

SARS BUSINESS REQUIREMENTS

1. SCOPE OF WORK FOR THE PANEL OF EVENTS MANAGEMENT SERVICES

SARS may from time to time utilise the services of a Panel of service providers appointed to provide SARS with events management services. These may include participating in the management, joint development, and support on the events, as well as add-on skills to such events on an “as and when required” basis. Details of the required service will be specified at the RFX stage.

The scope of work includes the following:

- Creative conceptualisation for major SARS events
- Co-ordination and management of major events within SARS
- Logistical work of events
- Branding of events
- Development and/or production of event related promotional material (collateral)
- Venue sourcing for events
- Catering service for major events
- Sourcing of entertainment services (including tech riders for Artists) for events
- Detailed project plans and close-out reports for each event
- Sourcing of Programme Directors for events
- Provision of furniture and décor for events
- Provision of Interpretation / Translation Services (including equipment / infrastructure) for international conferences
- Provision of Videography and Photography services
- Provision of Airport Transfers – from Airport to Hotels – from Hotels to main venue – back to the Hotels - back to the Airport (on departure day).

1.1 VISUAL CONCEPT

Developing and producing visual concepts for annual events and conferences based on agenda points and the overall objectives per event.

1.2 PRODUCTION AND VENUE SET-UP

- 1.2.1 Provision of the event décor, stage and table décor settings.
- 1.2.2 Event production including design elements and production equipment, flower arrangements and decorations, and related items.
- 1.2.3 Provision of stage furniture for panellists in main plenary room/s and VVIP holding room/s.
- 1.2.4 Dismantling the set-up at venues immediately after events and only one day is available for set-up.
- 1.2.5 Set up marketing exhibition stand/s or partitioning walls; and
- 1.2.6 Flower arrangements for all meeting rooms including registration / arrival area/s e.g., greenery, fresh flowers, proteas etc.

1.3 PHOTOGRAPHY AND VIDEOGRAPHY BRIEF

The photography brief specification includes but is not limited to:

1.3.1 Event Photography

Event photos are required for **everyday** of all meetings. The functions are divided into the following elements:

- 1.3.1.1 Venue shots of setup / décor before the event.
- 1.3.1.2 Photos of guests on arrival.
- 1.3.1.3 Social pictures of delegates in main reception areas before events, inside main venues and during the conferences and meetings.
- 1.3.1.4 Speakers at the podium.
- 1.3.1.5 Social pictures at all interactions, including social events (Welcome Cocktail and Gala Dinners) and excursions; and
- 1.3.1.6 For international events group photos of main delegates must be taken and packaged (conference-branded package) for each country. The specific requirement is a group photo of all delegates. The group photos must be handed to delegates before they leave South Africa and packaging must be suitable for air travel.
- 1.3.1.7 Group photos for local events will also be required.

1.3.2 Event Videography

- 1.3.2.1 Developing and producing raw footage of the recording of an event, as well as a 30-minute edited video of each event's highlights.

- 1.3.2.2 Short video snippets of key highlights from each day of a meeting / conference.
- 1.3.2.3 Providing audio-visual services: such as videos and videography. Services will also include editing of content, script writing for events, pre-production, production and post-production. Cameras must be connected by way of a live feed to projectors, where required.
- 1.3.2.4 Short interview videos (1-2 minutes) with selected delegates / stakeholders / SARS employees.
- 1.3.2.5 An all-encompassing documentary video of all events / conferences (approximately 20 minutes) to be delivered post the event according to the timelines specified in a RFX.
- 1.3.2.6 Video-related content must be compatible with the SARS PADS video scheduling software.

1.4 INTERPRETATION SERVICES

- 1.4.1 Interpreters / Translators and United Nations-style Translation devices / equipment including screens need to be sourced covering English, French, Portuguese, Mandarin, Brazilian Portuguese, Russian and other international languages.
- 1.4.2 Interpretation booths with all relevant equipment, power charging cables and headphones for all delegates.
- 1.4.3 Concealed separate language booths for interpreters (2 persons per booth). Sign Language booth to accommodate one (1) person and one (1) person for a camera.
- 1.4.4 Interpreters' CVs with five years' experience and above, who are well-versed with Finance and Tax technical terminology.
- 1.4.5 SARS to approve CVs before the appointment of the translators / interpreters, per RFX.
- 1.4.6 A successful bidder may opt to provide this service in-house or outsource this function to a local supplier.

1.5 EVENT COLLATERAL

- 1.5.1 All marketing material, including videos, brochures, banners (electronic, indoor and outdoor), branded stationery, corporate gifts for delegates, and other related requirements to be specified at a later stage, must be incorporated. Costs and planning should incorporate writing, editing, printing and delivery when / where applicable.
- 1.5.2 Branding of arrival check-in stands / plinths at the meetings and welcome / registration area.
- 1.5.3 Branding at airports (meet and greet table) and venue kiosks; and
- 1.5.4 Branding of general event and technology elements such as welcome booths,

interpretation booths etc. to be provided as and when required.

1.6 TRANSFERS

- 1.6.1 Facilitation of delegates / stakeholders / SARS employees transfers from Airport to Hotels – Hotels to the main venue – back to the Hotels – and back to the Airport (on departure day/s) to be provided, as and when required.

1.7 SOCIAL EVENTS AND EXCURSIONS

A successful bidder will be required to provide a proposal for social events and excursions, including a programme of activities and venues relevant for a specific event, as and when required. Requirements may be to host a Welcome Cocktail Dinner and formal Gala Dinner evening (providing entertainment with a cultural experience), and an informal excursion. The informal excursions are to be characterised by the local area and the catering must incorporate flavours from the African Continent.

The scope of works for social events and excursions in particular includes but is not limited to:

- 1.7.1 Provision of the event décor and table décor settings for the Welcome Cocktail and Gala Dinners.
- 1.7.2 Event production including design elements and production equipment, flower arrangements and decorations, and related items.
- 1.7.3 Provision of furniture for Welcome Cocktail and Gala Dinners.
- 1.7.4 Provision of entertainment for the Welcome Cocktail and Gala Dinners, including costumes, makeup, tech riders catering and all related requirements.
- 1.7.5 Proposal and provision of informal excursions, including transportation and all related requirements.

1.8 ENTERTAINMENT AND PROGRAMME DIRECTORS

Successful bidders are expected to come up with a creative concept of entertainment sets which will take into consideration the SARS brand.

SARS may require a Programme Director/s for specific events. Approval will be based on the profile and a short video of their performance/s, at the time of a RFX.

1.9 TECHNOLOGY

- 1.9.1 Hosting of online events and hybrid conferences.
- 1.9.2 A successful bidder must have an infrastructure to render the services for a live streaming of events e.g. You Tube and Zoom, etc.

1.10 HUMAN RESOURCES CAPACITY

The following resources should form part of each team a successful bidder assembles to support the management of each SARS event:

➤ Team Leader

- The Team Leader must have a valid post matric qualification.
- The Team Leader must have a minimum of eight (8) years of experience in events management of which five (5) years must be at management level.

➤ Team Member

- At least one of the Team Members must have a valid post matric qualification.
- At least one of the Team Members must have a minimum of five (5) years of experience in events management.

1.11 PROJECT PLAN

- 1.11.1 A successful bidder must provide a detailed project plan for each event, which includes but is not limited to activities / deliverables, milestones, timelines, and resources.
- 1.11.2 Event material must be delivered by a successful bidder, as per the agreed project plan.

1.12 REPORTING

- 1.12.1 A successful bidder will be required to provide a detailed closing report with all creatives, at the conclusion of each event, unless advised otherwise by SARS; and
- 1.12.2 A successful bidder will report to the Senior Manager: Communication on all deliverables.

1.13 VENUE SOURCING FOR EVENTS

- 1.13.1 A successful bidder may be required to source a venue to host events by SARS, as and when required. In this regard, a successful bidder will be provided with a brief as to the size, resources and location of the venue to host the particular event, at the time of the RFX.