



**World Organisation
for Animal Health**
Founded as OIE

EC/NP2024/1

NEGOTIATED PROCEDURE

B. TERMS OF REFERENCE

EVENT AGENCY & TOOLS_FOUR-YEAR PERIOD UP TO 2029

**WORLD ORGANISATION FOR ANIMAL HEALTH
(WOAH)**

whose statutory name is

“OFFICE INTERNATIONAL DES EPIZOOTIES”

**DEADLINES TO SUBMIT TENDERS : 4 SEPTEMBER - 12:00 PM
(PARIS LOCAL TIME)**



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1. INTRODUCTION

The World Organisation for Animal Health (WOAH) whose statutory name is “Office International des Epizooties”, was created on the 25th of January 1924. Its headquarters are based in Paris.

WOAH is an intergovernmental organisation subject to public international law. It is responsible for improving animal health worldwide. The standards it develops for the trade of live animals and products of animal origin are recognized by the World Trade Organization (WTO) as reference international sanitary rules (Home - WOAH - World Organisation for Animal Health).

WOAH comprises 183 Member countries and is present on all continents through five Regional Commissions. WOAH maintains permanent relations with nearly 76 other international and regional organisations and has Regional and sub-regional Offices on every continent. WOAH official languages are English, Spanish, French.

Example of WOAH's two biggest events:

The World Assembly of Delegates (General Session, or 'GS') is WOAH's highest authority. It consists of WOAH Delegates and meets once a year in Paris for the General Session. The main functions of the Assembly's General Session are:

- to adopt international standards in the field of animal health, especially for international trade;
- to adopt resolutions on the control of the major animal diseases;
- to elect the Director General of the WOAH, the members of the governing bodies of the WOAH, as well as the members of the Specialist Commissions;
- to examine and approve the annual report of activities and the financial report of the Director General and the annual budget of the WOAH.

The General Session is held once every year in end-May, it is not open to broad public and a registration fee is applied to some invitees. An average of 1 000-1 500 participants usually attends a presential GS.

Global Conferences (GC) are WOAH institutional events on scientific topics relevant to WOAH's mandate. Their main target audience are WOAH's Members and, according to the topic and budgetary constraints, they can be open or not to other categories of participants and broad public, and a registration fee may be requested. An average of 700 external participants usually attends a presential GC. A Global Conference can be held either in France or abroad and is not organized on a regular timing, though it is held approximately every two years. The next WOAH Global Conference will be in 2025 (dates tbc). Depending on available funds, other GCs might be organized between 2026 and 2028.

Example of WOAH's smaller event:

3 days symposium with 200 participants to

- Present scientific project results
- Have workshops, trainings...

This type of events can be in Africa, India, United Arab Emirates, etc... in a conference venue with some significant logistical aspect to cover, like accommodation, travel, transfer, meetings....

2. EXECUTIVE SUMMARY

2.1 PROJECT BACKGROUND

For the General Sessions and World Conferences to come between 2025 and 2028, WOAH's project is to enhance the production of our events through optimised organisation and tools.



2.2 PROJECT OBJECTIVES

The optimized organization and tools are meant to last many years to help our Events Coordination Unit workflow and offer a smooth & solid experience to our participants.

3. PROJECT ORGANISATION AND METHODOLOGY

3.1 PLANNING AND IMPLEMENTATION SCHEDULE

As an example for our major events. (For smaller ones, this timeline should be adapted).

| | |
|---|------------------------------------|
| Kick off | 10 to 8 months before the event |
| Set up: – registration platform – networking tool – email notification templates – Set up Room booking platform | 8-7 months before the event |
| Test & adjust: – registration platform – networking tool – email notification templates – Quorum calculation – Room booking platform | 7 months before the event |
| – Define Badge & scan management – Draft planning 1 Hosts & Hostesses – Send event invitations | 6 months before the event |
| – Open online registrations – Open Room booking platform – Set up Badge & scan management | 5 months before the event |
| – Set up Badge templates – Draft planning 2 Hosts & Hostesses | 3 months before the event |
| – Final planning Hosts & Hostesses | 1 month before the event |
| – Open networking tool | 1 month to 1 week before the event |
| – Close online registrations | 1 week to 1 days before the event |
| – Scan badges for statistics on attendance main & side events, exhibitors' performances and quorum calculation during voting sessions – Oversee hosts & hostesses – Oversee networking tool | during the event |

3.2 GOVERNANCE

The negotiated procedure is managed by Mr Pascal Nguyen, Head of the Events Coordination Unit (Point of contact), 3 of his team members will be involved, when it will be relevant.



4. SCOPE OF THE SERVICES

To deliver the below workstreams we'll require at least a dedicated, reactive and proactive project manager (PM):

Dedicated project manager(s) for all lots:

- Responding to ECU's emails throughout the whole organisation period. The average response time should be less than 2 hours, except on weekends and bank holidays. In case of unviability, the project manager shall appoint a representative ensuring the same response time.
- Ensure the follow-up of all steps from understanding the needs, building the platforms, check-in timelines, etc. to meet all defined milestones.
- Be able to constantly work with our team, within the 07:00am – 09:00pm Paris time frame. (no need to cover the entire time frame, but have a shift in between between)
- Customizing the proposed tools as needed or advise on adapting existing tools for WOAHS needs.
- Managing or setting up mass mailing as needed until the end of the event.
- Communications with ECU in EN or FR.
- Keeping track of the evolution of the budget of each deliverable and periodic sharing of updates with ECU.
- Train hosts/hostesses on the use of any software/hardware required for managing onsite tasks (e.g.: badge check-in, registration onsite, etc.).

4.1 LOT # 1: ONLINE REGISTRATION PLATFORM & EMAILING AND ACCESS BADGES MANAGEMENT

There are a few phases from the initial participants invitation until the actual badge printed onsite. The registration platform is our key tool and database to manage and communicate with our attendees from the start until the end of our events.

This deliverable must include at a minimum:

Administration back end:

- a. The platform must be a cloud model Software as a Service (SaaS)
- b. The participant interface must be in the 3 WOAHS languages (English, French, Spanish).
- c. The WOAHS administrator interface must be in English or French.
- d. The WOAHS administrator shall access at any time to reliable statistics on registration to main and parallel events and easily extract registration figures for each event.
- e. Easy-to-use technology requiring minimal training for WOAHS staff and hosts/hostesses.
- f. Should automatically reflect any change of paying status (when applicable): 1) when fees are successfully paid online or onsite (e.g.: payment pending VS payment received), 2) when administrator manually modifies the paying status.
- g. Possibility to limit registrations only to invited persons.
- h. Possibility to enable Heads of delegations to appoint their accompanying persons directly in the registration platform.
- i. Possibility to modify or cancel the registration of a Head of delegation without impacting on the registration of accompanying persons previously appointed. Possibility to pre-define the maximum number of accompanying persons per each type of delegation.



- j. Possibility to pre-define the maximum number of paying persons per each type of delegation.
- k. Possibility for WOAH administrator to manually modify registrations.
- l. Possibility for WOAH administrator to modify/cancel payment status on a case-by-case basis.
- m. Easily cancel the database of all registrations whenever WOAH requires it.
- n. According to the category of participant registering, WOAH administrator defines the paying status (fee exempt or paying) and the amount of fees.
- o. Enable WOAH to have access to all registrations and payments status in real time.
- p. Possibility to differentiate platform users, participants and organisation teams:
 - o Registered guests and actual attendance to the event are often different.
 - o Organisation teams (e.g all approx. 200 vendors) needs to have a badge but shouldn't be counted as users/participants. Those badges will be printed "manually" closer to the event and on the setup day, but will never use the online platform(s) and shouldn't be counted in the statistics or attendance.

Registration flow overview:

- Total: 7 categories with specific registration flows
- Organization team sends a registration email to participants, with a registration link and an information note (PDF) to certain categories.
- "Delegate (D)" category rough registration flow, as an example:
 - o Registers himself/herself.
 - o Can nominate up to 7 accompanying persons (AP) free of charge.
 - o Can nominate more accompanying persons, but an additional charge will apply for each extra person.
 - o Can choose to pay the fees for all or some additional persons, or let each person pay the fee themselves.
 - o Each accompanying person will then receive a registration email to register as an individual invitee.
 - o During the registration process, the registrant will be asked if they need a Note Verbale. If so, they will have to provide additional information so that the Events team can issue the document after the registration is completed.
 - o If the registrant needs to request travel, they can complete additional information on the registration form. This information will be sent to the Events Coordination Unit (Travel branch), who will liaise with the participant to issue a ticket.
 - o After the registration is completed, the registrant will receive a registration confirmation email.
 - o The registrant can download an invoice from the confirmation email (a link will be provided) if a payment has been issued.
 - o The Events Coordination Unit will liaise with the participants for any Note Verbale or travel requests.
- Categories:
 - o Delegate
 - o Alternate Delegate



- Head of Organisation with agreement
 - Head of Organisation without agreement
 - Head of non-member country
 - Individual invitee fee exempted, VIP, WOAHP Staff, Vendors, One day pass
 - Individual invitee fee not exempted
- **Important:** Accompanying persons fee exempted or not shall be linked to the person who nominated him/her and be part of the same Delegation.

Project Management:

- a. A dedicated Project management person to fulfil the listed tasks in the above '4. Scope of services' section.

User experience:

- a) Depending on the category assigned by Admin, a user shall be able to register as individual or as Head/Member of a Delegation.
- b) Responsive to any device.
- c) Impede that the same person registers twice.
- d) Impede that the participant modifies his/her registration once it is validated.
- e) Allow payment fees online only after validation of the relevant registration.
- f) Enable attendees to easily cancel their participation to main and side events and request refunds respecting the deadlines provided by WOAHP.
- g) Notification emails must be in the 3 WOAHP languages (English, French, Spanish) and shall adapt to the language selected by the person when registering.
- h) The sender's email address shall result the WOAHP one and shall have a 'no-reply' format.
- i) Emails must be responsive and adaptable to any device.

These functionalities are nice to have:

Administration back end:

- a. Possibility to have a 'White Label' platform. If not, its cost shall be provided as optional.
- b. The WOAHP administrator shall access at any time to reliable statistics on invited participants not having registered yet.
- c. Possibility to extract registration statistics in Excel and csv formats.
- d. Possibility to customize, with real-time preview, registration pages for different categories of participant with conditional fields – editable and not – and steps.
- e. Possibility to customize, with real-time preview, visual identity and design (e.g.: font style and size, colour of text and sections, add images, etc.) of registration pages.
- f. Possibility to configure categories of participants not needing to register through a form (e.g.: VIP, providers, exhibitors, etc.) but receiving a QR code to access meeting venue.
- g. Possibility to enable Heads of Delegations to access to the list of accompanying persons registered within their own delegation.



- h. Configurable (manual and automatic) approval workflows of registrations according to the category of participant.
- i. At any moment, integrate in the registration form the possibility to register to side events or new questions.
- j. Possibility to limit the registration to side events to selected participants' categories, if needed.
- k. Possibility to set a maximum number of registrations allowed for main and side events, if needed.
- l. Possibility to pre-assign selected categories of participants to one or more filters visible in back-office only and display these filters in statistics and registrations' extractions (e.g.: 'Europe' filter assigned by default to Delegate of Italy, filter 'AP' assigned by default to pax appointed by WOAHA Delegates, etc.).
- m. Possibility to assign different rights to collaborators having access to back office (e.g.: viewing rights, fee modification rights, etc.).
- n. Possibility to organise mass mailing campaigns addressed to recipients not yet registered online and with different annexes or hyperlink to document library (e.g.: email to Italy conveying pdf invitation addressed to Italy, email to Spain conveying pdf invitation addressed to Spain, etc.)
- o. possibility to organise mass mailing campaigns directed only to persons having already registered to the main event, giving them the possibility to enrol to side events after the opening of registrations to main event.

User experience:

- a. Enable head of delegation to choose whether paying accompanying persons of the same delegation shall pay their own registration fees or to pay fees for them. In the latter case, the system shall assign the same reference number to the fees paid through the same operation.
- b. Send invoice via automatic email as soon as the relevant payment is successfully received by WOAHA.
- c. Possibility to create mailing lists and programme date/time of sending (e.g.: invitations, notifications, reminders, follow-ups).
- d. Possibility to create email templates with visual identity and dynamic fields with real-time preview.
- e. Possibility to add annexes to emails or include a hyperlink to a library conveying relevant document.
- f. Possibility to generate PDF documents with pre-set templates.
- g. Low risk of emails going into spam.
- h. Access to history of emails sent by the platform to each participant and possibility to know if they were opened.
- i. Set up no-reply notification emails according to the actions and the category of the participant (e.g.: registration confirmation, confirmation payment, cancellation meeting room, reminders, e-badge, etc.), and differentiate recipients according to the email (e.g.: invitation email to user cc additional persons, confirmation email to the user, notification to WOAHA when a user that is eligible to travel registers, etc.)



- j. Once the registration of the relevant Head of delegation is validated by Admin, possibility for accompanying person to receive an automatic email for completing his/her registration.
- k. Add recipients in copy (hidden and not) of any type of email.
- l. Emails must load fast even if the user has a slow internet connection.
- m. Easy-to-use technology requiring minimal training for WOAHA staff.

A dedicated supporting team able to:

- Communicate with participants via email and phone on specific themes pre-identified by ECU and for which ECU will provide background information:

| Period | 3 months | 1 month | 4 weeks before event |
|---|-----------------|------------------------|----------------------|
| Volume of emails from participants to process per day | 5-10 | 10-15 | 15-30 |
| Average response time | within 48 hours | between 24 to 12 hours | no more than 4 hours |

- Communications with participants in EN, FR and SP.
- The possibility to support participants for making their hotel arrangements at the event venue will be considered as an asset but will not be mandatory.

Access badges management:

This deliverable must include at a minimum:

- a. WOAHA will define the number of badge templates with no limit, assigning by default each template to selected participants' categories, with the possibility to manually modify a badge template on ad hoc basis.
- b. For each badge type, the provider should be able to configure the visual identity and design (e.g.: font style and size, colour of text and sections, add images, etc.) as well as to print in recto/verso and in colour.
- c. Badges need to at least A5 or 4x6 inches standard sizes to display all required participant information.
- d. Based upon the approach chosen with WOAHA (pre-print badges ahead of the event, print badges onsite at registration desk, participants self-printing onsite, etc.) the bidder should provide all the needed technical equipment (printers, laptops, cameras, tablets, smartphones, etc.) and relevant consumables. In alternative, the bidder shall provide the list of printers compatible with the chosen badge printing approach.
- e. The bidder shall take all the measures for ensuring the correct functioning of the equipment provided and a prompt intervention – at no extra cost – in case of any technical issue before and during the event.
- f. If any action will be needed ahead of the event (e.g.: pre-print badges) the bidder shall clearly indicate who will be in charge of it.



- g. Possibility to differentiate badges of categories and/or individual participants allowed in certain area/s within a pre-defined lapse of time (e.g.: only specific pax allowed to attend the VIP cocktail).
- h. During each voting session, possibility for WOAHA to access in real time to the list of all present WOAHA Members, as represented by the relevant WOAHA Delegate or his/her substitute. The list shall: 1) count only once representatives from the same country, 2) indicate clearly the total number of WOAHA Members present (**Quorum**), 3) display the list of countries in alphabetical order.
- i. During each voting session, any variation in the quorum shall be reflected in real time on the list mentioned at point 'g' and must be made available in a hyperlink accessible to WOAHA
- j. The platform should come with a project manager who shall be present onsite during the event for: 1) installing & testing any hardware/software needed for registration onsite and badge printing & scanning. The project manager will be responsible for training Hosts/Hostesses on their use and shall guarantee his/her presence at the registration desk during the event for assisting Hosts/Hostesses if needed.
- k. WOAHA shall be able to print badges for event staff with no limit and at no extra costs. (as mentioned above in "4.1 / p" -organisation team & vendors)

Nice to have functionalities:

- a. The integration of the badge management software with the registration platform will be considered as an asset but will not be mandatory.
- b. Ideally the badges should be equipped with RFID chip (or technology) for tracking in real time participants in determined areas (e.g.: monitoring the quorum in the room during voting sessions).
- c. The possibility to provide exhibitors with badge scanning devices and generate dedicated statistics on visitors, time & duration of the visit.
- d. The possibility to provide side event organisers with badge scanning devices to filter pre-registered people (if pre-registration was enabled) and generate dedicated statistics on who attended which event.
- e. The possibility for scanning devices to warn if seating capacity of a room is reached.
- f. The system should be able to show if a badge was already printed and allow the administrator to print it again if needed. In any case, the system should prevent the circulation of double badges.
- g. The system shall allow to scan up to 1 000 persons per hour and per scanning device.
- h. The badge scanning should indicate in real time the paying status of the participant.
- i. The successful payment of fees onsite shall be immediately reflected at the badge scanning.
- j. Real-time statistics on how many participants are present at a certain time/day and in certain areas and their category must be always accessible to WOAHA administrator.
- k. Reflect in back-office check-in status to main and satellite events and easily extract figures for each event.
- l. Possibility to scan in and out the badge of specific categories of attendees for tracking in real time their attendance of specific sessions.



- m. Possibility to take pictures onsite for specific categories of participants and quickly incorporate them in their badges.

4.2 LOT # 2: HOSTESSES & HOSTS

*This deliverable will include the provision of external staff carrying out tasks by **hosts/hostesses** and **lead hosts/hostesses** including, but not limited to, the following:*

- a. Welcome participants, badge pick up, onsite registration and information point.
- b. Badge scanning / control – entrance event venue (for daily statistics on presence).
- c. Badge scanning / control – entrance main event room (for calculating the quorum).
- d. Badge scanning / control – side events (for daily statistics on presence/filter access).
- e. Welcome and assistance VIP.
- f. Circulating microphone in main and side events room during Q&A session and support chair in detecting raised hands.
- g. Assist participants finding their place in meeting room & support organiser for room setting.
- h. Distribution, collection and disinfection headphones.
- i. Assist speakers in tribune.
- j. Onsite reservations of rooms for bilateral meetings

One **production coordinator** representing the event agency shall be the unique contact person liaising with ECU throughout the organisation and during the event. ECU will liaise with the project manager to explain in detail its expectations related to all tasks to be carried out by Host & Hostesses. The project manager will be responsible for the correct & timely transmission of information/instructions to chief hosts/hostesses and of the monitoring/adjustment of the overall staff performance during the event. As some tasks may require a specific training on the use of relevant tools (e.g.: use of registration platform, badge print & scan, etc.), ECU will liaise with the project manager to integrate any training time in the planning of Hosts/Hostesses and with the tools' provider for providing them with a short and effective training.

The **production coordinator** shall liaise with ECU to finalise the planning of Hosts/Hostesses as soon as the programme of the main and satellite events is finalised. Hostesses & hosts must be fluent in English and French and, for some tasks, in Spanish. Meanwhile, the draft planning below can be used as reference for drafting a preliminary quotation for this deliverable.

As an example, for reference, here is the hosts & hostesses plan & tasks during the General Session 2024. Tenderers are requested to complete the simulation on the financial offer file. This cost simulation will be used to assess the tenderer's financial offer.

| Tasks | Languages spoken | Sun 26 May | Mon 27 | Tue 28 May | Wed 29 May | Thu 30 May |
|---|-----------------------|---|--|--|--|--|
| Welcome participants, badge pick up and onsite registration & information point | EN+FR + at least 1 SP | 8 am-4 pm: 6 4 pm-7 pm: 2 7 pm-9 pm: 1 | 8 am-12 pm : 4 12 pm-7 pm : 2 | 8 am-7 pm : 2 | 8 am-7 pm : 1 | 8 am-6 pm : 1 |
| badge scanning – entrance event venue | EN+FR | 8 am-5 pm: 2 5 pm-6 pm: 1 | 8 am-3 pm: 2 3 pm-6 pm: 1 | 8 am-3 pm: 2 3 pm-6 pm: 1 | 8 am-3 pm: 2 3 pm-6 pm: 1 | 8 am-3 pm: 2 3 pm-6 pm: 1 |



| | | | | | | |
|--|-----------------------|---------------------------------|--------------|---------------|---------------|---------------|
| badge scanning – entrance meeting room (quorum) | EN+FR | - | - | 8 am-7 pm : 2 | 8 am-7 pm : 2 | 8 am-6 pm : 2 |
| Welcome & assistance VIP | EN+FR + at least 1 SP | 9 am-12 pm: 2 12 pm-4 pm: 10 | - | - | - | - |
| Circulating microphone in meeting room during Q&A session | EN+FR | 12pm-7 pm: 3 | 8 am-7 pm: 3 | 8 am-7 pm: 3 | 8 am-7 pm: 3 | 8 am-6 pm: 3 |
| Assist participants finding their place in meeting room & room setting | EN+FR | 12 pm-7 pm: 4 | 8 am-7 pm: 4 | 8 am-7 pm: 2 | - | - |
| Distribution, collection and disinfection headphones | EN+FR | 12pm-7 pm: 4 | 8 am-7 pm: 4 | 8 am-7 pm: 4 | 8 am-7 pm: 4 | 8 am-6 pm: 4 |
| Assist speakers in tribune | EN+FR | 12 pm-7 pm: 1 | 8 am-7 pm: 1 | 8 am-7 pm: 1 | 8 am-7 pm: 1 | 8 am-6 pm: 1 |
| Onsite reservations of rooms for bilateral meetings | EN+FR + at least 1 SP | 10 am-7 pm: 2 | 8 am-7 pm: 2 | 8 am-7 pm: 2 | 8 am-7 pm: 2 | 8 am-5 pm: 2 |

4.3 LOT # 3: ONLINE MEETING SPACE BOOKING SYSTEM

Administration back end:

This deliverable must include at a minimum:

- The system must be a cloud model Software as a Service (SaaS)
- The WOAHA administrator interface must be in English or French.
- Possibility for WOAHA to define/modify at any moment: 1) number of rooms/desks available for booking online, 2) maximum seating capacity and equipment available in each room/desks, 3) days/times available for booking each meeting room/desks.
- Possibility for WOAHA to define the opening and closing date of the booking system.
- Possibility for WOAHA to define the default duration of bookable timeslots for each room/desks.
- Possibility for WOAHA administrator to add, modify, and cancel reservations at any moment.
- Possibility for WOAHA administrator to have access in real time to a global overview of all booked/available rooms/desks (displaying as well meeting titles and users' name).
- Possibility for WOAHA administrator to have access in real time to statistics of booked rooms.
- Possibility to easily cancel the database of all reservations whenever needed.
- Possibility to display on-going / next meeting for each meeting room/desk on tablets and/or a large screen (if relevant).

Nice to have functionalities:



- a. The integration of the online meeting space booking system with the registration platform (Lot 1) and Networking Tool (Lot 4) will be considered as an asset but will not be mandatory.
- b. Possibility to have a 'White Label' tool. If not, its cost shall be provided as optional.
- c. Possibility to customize visual identity of the booking system and related email notifications.
- d. Possibility for Administrator to pre-define and modify at any moment the maximum number of bookings allowed to each user. The user shall be **automatically blocked by the system** in case the number of bookings is exceeded.
- e. Possibility for WOAH to define the information that user should compulsorily provide when booking a meeting room/desks.
- f. Possibility to apply search filters (e.g.: booking on each day, category of participants having made bookings, number of bookings per user, occupancy rate by room & by day/hour, average length bookings, average number attendees, bookings by date/hour, etc.).
- g. Easy-to-use technology requiring minimal training for managing staff.

User experience:

This deliverable must include at a minimum:

- a. The user interface must be in the 3 WOAH languages (English, French, Spanish).
- b. Booking system must be responsive and adaptable to any device.
- c. Booking procedure must be friendly and intuitive for users.
- d. Possibility for users to book online a meeting space (room and/or desk) at the event venue via the web browser.
- e. For each room/desks, users should be able to see the number of available seats and equipment in addition to available timeslots.
- f. The booked room/desks shall result immediately unavailable (hiding the title of meeting and organiser's name for privacy reasons) to anyone wishing to book the same timeslot (to avoid double booking).
- g. Possibility for user to autonomously cancel or modify a booking directly on the platform.
- h. Any cancelled room/desk shall result immediately available.
- i. After completion of a reservation, modification or cancellation, the user shall receive an automatic confirmation email recapitulating the relevant information.

Nice to have functionalities:

- a. Possibility for user of accessing the booking tool using the same credentials - if any - of the networking tool (lot 4) and registration system (Lot 1), without need to create a specific additional account.
- b. Possibility for users to search rooms/desks with filters (by capacity, equipment, availability, location).
- c. Possibility for users having successfully booked a room/desk to send an invitation to other participants including practical information on the meeting (e.g.: room number, time/date, etc.).



- d. Possibility for participants to accept or refuse a meeting invitation or propose a different time/date.
- e. Possibility for the user to have always access: 1) to the meetings he/she booked through the system, and 2) to meetings to which he/she has been invited and for which he/she has confirmed attendance. This information can be available in a personal space within the booking system, or, in alternative, it should be possible to add it in the own personal Outlook/Google calendar.
- f. The possibility for users to see other participants' free schedules through the booking system.
- g. One day and/or one hour before the meeting, possibility to send an automatic reminder email to all participants attending it (user and his/her invitees).
- h. The possibility for users to search in the list of registered participants and send him/her a meeting request.
- i. The provision of tablets on standing/table supports for automatic and real time room/desks schedule displaying, indicating the information selected by Admin (e.g.: room/desk number, title of the meeting, start/end time). The tablets shall be provided with antitheft system.
- j. Possibility for users to access the interactive map of the event venue indicating rooms/desks position and availability.
- k. The platform should allow users to check-in when using the space so to avoid ghost meetings.

4.4 LOT # 4: NETWORKING TOOL

We would like to offer an easy way for our participants to connect onsite using a networking tool to help them find other attendees and meet new people with common interests.

This deliverable must include at a minimum:

- a. The tool gets the users from the registration platform (Lot 1) with at least 48hrs update to add/delete a user.
- b. The tool must be a cloud model Software as a Service (SaaS)
- c. Tool responsive to any device.
- d. The user interface must be in the 3 WOAH languages (English, French, Spanish).
- e. WOAH can freely determine the opening and closing date of the networking tool.
- f. The networking tool should be only accessible to users having their event registration validated.
- g. Users should be allowed to accept or refuse to network with other registered participants.
- h. Users having accepted to network should be able to indicate their preferred centres of interest, that they should select amongst a number of tags pre-defined by WOAH.
- i. Users must be able to browse and filter other participants using criteria pre-defined by WOAH such as: name, surname, country, organisation, category, interests, etc.
- j. Detailed real time and easy to extract analytics accessible to WOAH at any time (e.g.: number and category of users networking, number of messages sent x day, rate users x day/hour, most selected tags/interests, number of meetings scheduled, etc).



Nice to have functionalities:

- a. The integration of the networking tool with the registration platform (Lot 1) and room booking tool (Lot 3) will be considered as an asset but will not be mandatory.
- b. Possibility for user of accessing the networking tool using the same credentials - if any - of the room booking tool (lot 3) and registration system (Lot 1), without need to create a specific additional account for networking.
- c. Possibility to have a 'White Label' tool. If not, its cost shall be provided as optional.
- d. Users should access a list of recommended participants matching the interests they've selected during the onboarding phase.
- e. Possibility for users to contact WOAHA information desk through the tool.
- f. WOAHA should be able to send *global* push notifications/ logistic announcements through the tool.
- g. WOAHA can send push notifications/ logistic announcements to *targeted* categories of participants.
- h. Side events should be visually differentiated from main event.
- i. Users should be able to block at any moment any contact attempt coming from an undesired person.
- j. Once finalised the onboarding, users can access the list of other networking participants and contact them via live 1:1 chat.
- k. Support GIF files, images, and emojis.
- l. WOAHA can launch live polls, quizzes, Q&A through the networking tool.
- m. WOAHA can impede participants to post public contents in the networking tool.
- n. Users can update their personal profile at any moment (e.g.: add a picture, description, modify centres of interest, etc.).
- o. User can manage the networking tool via any device.
- p. When arranging a meeting, the user can be given the possibility to book a meeting room at the event venue via the networking tool. This functionality will be considered as an asset but will not be mandatory.
- q. Possibility for Administrator to pre-define and modify at any moment the maximum number of room bookings allowed to each user. The user shall be automatically blocked by the system in case the number of room bookings is exceeded. This functionality will be considered as an asset but will not be mandatory.
- r. Users can customize their personal agenda and allow others to see their available timeslots.
- s. Users can consult programme of sessions/side events and mark preferred ones in his/her agenda.
- t. Users can receive notifications about sessions/side events marked as favourite.
- u. Users can consult and download working documents through the tool.
- v. Users can onboard to networking anytime even if previously refused.
- w. Users can stop using the networking tool anytime even if previously accepted.
- x. Users can mark other users' profiles as 'favourite' for quick contact.
- y. Users can share 'digital business card' (including personal contact details) with other participants.



- z. Users can access interactive Map of the venue through the tool. This functionality will be considered as an asset but will not be mandatory.
- aa. Users can rate sessions in real time.
- bb. The tool should come with a dedicated project manager who shall be present onsite during the event for helping WOAHA to: 1) manage push notifications, polls, Q&A, games; 2) update contents as needed (e.g. upload working documents, programme, etc.); 3) monitor functioning of the tool & troubleshooting.

4.5 LOT # 5: LIVESTREAMING

This deliverable must include at a minimum:

- a. Possibility to livestream the event on woah.org website (with an iFrame embed a social media channels) and on multiple social media channels to be defined by WOAHA (e.g.: YouTube, Meta, Instagram, Twitter).
- b. Possibility to livestream the event on woah.org website directly using a dedicated server and a custom player described below. During the entire event duration, in 1080p resolution, H264, 44.1Khz.
- c. Possibility to have a player offering a maximum of 10 languages audio feeds option through a server owned by the tenderer.
- d. Possibility to have a player offering a maximum of 10 languages audio feeds option by embedding a YouTube player.
- e. Possibility for the participant to choose the interpretation language in the drop-down menu of the player.
- f. Possibility to ensure up to 10 streaming hours per day throughout the whole duration of the event (depending on the event schedule).
- g. Possibility to provide at any time reliable statistics on number of simultaneous connections per hour and per day, duration of connections, interpretation languages used, view peaks per day.
- h. Possibility for WOAHA to pause and resume live streaming at any moment (e.g.: pause streaming during elections and resume it when they end).
- i. Player responsive to any device.
- j. Possibility to ensure live streaming of side events - if any - without impacting on the streaming quality of the main event.
- k. The bidder shall take all the measures for ensuring the correct functioning of any equipment provided and a prompt intervention – at no extra cost – in case of any technical issue before and during the event.
- p. **The additional elements below will be valued:**
- q. Participant interface in the 3 WOAHA languages (English, French, Spanish).
- r. Possibility to customize, with real-time preview, visual identity and design of the player (e.g.: font style and size, colour of text and sections, add images, etc.).
- n. Users can rate sessions and streaming quality in real time.
- l. Possibility to provide at any time reliable statistics on connected regions and/or countries as well as figures on sessions/streaming quality.



- m. Possibility to add extra language channels (for a maximum of 10) until the end of the event.
- n. Possibility to provide WOAH with the video recording of the day in each interpreted language. The video recording shall be provided at the end of each day and shall not include breaks.
- o. Provision of waiting, pause and end screens, based upon visual identity & wording provided by WOAH.
- p. Provision of lower third, based upon visual identity & wording provided by WOAH.

5. RESPONSE STRUCTURE

While it is understood that the methodology, approach and timeline will be finalised with the awarded contractor and constitute an important deliverable of the project once started, responses to the consultation of suppliers should cover the following elements to provide sufficient background to the evaluation of the offers and ensure homogenous assessment.

5.1.1 Information and Administrative documents

5.1.1.1 General information

This section should include information on you or your organisation and the activities covered, including:

- Name (name of group/Organisation if applicable),
- Structure (location and number of employees in the headquarters as well as regional offices),
- Legal status,
- Nationality,
- The amount of its authorized capital,
- The persons or groups controlling it,
- The people empowered to make commitments on behalf of the bidder.
- Contact point name, phone number and email address,
- Information relating to the insurance policy covering its activities,
- Person/Company background review,
- Description of major activities,
- A sample of the bidder's previous work, relevant to this assignment.

5.1.1.2 Confidentiality undertaking

Tenderers should fill in the documents entitled "Administrative information – Confidentiality undertaking" featured in annex A1.

5.1.1.3 Declaration of integrity

Tenderers should fill in the documents entitled "Declaration of integrity" featured in annex A2.

5.1.1.1 Financial and Economic Capacity Assessment

Tenderers should fill in the documents entitled "Administrative information – Financial and Economic Capacity Assessment" featured in annex A3.

5.1.1.2 Data protection and IT Security Questionnaire (For all lots except the lot 2)

Tenderers should fill in the document entitled "Data protection and IT Security Questionnaire" featured in annex E.



5.1.2 Technical response

The tenderer response should be provided in a Word document, no longer than 50 pages. It should include the following points:

5.1.2.1 *General methodology and proposed schedule (for all the lots)*

Throughout this section, tenderers should provide information regarding the clear understanding of the project, as well as clearly describing the recommended methodology and draft workplan and approach in order to manage the project, including the format of the follow-up on the part of the supplier as well as the measures to ensure respect of the project deadlines, tracking of project costs and the delivery of quality deliverables to comply with services described in this document.

Methodology should be commented including proposed approach/tools and tenderers should highlight how they intend to implement the different steps in the most appropriate and effective approach. Bidders shall clearly indicate if and which deliverable CANNOT be supported. In such a case, bidders are welcomed to propose an alternative to get as close as possible to the expected result.

A clear and complete necessary hardware, software(s) and requirements shall be listed to share a clear breakdown, volume, quantities, staff requirements, onsite requirements.

Bidders should clearly highlight throughout this section which activities will require an on-site presence and which will be carried out remotely.

Major feasibility requirements as well as required documentation should be identified.

The response should include any recommendation of process or any alternative options to optimize or adjust the offer in case of necessity. As an example:

- Event schedule change
- Budget reduction
- Venue change
- Date change
- Any other reason which could impact out event briefing
- Or simply your expertise as a recommendation with other ways to do a certain task

5.1.2.2 *Catalogue (only for Lot 2)*

Tenderers must submit a catalogue showing the various uniforms proposed for their host and hostess and their corresponding costs.

5.1.2.3 *Allocated human resources (only Lot 2)*

Each host and hostess, as well as their onsite operation coordinator need to be fluent in English, French and – for some tasks – in Spanish (spoken and written). Formal language must be used as well as decent outfits approved by WOA. It will not be possible to work on our event without those conditions. In case WOA Events Coordination Unit team realizes, at any time, that these conditions are not filled, the service provider will need to find a replacement for the next day and the cost of the “not compliant person” will be deducted from the final invoice.

5.1.2.4 *IT security policy (for all the lots excepted lot 2)*

This section should detail the IT security policy of the tenderer.

1. The solution must be ISO27001 certified and a copy of the ISO27001 certification provided as part of the tender response



2. The solution must be compliant with data privacy and EU General Data Protection Regulation
3. The solution must reside within the EU (i.e. the Data centre and the data must only reside within the EU)

Tenderers must also complete and sign the Document E “Data protection and IT Security Questionnaire”.

5.1.2.5 *Success – risk factors (for all the lots)*

This section should provide a review of major constraints identified at this stage, potential risks to the project and requirements to ensure its successful completion. Prerequisites that you deem important to carry out the project effectively (time, stakeholder availability) should be identified.

5.1.2.6 *Additional information (for all the lots)*

This section should include any additional information not provided for elsewhere that you deem important for us to know. Innovative solutions as well as relevant “Best practices” that may not be expressly mentioned in this document should be provided here.

5.1.3 **Financial offer**

The financial offer should be provided in EURO and quoted free of all duties, taxes, VAT and other charges.

Annexes D should be completed by tenderers.

For any activity needing an on-site presence, bidders shall clearly indicate any cost to be bear by WOAHA (e.g.: meals, travel & accommodation arrangements, etc.).

In case of travel(s) needed to be covered to perform the services, here below WOAHA’s Travel policy to follow (any higher category / more comfortable will be at your own cost):

- Flight: economy class
- Train 2nd class
- Accommodation: 3 stars (4* only if there is no other option within 20min walking distance)
- Substance allowance based on EUR 80 per days spent

For lot 2, the tenderers must also complete the estimate of quantities on the excel file, based on the unit cost indicated in the financial offer.

Tenderers should detail:

Expected terms of payment and settlement periods (if they differ from WOAHA conditions set out in annex A5).