



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

EC/COS2024/1

CONSULTATION OF SUPPLIERS

EVENT TOOLS 2025

WORLD ORGANISATION FOR ANIMAL HEALTH (WOAH)

whose statutory name is

“OFFICE INTERNATIONAL DES EPIZOOTIES”

DEADLINES TO SUBMIT BIDS :

30 AUGUST 2024 AT 12:00 PM (PARIS LOCAL TIME)

Contracting authority

World Organisation for Animal Health (WOAH)

whose statutory name is

“Office international des epizooties”

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TABLE OF CONTENTS

1. GENERAL TENDERING RULES	3
1.1 General Purpose	3
1.2 Confidentiality	3
1.3 Question and modification	3
1.4 Cancellation of the consultation of suppliers	4
1.5 WOAH's right	4
1.6 Costs of Responses	4
1.7 Conditions of Participation	4
1.8 Conflicts of Interest	5
1.9 Period of Proposal Validity	5
1.10 Duration of the Contract	5
1.11 WOAH threshold	5
1.12 Budget	6
1.13 Variants	6
1.14 Options	6
1.15 Invoicing	6
1.16 Subcontracting	6
1.17 Appeal	6
2. CONTRACTUAL FRAMEWORK OF THE SERVICES	7
3. EXECUTIVE SUMMARY	7
3.1 Project Background	7
3.2 Project objectives	7
3.3 Planning and implementation schedule	7
4. PROJECT GOVERNANCE	8
5. SCOPE OF THE SERVICES	8
5.1 Lot # 1: Online registration platform & emailing and access badges management	8
5.2 Lot # 2: Onsite networking tool	14
6. RESPONSE PROCEDURE	16
6.1 WOAH Contact Point	16
6.2 Schedule	16
6.3 Response Format	16
6.4 Proposal structure	17
6.4.1 Information and Administrative documents	17
6.4.2 Technical response	17
6.4.3 Financial offer	18
6.5 E-tendering platform support	19
6.6 Personal data	19
6.7 Publication of information on recipients	19
7. EVALUATION OF PROPOSALS AND AWARD OF THE CONTRACT	20
7.1 Criteria	20
7.2 Demonstration for both lots	20
7.3 Test Access (mandatory)	20
7.4 Negotiation and regularisation	20
7.5 Awarding contract	21
8. ANNEXES	21



1. GENERAL TENDERING RULES

1.1 GENERAL PURPOSE

This consultation of suppliers (“tender procedure”) is an invitation for interested service providers to submit a proposal regarding the methodology and approach to enhance our event production thanks to optimized organization and tools.

This consultation is subdivided into two lots, as follows:

Lot n°	Title
1	Online registration platform & emailing and access badges management
2	Onsite networking tool

Bidders can submit a bid for one or two lots. If a bidder submits a bid for two lots, he/she shall separate technical and financial bid for each lot.

The information included in the tender documents are provided to bidders so they may prepare a proposal in response. However, the transmission of the tender documents to tenderers does not imply any legal obligation on the part of WOAAH to entrust the provision of the services to any bidder. WOAAH has the right to reject any proposal in its sole discretion. WOAAH remains strictly independent of any tenderer, and none of the provisions of the tender documentation may be interpreted as creating a contractual relation of any sort.

WOAH is under no obligation to accept a given bidder’s proposal and reserves the right not to proceed with or to terminate negotiations with any bidder, at any time prior to the signature of a Contract.

1.2 CONFIDENTIALITY

Unless otherwise authorised in writing by WOAAH, all information, whether disclosed either directly or indirectly, formally or informally, in writing, orally, or by visual inspection, which are part of the tender procedure or provided for its purpose or any amendment thereto, shall not be disclosed, copied, used or modified in any manner and shall only be used for the sole purpose of the tender procedure.

All information received in response to this initiative that is marked proprietary will be handled accordingly. Responses will not be returned.

1.3 QUESTION AND MODIFICATION

During the consultation of suppliers procedure and up until WOAAH starts discussions with one or several bidders, the latter shall refrain from contacting the personnel of WOAAH.

The Procurement Unit and the prescribing department, are the only representatives of the Organisation authorised to answer any questions.

Bidders may wish to ask with the sole aim of obtaining additional technical, legal or administrative explanations, namely should they observe contradictions or omissions in the Specifications. Bidders should send their questions using the e-tendering platform [SafeTender supplier \(woah.org\)](https://woah.org). Questions may be asked up until 23 August 2024 at 05:00 p.m. (Paris Time).

To ensure fairness, any information given to one Candidate shall be immediately passed on to all the others. Likewise, during assessment of the bids, WOAAH may request additional information from bidders.

WOAH reserves the right to introduce non-substantial modifications to the tender documents. In the event that WOAAH, either following a request from a tenderer or on its own initiative, introduces a modification of the tender documents, all bidders having downloaded the tender documents from [the e-tendering platform](#) will be notified of such modification. WOAAH may extend the deadline for submission of tenders to all bidders to allow them to



take into account these changes. The fact that WOAH decides not to extend the deadline does not entitle bidders to claim any compensation or to any form of complain whatsoever.

1.4 CANCELLATION OF THE CONSULTATION OF SUPPLIERS

WOAH is not bound to follow up the bid.

WOAH also reserves the right to sign a Contract for only part of the Services. Such decisions would not entitle bidders to any form of compensation whatsoever.

1.5 WOAH'S RIGHT

WOAH reserves itself the right to:

- qualify, accept or reject any or all bidders as deemed to be the interest of WOAH,
- accept or reject any exception taken by the bidder to the terms and conditions of the Specifications,
- cancel or modify the present consultation of suppliers,
- seek clarification from the bidders about questions during the evaluation process,
- reject any bidder who do not answer questions asked by WOAH during the evaluation process.

1.6 COSTS OF RESPONSES

Bidders are responsible for all costs and expenses, including professional fees, incurred in connection with the preparation and submission of responses to, and generally their participation in, the tender procedure.

1.7 CONDITIONS OF PARTICIPATION

Natural and legal persons as well as consortia (either officially established or constituted specifically for this call for tender) who have provided a compliant response to this procurement procedure as published may apply.

No more than one tender may be submitted by a person whether as a natural or legal person or member of a consortium. If a person submits more than one response, all responses in which they participate will be excluded from the selection process.

In participating to this consultation of suppliers, a bidder represents and warrants by doing so that:

- is not bankrupt or under mandatory liquidation, is not having its affairs administered by the courts, has not entered into an arrangement with creditors, is not the subject of proceedings concerning its business activities, or is not in any similar situation arising from a procedure provided for in national legislation or regulations;
- it or a person having powers of representation, decision-making or control over it or a member of an administrative, a management or a supervisory body has not been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization, money laundering, offences linked to terrorist activities, child labour, human trafficking, creating or being a shell company or any other irregular or illegal activity;
- it or persons having powers of representation, decision-making or control over it have not been guilty of professional misconduct, including misrepresentation;
- it is in compliance with all its obligations relating to the payment of social security contributions and of taxes in accordance with the national legislation or regulations of the country in which the Tenderer is established.

Bidders undertake to provide documentary evidence related to the items mentioned above upon request by WOAH at any point during the tender procedure and/or contracting process. Should a bidder fail to produce reasonable evidence, WOAH reserves the right to reject the bidder's response and, in the event it has already



entered into a Contract with the tenderer as a result of the tender process, to terminate such Contract with immediate effect.

The REFINITIV WORLD-CHEK ONE global compliance screening platform will be consulted. In accordance with WOA's internal rules, the identification of a bidder by this platform may lead to its exclusion.

1.8 CONFLICTS OF INTEREST

Under no circumstances is a tenderer to contact any person employed by or representing WOA, regarding the tender procedure other than the person(s) mentioned in this document.

In participating to this consultation of suppliers, a tenderer represents and warrants that:

- It does not have any conflict of interest arising from economic interests, political or national affinities, family or emotional ties, or any other relevant connection or shared interest in connection with any Contract that may be entered into between the tenderer and WOA as a result of the consultation of suppliers;
- It will inform, without delay, of any situation constituting a conflict of interest or which could give rise to a conflict of interest;
- No offer of any type whatsoever from which an advantage can be derived under the Contract has been or will be made;
- It has not granted and will not grant, has not sought and will not seek, has not attempted and will not attempt to obtain, and has not accepted and will not accept, any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal practice or involving corruption, either directly or indirectly, as an incentive or reward relating to the award of the Contract;
- It has not and will not make any misrepresentation, either knowingly or negligently, in supplying any of the information requested by WOA.

1.9 PERIOD OF PROPOSAL VALIDITY

Bidders are bound by their proposals for 100 days after the deadline for submission or until they have been notified of non-award. The successful bidder must maintain its offer for a further 60 days from the date of notification of the award.

1.10 DURATION OF THE CONTRACT

The Contract is expected to be performed from September 30, 2024 to December 31, 2025.

1.11 WOA THRESHOLD

In accordance with the internal rules of WOA, consultation of suppliers' procedure applies to procurement contracts whose total value is less than EUR 200 000.



1.12 BUDGET

WOAH is allocating a total budget of EUR 140 000 EUR maximum for the entire consultation.

The contract will be awarded as a Framework agreement with purchase orders, with no minimum amount and with maximum amount (as indicated in the table below).

WOAH at its sole discretion, may issue purchase orders as and when required.

Lot n°	Title	Minimum Budget	Maximum Budget
1	Online registration platform & emailing and access badges management	with no minimum	EUR 130 000 EUR
2	Onsite networking tool	with no minimum	EUR 10 000 EUR

1.13 VARIANTS

Variants are authorised within the limits specified in the technical requirements.

1.14 OPTIONS

Options are authorised. These options remain at the sole initiative of the candidates. WOAH reserves the right to accept or reject the options submitted by candidates.

1.15 INVOICING

A detailed schedule of payments will be defined in the Contract based on the agreed-upon workplan and set of deliverables. Payment throughout the Contract will be made upon receipt of the corresponding undisputed invoice, which should be raised after validation of each deliverable.

WOAH will proceed to the payment of undisputed invoices within 45 days of their reception by bank transfer or cheque.

1.16 SUBCONTRACTING

Subcontracting is allowed; in this case, subcontractors must be mentioned in the declaration of subcontracting (annex 3). Intention to participate and subcontracting must be precisely identified according to the proposed phases of the project. The subcontracting rate must be indicated in the proposition and must not exceed 50% (based on workload or price evaluation).

1.17 APPEAL

Tenderers believing, they have been harmed by an error or irregularity during the award process may lodge a complaint with WOAH who will be required to reply within ten working days after receipt of the complaint. If WOAH fails to address the complaint, the unsuccessful tenderer may request arbitration by the Permanent Court of Arbitration (PCA) at The Hague, governed by the PCA arbitration rules 2012 and the PCA Optional Rules for Arbitration between International Organisations and Private Parties.



2. CONTRACTUAL FRAMEWORK OF THE SERVICES

WOAH will provide the awarded tenderer with a contract proposal.

The model contract for the provision of WOAH services is attached to this consultation of suppliers (Annex 4).

The majority of the proposed clauses comply with WOAH requirements and cannot be modified.

Tenderers are advised to read the contract carefully and include any requests for minor amendments in their tender. WOAH reserves the right not to accept such requests, so by submitting a tender, tenderers are prepared to accept the clauses in the document attached as annex A5.

In any event, this model contract will be used and not the service provider's contract.

If tenderers do not have any changes to make to the document, tenders are kindly requested to return it to WOAH with the mention "accepted in full" on the document.

3. EXECUTIVE SUMMARY

3.1 PROJECT BACKGROUND

Our project here is to enhance our event production thanks to optimized organization and tools.

3.2 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.

3.3 PLANNING AND IMPLEMENTATION SCHEDULE

As an example for our General session in May 2025 and Global Conference in October 2025.

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	7 months before the event
– Define Badge & scan management – Send event invitations	6 months before the event
– Open online registrations – Set up Badge & scan management	5 months before the event
– Set up Badge templates	3 months 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 networking tool	during the event

4. PROJECT GOVERNANCE

The consultation of suppliers 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.

5. SCOPE OF THE SERVICES

5.1 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 WOAHP languages (English, French, Spanish).
- c. The WOAHP administrator interface must be in English or French.
- d. The WOAHP 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 WOAHP 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 WOAHP administrator to manually modify registrations.
- l. Possibility for WOAHP administrator to modify/cancel payment status on a case-by-case basis.
- m. Easily cancel the database of all registrations whenever WOAHP requires it.
- n. According to the category of participant registering, WOAHP 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
 - o Head of Organisation with agreement
 - o Head of Organisation without agreement
 - o Head of non-member country
 - o Individual invitee fee exempted, VIP, WOAH Staff, Vendors, One day pass
 - o 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:

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

- 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)
- Customizing the proposed tools as needed or advise on adapting existing tools for WOAHP 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.

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 WOAHH 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 WOAHH.
- 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 WOAHH 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 WOAH 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. WOAH 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 WOAH (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 WOAH to access in real time to the list of all present WOAH Members, as represented by the relevant WOAH Delegate or his/her substitute. The list



shall: 1) count only once representatives from the same country, 2) indicate clearly the total number of WOAH 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 WOAH
- 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. WOAH 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 WOAH 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.



5.2 LOT # 2: ONSITE 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 WOAHA languages (English, French, Spanish).
- e. WOAHA 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 WOAHA.
- i. Users must be able to browse and filter other participants using criteria pre-defined by WOAHA such as: name, surname, country, organisation, category, interests, etc.
- j. Detailed real time and easy to extract analytics accessible to WOAHA 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 a potential third party "room booking tool" will be considered as an asset but will not be mandatory.
- b. Possibility for user of accessing the networking tool to see all personal booking with a calendar view..
- 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.

Project Management:

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

- 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)
- Customizing the proposed tools as needed or advise on adapting existing tools for WOAHA needs.
- Managing or setting up notifications and onboarding messages 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.



6. RESPONSE PROCEDURE

6.1 WOAHP CONTACT POINT

Mr Pascal Nguyen
Events Coordination Unit

6.2 SCHEDULE

Launching of the Consultation of suppliers	30 July 2024
Deadline for submitting bids	30 August 2024 at 12:00 pm (Paris local time)
Bids evaluation and demonstration of tool	30 August – 27 September 2024
Contract award to the selected supplier	30 September 2024

All bidders will be informed should WOAHP change any of these dates.

Proposals may be modified prior to the deadline for submission by submitting a new proposal through the [e-tendering platform](#).

Proposals may be withdrawn prior to the deadline for submission through a written notification sent to WOAHP contact point.

6.3 RESPONSE FORMAT

Interested bidders must submit their bid by electronic means. Bids must be submitted in English.

Bidders shall upload three files on the [e-tendering platform](#). They are requested to indicate the lot for which they are bidding in the title of the file submitted, as follows:

1. « First file – Administrative Information »
2. « Second file – Technical bid – lot X »
3. « Third file – Financial bid – lot X »

Bidders shall separate technical and financial bid for each lot. Administrative data shall be submitted only once, and won't have to be duplicated for each lot.

These three files shall constitute the bid.

1. The first file shall contain all the information and items requested in section 6.4.1 and "declaration of integrity" (annex 2) included in the Appendix to this tender document, "declaration of subcontracting" (annex 3) and which shall be duly signed by the bidder.
2. The second file must contain the technical bid and any information (according to section 6.4.2), other than that contained in the first and third file, which is part of the bid. No financial data shall be included in, the "service provision contract" (annex 4) and the "data protection and IT Security Questionnaire" (annex 5)
3. The third file must contain the financial bid (annex 1a for lot 1 and Annex 1b for lot 2).

Please make specific reference in the response to any legitimately and appropriately confidential or proprietary material contained in the response. Such information included in the responses to the consultation of suppliers will be kept confidential by WOAHP.

Reminder: responses should be submitted by **30 August 2024 12:00 p.m. (Paris local time)**. Any proposal received past this deadline will be excluded from the consultation of suppliers process.



To facilitate upload and management of your bid, you are invited:

- To limit your bid at 70Mo,
- Favor the following formats .doc / .rtf / .pdf / .xls / zip,
- Avoid using other formats such as “.exe”,
- Avoid using certain tools such as “macros”,
- Check all files for viruses before uploading them on the platform.

For each document that requires signature, signature shall emanate from a duly authorized person. This person is either the Bidder's legal representative or any person enjoying a delegation of powers or of signature emanating from the Bidder's legal representative.

6.4 PROPOSAL 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.

6.4.1 Information and Administrative documents

6.4.1.1 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.

6.4.1.2 Declaration of integrity

Bidders should fill in the documents entitled “Declaration of integrity” featured in annex 2.

6.4.2 Technical response

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

6.4.2.1 General methodology and proposed schedule (for all the lots)

Throughout this section, bidders 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

6.4.2.2 Data protection and IT Security Questionnaire

This section should detail the data protection and 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 annex 5 “Data protection and IT Security Questionnaire”.

6.4.2.3 Success – risk factors

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.

6.4.2.4 Additional information

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.

6.4.3 Financial offer

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

It should provide an overall cost and a cost breakdown. annex 1 (1a for lot 1; 1b for lot 2) should be completed by bidders.

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 WOA'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

Tenderers should detail:

Expected terms of payment and settlement periods (if they differ from WOA's conditions set out in annex 4).

6.5 E-TENDERING PLATFORM SUPPORT

For further information and assistance with respect to downloading files and submitting bids, please address your communications to the company maintaining the system either:

- by telephone +33 (0) 8 25 00 13 26 (0,15 EUR TTC/min);
- or by e-mail support@safetender.com

Once your profile created, you may consult support material on the platform.

Bidders are invited not to upload their bid at the last minute. Also, bidders are invited to perform tests on the system prior to submitting their bids to ensure they have a good command of the system.

6.6 PERSONAL DATA

WOAH, as a data controller, will process the personal data you provide in the bid for the purposes of identifying a suitable supplier, to support its work.

The data collected will be processed internally for the aforementioned purposes and for the resulting administrative acts, it shall be kept for the duration of the contract with you and in an intermediate archive for a duration of 10 during the audit period.

You have rights to access and rectify your personal data, as well as to request erasure and obtain data portability under certain circumstances.

To exercise these rights or if you have any questions about the processing of your data, you can contact our data protection officer at dpo@woah.org. For more information check our Privacy Policy: [Privacy Policy - WOA's - World Organisation for Animal Health](#)".

Should you have any questions, please contact p.nguyen@woah.org

6.7 PUBLICATION OF INFORMATION ON RECIPIENTS

To comply with disclosure requirements and enhance transparency, WOA's shall publish on its website the following information about the Contract which shall be concluded with the awarded contractor: (i) the nature of the contract (ii) year of award (iii) name and locality of the Service provider; (iv) the title, purpose of the Service provider; and (v) the amount of this Agreement. WOA's will not release or publish information that could reasonably be considered confidential or proprietary.



7. EVALUATION OF PROPOSALS AND AWARD OF THE CONTRACT

7.1 CRITERIA

WOAH will proceed to an evaluation of all offers according to the criteria described below:

Criteria 1: technical criteria (for both lots) (70%)

- Demonstration and test of the platform including all functionalities offered from admin side and user interface sides. (30%)
- Proposed working plan & process (including the quality and quantity of materials proposed) (20%)
- Project team members (30%)
- Recommendation of process or any alternative options (10%)
- Nice to have functionalities proposed (10%)

Criteria 2: financial criteria (for both lots) (30%)

- Unit costs will be assessed on the basis of an Estimate of Quantities which has not been communicated to tenderers (100%)

WOAH may ask tenderers to provide clarifications needed to evaluate their tender; tenderers will be requested to reply in writing.

7.2 DEMONSTRATION FOR BOTH LOTS

Bidders will be invited to make a demonstration of the tool there are proposing to use. The demonstration can be delivered in English or French.

The demonstration will take place during the following period: 02– 05 September 2024, 48 hours before the session tenderers will receive an invitation to take part in the demonstration.

The demonstration format will be the following:

- tenderer's Introduction: 5'
- Practical demonstration of the tool(s) 40'
- Questions and answers: 20'

WOAH may ask tenderers to provide clarifications needed to evaluate their bid; tenderers will be requested to reply in writing

7.3 TEST ACCESS (MANDATORY)

Tenderers must submit in their technical offer, 4 free user test accesses (from admin side and user interface sides) with a minimum validity of 5 days from activation by WOAH staff.

7.4 NEGOTIATION AND REGULARISATION

WOAH may ask tenderers having submitted an irregular offer to regularise their offer within an appropriate period of time.

Any missing document, except for substantial ones (such as Financial and Technical offer), may be requested by WOAH from the tenderer. If the tender is not regularised within the deadline, the tender will be rejected.

WOAH may enter into negotiations with up to three best tenderers, obtaining the best scores from the tender assessment in accordance with the provisions of Article 7.1. and submitting a valid tender. WOAH also reserves the right to invite to the negotiations tenderers having submitted irregular tenders, so that these



tenders can become regular or acceptable, provided that the substantial characteristics of the tender are not modified.

The invitation specifying the terms of negotiation will then be sent by the [e-tendering platform](#). It is reminded that in any case, negotiations may not relate to the subject matter of this consultation, nor substantially modify the characteristics and conditions of performance of the contract.

Each tenderer will appoint a representative with the authority to bind them, who will be the Contact Person for WOA. H.

The negotiation will be held in conditions of strict equality between tenderers eligible to take part in the negotiation. WOA. H refrains from disclosing any information that is likely to be of advantage to certain participants rather than others.

When WOA. H considers that the negotiation is completed, it will inform the remaining Tenderers and invite them to submit their final tender.

Final tenders are submitted on the basis of the initial offer and the proposals discussed during the negotiation. This new offer (the final tender) will replace the initial tender. It will be taken into account and reviewed in the light of the award criteria (section 7.1.). If the tenderer fails to submit a final offer within the deadline indicated in WOA. H's request, only its initial offer will be taken into account and reviewed in the light of the award criteria (section 7.1.).

These offers will be evaluated and ranked according to the criteria and their weighting indicated in section 7.1.

Once the final tenders are sent, WOA. H may ask for further details (e.g., clarification of aspects of the tender or confirmation of the commitments they contain). However, these requests cannot lead to modifications to the key elements of the tender or the essential features of the contract.

The entire procedure will be held in English. The written documents, graphic documents, plans, and offers must be written in English and the discussions during the negotiation meetings must be held in English. If the documents provided by a candidate are not written in English, they must be accompanied by a translation into English.

7.5 AWARDING CONTRACT

WOA. H will award the contract to the most technically and economically advantageous proposal, based on the above criteria (section 7.1.). Tenderers will be informed through electronic correspondence of the results of the selection process.

WOA. H will submit to the selected bidder a service agreement.

If WOA. H is unable to finalize a Contract with the Bidder ranked first, WOA. H may proceed for the next ranked Bidder, and so on until a Contract is awarded.

8. ANNEXES

Annex 1 (1.a – for lot 1, 1.b – for lot 2): The financial offer to be returned duly completed and signed

Annex 2: Declaration of integrity to be returned duly completed and signed

Annex 3: Declaration of subcontracting

Annex 4: Service provision contract

Annex 5: Data protection and IT Security Questionnaire