

**Republic of the Philippines
CIVIL SERVICE COMMISSION
Quezon City**

**TERMS OF REFERENCE FOR THE ENGAGEMENT OF
A LEARNING SERVICE PROVIDER (EVENTS MANAGER)**

Project Basic Information:

TITLE : **Virtual Conduct of 2022 Public Sector HR Symposium:
“Building Resilient Organizations: Honing Agile and
Future- Ready Leaders and HR Practitioners”**

APPROVED BUDGET : **PHP 900,000.00** (*inclusive of government taxes*)

I. BACKGROUND

This Terms of Reference (TOR) for the engagement of an Events Manager has been prepared as part of the approved plan and budget for the 2022 Public Sector HR Symposium.

The Civil Service Commission (CSC) through the Civil Service Institute (CSI) has been organizing the conduct of the Public Sector HR Symposium for eight (8) years. It served as a venue to discuss new trends, explore the concept of change, and share best practices on Human Resources and Organizational Development.

These events - which were attended by executives, leaders and human resource and organizational development practitioners from both the public and private sectors nationwide as well as representatives from the ASEAN Community - recognized the importance of human resource development in building public institutions founded on good governance and in bringing about social change and reforms. All the five previous events were held at the Waterfront Hotel in Cebu City (2014-2016), the Philippine International Convention Center (PICC) in 2017 and 2019, and SMX Convention Center in Davao City (2018).

The Symposium in 2021 was conducted virtually, using an HR Symposium Platform which was created, managed, and maintained by a third-party entity within a specific period provided.

This year's HR Symposium will focus on the strategic roles of Government Leaders and HR Practitioners in building resilient organizations as well as the people themselves who are involved in implementing change. The symposium will highlight concepts, perspectives and characteristics of resilient organizations and tools and best practices in building resilient organizations which will be shared in the plenary and concurrent sessions by international and local speakers. The symposium aims to inspire participants by initiating change which contributes towards developing resilient organizations that provides continued and effective public service in the midst of disruptions.

II. OBJECTIVES

The 2022 Public Sector HR Symposium will be conducted virtually on September 14-16, 2022 through a platform that will be developed, managed, and maintained by a Learning Service Provider (Events Manager).

The theme for this year's event is **“Building Resilient Organizations: Honing Agile and Future- Ready Leaders and HR Practitioners”**.

The purpose of hiring the services of a Learning Service Provider (Events Manager) is to provide assistance to the CSI in translating the Symposium Concept, executing the Program Flow, and managing the event from start to end by:

- ✓ Providing an electronic platform for an aggregate period of sixty (60) days

An electronic or digital platform is a **software-based online infrastructure that facilitates interactions and transactions between users.**

- ✓ Creating and managing the components of the HR Symposium Platform as described in Items A1, A2, and A3, of Part III of this TOR;
- ✓ Developing the Symposium collaterals;
- ✓ Providing a Zoom account that can accommodate 5,000 participants for the Virtual Exhibit Ribbon Cutting Ceremony, and Plenary Sessions on Days 1 and 3;
- ✓ Producing the required video presentations; and,
- ✓ Providing technical support during the entire 60-day period.

III. SCOPE OF SERVICES AND DELIVERABLES

The CSC requires the services of a Learning Service Provider (Events Manager) to assist in planning, organizing, executing, and managing all the virtual activities of the 2022 Public Sector HR Symposium from start to end.

Specifically, the Events Manager is expected to support the conduct of a large-scale Public Sector HR Symposium with at least 3,500 participants through the following:

A. HR Symposium Electronic Platform

1. Provide an electronic platform for a period of sixty days, and with the following features:
 - a. Branded with CSC/CSI Logos and HR Symposium Icons which includes the following:
 - b. Accepts a list of confirmed participants with email addresses and other pertinent data, which may be updated and edited from time to time before and during the symposium, and send email to participants and panelists of the confirmation of their registration and provide them with username and passwords to enable them to access the main portal of the platform.
 - c. Once inside the platform "lobby", participants may: view the HR Symposium program of activities from Days 1 to 3, real-time demographics of participants who are in the platform, and other symposium-related activities; network with each other, attend on-going sessions; view recorded sessions; visit exhibitors; access the help desk (which includes the FAQs and platform navigation tutorial video); and download available presentation materials, and, after the event, their Certificate of Completion (COC).

Virtual Lobby:



- d. Contains a Networking/Gamification Area that features networking activities between and among participants during breaks through Break-out Rooms. Participants may enter and transfer to any Break-out Room with topics that they may be interested in.

The Networking/Gamification Area should also have the following features:

- i. Digital games that the participants may play/join in at anytime.
- ii. Participants can share insights; quotes; testimonials and pictures
- iii. A space and opportunity for the symposium attendees/participants to make important connections, such as but not limited to the following:
 - ✓ Scheduled Discussions
 - ✓ Group Chat by topics
 - ✓ Private social media groups
 - ✓ Sharing of Ideas
 - ✓ Expressing their sentiments/appreciation
 - ✓ Providing their suggestions/recommendations

2. Oversee the Virtual Exhibit Area by:

- a. Providing an orientation to exhibitors on how to use the virtual exhibit area of the HR Symposium Platform and how to design their exhibit booth.
- b. Assisting Exhibitors in setting-up and in managing their booths.
- c. Ensuring the following for the Exhibit Booths:

- ✓ Provision of 30 Exhibit Booths in the Platform.
- ✓ Exhibit Booths should be available at least 3 days prior to the Virtual Exhibit Ribbon Cutting Activity. Virtual Exhibit will be opened at least 1 week before the actual symposium and may be accessed by the participants after the Ribbon Cutting Activity and before the closing of the symposium.
- ✓ Participants will be able to see their progress/completion of required activities to earn badges.
- ✓ Participants can download marketing materials of exhibitors such as brochures, videos, and/or collaterals from the Exhibit Booths.
- ✓ Option in the chat facility where exhibitors may directly communicate with visitors to their respective booths.

3. Create and Administer the Raffle Wheel using the mechanics below:

- a. Create/provide 3 badges corresponding to the number of booths the participants have visited. (e.g. Gold-30 booths, Silver-20 booths & Bronze-10 booths)
- b. Create a Monitoring sheet on the completion of participants per badge.
- c. Provide real-time updates of the participants' earned badges.
- d. Provide participant's status/updates after a complete visit in every exhibitor.
- e. Administer the Raffle Wheel on the third day of the symposium for the participants who completed visiting all the exhibit booths.

B. HR Symposium Collaterals

1. Provide the following:

- a. e-Programme which contains all of the HR Symposium activities from the Ribbon-cutting Ceremony of the virtual Exhibit Booths, Opening Program, Plenary Sessions, Concurrent Sessions, up to the Integration Activity, the profile of all the speakers with their session title and brief description of the session, and the list of all exhibitors.
- b. Virtual Background that depicts the HR Symposium Theme and conforms with the specifications (e.g. color palette, required icons/figures, proportions, font style and size, etc.) that will be provided by the CSC.
- c. Virtual banners that feature the program for the day with speaker profiles and presentation briefs. This may be viewed before the actual session to allow participants to look forward to the actual session.
- d. Template for the Certificate of Completion with security features.

2. Manage the Presentations, Recordings, and Certificates Area of the Platform

- a. Make the recordings accessible to participants in the platform for a limited period after the actual live sessions, within which participants can access

the videos; Recordings can only be viewed but materials may be downloaded. Participants may still visit the session areas even after the sessions to access and view the recorded videos of the speakers.

- b. Ensure that the presentation materials and other learning materials that may be provided by the speakers are posted on the platform and may be downloaded by the participants.
- c. Make available downloadable e-copies of Certificates of Completion (via the platform) of qualified participants one day after the Closing Ceremonies of the symposium. LSP to email COCs to all qualified participants.
- d. Transfer to CSI all the collaterals and data gathered for the symposium such as presentations, videos, photos, database of participants, monitoring of attendance, and COCs issued, among others. All electronic files transferred should be stored in an external drive.

C. Plenary and Concurrent Session Requirements

Provide the following:

- Zoom Account for the Plenary Sessions that can accommodate 5,000 participants on Days 1 and 3, and manage the same on both days. For Day 1 – webinar format will be used; for Day 3, the CSI will require a set-up that would allow interactive participation.
- For Day 2, the ten Zoom Accounts for the Concurrent Sessions will be provided by the CSI and managed by the assigned Session Chairs and Tech Hosts from the CSC with the assistance of Technical Staff from the Learning Service Provider (Events Manager).
- Access to the Zoom links during live session/s during the actual activity. Participants may enter the live session without need for password. System will track participant attendance to the different sessions.
- Links to Post Evaluation that can be accessed before the end of every session (for concurrent session evaluations), and before the end of the symposium on Day 3 (for the symposium overall evaluation) Before the end of every concurrent session, participants shall be requested to accomplish an Evaluation Form. Before the end of the HR Symposium Closing Program, participants shall be requested to accomplish an over-all Level 1 Evaluation Form. Completion of Evaluation Forms together with the Attendance are required for issuance of COC.

D. Video Presentations

1. Produce the following:

- a. Prayer and Philippine National Anthem Video (2-3 minutes)

Brief Description: Prayer and National Anthem video featuring Choral group to be identified by CSI. Concept and presentation similar to the videos provided, which may be accessed via links: <https://youtu.be/B48qgXbsmeQ>, <https://youtu.be/OBXJjxQTqtA>

- Featured Choir will be selected and contacted by the Civil Service Institute (CSI).
- LSP to provide creative development of the sequence guide for the proposed ideas and executions, create the graphics, as necessary.
- Audio and Video materials:
 - ✓ LSP shall undertake supervision of all video/audio shoot requirements.
 - ✓ Audio recording (following health protocols) for select members of the Choir (staggered schedule). LSP shall set-up, supervise and complete all the audio recording requirements as scheduled. Individual videos of the Choir members may be shot and provided by the choir members themselves.

b. Opening Video

Brief Description: The Opening Video will take the place of the Opening Number of the face-to-face HR Symposium. This can be an elaborate pre-recorded dance number featuring local dance group/s that has created an impact by winning local or international competitions especially during the pandemic. They will perform a medley of dances that relate to the symposium theme.

- LSP to provide creative concept and development of the sequence guide for the proposed ideas and executions, create the graphics, as necessary.
- Performers shall be approved by the CSI
- Audio and Video materials:
 - ✓ LSP shall undertake supervision of all video/audio shoot requirements
 - ✓ Video Shoot (following health protocols - LSP shall set-up, supervise and complete all the video shoot requirements as scheduled. If there are 2 or more Dance Groups, videos of each Dance Group should be shot separately.
 - ✓ LSP will edit the videos and come up with one presentation that will be shown During the Opening Program.

c. Overview of the HR Symposium (10-12 Minutes)

Brief Description: Evolution of the HR Symposium from face-to-face conference to digital platform (2-3 minutes). The video will end in a virtual stage wherein CSI Executive Director IV will provide the overview of the whole event (5minutes). The CSI ED IV will then introduce the CSC Chairperson for the welcome/opening remarks (5 Minutes).

- Video clips and photos of previous conducts of HR Symposium and logos/icons will be provided by the CSI.
- LSP to provide creative concept development, create graphics/assets, as necessary.
- LSP is expected to shoot videos of CSI ED and CSC Chair and provide the necessary equipment for the video shoots

Optional inclusion: Voice Over talent

- d. AVP of the 2022 HR Symposium Days 1 and 2 (3-5 minutes)

Brief Description: Same Day Edit (SDE) of Highlights of Days 1 and 2 Activities. This will be shown at the start of Day 3.

- Video clips and photos will be captured or taken by LSP during the first and second day of the event. They will be entering the virtual platform.
- LSP to provide creative concept development, create the graphics/assets as necessary
- Should be available and approved by 7:00 p.m. of Day 2

Optional inclusion: Voice Over talent

- e. Tutorial Video on How to Navigate the HR Symposium Platform (3-5 minutes)

Brief Description: This video should highlight the step by step process on how to navigate the HR Symposium Platform from Entrance, to accessing the different features, and available services within the platform, up to Exit, using text, graphics, and audio features.

Inclusion: Voice Over Talent

- f. Compilation of Video Profiles of Exhibitors (20-30 minutes)

Brief Description: This presentation is a compilation of videos featuring the Exhibitors.

- The LSP is expected to consolidate the videos provided by the Exhibitors for presentation during the opening of the Exhibit, and ensure that the length of this presentation does not exceed the time allotted, which is a maximum of 30 minutes.

E. Technical Support

- Provide additional Technical Staff who will provide assistance on technical concerns during Plenary and Concurrent Sessions.
- Implement gamification for participants.
- Provide assistance during the Soft Opening of the Ribbon Cutting of the exhibit.
- Implement Raffle for visitors of Exhibit Booths and announce winners through the platform
- Provide help desk services for CSI Administrators, participants, panelists and exhibitors with at least three (3) active staff once the platform opens:
 - ✓ For navigating the platform (technical aspect) – including virtual exhibit booth activities
 - ✓ For program-related concerns

- f. Monitor, track and submit attendance report.
- g. Provide the template of the COC with security features (to be approved by the CSI). The added security features should still be effective even after the expiration of the contract of services.
- h. Release the COCs of the participants via email and ensure that the database of the issued COCs is transferred to CSI after the event.

IV. QUALIFICATIONS

It is expected that the Learning Service Provider (Events Manager) should possess the following:

1. Expertise in Online Portal Development and Management using the most up-to-date hardware and software;
2. Proven track record in developing and managing online portals for major local and international events of the same nature with at least 1,000 participants;
3. Can provide a detailed plan, flow of activities, complete list of technical staff, and up-to-date software and hardware required for the virtual HR Symposium;
4. Duly registered with an appropriate government regulatory body;
5. Can ensure uninterrupted flow of online activities before and during the event; and,
6. Accredited by the PHILGEPS.

V. DURATION

Provision of service for the conceptualization, development, and management of the event platform will be within an aggregate period of two (2) months for the Pre, During, and Post Symposium Activities, from the date of signing of the Contract.

VI. BUDGETARY REQUIREMENTS

Hiring the services of a Learning Service Provider (Events Manager) for the 2022 Public Sector HR Symposium shall not exceed the approved budget of **PHP 900,000.00**, inclusive of all applicable taxes.

The fee is payable in three tranches as follows:

1. 15% of the total contract price to be released two weeks before the event and after the installation of all the Pre-Event deliverables and issuance of a Billing Statement. (*CSI to identify Pre-Event deliverables*);
2. 25% of the total contract price to be released on the first day of the event, and after issuance of a Billing Statement; and
3. 60% of the contract price within fifteen (15) working days upon submission and approval of all deliverables, including a Project Completion Report, and after issuance of a Billing Statement. Submission of deliverables shall be within two weeks after the event. The CSI

will be responsible in checking the quality of all the outputs and endorsing payment thereof.

For and in consideration of the foregoing services, the CSC shall pay the Learning Service Provider (Events Manager) the said amount (inclusive of taxes) payable upon satisfactory performance of the services and submission of acceptable outputs and deliverables. Processing of payment shall commence after receipt of the billing statement through the issuance of a Landbank of the Philippines (LBP) check by the CSC.

Any violation of the terms and conditions in this TOR shall entitle the CSC to withhold payment to the Events Organizer.

A penalty of deduction of a certain percentage of the total contract price for late or non-submission of the required deliverables by the Learning Service Provider (Events Manager), shall be imposed by the CSI.

VII. TAXES

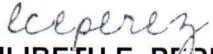
All taxes, fees, charges, imposts, and other legal execution due or that may become due shall be chargeable against the account of the Learning Service Provider (Events Manager). The CSC, as a government collecting agency for the Bureau of Internal revenue, shall deduct allowable government taxes.

VIII. CONFIDENTIALITY CLAUSE

The Learning Service Provider (Events Manager) shall not, during the term of this engagement and thereafter, disclose any confidential information obtained or acquired by them in connection with the above tasks and deliverables except upon the issuance of a written consent by the CSC Chairperson.

The CSC reserves the right to review all works and outputs to be submitted by the Learning Service Provider (Events Manager) prior to the release of the full compensation agreed upon.

Recommending Approval:


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