Innovative Solutions Canada Program

Challenge EN578-170003/18: Audio Quality Enhancements for Remote Interpretation Services

Attachment 2
Question and Answer #1 to #4

This document contains questions and answers related to this challenge.

Question #1:

It is stated that currently there is little to no control over the equipment used by remote participants. Will the chosen solution be allowed to specify certain hardware and/or software requirements for remote participants?

Response #1:

Yes, as long as it meets our requirements and the desired solution which is to have interpreters receive input from a variety of devices, at a clean single regulated volume level that is safe for hearing.

Question #2:

Will the interpreter be using any specific, standardized equipment (e.g. Windows PC, Android phone, headset, etc.)?

Response #2:

Yes. Interpreters use headsets plugged into a simultaneous interpretation console as part of their regular work.

Question #3:

Does the desired solution need to support all the traditional remote participant connection types (conference phone, hands-free, landlines)?

Response #3:

Yes, the desired solution needs to support all the traditional remote participant connection types including: conference phones, cell-phones, landlines and hands-free devices.

Question #4:

Do all remote participants have internet access? If not, what minimum level of communications infrastructure must be supported by the solution? Is a 15 kHz bandwidth required even where infrastructure is unable to support this level of data transmission?

Response #4:

Ideally, an internet connection would allow for video and VOIP transmission, but some participants may not have internet access and for them, the solution would need to provide 15 kHz sound without having an image.