

REQUEST FOR INFORMATION (RFI)

This notice is placed on behalf of UNOG. United Nations Procurement Division (UNPD) cannot provide any warranty, expressed or implied, as to the accuracy, reliability or completeness of contents of furnished information; and is unable to answer any enquiries regarding this RFI. You are therefore requested to direct all your queries to United Nations Office at Geneva using the fax number provided below.

Title of the RFI:

CONFERENCING TECHNOLOGY FAIR IN GENEVA, SWITZERLAND

Date of this RFI: 14 October 2019

Closing Date for Receipt of RFI at PD: 30 October 2019

RFI Number: RFIUNOG246

Address RFI response by fax or e-mail to the Attention of: Manshuk Sarkulova, Corneliu Martiniuc

Fax Number: N/A

E-mail Address: sarkulova@un.org, corneliu.martiniuc@un.org

UNSP SC Code: 43221520,43221522,43232408,43232509,43233413,43233420,43233502,45111900,45111901,45111902,45121506,82111804

DESCRIPTION OF REQUIREMENTS

Introduction

This RFI is intended to identify twenty-five (25) suppliers who would be able to demonstrate the latest conferencing technologies within the below areas of interest at UNOG's Conferencing Technology Fair in the Palais des Nations, Geneva, Switzerland.

Vendors responding to this RFI are requested to provide answers to the below questionnaire. Based on the received responses, UNOG will select twenty-five (25) suppliers who will be invited to showcase their goods and/or services during the Fair.

Background

The UNOG Division of Conference Management is organizing a one-day Conferencing Technology Fair. The Fair will be held at the Palais des Nations, Geneva, Switzerland on 16 January 2020 in parallel with a broader event on the future of conferencing in international organizations, to be attended by officials of the United Nations (UN), representatives of different international organizations in Geneva and beyond, as well as members of permanent missions to the UN.

Purpose

The purpose of the Fair is to inform the conference organizers, representatives of international organizations and delegates of the innovations in the sector by showcasing the latest products and solutions that support multi-stakeholder conferencing processes.

Booths

A maximum of twenty-five (25) exhibition booths will be made available for interested vendors to showcase their goods or services during the Fair. Exhibitors will be encouraged to set up their booths with interactive demonstrations showcasing their fields of expertise.

Areas of interest for the Conferencing Technology Fair at UNOG:

- Conferencing systems, remote participation solutions, interpretation platforms, including remote interpretation: platforms/systems for interactive conferencing events involving large numbers of participants, that support, including but not limited to, remote participation, videoconferencing, web-conferencing, interpreter-mediated communication (including remote interpretation), remote participants' collaboration, members' voting, ability to identify the participants, simultaneous sound broadcast for multiple zones/rooms, screen projection of a speaker, integration with videoconferencing systems, recording, sharing documents and content, display of voting results as diagrams and documents on the general screen, embedded registration and identification of participants, recognition of participants in the automatic mode, less paper intensive/paperless work modes etc.
- Speech recognition, live captioning, transcribing: tools/applications for automatic speech recognition that can convert speech to text for live captioning during a meeting or provide post-meeting transcripts. The tool/application needs to be speaker independent, allow adaptation for additional languages, be able to handle noise, unique pronunciations, non-native English accents. Of equal interest are such services as auto-summarization, audio-description, text-to-speech, captioning etc. (see also the section on accessibility solutions below).
- Accessibility technologies for visual and hearing impairments: assistive and adaptive technologies for inclusive conferencing such as, for example, voice recognition software, braille tablets, refreshable braille displays, braille translation software, captioning/real-time transcription/speech-to-text systems (see also the section above), text-to-speech solutions, applications for converting speech into avatar sign language and vice versa, ideally supporting all the six official languages of the UN.
- Machine translation systems: neural machine translation system supporting all the six or most of the languages of the UN, which can be adapted to specific domains dealt with by the UN by using training data from the same domain, and further improved by refining and adding to the domain-specific corpora. Such features as adaptability (to specific user style, and terminology of a specific domain) and interactivity (predicting alternative outputs based on the translator's input) would be an advantage. Ideally, the proposed environment would also support the revision of machine translation output, i.e. offer possibilities of bulk edits, concordance function etc.
- VR, AR and immersive technologies: virtual, augmented and mixed reality solutions that can enable

remote participation in meetings with a large number of participants in dispersed locations, simulate the interactive qualities of physical meetings and require minimal specialist hardware and low bandwidth; solutions to create immersive and interactive experiences for impactful storytelling, thematic presentations, digital artworks, venue replicas etc. to support advocacy and increase attendees' engagement.

- Conferencing, networking, audience engagement apps: platforms/solutions to (re)create flexible and customizable multilingual apps/conference microsites for conferences and other meetings, offering, among other, such functionalities as participant registration and networking, event schedule, accessing lists of speakers and meeting documents, getting directions to meeting rooms, making changes to draft documents in real time, personalized meeting schedules, push notifications for changes, ad hoc events, alerts etc., news feeds, user polling, static maps, seating plans, collecting event analytics, integration with event website etc.

Questionnaire

Vendors responding to this RFI are kindly requested to answer the following questions (please ensure that questions 4, 5 (a), 6 (a), 7 (a) contain numerical answer only; for questions 2 and 3 please use additional pages to respond):

1. Please specify which of the six categories below your product/service relates to. Respondents should specify no more than one product or service in each of the six categories.

- a) Conferencing platforms/systems for interactive conferencing events involving large numbers of participants including remote participation solutions, interpretation platforms and remote interpretation. If you selected this category, please specify the name of the product/service in the field below and indicate which functionalities are applicable.

Specify Product/ Service Name: _____

- remote participation

- videoconferencing
- web-conferencing
- registration and identification of participants
- screen projection of speakers
- sharing documents and content with participants
- participant voting
- display live voting/polls results as diagrams on general screen
- video and sound recording
- supports simultaneous interpreter-mediated communication between participants
- remote interpretation
- sound and image quality as specified in ISO 20109:2016 and ISO 20108:2017

b) Speech recognition, live captioning, transcribing: tools/applications for automatic speech recognition that can convert speech to text for live captioning during a meeting or provide post-meeting transcripts

If you selected this category, please specify the name of the product/service in the field below and indicate which functionalities are applicable.

Specify Product/ Service Name: _____

- speech to text for live captioning/ real-time transcription
- post meeting transcripts
- tool/application is speaker independent
- allows adaptation for additional languages
- adapts to background noise, unique pronunciations and non-native English accents
- auto-summarization
- audio-description
- text-to-speech

Supports official languages of the UN:

- Arabic Chinese English French Russian Spanish

c) Accessibility technologies for visual and hearing impairments: assistive and adaptive technologies

for inclusive conferencing

If you selected this category, please specify the name of the product/service in the field below and indicate which functionalities are applicable.

Specify Product/ Service Name: _____

- voice recognition
- braille tablets
- refreshable braille displays
- braille translation
- converting speech into avatar sign language
- converting avatar sign language into speech

Supports official languages of the UN:

- Arabic Chinese English French Russian Spanish

Other accessibility functionalities (please describe briefly below)

d) Machine translation systems: neural machine translation system supporting all the six or most of the languages of the UN (Arabic, Chinese, English, French, Russian, Spanish)

If you selected this category, please specify the name of the product/service in the field below and indicate which functionalities are applicable.

Specify Product/ Service Name: _____

- adaptable to specific domains by using training data from same domain
- adaptability (to specific user style and terminology of a specific domain)
- interactivity (predicting alternative outputs based on the translator's input)
- supports revision of machine translation output
- possibility of bulk edits
- concordance function

Supports official languages of the UN:

- Arabic Chinese English French Russian Spanish

e) VR, AR and immersive technologies: virtual and augmented reality solutions that can enable remote participation in meetings with a large number of participants

If you selected this category, please specify the name of the product/service in the field below and indicate which functionalities are applicable.

Specify Product/ Service Name: _____

- provides participants with a real-time virtual/augmented reality meeting experience
- supports simultaneous virtual participation of participants in more than 50 locations
- supports simultaneous interpreter-mediated communication between participants
- supports equal participation and lateral interaction between all participants (rather than traditional pressspecify-audience formats)
- requires minimal or no specialist hardware
- runs on low bandwidth
- supports immersive and interactive experiences for impactful storytelling

f) Conferencing, networking, audience engagement apps: platforms/solutions to create flexible and customizable multilingual apps/conference microsites for conferences

If you selected this category, please specify the name of the product/service in the field below and indicate which functionalities are applicable.

Specify Product/ Service Name: _____

- event schedule/ personalised schedule
- lists of speakers
- participant networking
- document sharing
- document editing
- push notifications for changes
- live polling
- seating plans
- interactive navigation
- multilingual user interface
- event analytics
- integration with event website
- supports one-way API (outward)
- supports two-way API (outward and inward)

2. What is unique about the product/service you are proposing to demo? What new approaches and technologies does it use? How does it represent a 'cutting edge' development in this field? (Max. 800

words)

3. Please describe the most impactful qualities of the product/ service you are proposing to demo. How has it improved the user experience of conferencing? How applicable is it to the multi-stakeholder conferencing processes in international organisations? (Max. 800 Words)

4. How many years has your organisation been providing products/services in this area?

5. a) How many client organisations are actively using the product/service you are proposing to demonstrate?

b) Please list names of the client organisations that are actively using it

6. What % of annual revenue comes from products/services that are less than four years old?

a) Has your organisation filed patents related to the products/services listed for demonstration? If yes, how many patents have been filed in total for the products/services listed?

b) Please name the patent office and application for each patent filed.

7. Has your organisation won any innovation related awards? If so, please specify:

a) The number of awards

b) Name of the award(s) and name of the awarding body(ies)

8. Please provide electronic brochure/ video link to the product/ service you are proposing to demonstrate

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

1. All responses will be kept strictly confidential.
2. The UN charges no fees to suppliers/organisations for their participation in the Fair. However, companies are expected to assume all travel, accommodation and insurance costs for their participants, as well as all the costs associated to the brochures, samples and other materials that may be used for demonstration purposes in the Fair.
3. To keep response formats consistent, the responses must be in PDF document (transmitted via email). Please use additional pages to respond to questions 2 and 3.
4. All submissions will be evaluated based on the extent to which they meet the functional criteria set out in the RFI; the extent to which the product/service is determined to be innovative; the extent to which the product/service is demonstrated to represent a 'cutting edge' development in this field; the extent to which the product/service has demonstrated a positive impact on user experience; the applicability of the product/service to the multi-stakeholder conferencing processes in international organisations; the overall viability of the solution; evidence of successful use cases of the product/service in other organisations; and evidence that the submitting organisation has a strong track record of innovation
5. Upon receipt of the response to this RFI, UNOG may request vendors to demonstrate their products/solutions.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

VENDOR RESPONSE FORM

TO: Manshuk Sarkulova, Corneliu Martiniuc
Email: sarkulova@un.org, corneliu.martiniuc@un.org
FAX: N/A

RFI Number:

FROM:

SUBJECT: CONFERENCING TECHNOLOGY FAIR IN GENEVA, SWITZERLAND

To be filled by the Vendor (All fields marked with an '' are mandatory)*

COMPANY INFORMATION

UNGM Vendor ID Number*:

Legal Company Name (Not trade name or DBA name) *:

Company Contact *:

Address *:

City *:

State:

Postal Code*:

Country *:

Telephone Number *:

Fax Number *:

Email Address:

Company Website:

We declare that our company fully meets the prerequisites A, B, C, D and E, for eligibility to register with the United Nations as outlined in the paragraph 1 of the RFI INSTRUCTIONS page.

Signature: _____

Date: _____

Name and Title: _____

**** If not already registered with UN Procurement Division, please use the following URL to register at United Nations Global Marketplace (UNGM): www.ungm.org.**

RFI INSTRUCTIONS

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
 - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
 - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) RFI Process

Vendors interested in responding should forward their information (as requested in the RFI) to United Nations Office at Geneva (UNOG) by the closing date set forth in this RFI. *Due to the high volume of communications, UNOG is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This RFI is issued subject to the conditions contained in the RFI introductory page available at <https://www.un.org/Depts/ptd/rfi>.