Request for Proposals – Vendor Services for ICANN Meetings

2012 ICANN Meetings

ICANN 43	ICANN 44	ICANN 45
San José, Costa Rica	Prague, Czech Republic	Toronto, Canada
11–16 March 2012	**24–29 June 2012**	**14–19 October 2012**
Ramada Plaza Herradura	Prague Hilton	The Westin Harbour Castle
Est. Attendees: 1200	Est. Attendees: 1200	Est. Attendees: 1200
Est. Exhibitors: 20–25	Est. Exhibitors: 20–25	Est. Exhibitors: 20–25

Background

Each year, ICANN holds three Public Meetings in different regions around the world. The meetings provide the opportunity for an internationally diverse group of individuals and organisations to come together and discuss and develop policies for the Internet's naming systems.

No prerequisite or membership is necessary to attend an ICANN meeting and attendance is free to the general public.

ICANN will contract vendor(s) for the provision of the services and materials as specified in this Request for Proposals (RFP) for its meetings in 2012. This RFP will be conducted with the objective of maximising the benefit to ICANN, while offering vendors a fair and equitable opportunity to participate.

Elements such as cost of services, and experience will be considered by ICANN in making its final selection of a vendor.

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1) Registration Services

Each ICANN meeting has an online pre-registration form posted on the meeting website which closed 2-3 days prior to the start of the conference. Pre-registrations are strongly encouraged, but not required. Therefore, not all pre-registered attendees will actually check in, and nearly half of our attendees will register in person after they arrive on-site.

A. Data System and Equipment
The vendor selected for registration services must have a trusted registration system that meets the basic system requirements below. Vendor shall provide all on-site equipment and materials including laptops, printers, scanners, and badge supplies.

The registration system must be able to:

- Import pre-registration data (.xls or .xml) and process all registrations on-site
- Customise registration form fields per ICANN specifications
- Facilitate the printing of attendee badges at the point of check-in
- Create daily custom reports

B. Staffing
Vendor shall provide up to 17 personnel to serve as registration staff during the conference. Under the direction of an ICANN meeting planner, staff will manage the registration area, and provide general information about the facilities and events to meeting attendees.

Registration staff minimum qualifications:
- Basic computer and data entry skills
- English fluency (Multilingual candidates preferred)
- Knowledge about the overall nature of the conference
- Customer service experience
- Positive and professional attitude

C. Staff Roles, Functions, and Responsibilities

i) General Registration Duties (up to 10 staff)
- Support on-site registration for all attendees including handing out conference bags, schedules, badges, etc.
- Process onsite registrations for those who are not pre-registered
- Maintain the registration database
- Manage the flow of traffic within the registration wait lines
- Alphabetise pre-printed attendee badges and organise materials for orderly distribution

ii) Supervisor (1)
- Supervise registration staff
- Troubleshoot challenges

iii) Assistant (1)
- Assist with various tasks as they arise, such as locating lost shipments, making copies, or obtaining supplies from a local office store

iv) Hostesses/Ushers (up to 5)
- Support attendees in finding their way around the conference
- Maintain areas with access restrictions

Roles:	Training / Setup Day	Opening Day	Table 1: Registration Staff Scheduling (subject to change)					
	Fri Day -1 9:00-18:00	**Sat** Day 0 7:30-18:00	**Sun** Day 1 7:30-18:00	**Mon** Day 2 7:30-18:00	**Tue** Day 3 7:30-18:00	**Wed** Day 4 7:30-18:00	**Thu** Day 5 7:30-18:00	**Fri** Day 6 7:30-16:00
Supervisor	1	1	1	1	1	1	1	1
Assistant	1	1	1	1	1	1	1	1
Registration Staff	2	10	10	10	6	5	3	2
Hostesses/ Ushers	0	3	5	5	5	5	5	5
Total Staff Per Day:	4	15	17	17	13	12	10	9

2) Conference Bag Fulfillment

Event sponsors will be entitled to include 2-5 promotional items in the conference bag. Typical items for the bag include brochures, pamphlets, pens, notebooks, and other corporate giveaways.

- Estimated number of bags: 1200
- Estimated number of items to be stuffed in each bag: 25-30

General Requirements

- Vendor must have facilities large enough to receive all materials shipped for inclusion in conference bags.
- Work directly with meeting sponsors and ICANN staff to help track international shipments, manage delivery/receipt, and assist with customs issues as needed (note: sponsors are responsible for all shipping charges, including duties and taxes)
- Assemble bags with all sponsor materials.
- Deliver assembled bags to the conference venue on the Friday prior to the start of the conference (Day -1).

3) Promotional Items: Conference T-Shirt

A vendor will be sourced to produce t-shirts with the official meeting logo printed on the front. Vendors should quote pricing for both 2-colour and full-colour printing.

| Required T-Shirts by Size		
Adult Sizes	**Chest Measurement**	**Quantity**
Small (USA) 34 (UK) 87 (Europe)	34 - 36 in 86.36 cm	300
Medium (US) 36 (UK) 91 (Europe)	37 - 39 in 93.98 cm	500
Large (US) 40 (UK) 102 (Europe)	40 - 44 in 106.68 cm	600
X-Large (US) 44 (UK) 112 (Europe)	45 - 48 in 116.84 cm	100
Total quantity:		**1500**

4) Conference Displays

A. Registration Counters (Quantity: 4)

- Size: 47 in W x 23.5 in D x 35 in H
  (120 cm x 60 cm x 90 cm)

- Counters must include full-colour graphic panels.

B. Exhibit Booths (Est. Quantity: 20-25)

- Back wall: 10 x 10 ft (3 x 3 m) hard wall panels.

- Sidewalls (OPTIONAL): must be no higher than 3.5 ft (1.5 m).

- Power connections for each booth will be provided by ICANN separately. Vendors should not quote for power installation.
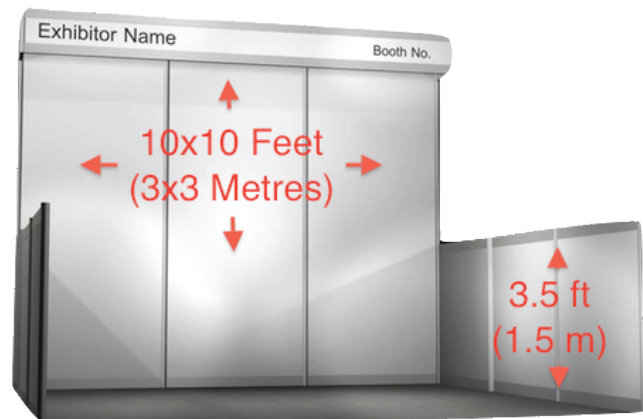
5) Signage

ICANN staff will be responsible for graphic design and preparation of print-ready artwork files for all conference signage. Vendor is responsible for high-quality printing and installation at the meeting venue, and will work in coordination with ICANN Staff to ensure all graphics supporting the conference are available as needed and properly placed.

All signage MUST BE SELF-SUPPORTED using t-stands, easels, or similar stands. Any alternative methods for displaying signage must be agreed to in advance.

A. Registration Backdrop (Quantity: 1)

Size: 10 x 20 ft (6 x 3 m) note: size may vary

Location: Typically placed behind the registration counters. Backdrop must clearly identify the area designated for registration and be visible from the main point(s) of entrance to the space.

B. Directional Signage (Quantity: 15)

Size: 24 in x 36 in (60 cm x 90 cm) preferred

Directional signage will appear at the main entrance to the conference centre; wherever two paths join when walking through the conference centre, including outside of elevators and at the bottom/top of stairways; and outside of all meeting room doors (as needed).

C. Marketing/Event Signage (Quantity: 5-10)

Size: May be 24 in x 36 in (60 cm x 90 cm) or 24 in x 64 in (60 cm x 162.5 cm)

6) Entertainment

A. Welcome Ceremony Performance

A short cultural performance will be schedule at the start of our official welcome ceremony on Monday (Day 2). Past ICANN conferences have included song, dance, and a variety of other native performance.

B. Disc Jockey

A music DJ is needed for the Welcome Cocktail event held on Sunday (Day 1). The event typically runs from 18:30 – 20:30.

C. Live Band Karaoke

A local band is needed for the Music Night event. Music Night features live band karaoke, which is a popular event where people sing karaoke with a live band in front of an audience. Much like traditional karaoke, people choose a song from a list of available songs, sign up, and sing when it is their turn. The difference is that instead of a pre-recorded background track, the singers sing with a live backing band.

Band should cover the list of the most popular (most often sung) karaoke songs.

D. Event Photographer

- Photographic coverage of the conference, candid style.
- Photographic coverage for two evening social events, and other special events as requested.
- Photographer will coordinate with ICANN staff to upload all photos at the end of each day for posting to a flicker feed on the meeting website.

7) Transportation

Daily shuttle services between meeting hotels and the main venue. (List of hotels and specific hours will be provided separately.)

8) Printer/Copier Equipment Rental

A. Colour Laser Printers (Quantity: 7)
All printers should be similar/comparable to HP Colour LaserJet CP3525n.
- High speed (at least 30 ppm preferred)
- Network ready

Printer Toner and Paper (Estimated consumption: 300-500 pages/day)
Paper and toner must be supplied for continuous use throughout the event. Vendor must agree to invoice on consumption only.

B. Multifunction Copiers (Quantity: 2)
- One (1) Colour and Black & White; One (1) Black & White only
- Machines must be multifunction copier, scan, print and fax
- Large capacity and high speed output

- Automatic duplex (2-sided) printing and staple finisher
- Networking capabilities

Copier Paper (Estimated consumption: 15,000 pages)
Paper must be supplied for continuous use throughout the event. Vendor must agree to invoice on consumption only.

Required paper sizes:
- US Letter or A4 (whichever is standard in meeting location)
- US Legal (8.5 in x 14 in)
- Tabloid (11 in x 17 in)

C. Photocopy Machine Technician

The photocopiers must be staffed with one photocopy machine technician daily for the duration of the meeting (see schedule below).

The photocopy technician will:

- Instruct users on proper equipment use and functionality
- Provide support and troubleshooting services for machines
- Produce copies for ICANN staff (as requested)

Photocopy Machine Technician Work Hours:	
Fri **Day -1**	10:00-17:00
⇒ *Delivery / Setup by 10:00*	
Sat **Day 0**	08:30-17:00
Sun **Day 1**	08:30-17:00
Mon **Day 2**	08:30-17:00
Tue **Day 3**	08:30-17:00
Wed **Day 4**	08:30-17:00
Thu **Day 5**	08:30-17:00
Fri **Day 6**	08:30-14:00
⇒ *Dismantle / Removal at 14:00*	

9) General Proposal Specifications

Submissions should include:

- A brief introduction of the Vendor, identifying the primary members of the team and a contact for all questions and clarifications arising from the Proposal. The contact information should include the person's title, email address, and telephone number.
- The location of the Vendor's head office and service centres.
- Details of any and all subcontracting arrangements proposed by the Vendor.
- Corporate references for at least 2 projects undertaken by the Vendor that are similar in scope and complexity to the project described in this RFP. References should include the name of the client organisation, official contact person, email address and/or telephone number.
- Samples/pictures of promotional materials, signage, or services as applicable to this RFP.
- A cost breakdown/itemised list for all services that can be provided pursuant to the items discussed in this request. Please indicate price for all-inclusive items, as well as a la carte type services. Proposals must include USD values based on current

exchange rates (if applicable). ICANN understands that given the uncertainty of the scope of the project, you may not be able to provide an absolute precise total cost. However, the successful proposal will provide ICANN with a favourable and complete pricing package based on the criteria outlined in this RFP.

Please submit proposals via email to: meetings@icann.org.

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10) Contacts

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