

**APPENDIX 1**  
**TERMS OF REFERENCE**

**BACKGROUND**

The General Secretariat of the Organization of American States (GS/OAS), through the Department of Conferences and Meetings Management (DCMM), hereby seeks a response to this Request for Proposal (RFP) for the GS/OAS Multilingual Web Conferencing Platform.

The Department of Conferences and Meetings Management (DCMM) coordinates and oversees delivery of conference logistics services for in-person, virtual, and hybrid meetings of the General Assembly, the Meeting of Consultation of Ministers of Foreign Affairs, and the Permanent Council and its committees, subcommittees, working groups, and other subsidiary bodies. DCMM also coordinates with Secretariats, Executive Secretariats, Departments, and Offices needing conference services.

As well, DCMM advises and collaborates and negotiates with host country officials on all matters related to the conference services needed for holding in-person, virtual, or hybrid meetings; on the most specialized and suitable personnel needed to render support during meetings and/or conferences; and on technological equipment, supplies, and facilities to be provided by the host country, and the portion to be contributed by the General Secretariat.

Between March 2020 and February 2021, DCMM organized more than 200 virtual multilingual meetings and more than 250 virtual multilingual test meetings.

**OBJECTIVE**

The aim of this RFP is to select a company or various companies to deliver a Multilingual Web Conferencing Platform service, under the Terms of Reference stipulated in this RFP.

**I. MONTHLY MEETINGS AND CONFERENCES**

**a. Technology Requirements**

- The platform must allow connections from all over the world.
- Participants must be able to connect with both audio and video
- The GS/OAS must be allowed to administer/set up meetings.
- Must have option for an administrator to set up all meetings on the platform and assign each meeting to a host.
- Must be able to assign Co-Hosts/Operators for each meeting.
- Must generate meeting reports with detailed information about the meeting (connected users with their names and e-mail accounts, hours/minutes long, languages, etc.)

- Must generate different links by type of participation in the meeting (Panelist/Participant, with access to camera and microphone; Spectator, without access to camera and microphone, only able to watch and listen the meeting; Interpreters, with direct access to sign interpretation “virtual interpreting booth”
- Must have facility and space to upload documents (Word, PowerPoint, Excel, PDF, etc.) that participants can download on their devices.
- Must give panelists the option to share their screen/presentations.
- Must give participants the option of grid view or full screen mode
- Must have floor request feature, which displays the list in the order in which requests are made
- Floor request list must be visible to all panelists/participants
- Must be able to do open-mic meetings not needing floor request
- Must have a Point of Order request facility, which will give the requestor priority to speak over those who have requested the floor.
- Must have a timer
- Must have the option to hold private meetings, please give details.
- Must have the option to conduct parliamentary and/or multi-option voting
- Must have secret balloting option.
- Must have meetings with Lobby for access authorized by the administrator or Co-Host/Operator.
- Panelists must be able to send messages to one another (private) or general messages to all participants.
- Must have dedicated chat capability for interpreters/host/co-host
- Must be able to connect using mobile devices (mobile phones or tablets) with access to all tools/specifications as if connecting via a laptop/PC
- Must be able to fit at least 10 participants at a time on screen
- Must give the host/operator control to turn off the panelists' cameras and microphones
- Must make participants' on-screen language selector visible at all times
- Must be able to hold normal meetings of up to 400 participants and in some cases up to 1,000 participants
- Must enable the use of virtual cameras
- Must have dedicated, instant-reply technical support for the GS/OAS
- Must provide confidentiality and privacy protection to the personal information for all platform users.
- Must provide all platform users with floor audio and interpretation in the four official languages of the OAS (English, Spanish, French, and Portuguese) and sign language (further specifications are detailed under Interpretation Requirements)
- Must allow integration with physical interpretation systems for meeting rooms
- Must provide platform performance with a maximum 500ms delay/latency
- Must allow platform customization with the GS/OAS logo.

#### **b. Interpretation Requirements**

- The platform must allow the interpreters to connect from all over the world.
- Interpreters must be able to connect with both audio and video
- Interpreters must be able to be hired by the OAS or through the platform.

- Generate different links by type of participation in a meeting so interpreters can directly access the “virtual interpreting booth”
- Space to be able to upload documents (Word, PowerPoint, Excel, PDF, etc.) that interpreters can download to their computers.
- View option in presentation mode or listener mode for interpreters
- Two-channel audio signal for interpreters: dual listening mode. Allows interpreters to listen to other interpreters while listening to the floor audio signal
- Button to request/switch microphone use between interpreters: By double-clicking this button, interpreters can take turns using the microphone, without interruptions when taking turns
- "Busy" button that allows interpreters to choose whether or not to take the channel
- Interpreters certified in use of the virtual platform at no additional cost
- Robust virtual console for interpreters: Virtual version similar to console interpreters use in physical interpretation booths
- Input and output signal selector, in 3 languages for interpreters
- Relay in all the languages: Relay interpreting, also known as "indirect interpreting," facilitates communication in several languages and involves interpreting a given language from a third language when direct interpreting is not available.
- Microphone mute button for interpreters
- Volume preset at mid-level to protect interpreters’ hearing
- Icon letting interpreters know when the microphone is switched off
- Interpreter volume control slides up or down to adjust input audios
- Visual output volume control so interpreters can be sure that their audio is being transmitted
- Virtual booth with visual interaction between interpreting teams for a given language
- Automatic caption generation for interpreters
- Sign interpreters must have a dedicated channel
- Sign interpreters with preview of their booth colleague

### **c. Security Requirements**

- Provide the information of all platform users with confidentiality and privacy protection
- Capability to control the admittance of guests, such as password request and waiting room.
- Provide integration with Azure Active Directory single sign-on (SSO) integration for Administrator accounts.
- Provide the ability to set up Multi Factor Authentication for Administrators of the Platform, define password policies such as length, complexity, and expiration of passwords
- Provide end-to-end encryption capabilities on meetings based on the latest security (Privacy/Identity) standards in the industry
- Provide management policies to ensure only members from GS/OAS or desired group can attend to meetings
- Ability to disable link and file sharing on meetings if needed to prevent phishing attacks
- Ability to lock the event once all intended attendees have joined
- Ability to upgrade video conferencing applications installed on mobile devices laptops and workstations to keep clients up to date with the latest software versions

#### **d. Logistical Requirements**

- Must be able to do meetings of up to 400 persons with interpretation in four languages plus sign language
- Must be able to do meetings of up to 400 persons in three languages plus sign language
- Must be able to do meetings of up to 400 persons in two languages plus sign language
- Must be able to do bidirectional meetings of up to 400 persons plus sign language
- Must be able to do webinars of up to 1,000 persons in four languages plus sign language
- Must be able to do webinars of up to 1,000 persons in three languages plus sign language
- Must be able to do webinars of up to 400 persons in two languages plus sign language
- Must be able to do bidirectional webinars of up to 400 persons plus sign language
- Must be able to do meetings and webinars of up to 1,000 persons without interpretation
- Must allow simultaneous meetings (up to four at a time)
- If charge by hour, must allow unlimited meetings for testing at no additional cost
- If charge by hour, must allow the virtual room to be opened one hour prior to the meeting for testing at no additional cost
- Must be able to open meeting one hour in advance, for testing
- Must give Administration account for meetings to be create it.
- Able to hire interpretation services on an hourly basis

## **II. GENERAL ASSEMBLY**

#### **a. Technology Requirements**

- The platform must allow connections from all over the world.
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- Must have option for an administrator to set up all meetings on the platform and assign each meeting to a host.
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- Must give participants the option of grid view or full screen mode
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- Floor request list must be visible to all panelists/participants

- Must be able to do open-mic meetings not needing floor request
- Must have a Point of Order request facility, which will give the requestor priority to speak over those who have requested the floor.
- Must have a timer
- Must have the option to hold private meetings, please give details.
- Must have the option to conduct parliamentary and/or multi-option voting
- Must have secret balloting option.
- Must have meetings with Lobby for access authorized by the administrator or Co-Host/Operator.
- Panelists must be able to send messages to one another (private) or general messages to all participants.
- Must have dedicated chat capability for interpreters/host/co-host
- Must be able to connect using mobile devices (mobile phones or tablets) with access to all tools/specifications as if connecting via a laptop/PC
- Must be able to fit at least 10 participants at a time on screen
- Must give the host/operator control to turn off the panelists' cameras and microphones
- Must make participants' on-screen language selector visible at all times
- Must be able to hold normal meetings of up to 400 participants and in some cases up to 1,000 participants
- Must enable the use of virtual cameras
- Must have dedicated, instant-reply technical support for the GS/OAS
- Must provide confidentiality and privacy protection to the personal information for all platform users.
- Must provide all platform users with floor audio and interpretation in the four official languages of the OAS (English, Spanish, French, and Portuguese) and sign language (further specifications are detailed under Interpretation Requirements)
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- Provide management policies to ensure only members from GS/OAS or desired group can attend to meetings
- Ability to disable link and file sharing on meetings if needed to prevent phishing attacks
- Ability to lock the event once all intended attendees have joined
- Ability to upgrade video conferencing applications installed on mobile devices laptops and workstations to keep clients up to date with the latest software versions

#### **d. Logistical Requirements**

- Must allow simultaneous meetings (at least two at the same time AM and PM).
- Each meeting must be able to accommodate up to 1,200 persons with interpretation in four languages plus sign language.
- Each meeting must be able to fit up to 10 people at a time on-screen

- Must allow unlimited meetings for testing at no additional cost
- Must allow the virtual room to be opened one hour prior to the meeting for testing at no additional cost
- Must give separate access for meetings to be set up