | **Type of Vehicle** | **Passenger/s** | **# of Vehicle/s** | | Sedan | VVIPs | 1 or 2 depending on the # of VVIPs | | Coach 45-50 seater or 20-30 seater | Delegates | 1 or 2 depending on the number of  delegates joining the city tour |   **15:00 -DEPARTURES (Dubai to Manila)**  **EMC Tasks:**  a. Facilitate check-in at the Airport  b. Provide the required manpower support:   |  |  | | --- | --- | | **Personnel Required** | **No. of staff** | | Overall Coordinator | 1 pax | | Liaison Officers | 1 per VIP or 1 per group of 10 pax |   c. Provide transportation service from Hotel/s to the Airport   |  |  |  | | --- | --- | --- | | **Type of Vehicle** | **Passenger/s** | **# of Vehicle/s** | | Sedan | VVIPs | 1 or 2 depending on the # of VVIPs | | Coach 45-50 seater or 20 to 30 seater | Delegates | 1 or 2 depending on the # of delegates  per batch departing for Manila | | Luggage Van |  | 1 or 2 depending on the number of  delegates arriving per batch |   **Notes**:   * Immediate replacement of vehicles must be made available if any of the vehicles will have a mechanical breakdown. * Each vehicle must be driven by English speaking chauffers. * Coaches must have an English speaking bus coordinator/dispatcher and English speaking driver |  |
| 6. | **FOUR MONTH PAVILION SERVICES** |  |
|  | Under the overall guidance and supervision of the Philippine Alternate Commissioner General and the Expo Secretariat Director, the EMC shall provide the required administrative and other support services for the 1st four (4) months of Expo 1 September 2021 – 31 December 2021 to ensure the smooth flow of the operations of the Philippine Pavilion as follows: |  |
|  | **A. Manpower Requirement**   * Select and Hire **nine (9)** qualified personnel. both English-Arabic speaking, to act as usherettes at 3 pax per shift **based on 3 shifts per day as listed below** to man the exhibit areas within the Pavilion for the duration of the exposition with a month prior to the opening of Expo for training and a week for debriefing after December 31, 2021. * **Shifting schedule as follows:** * Opening Shift : 8:00 a.m. to 2:00 p.m. * Mid Shift : 2:00 p.m. to 8:00 p.m. * Closing Shift : 7:00 p.m. to 1:00/ 2:00 a.m. * The usherettes must have attended general and specific trainings as required by Expo |  |
|  | **B.** **Catering Services**    Provide catering services for a maximum of 90 pax or 3 groups of 10 pax each per month for the period covering (October 2021 to December 2021).  Handle all requirements for catering services to include;   * Selection/ reservation and preparation/set-up of venue for the gathering * Food preparation/menu planning * Food service (plated or buffet service)   **Notes:**   1. Expenditures incurred for catering services for a total of 90 pax shall be c/o the EMC. In any case that the 3 groups at 30 pax per month does not materialize, DTI and EMC will negotiate terms and payment or this may be applied to staff meals. 2. For catering services EMC may coordinate directly with the PH Café operator or may tap other restaurant operators. |  |
|  | **C.** **Visitor Traffic Management Services**   * Provide traffic flow management services as follows in consultation with our Visitor Journey Experience Specialist * Provision of Beacon Technology which can connect and transmit information on the PH pavilion to smart devices * Provision of a "Technology-driven visitor registration system to ensure the demographics information / data are available real-time to the Expo Secretariat * Queue Management/Crowd control * Special reception arrangements for VIP visitors * Collects, tracks and analyzes visitor feedback and suggest improvements internally based on the insights gathered and on visitor performance parameters * Proposals regarding any area of improvement of the visitor’s experience * Guaranty constant quality of the visitors’ experience throughout the 6 months of operation * Provide health and sanitation devices and supplies (i.e. contactless thermometer and automatic hand sanitizer dispenser stand, face masks, etc.) * Provide daily reports regarding the following: * Visitor flow * Content display * Operational team * Incidents * Submit an accomplishment report that includes observations, evaluation and recommendations * Adopt and execute the approved *Visitor Journey Map* |  |
|  | **D. Hospitality/VIP Services** (on need basis)  Provide high quality and efficient services for un-programmed VVIP visitors to the Pavilion (for a maximum of 90 pax or 3 groups of 10 pax each per month): as need arises for the 4-month duration of the Expo.   1. Visa facilitation 2. Dubai Hotel Booking 3. VIP transport 4. VIP meet & greet (Airport arrival & departure) 5. Provision of Liaison Officers (1 per VIP and 1 per group of 10 pax) 6. Arrangement of Business Meetings 7. VIP Expo Tour (fast-track entry to selected country pavilions) 8. F & B arrangements (snacks/ lunch /dinner at the PH Pavilion or at any other food outlet at the Expo site |  |
|  | **E. Transportation Services for the Pavilion**  Provide the following transportation service for visitors and guests of the PH Pavilion with English speaking **driver/s**, inclusive of daily maintenance, gasoline and any supplies and repairs needed.:    **a. Regular Service--** to start September 1, 2021 and end on 31 December 2021   * One (1) Van (10-12 seater van)-- * One (1) Sedan   **b. Per Event** (refer to breakdown of vehicle requirements per event on pages: 5/ 8/ 10/ 11/ 12.  **Notes**:   * Immediate replacement of vehicles must be made available if any of the vehicles will have a mechanical breakdown. * Each vehicle must be driven by English speaking chauffers. * Coaches must have an English speaking bus coordinator/dispatcher and English speaking driver |  |
|  | **F.** **Photography and Video Production Service**  **a. Event Coverage**    Provide well curated and directed, high quality photography and video production services to capture pavilion activities and unprogrammed PH events within the Pavilion and Expo site.   * A 60-second video of the event with client logos, subtitles and photography with captions. * Press images to be delivered within 24 hours, the rest of retouched images be delivered via we transfer within 5 working days after every event to the Pavilion Director and to BBDO which shall be tasked to upload these online.   **Notes**:One photography and video coverage per week or 4 per month x 6 months for a total of 24 coverage/s  **b. Pavilion Coverage** (hi res photos based on the attached shot list—see Annex A) |  |
|  | **G. Pre- programmed Tours**   * Organize and arrange pre-programmed tours inside the PH Pavilion and tours to a few select country pavilions within the Expo site for specific groups (i.e. government officials, students, Dubai –based Filipino Associations etc…) |  |
|  | **H. Event Permits**   * Secure or coordinate the necessary permits/clearances from Expo—such as an “Event Alcohol Permit- if DTI/POC will offer alcohol to their guests during an event inside the PH pavilion * Secure an Event permit, when necessary especially for unprogrammed and offsite events, from the Department of Tourism and Commerce (DTCM) for commercial and third party events to be organized by DTI/POC |  |
|  | **I. Management for Online Meetings**   * Provide the necessary equipment for online meetings: * conference camera and speakers (i.e. Logitech) * Laptop with installed conferencing softwares like Zoom, MS Teams, WebEx, Google Hangouts |  |
| 7. | **OTHER DELIVERABLES** |  |
|  | Must submit a financial proposal to cover all expenditures to be incurred in the performance and delivery of said services, broken down per event (events for sponsorships are to be included in the financial proposal). It is understood that some events may be cancelled or may be added |  |
| 8. | **BUDGET AND TERMS OF PAYMENT** |  |
|  | a. Approved budget for the contract is **Php 10,000,000 (Ten Million Pesos Only) / or AED 768,418.06** inclusive of all applicable taxes |  |
|  | b. Invoices and Payments must be issued/ payable to the **Republic of the Philippines Pavilion –Expo 2020 with license no. EXP-01-46** |  |
|  | c. Posting of 5% special bank guarantee as performance bond |  |
|  | d. Payment will be output based, subject to applicable Philippine/Dubai government laws and regulations and payable in tranches and upon submission of deliverables/ accomplishment report based on the following: |  |
| . | |  |  | | --- | --- | | **Deliverables** | **% of Payment** | | Upon presentation and approval of the comprehensive plan and financial proposal for all the aforesaid events and for the administrative and other support services required for the Philippine pavilion | 15% of contract fee | | Upon booking of the required venues, transportation, manpower and other logistical requirements for the aforesaid events and for the administrative support services for the Philippine Pavilion | 20% of contract fee | | Upon delivery of the event requirements and administrative support services for the Philippine Pavilion and submission of an accomplishment report for the period covering  1 September 2021 to 31 October 2021 | 30% of contract fee | | Upon delivery of the event requirements and administrative support services for the Philippine Pavilion and submission of an accomplishment report for the period covering  1 November 2021 to 31 December 2021 | 30% of contract fee | | Upon submission of the final report with photo and video documentation in the required edited format and completion of all the required scope of services as indicated in the TOR | 5% of contract fee | | **Total** | **100% of contract fee** | |  |
| 9. | **Timeliness for Implementation of the Project** |  |
|  | Start of engagement to include simultaneous delivery of Goods and Services – 1 September 2021 to 31 December 2021 |  |

**I hereby certify that the statement of compliance to the foregoing technical specifications are true and correct, otherwise, if found to be false either during bid evaluation or post-qualifications, the same shall give rise to automatic disqualification of our bid.**

|  |  |
| --- | --- |
| Name of Company: |  |
| Signature: |  |
|  | Signature Over Printed Name of Authorized Representative |
| Date: |  |

**Conforme:**

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Name & Signature of Authorized Representative

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Date signed