

**TECHNICAL SPECIFICATIONS AND FUNCTIONAL REQUIREMENTS FOR
EVENT MANAGEMENT SYSTEM TOURISM MALAYSIA**

**Please note that all fields are mandatory.*

| NO | REQUIREMENTS | COMPLY | | REMARKS AND REFERENCE (COMPULSORY) |
|----------|--|--------|----|------------------------------------|
| | | YES | NO | |
| 1 | GENERAL | | | |
| 1.1 | Provide end-to-end Event Management Software for Tourism Malaysia. | | | |
| 1.2 | Provide an Event Management System which offers a service on the cloud; Software-as-a-Service or SaaS concept that does not require configuration and set up on Tourism Malaysia infrastructure. | | | |
| 1.3 | The proposed solution shall be able to work on multiple platform mainly on web and mobile app (IOS and Android). | | | |
| 1.4 | The proposed solution must NOT use the follower's concept; where every event created by Tourism Malaysia will be seen by the followers. | | | |
| 1.5 | The proposed solution shall be able to provide subscription-based for 12 months. | | | |
| 1.6 | The proposed solution shall be able to send at least 1000 (minimum) emails per day. | | | |
| 1.7 | Sender email should be using Tourism Malaysia's domain (e.g: @tourism.gov.my). | | | |

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|------------|---|--------|----|------------------------------------|
| | | YES | NO | |
| 1.8 | The system should provide at least ten (10) accounts for different users to access including supervisors and user's role. | | | |
| 2 | FEATURES | | | |
| 2.1 | Login - Authentication and Authorization | | | |
| 2.1.1 | The system should prevent unauthorized users from using the system. | | | |
| 2.1.2 | The system should differentiate users based on roles or job scopes. | | | |
| 2.1.3 | The system should authorize users using User Access Controls or Access Control Levels (ACL). | | | |
| 2.2 | Manage Event | | | |
| 2.2.1 | The system should be able to create and manage unlimited number of events (free and paid). | | | |
| 2.2.2 | The page to set up and customize the event page should be user friendly. | | | |
| 2.2.3 | Set notifications and reports via email for daily and weekly event summary. | | | |
| 2.2.4 | Integrate event venue location with Google Maps. | | | |
| 2.3 | Manage Guest | | | |
| 2.3.1 | Create and manage unlimited number of guests, attendees, participants or contacts. | | | |

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| | | YES | NO | |
| 2.3.2 | Provide a single and centralized repository of Tourism Malaysia contacts. | | | |
| 2.3.3 | Provide a master list that consist all guest's data in one group. | | | |
| 2.3.4 | Provide multiple groups of guests based on the event for easy reference. | | | |
| 2.3.5 | Check and alert on duplication data. | | | |
| 2.3.6 | Allow uploading guests from a template file (e.g Excel .csv or .xls) | | | |
| 2.3.7 | Add and edit contact details easily. | | | |
| 2.3.8 | Search guests by name, company name, and email without having to type full name. | | | |
| 2.3.9 | Export all contact/guest data in excel format. | | | |
| 2.3.10 | Set / manage guest's attendance and check-in status. | | | |
| 2.4 | Online Registration, Ticketing and Event Microsite | | | |
| 2.4.1 | Able to create individual microsite for each event. | | | |
| 2.4.2 | Provide auto creation of online registration form. | | | |
| 2.4.3 | Manage the ticket prices or event pricing tiers such as early birds, members and non-members (for paid events). | | | |
| 2.4.4 | Manage the promo codes by Tourism Malaysia for each type of ticket. | | | |
| 2.4.5 | Allow event participant to register and pay online (for paid events). | | | |

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| | | YES | NO | |
| 2.4.6 | Integrate with online payment gateway for credit card and local online banking payments (if needed). | | | |
| 2.4.7 | Automatically send the confirmation email to the participant's email after a successful registration with QR codes embedded inside the e-tickets. | | | |
| 2.4.8 | Save participants' registration data in the system. | | | |
| 2.4.9 | For multi-day events, produce 1 ticket for a person, and allow to scan multiple times. Each record of check-in scan should be taken daily. (e.g 5-days of Seminar. Person bring the same ticket and scan every day for 5 days, data that the person came for those 5 days is being recorded). | | | |
| 2.5 | Invitation and RSVP | | | |
| 2.5.1 | Create personalized email invitation templates. | | | |
| 2.5.2 | Send invitations via email directly from the Guest List/Contacts Database. | | | |
| 2.5.3 | Send invitations by group/batch and individually. | | | |
| 2.5.4 | Schedule date and time and re-send invitations to the invitees/participants. | | | |
| 2.5.5 | Allow recipients to confirm RSVP and respond directly online via email. | | | |
| 2.5.6 | Allow blasting info such as event updates/cancellation from system. | | | |

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| | | YES | NO | |
| 2.5.7 | Generate and send personalized reminders and 'Thank You' email to the attendees and participants according to the groups. | | | |
| 2.5.8 | Validate and track all emails sent out from the system to ensure deliverability is straight to the recipient's email inbox. | | | |
| 2.5.9 | Provide report on bounced, delivered and opened emails to after every email blast/invitation. | | | |
| 2.6 | Check In / Register Attendees | | | |
| 2.6.1 | Register or check-in attendees using mobile application and standard web application. | | | |
| 2.6.2 | Search guests by name, company name, email, and category. | | | |
| 2.6.3 | Allow check in using the QR Code scanner within the mobile app. | | | |
| 2.6.4 | Allow "Quick Add" for adding the walk-in guests that consists of name, company name, and email address. | | | |
| 2.6.5 | Provide real time numbers of checked in attendees. | | | |
| 2.7 | Surveys or Questionnaires | | | |
| 2.7.1 | Create personalized feedback form from scratch or existing templates. | | | |
| 2.7.2 | Send feedback/suggestion form to participants via email. | | | |
| 2.7.3 | Provide feedback reports that generated on real-time basis. | | | |
| 2.8 | Event Analytics/Dashboard/Reports | | | |
| 2.8.1 | To be able to view the overall event details and statistics in a | | | |

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| | | YES | NO | |
| | single view. | | | |
| 2.8.2 | Produce visually attractive charts to track event's performance. | | | |
| 2.8.3 | Allow retrieval of real time reports. | | | |
| 2.8.4 | Able to produce report by multiple criteria. | | | |
| 2.8.5 | Allow to download reports in Excel format. | | | |
| 3 | TRAINING | | | |
| 3.1 | To provide training/tutor session for Tourism Malaysia's Admin(s) on how to administer the platform. | | | |
| 3.2 | Training shall include Transfer of Technology (TOT), technical, operational and end users in related areas. | | | |
| 4 | SUPPORT | | | |
| 4.1 | To ensure the solution's availability 24 x 7 | | | |
| 4.2 | Vendor must provide unlimited Standard Support: i. Remote: 24x7 ii. Response time: Within 4 hours iii. On-site Support : Please specify time and charges applicable (if any) iv. Dedicated Phone / Call-centre: Please Specify v. Dedicated Email Support: Please Specify | | | |
| 4.3 | Vendor must include backup and disaster recovery (DR) for the solution. | | | |

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| | | YES | NO | |
| 4.4 | Assign dedicated officers for assisting Tourism Malaysia during entire subscription period. | | | |
| 4.7 | Upon subscription, any system improvements, updates, or enhance features will be rolled out to Tourism Malaysia without any additional charges. | | | |
| 5 | QUOTATION | | | |
| | Provide a breakdown quotation which include all the criteria from Item 1 until Item 4. | | | |
| 6 | COMPETENCY | | | |
| 6.1 | The company MUST have experience in the deployment of the solutions proposed for medium-scale or large-scale organizations. Please specify reference sites and contact person and year when project was undertaken such as below: i) Organization name and location ii) Name, contact number, email, and address of the contact person iii) Scope of work | | | |
| 6.2 | Please include all resumes of your staff that will be involved in this project. Resumes must include: i) Internal and external related project experience ii) Number of years iii) Roles | | | |

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| | | YES | NO | |
| 7 | OTHERS <i>Please state the estimation cost in remarks column or in separate quotation.</i> | | | |
| 7.1 | Please specify fee structure for tickets purchased onsite (for paid event). | | | |
| 7.2 | Please specify man-day rate for customization on feature that is unavailable in existing system. | | | |
| 7.3 | Please specify if the proposed system can offer self-check in, the process and the cost incurred. | | | |
| 7.4 | Please estimate cost incurred to perform the integration of data with Salesforce. | | | |
| 7.5 | Please state the cost to enable audience to send Live Q&A and participant in real time polling while the results can be shown live on screen. | | | |
| 7.6 | Please specify other features that create audience engagement (with cost). | | | |

For further details related to this specification, you may contact Siti Hajar Ab Rahim at +60388918698 or Hazwah Ihtisyam Md Talip +60388918634

Prepared by:



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Timbalan Pengarah
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Tourism Malaysia

Azhani Md. Ramli
Deputy Director (F48)

MANDATORY

The company must fill in the specification form above and to be sent along with the quotation form.
Failure to do so may cause the quotation will not be considered and rejected.

Signature :

Company Chop:

Name :

Position :

Date :