



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

ANNEX B

TO THE CONTRACT NO. 2022-04-014

TERMS OF REFERENCE

1. Background

International IDEA aims to support sustainable democracy world-wide and assist in the development of institutions and the culture of democracy. Before the pandemic, the Institute was easily able to achieve its objectives through the physical travel of programmatic staff, stakeholders, and partners. However, this was not possible since the onset of the Covid-19 pandemic with restricted travels. Going forward, the Institute is positioning itself towards leveraging technology to achieve its objectives more efficiently and contributing to reducing our carbon footprint.

Our current infrastructure landscape for the delivery of events at headquarters in Stockholm, Sweden comprises proprietary room systems (up to 10 users) for BlueJeans and CISCO WebEx, and a relatively aged mix and match hardware solution comprising a conference system, speakers, wall screen, camera, and a computer for the 'large' meeting room. The mix and match system is used for platforms like MS Teams, CISCO WebEx, BlueJeans etc. The institute is looking to revamp its' large, medium and small meeting/conference rooms system infrastructure with new and modern open platform solutions.

If you are interested in bidding on this tender, please notify Lumumba Juma on l.juma@idea.int. A meeting will be arranged for a site visit for all interested parties so that they may gain an appreciation of the room sizes and layout for appropriate solutions. We strongly advise interested vendors for this bid to attend the site visit.

2. Objectives of the Assignment

The Institute is seeking experienced authorised vendors, with references for similar undertakings, to supply and install professional grade, next generation audio/video and conference system solution for its large, medium, and small meeting rooms. The solution shall be open to support different platforms, including remote simultaneous interpreting platforms, and shall be scalable to host inhouse meetings of various participant sizes, up to the full capacity of room, and potentially, overflow.

3. Scope of Work

International IDEA holds and hosts meetings and events of various types as below. The successful vendor shall therefore supply, install, test and commission professional grade solution(s) that supports multiple platforms and demonstrates capability to hold and host meetings/event types as outlined below. For the large conference room, solution shall be reconfigurable/flexible/portable to support different room setups depending on the seating arrangement. The vendor shall also train IDEA staff on the setup, optimization, and use of the system.

Size of participants in meetings and events vary depending, so the audio/video & conference solution needs to be scalable, with the possibility of overflow.

Requirements at IDEA HQ for Room Infrastructure Investment

1. Virtual and Hybrid Meetings/Events.
 - a. Internal Meeting/Events
 - i. Audience: IDEA-Wide for staff only
 - ii. Language: One Language
 - iii. Platforms: MS Teams, BlueJeans, CISCO WebEx, ZOOM.
 - iv. Other Requirements: Audio/Video, PPT Presentations, Conference System
 - v. Number of Participants in Room: Full capacity
 - b. Internal and External Participants
 - i. Audience: IDEA Staff and external stakeholders/partners
 - ii. Language: One Language
 - iii. Platforms: MS Teams, BlueJeans, CISCO WebEx, ZOOM.
 - iv. Other Requirements: Audio/Video, PPT Presentations, Conference System
 - v. Number of Participants in Room: Small, Medium, Full Room capacity, Overflow
 - c. Simultaneous Remote Multilingual Interpretation Services.
 - i. Audience: IDEA Staff and external stakeholders/partners
 - ii. Language(s): Multiple languages (Simultaneous Multilingual Interpreting required)
 - iii. Platforms: KUDO, INTERPREFY, ZOOM etc.
 - iv. Other Requirements: Audio/Video, PPT Presentations, Conference System.
 - v. Number of Participants in Room: Small, Medium, Full Room capacity, Overflow.
 - d. Streaming to social media platforms like FB, YouTube, Twitter etc.
2. On-Premises 'in-person' Meetings.
 - a. Audience: IDEA Staff and/or external stakeholders/partners.
 - b. Language: One Language
 - c. Other Requirements: Audio/Video, PPT Presentations, Conference System
 - d. Number of Participants in Room: Small, Medium, Full Room capacity.

The conference system must have a recording feature for play back and storage/archiving.

All hardware shall be delivered with vendor-specific warranty. All warranty documents, manuals and related industry related materials shall be surrendered to International IDEA. Non-standard warranty, exceptions or terms on any hardware equipment shall be explicitly stated and contingency plans indicated.

Meetings and Events are strategic to IDEA. The solution must be reliable and quick turnaround/support for any issues that arise must be provided. In their proposals, Vendors should include detailed SLAs to this effect.

4. [Deliverables and Reporting Requirements](#)

IDEA expects the solution to be delivered within a period of 4 – 8 weeks after date of award of tender. Vendors shall indicate delivery periods in their proposals.

The successful vendor shall supply to IDEA offices equipment, install, test, commission and train IDEA staff on the use of hardware solution before project handover. Overall project timelines from tender award to handover should not exceed a period of 12 weeks.

The IT Manager shall be the project leader and will handle all aspects of project life cycle.