



**REQUEST FOR INFORMATION  
RFI N°PTD/16/036**

**Conference and Audio-visual Systems Integration and Maintenance**

**Annex I – SERVICE DESCRIPTION**

## 1. Overview of WIPO

The World Intellectual Property Organization (WIPO), one of the 16 specialized agencies of the United Nations (UN), was established in 1970. Its mandate is to promote the protection of Intellectual Property throughout the world through cooperation among its Members States and in collaboration with other international organizations. The International Bureau of WIPO has 1'250 staff members working mostly at its headquarters in Geneva, Switzerland (To learn more about WIPO, the reader is invited to go to the Organization's website at [http://www.wipo.int/aboutwipo/en/what\\_is\\_wipo.html](http://www.wipo.int/aboutwipo/en/what_is_wipo.html) ).

The World Intellectual Property Organization (WIPO) is looking to establish a medium term (maximum 5 years) relationship with a company that will design, supply, integrate, support and maintain WIPO's audiovisual equipment and solutions related to conferences' services.

### 1.1. Audiovisual activity

On an annual base, WIPO organizes or hosts a large number of events that involve audiovisual (AV) equipment, most of them requiring live AV operations.

Those are approximately broken down as follow:

| Event type  | Event quantity | Workload      | Audience              |
|---|----------------|---------------|-----------------------|
| WIPO conferences  | 30             | 120 days      | 60 to 900 delegates   |
| External customers conferences                          | 5              | 20 days       | 60 to 900 delegates   |
| Cultural events (concerts, dance, song performance,...) | 5 to 10        | 10 to 20 days | 250 to 900 spectators |
| Internal meetings                                       | 2500           | 3300 hours    | 4 to 50 participants  |

These events are held in the 22 meeting and/or conference rooms from 14 to 900 seats which 9 are equipped from 2 to 8 interpretation channels.

### 1.2. Audiovisual infrastructure

**Télévic** and **Crestron** are the core systems of the integrated audiovisual and interpretation solution.

The following audiovisual brands' are in production in the WIPO :

- Interpretation : **Télévic**
- Operations' control : **Crestron** (EIB via KNX, TCP/IP, RS232,...)
- AV signal transport : Crestron DigitalMedia
- AV signal matrix, switching and routing : Crestron, MSC
- AV scaling and connectivity : AJA, Extron, For.A, Gefen, Kramer, tvOne
- Playback and recording : BlackMagic, Denon, Dion, Winlogger
- Camera and remote control : Panasonic
- Monitors : Samsung
- Video projection : Panasonic
- AV encoding and stream : Imagine Communication (DigitalRapid)

- Digital video effects : AnalogWay
- Sound mixing : Yamaha
- Stage microphones : Sennheiser
- Digital sound processing : Meyer Sound, BiAmp
- Audio broadcast : Bosch, Genelec, JBL, Meyer Sound, Monacor
- Video and audio codecs :BiAmp, Polycom
- other brands: Audipack, D-Link, Fujitsu, HP, Vity

Functionalities, solutions and equipment of all the rooms have been rolled out or technically updated between 2011 and 2016.

## 2. High level description of the services requested

WIPO is interested to select a single company capable of:

1. carrying out solutions implementation projects ;
2. support and maintenance of audiovisual equipment and their interoperability.

### 2.1. Terms Definitions & Acronyms

| Term / Acronym | Definition  |
|----------------|---|
| AV             | Audiovisual                                       |
| EIB            | European Installation Bus                         |
| KNX            | KONNEX building control and automation protocol   |
| TCP/IP         | Transmission Control Protocol / Internet Protocol |
| WIPO           | World Intellectual Property Organization          |

### 2.2. Implementation projects

In the coming years, WIPO shall or might face the following requirements:

- refresh equipment that reached its end of life cycle;
- refresh solutions that need to meet new functional requirements;
- create new meeting rooms.

### 2.3. Support

The services shall encompass incident and problem management, including but not limited to:

- remote help to assist WIPO technical staff identify and troubleshoot incidents;
- rapid on-site intervention to provide an interim solution that WIPO technical staff cannot perform;
- perform root cause analysis;
- order parts;
- lend equipment that provides similar functionalities during the down time ;

- supply and replace parts and reconfigure appliances;
- ensure functionalities and interoperability are fully resumed;
- escalate to manufacturer hardware, software or recommended configuration errors;
- coordinate the deployment of parts recall, software fixes or configuration optimizations.

All parts and man power are included, except if the incident results of a misuse by WIPO staff, physical damage, humidity or flood.

## 2.4. Maintenance

The services include the recurring and ad-hoc maintenance of the equipment and solutions, including but not limited to :

- firmware upgrade ;
- consumable parts exchange (man power only) ;

Maintenance activities can only be performed on specific time windows (early January, August).

## 2.5. Parts and equipment provisioning

### 2.5.1. Supply chain

The service provider shall rely on a quality and sustainable supply chain for all brands mentioned in the “Equipment description” paragraph.

### 2.5.2. Contingency stock

In order to meet the “back to normal” delay defined by the business continuity plan, the contract shall provide and manage a contingency stock of specific spare parts or equipment in its warehouse and/or WIPO premises.