



Technical communications support services online event/webinar and podcast production and support requirements

1. Introduction

South Africa is engaging in policy dialogue with the EU in multiple thematic areas using a variety of processes and mechanisms. South Africa is keen to showcase some of its successful dialogues and engagements with the EU and to present how these are coordinated and implemented at an operational level. Likewise, South Africa would be keen to seek similar input from experiences with other strategic partners as a means of creating a learning platform for the exchange of good practice.

On basis of this request for quotation, SA-EU Dialogue Facility aims to select service provider to provide technical support services for virtual online dialogue events, when called for. For a detailed description of the assignment, please refer to section 2 and 3 below.

SA-EU Dialogue Facility is not obliged in this quotation request to make a contract award decision or to conclude a contract with a service provider.

2. Objectives

The overall objective of this assignment is to support the SA-EU Dialogue Facility Project Management Unit (PMU) and dialogue project implementation partner organisations with technical support to conduct professional multi stakeholders' online meetings, webinars and other types of online dialogue events.

3. Assignments and deliverables

Assignments and deliverables could include, but are not limited to the following (the list below describes the overall scope of work that is inclusive of all future assignments):

3.1 Online virtual event technical support services and deliverables

The incumbent will support and manage all the technological aspects of Webinar and online conferences/meetings and ensure successful interaction between participants on the Zoom or possible other web-conferencing platform, based on capabilities and web- platform preferences of SA government departments .

The incumbent will support the virtual outreach process from Webinar planning to Webinar delivery and recording. Webinar or online conference production support services (preferably via Zoom/MS Teams) including set-up of virtual studios and green room access at PMU offices in Brooklyn, Pretoria and at other locations in Gauteng with appropriate Dialogue Facility visibility and branding virtual studios designed. High-resolution digital copy of events for future editing and possible video production afterwards.

3.2 Podcast production:

The Dialogue Facility wish to start using digital audio files that will be available on the internet for event stakeholders and participants in policy dialogues.

The first step will be developing a podcast strategy/guide document for SA-EU Dialogue Facility stakeholders which will inform the style, layout and tone of all podcasts moving forwards.

The research and theme development for each podcast or series of podcasts will be conducted by SA-EU Dialogue Facility team, Communications support and dialogue project leads, including development of question.

Service provider must provide all equipment and managing the recording of the podcast; cleaning the audio, edit the full-length recorded interviews into the appropriate layout; if needed source and mix the music for the podcast; add graphics/audiogram created for display/marketing. Costs for hosting and distribution management of podcasts must be specified separately as this may at times and for certain podcasts not be required by the Dialogue Facility.

The Podcast will be hosted and distributed on website, as well as local and international platforms, as and when guided by the Dialogue Facility. Service providers that can provide this service should provide full details offered with associated costs (if any).

4 Service provider profile

The service provider needs to have the following experience / knowledge:

1. Experience supporting deliverables described in section 3.
2. Experience in collaborating with international and government institutions.
3. Demonstrated experience in producing conference and online events for a professional client.
4. Understanding of SA-EU Dialogue Facility mission and international context.
5. Understanding and experience in organizing or supporting online events (as applicable) to appeal to private sector audiences, NGO, government and CSO audiences.
6. Advanced understanding of Zoom and its functionalities, for example using polls, interpreter mode, chat box and Q&A
7. Event streaming to social media platforms
8. Basic video editing

The service provider needs to respond to following requirements in proposal:

1. Be able to promptly respond to calls for supporting events (within 48 hours if required).
2. Be able to accommodate on short turnaround time (varies depends on the nature of the assignment, typically between 48hrs and 1 week).
3. Be able to adhere to the SA-EU Dialogue Facility style and visual identity.
4. Have the software and equipment needed to carry out the assignment, including setting up green facility at specified locations as when required.
5. Be able to adapt to changing need as the assignment evolves.
6. Knowledgeable about current best practice and innovations to share and stream content considering the audio and visual limitations of Zoom.
7. Ability to guide the creative process to ensure an optimal standard while remaining open to feedback, such as virtual studio development and revision.

5 Procedure

The assignment will be awarded to the service provider with the best value for money and most economically advantageous service proposal, this is determined based on the evaluation of both price, quality of services and flexibility to respond to unique Dialogue Facility requirements.

6 Proposal guidelines

SA-EU Dialogue Facility is requesting the service provider to hand in a proposal of structured as detailed below. The proposal must be submitted in single PDF-format document to Dr Jurie van Niekerk at juriev@dialoguefacility.org before 16 September 2020 at 13:00 with the subject line "Quote webinar and podcast production"

Proposal structure:

Part A: A proposal detailing your approach to render virtual event support services (Max 5 pages)

Part B: A proposals detailing your approach to render the podcast production services (Max 3 pages)

Part C: Separate schedule virtual event technical support detailing, fee rates in ZAR (*incl VAT*) with fixed price costing for following 3 types of events in form of cost breakdown allocations per event, indicating number of team members to be deployed (fee rates should be inclusive of preparation/set-up time before events, green room access/availability, any specific special event costs detailed and any post event costs, for:

- a. Small online meeting/event (max 15 pax);
- b. Medium online event (16 to max 50 pax) (a) with 2 presenters and multiple presenters/speakers
- c. Large online events (51 to max 100 pax) events with 2 presenters and multiple presenters/speakers.

Part D: Separate schedule for podcast recording, editing, etc technical support detailing, fee rates in ZAR (*incl VAT*) and hosting/distribution options, with fixed price costing for following 3 types of podcasts:

- a) Short podcast up to 15 minutes
- b) Medium podcast up to 30 min
- c) Long podcast up to 45min

Part E: Description of the service provider entity, project team, relevant experience of team member(s) & professional qualifications, previous work experience, etc (Max 3 pages)

Part F: References: Include at least 3 references with contact details and short description of services rendered from prior work for assessment of capability and previous experience.

Note:

The SA-EU Dialogue Facility cannot provide a fixed, guaranteed or confirmed number of online events and or podcasts that will be taking place and require these services – Interested service providers must be clearly aware of this aspect.

7 Confidentiality

The documents provided by or on behalf of SA-EU Dialogue Facility will be handled with confidentiality. The consultant will also impose a duty of confidentiality on any parties that it engages. Any breach of the duty of confidentiality by the consultant or its engaged third parties will give SA-EU Dialogue Facility grounds for exclusion of the consultant, without requiring any prior written or verbal warning.

All information, documents and other requested or provided data submitted by the service provider will be handled with due care and confidentiality by SA-EU Dialogue Facility. The provided information will after evaluation by SA-EU Dialogue Facility be filed as confidential. The provided information will not be returned to the consultant.

8 Contact details:

Name: Dr Jurie van Niekerk

Position: Capacity Building expert PMU

Email: jurievn@dialoguefacility.org Cel:

083-254-4146