

## Supplier Questions and Answers-RFP 19798 Virtual Event RFP

### Question 1

Our platform can accommodate almost everything, except real-time closed captioning translation. While our platform provides robust English closed captioning option, we would need to suggest 3<sup>rd</sup> party software to accommodate live closed captioning in French. Will that be sufficient?

### Answer 1

Yes, that is sufficient. However, the supplier must integrate this software into their service offering and costing accordingly. The client should not have to coordinate this component in any way, and it should be integrated seamlessly into the platform interface for event attendees (e.g., no clicking away to or opening a separate/third-party web page).

### Question 2

Tasks (page 20)

Furnish the equipment required to provide interpretation and live-captioning (CART) services, as needed, over an online conferencing platform including, but not limited to, audio equipment, switchable mics and headsets for the interpreters/captioners, as well as in-booth video monitors with the conference feed, required simultaneous interpretation equipment and a hard-wired internet connection for conference feed.

We provide, manage, and specialize in virtual events. Does this section mean we would be responsible for sourcing, managing and coordinating all technical requirements for in-person hybrid events on location across Canada? If so, where do we provide cost estimates for travel, per diem, etc in the Basis for Payment section?

### Answer 2

No, this section means that the supplier will ensure a turnkey solution for the client for virtual events that include interpretation and live-captioning services and will take care of equipping these services behind the scenes as needed to deliver seamless services. Services to support in-person/live events are out of scope of this RFP, with the exception of shipping and receiving tech kits to presenters as needed to ensure optimal sound and visual quality for virtual events and/or working in tandem with live event AV services (coordinated and paid for separately by the client) to ensure seamless integration of the virtual and live event elements.

### Question 3

SSHRC & NSERC will collaborate closely with the supplier to ensure successful events. Specifically, SSHRC & NSERC will (page 21):

- Secure AV services, as needed, for live components of hybrid events and ensure seamless, integrated execution of both live and virtual event components (e.g. webcast technician, webcast kit and/or AV feed sent to virtual event producers).

Does this mean SSHRC & NSERC will source, manage and coordinate all on-site technical requirements?

### Answer 3

Yes.

### Question 4

Basis of Payment: Accredited Interpreters -We do not secure interpreters for virtual events. Would SSHRC & NSERC source interpreters per event?

### Answer 4

No. The provision of Accredited Interpreters must be part of the service offered by the supplier.

### Question 5

Basis of Payment: Additional Options: Presenter Laptop Kit-Does this mean we need to quote on providing technology with coordinating a hybrid event on location outside of Ottawa (as per above question??

**Answer 5**

No. There may at times be a need to supply presenters with a tech kit to ensure optimal sound and visual quality at virtual events. Shipping and receiving a tech kit may on occasion be required.

**Question 6**

The SOW says that the work will take place virtually, and the Financial Bid says to include travel expenses to NCR. Should we include travel expenses and if so, should we break them out as a separate line item? If a meeting is hybrid, we do like to send a hybrid meeting support specialist from our company to work alongside the A/V company, which would incur travel costs. However, I'm not clear that there will be any hybrid meetings and if we should make allowances for that in our pricing.

**Answer 6**

There is no travel required as part of this work so no information on travel expenses is required in the financial bid.

**Question 7**

The Financial Bid makes reference to the custom graphics package. We were wondering what was meant by a "scoreboard." The package that we use for virtual event graphics provides the ability to display scoreboards for sporting events but what this might be in the context of a virtual meeting.

**Answer 7**

Scoreboards are not a mandatory part of the graphics package required.