

I. ATTACHMENT 1: SCOPE OF SERVICES / SPECIFICATION OF REQUIREMENTS / TERMS OF REFERENCE

RFP NO. IUCN-24-12- P04213 - 1

Issued 6 of December 2024

Part 1:

HYBRID CONFERENCE DISCUSSION AND INTERPRETATION SYSTEM FOR THE MEMBERS' ASSEMBLY

IUCN is seeking a supplier with the expertise and technology to deliver a comprehensive hybrid conference discussion and interpretation system for the IUCN Members' Assembly. The solution must address the key onsite, remote, and hybrid integration requirements. Below is a breakdown of the components and considerations:

1.1. ONSITE REQUIREMENTS

1.1.1. Conference Microphone System

- A high-quality system enabling clear audio capture with features like individual participant identification and volume control.
- The solution must integrate with the IUCN accreditation system via web service or batch uploads (at least once before each sitting). It must retrieve information on accreditation status, Member category, organization name, country, Region, speaking and voting rights for each Member. It must also store this data in a manageable central system.
- Must verify credentials using a visual method (e.g., ID Card Management System) before the meeting and as they join the session. ID must integrate with the onsite discussion system to allow members to sign-in to the discussion devices.
- Must be able to log out during the meeting to prevent unauthorized use of their speaking rights if they leave their seat.
- Should be free to sit in any available seat in the Members' Assembly room. Support existing audiovisual feeds for both input and output. Integrate with venue's audiovisual systems.
- Include internal diagnostics for microphones and audio lines, allowing the identification and quick replacement of faulty components without interrupting the session.

1.1.2. Simultaneous Interpretation

English, French and Spanish are the IUCN and the Congress' official languages. The Members' Assembly, the Forum and other Congress' sessions will be interpreted in the three official languages.

- Infrared or digital systems to support multiple language channels, with headsets and interpreters' booths compliant with ISO 2603/4043 standards.
- 24 AIIC certified interpreters during Assembly (4 days and 3 languages).
- Provide **ISO-4043**-compliant soundproof booths for interpreters.
- Optional: Enable onsite participants to connect via personal devices using a web-based interface, reducing hardware reliance and increasing sustainability.

1.1.3. Automatic Video Tracking

- The **auto video tracking** must quickly locate the active speaker in a room with up to **1,200 seats**, ensuring seamless visibility for all participants.
- Cameras should be integrated with the conference microphone system to automatically focus on the active speaker, ensuring seamless video feeds.

1.1.4. Steaming

- Have a final AV flux to be able to stream the Member's Assembly, be to a held on a public (or private) platform.

1.2. REMOTE REQUIREMENTS

1.2.1. Discussion System

- A platform enabling remote participants to join discussions, request to speak, raise a point of order, seek technical support and interpretation – all on one platform.
- Participants should be able to access the meeting via a web-based platform without the need for additional software downloads if possible.
- The platform must securely authenticate Members using a unique URL generated and shared to each Head of Organization or similar method.
- The platform must not allow simultaneous access for the same account.
- The platform must display the Member's name, Member category, State and membership dues status.
- The remote system must integrate with the IUCN accreditation system via web service or batch uploads (at least once before each sitting). It must retrieve information on accreditation status, Member category, organization name, country, Region, speaking and voting rights for each Member. It must also store this data in a manageable central system.
- Capture video and audio from offsite participants and relay them back to the onsite AV providers.
- Record the audio and video from the meeting including all language channels. Audio must be delivered to IUCN via digital download in MP4 format.
- Comply with cybersecurity policies, identifying and mitigating potential cyber risks.
- Host meetings on geographically distributed servers to ensure stability.

- Offer high-quality audio with features like built-in echo cancellation, adjustable bitrate, adjustable framerate, and continuous audio channel monitoring.
- Support 300 concurrent active participants.

1.2.2. Simultaneous Interpretation

- The Remote Interpretation Platform (RIP) must be able to synchronize with the onsite system.
- The system must comply with **ISO PAS 24019** (Simultaneous Interpreting Delivery Platforms)
- **Remote Members** must be able to select their preferred language directly on the integrated platform.
- The online platform must fully integrate with the onsite conference interpretation system for seamless relay interpretation.
- The platform must be **bidirectional**, facilitating smooth interaction between onsite interpreters and remote participants.
- **Accessibility:** Include features like captioning and sign language interpretation for inclusivity.
- 24 AIIC certified interpreters during Assembly (4 days and 3 languages)

1.3. **HYBRID INTEGRATION REQUIREMENTS**

- **A centralized interface for both onsite and remote participants to request to speak and raise a point of order.**
- Participate in practice sessions prior to the first day of the Members' Assembly to familiarize themselves with the system.
- Unified systems to merge onsite and remote audio/video feeds, with minimal latency and high fidelity. Technologies like Dante for audio networking and PTZ (pan-tilt-zoom) cameras for video management.
- Activation of a microphone should trigger the video feed of the speaker, displaying it on both the large screen in the meeting room and the remote platform for virtual participants.
- Speakers, whether onsite or remote, must be able to raise a point of order from their seat and be promptly identified by the Chair.
- The system must allow all Members, both remote and onsite, to speak and listen in any of IUCN's official languages.
- Onsite participants should have the option to listen to interpretation or floor audio on their own devices if preferred.
- Ideally, participants should have access to AI-generated captions in the official languages.

The integrated solution must provide the Chair with the following capabilities:

- View a comprehensive list of requests to speak and a list of points of order request, with clear identification of organizations/individuals by name, category, State and membership dues status. The list should be sorted by the time of request, and compile both onsite and online requests together.
- Display these lists on a monitor at the podium, indicating the order of requests and whether the speaker is remote or onsite.
- Select Members to speak with flexibility to prioritize based on context, not necessarily following the request order.
- Display the active speaker on a monitor and show a countdown timer with the speaking time.
- Mute any speaker or all speakers at any time, either by the Chair or by the technical team.

1.4. OTHER REQUIREMENTS

- **Readiness and Availability:** Supplier must have the necessary platform and equipment readily available to ensure seamless implementation.
- **Scalability:** Ensure the solution is scalable and can handle varying participant numbers.
- **Technical Support:** Onsite and online on-demand tech support for troubleshooting before and during the Assembly.
 1. **Global Interpreter Network:**
 2. Access to certified, experienced interpreters with a proven track record in multilingual and complex topics.
 3. Availability of interpreters onsite and via remote platforms, ensuring uninterrupted sessions.
- **Proven Experience:**
Supplier must demonstrate expertise in delivering hybrid interpretation services, especially for international organizations and large-scale events.
References for recent implementations in similar contexts, with preference for events held in the UAE.
- **Sustainability Commitment:**
Solutions must prioritize sustainability by minimizing hardware use and optimizing energy consumption.
- **Operational Support:**
24/7 technical support during the event.
Onsite and remote support teams for troubleshooting and management.