

SERVICES REQUISITION FORM

YOU ARE HEREBY INVITED TO SUBMIT A QUOTATION FOR THE CULTURE, ARTS,
TOURISM, HOSPITALITY AND SPORT SECTOR EDUCATION AND TRAINING AUTHORITY
(CATHSSETA)

Date issued	15 October 2024	RFQ number	RFQ/COS/054/2024
Closing Date:	21 October 2024	Closing Time:	11h00am
DESCRIPTION:	RSVP MANAGEMENT & ONSITE REGISTRATION		

1. SCOPE OF WORK

The Culture, Arts, Tourism, Hospitality, and Sport Sector Education and Training Authority (CATHSSETA) is seeking a qualified service provider to manage **120 – 150** RSVPs and Onsite Registration for the upcoming CATHSSETA Annual General Meeting 2024 (AGM 2024) and Award Ceremony. The AGM and Award Ceremony will be held on **29 November 2024** in Johannesburg (specific venue to be confirmed).

2. SPECIFICATIONS

2.1. Content Development - Design and Copywriting

- 2.1.1. Shoot Save the date
- 2.1.2. Invitation
- 2.1.3. Reminder
- 2.1.4. Confirmation Emailer
- 2.1.5. Aide Memoire
- 2.1.6. Thank you, Emailer
- 2.1.7. Landing Page / RSVP Platform look and feel development
- 2.1.8. Lanyards artwork
- 2.1.9. Name tag artwork

2.2. **RSVP Portal Setup and Configuration**

- 2.2.1. RSVP Suite and Event Landing Page (Template based and Display all the event info)
- 2.2.2. Registration form
- 2.2.3. Load artwork (look and feel – banners)
- 2.2.4. Enable features – confirmation / decline buttons, calendar integration, dietary requirements, allergies, and venue maps, etc.
- 2.2.5. Setup email invite, confirmation, reminder and thank you mailers
- 2.2.6. RSVP and registration fields
- 2.2.7. Populate content on various portal banners
- 2.2.8. Testing

2.3. **RSVP Management**

- 2.3.1. Database review and clean up
- 2.3.2. Populate information sent by client on landing page (databases)
- 2.3.3. Updates/changes as required
- 2.3.4. Guest management (updating guest details or statuses)
- 2.3.5. Re-sending the invite/emails to no response and new guests
- 2.3.6. Sending emails to guests via the platform
- 2.3.7. Set up of automated reports
- 2.3.8. Sending reports to client (reports provided in Excel)

2.4. **Onsite Registration – Equipment**

- 2.4.1. 4x Tablet/Laptop Registration Station & Software
- 2.4.2. 2x Printer Rental

- 2.4.3. Extension cables, adapters and Wi-Fi (Stable connection)
- 2.4.4. Name Tag & Pouches: Printed full colour single sided onto 160gsm colotech paper, scored only, no folding and provide Plastic pouches (Size, 190mm x 145mm):
- 2.5. **Satin Matt Lanyards – Branded:** Side branding, Full colour, 20mm width, 950mm total length, Spring Hook - 20MM
- 2.6. **Onsite Registration**
 - 2.6.1. Pre-Set Up of system (pre-populating guest details)
 - 2.6.2. Set up the day before onsite and testing
 - 2.6.3. Onsite registration system (4x registration stations)
 - 2.6.4. 1x Onsite Registration Manager
 - 2.6.5. 4x Registration staff (dressed in black)
 - 2.6.6. Assist guests and check guests in upon arrival
 - 2.6.7. Post Event Analytics
- 2.7. **Post Event Analytics:**
 - 2.7.1. Provide Final RSVP Report
 - 2.7.2. Final Onsite Report (including walk-ins)
 - 2.7.3. Export final reports in Excel - compile and send to client 48 - 72 hours post event.
- 2.8. **All Subsistence, travel and disbursements**
 - 2.8.1. Travel costs to venue for duration of event
 - 2.8.2. Supply subsistence/meals for own team members - including water/drinks for the duration of event.

3. EXPECTED DELIVERABLES/OUTPUT

- 3.1. The service provider must have proven experience in managing RSVP systems and onsite registration for large-scale corporate events. Previous experience with AGMs or similar high-profile gatherings is preferable.
- 3.2. The service provider should offer an integrated, user-friendly RSVP system that allows for seamless online registration, confirmation, and management of attendee data. The system should support features such as real-time reporting, automated confirmations, and customisable attendee lists.
- 3.3. The service provider must comply with data protection regulations (e.g., POPIA) and have robust data security measures in place to ensure the confidentiality of attendees' personal information. They should be capable of maintaining and providing accurate data, including attendee demographics and participation levels.
- 3.4. The service provider must offer adequate support throughout the event, including a dedicated team for troubleshooting any issues related to the RSVP system or onsite registration. They should be available to provide technical support both before and during the AGM.
- 3.5. The service provider should demonstrate flexibility in adapting their systems to meet the specific needs of the AGM, including customising registration forms, attendee communications, and reporting formats.
- 3.6. The system must accommodate last-minute changes in attendance and provide real-time updates. The system should be able to handle a large volume of RSVPs and onsite registrations, as well as fluctuations in attendance without technical difficulties or delays.
- 3.7. The service provider should deliver post-event reports, including insights on registration and attendance rates, check-in times, and other key metrics. Adequate, trained personnel should be provided to manage the onsite registration process,

including troubleshooting equipment, guiding attendees, and handling any unexpected issues efficiently.

- 3.8. The service provider is required to arrive at least 2 hours prior to the start of the AGM to allow ample time for setup, system checks, and to address any potential technical issues. Their early arrival will also provide an opportunity for any last-minute adjustments or coordination with event organisers.
- 3.9. The service providers' team members must wear all black/formal attire.
- 3.10. Failure to meet the requested specifications may result in financial penalties, including but not limited to:
 - A deduction from the final payment to cover the costs of sourcing alternative items.
 - A penalty fee for the inconvenience and any delays caused by the non-compliance.

4. EVALUATION CRITERIA

Responses will be evaluated in accordance with the following functionality criteria and the prospective service provider must obtain a minimum score of **70 points** to qualify for price and specific goals evaluation and the appointment to the panel would be based on the highest points scored.

4.1 Functionality Criteria

Postal Address
P.O. Box 1329, Rivonia
2128, South Africa

Physical Address
270 George Road,
Noordwyk, Midrand, 1687

Contact
Call Centre: 0860 100 221
Telephone: 011 217 0600
Fax: 011 783 7745



EVALUATION CRITERIA	SUB-EVALUATION CRITERION	WEIGHT
Provide Portfolio of Evidence of similar work done for similar events as well as detailed methodology, approach and implementation plan	Detailed portfolio of evidence and implementation plan provided are fully responsive to the detailed scope of work.	50
	Detailed portfolio of evidence and implementation plan provided are partially responsive to the detailed scope of work.	25
	Detailed portfolio of evidence and implementation plan provided are not responsive to the detailed scope of work	0
Experience in Comparative Projects: Provide details of the track record of six (6) similar services/events for at least 50 participants including dealing with senior government dignitaries). <i>Reference letter/s may not be older than five (5) years and should provide the project name, organisation, and a contactable reference.</i>	Provide six (6) or more Reference letters to demonstrate track record of similar events for at least 50 participants including dealing with senior government dignitaries).	50
	Provide four (4) or less Reference letters to demonstrate track record of similar events for at least 50 participants including dealing with senior government dignitaries).	25
	Provide two (2) or less Reference letters to demonstrate track record of similar events for at least 50 participants including dealing with senior government dignitaries).	0

5. ADMINISTRATIVE REQUIREMENTS

- 5.1. Quote/Pricing with a clear breakdown of Scope with total inclusive of VAT.
- 5.2. Completed and signed SBD4, SBD 6.1.
- 5.3. Valid Tax Compliance Pin issued by SARS.
- 5.4. Valid B-BBEE Certificate or Sworn Affidavit.
- 5.5. All RFQ related responses must include the RFQ number as the subject.
- 5.6. Central Supplier Database (CSD) Summary Report.
- 5.7. Company Registration Document (CIPC).

6. PRICING AND SPECIFIC GOALS EVALUATION

- 6.1. For the evaluation of this RFQ, the 80/20 preference points scoring system will be applied. This means 80 points are allocated to price and 20 points to specific goals as per the standard bidding document (SBD) 6.1 attached to this RFQ.
- 6.2. To claim points for specific goals, bidders will be required to complete, sign and submit SBD 6.1 together with a valid B-BBEE Certificate or Sworn Affidavit. Failure to submit the required documents, will result in zero points allocated to the bidding company.

7. RESPONSES/SUBMISSIONS

E-mail responses to supplychain@cathsseta.org.za on or before the closing date and time as stated above and no late responses will be accepted.