Request for Proposal (RFP):
Conference Website & Registration Management System with Virtual Conference Platform Add-On Option

Overview

Children's Trust is seeking proposals from qualified vendors for a Conference Website & Online Conference Management System for use by attendees, vendors, presenters, and staff participating in the upcoming Building Hope for Children Conference, currently being planned for late summer/early fall of 2022.

- The goal of the conference is to provide an opportunity for professionals, leaders and advocates for children and families in South Carolina to connect, learn and explore solutions that will build a better future for children and families across the state.

- Children's Trust is seeking a vendor to provide a conference website with an online registration management system. The ideal conference itself will be in person.

- In the event that the conference is unable to be held in person, due to health and/or safety reasons, the vendor needs to have the ability to add-on a virtual conference platform in order to deliver a virtual conference.

Organizational information

- Children's Trust is a 501(c)3 nonprofit organization whose mission is to strengthen families, organizations and communities to prevent child abuse and neglect. Children's Trust leads the state's coordinated efforts for the Strengthening Families Program; Triple P (Positive Parenting Program); S.C. Adverse Childhood Experiences Initiative; Maternal, Infant and Early Childhood Home Visiting; Child Abuse Prevention Month; and KIDS COUNT.

- The organization provides funding, resources and training to help local program partners build strong families and positive childhoods. To support our mission of child abuse prevention, Children's Trust hosts a biennial conference, the Building Hope for Children Conference, to support regional prevention efforts, child welfare and building strong community resources that support family well-being.

Scope of Work: Conference Website & Registration Management System

Conference Website Features

- Branding and customization options

- Accessible pre-event, during the event, and post-event

- Event information tabs and links to register

  - Attendees

  - Speakers

  - Exhibitors

  - Staff

  - Sponsors

- Day-of content delivery vehicle (website and an application)

  - Schedule

- o Attendee management

- o Engagement feature

- Conference Website Features (continued)

  - o Post-Conference Access

    - ▪ Included access to 3-6 keynote recordings for registrants

    - ▪ Pay-to-access to 3-6 keynote recordings for people unable to attend

- Registration Management System

  - o Multiple registration opportunities: attendees, exhibitors, speakers, sponsors, staff

  - o Ability for registrants to use registration codes for free or discounted registration

  - o Speaker presentation and document submission portal

  - o Day-of attendance management system (to support an in-person event)

Scope of Work: Virtual Conference Platform Add-On Option

Virtual Platform Experience add-on option must offer the following key features:

- Attendee management including the ability to track attendance for the duration of the session

- Native networking and engagement features (i.e. direct messaging, group chat, personal profiles, polling, bulletin board, whiteboard, two-way communication for question and answer and chat feed)

- Sponsor/exhibitor features (i.e. virtual exhibition spaces, meetings, bulletin boards, or banners)

- On-demand services including the ability to share pre-recorded videos and download documents inside the platform.

- Live streaming services including dedicated live streaming sessions and multiple concurrent streaming channels (for concurrent breakout sessions); ability to stream through video conferencing solutions other than Zoom (i.e. WebEx)

- Support solution services (i.e. phone, email and chat support, on-demand and live platform training, and self-service knowledge base)

- Security features including password protection and encryption

- Online environment that supports web and mobile attendance, telephone connection

- Branding/customization options including configuration of virtual spaces with icons, logos, banners, overlays and lower thirds

- Event supports services including technical and logistical support related to use of and management of the platform prior to and during all conference days (i.e.. training and support services to configure the platform pre-conference, test it, train and rehearse with live speakers, and to provide technical and logistical support during the conference; if training and support services are not available, please indicate that, and if possible, supply a vendor that the company recommends that knows their product)

Proposal Information

Please include the following information in your submission:

- A detailed description of the product(s) and features as outlined in the scope of work;

- Event data and analytics available;

- A timeline of work with all contracted deliverables delivered for two to three days sometime between August-September 2022;

- A detailed list of services that the vendor is proposing, including number of meetings (in person or virtual) with the client and any optional services not otherwise noted in this Request for Proposals;

- A detailed budget breakdown, including itemized costs for all services the vendor is proposing, including platform/software, labor, taxes and fees;

- A copy of the standard contract for product and services;

- Any available not-for-profit rates, discounts, or considerations; and

- Any conflicts of interest.

All proposals will be treated with the highest confidence and will be used internally in our decision-making process.

Submission of Proposals

- All components of the proposal should be contained within a single PDF document and appropriately labeled.

- Web addresses and/or links to sample work are acceptable.

- All proposals should be submitted by email to Alison Askins, Event Planner, by 5 p.m. EST, on **Wednesday, September 22, 2021** to aaskins@scchildren.org.

- A confirmation receipt will be sent by email within 24 hours. If you do not receive a confirmation, please call 803-744-4047.

- Any proposals received after the due date may not be considered.

Evaluation Process & Criteria

Proposals will be evaluated according to:

- the detailed information provided by the vendor;

- the quality of the product and features;

- overall cost;

- ability to meet the conference's needs; and

- using additional information from any other person it deems appropriate.

Terms & Conditions

Individuals and organizations providing a proposal agree to the following terms and conditions:

- Successful bidder will not release records or information related to Children's Trust unless an application for public information is submitted and approved by Children's Trust Board of Directors.

- Children's Trust reserves the right to reject any or all quotes received, to request clarification of any quote, to waive informalities or irregularities; and to award a contract not based solely on the lowest cost.

- Pricing included in your quote must be valid for at least 60 days and may not be modified, withdrawn or canceled.

- Children's Trust will not pay for receipt of any information requested herein, nor is it liable for any costs incurred by the participant in responding to this request. All quotes submitted become the property of Children's Trust; they will not be returned.

- None of the information released either verbally or in writing shall be deemed binding to Children's Trust in any manner.

- All quotes or offers must be signed by a duly appointed officer or agent of your company.

- All proposals will be kept confidential.

- Any questions regarding this opportunity must be submitted in writing to Alison Askins at aaskins@scchildren.org.