



Document III: Terms of Reference for the provision of an Electronic Voting System

1. Introduction

The World Tourism Organization (UNWTO) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism. As the leading international organization in the field of tourism, UNWTO promotes tourism as a driver of economic growth, inclusive development and environmental sustainability and offers leadership and support to the sector in advancing knowledge and tourism policies worldwide.

Electronic voting is widely used in UN agencies and international organizations to replace the roll call vote and the secret ballot since it represents important gains regarding efficiency, reliability, security and time management.

UNWTO Secretariat has used an ad-hoc e-voting system during several statutory meetings of the Organization such as the Regional Commissions and Affiliate Members Board during 2021.

The UNWTO requests under this tender a web-based e-voting system including online/presential support.

2. Objective

The objective is to provide a fully integrated web-based with a real time display of the results and a functional system that it is simple, reliable, transparent, efficient and secure for the Members.

To this end the World Tourism Organization is seeking qualified companies, to form part of a roster, and with whom to sign Long Term Agreements (valid for two years, automatically renewable for periods of one year, up to a maximum of five years) to be providers when specific services are required.

3. Time framework

The estimated number of events per year is an average of 5 meetings and it may vary based on the needs of the Organization. The estimated number of voters for each event may vary from 10 to 170 simultaneous voters.

Exceptionally, a vote may be held, one or twice in the 5 years frame contract, for around 600 voters.

4. Mandatory requirements of the service

Mainly the system must be valid for onsite and online voting. The system should be used in both situations, either presential or remote connection.

The proposed e-voting system must guarantee the integrity, anonymity, verifiability, non-repudiation, non-traceability, process auditability and confidentiality of the process.

The supplier must be able to prove to the Organization and the users of the platform that the e-voting system comply with the security standards providing system and security audit reports and certifications with the proposal.

The platform must also be able to guarantee a secret ballot of the voting process if needed and results must be display immediately after the voting session closure in real time.

5. Specific requirements of the services

- The system should be web based and supported on major browsers (IE, Chrome, Firefox, Safari, etc.) and devices (iPad, PC, Mac, etc.);
- The system should use encryption technique, at least True 128-bit encryption, to ensure secure transmission of information; any other type of encryption should be valid but must be better and justified accordingly.
- Access to the system should be limited to UNWTO Premises only;
- The system should allow for voting authorized persons (as individuals or as designated representatives of organizations) only during periods determined by the administrator under the UNWTO requirements;
- Authentication: The selected system should allow only authenticated voters with a PIN code that will have to be entered prior to vote; any other proposal of authentication can be requested but PIN code will be the minimum requirement.
- The system should be user friendly, web responsive, reliable and efficiency;
- The system should support all UNWTO official languages (Arabic, Chinese, English, French, Russian and Spanish).
- System should support ability for customization such as branded with UNWTO logo; customized Welcome page with vote selection and customized thank you messages; but also, the voting presentation final display
- The system should allow multiple selections (select 11 out of 12, select 10 out of 10);
- The system should provide to UNWTO with real-time reports in English with the information on the ballot results, list of voters and non-voters and graphics/charts.
- The platform should provide to voters with real-time reports confirming that their vote has been casted correctly.
- In the case of a non-authorized combination, which would lead to invalid voting, it is essential that the electronic voting software rejects the votes and invites the voter to re-cast a vote, if possible, with an explanation for the rejection. A valid vote cast cannot be resent.
- The supplier should monitor and offer technical support during scheduled voting demonstrations, actual voting and throughout the sessions of the meetings. Online support is essential, on site support may be required.
- In case of a presential event, the supplier should validate personal devices of the participants, in order to facilitate the voting, or provide participants with the required device to vote onsite with no additional cost for UNWTO up to 170 devices;
- The supplier should provide a reliable focal point for the entire project (working hours from

Monday to Friday).

- If onsite technical support is required, it may be extended outside of regular business hours and on weekends.
- UNWTO can request the supplier to be responsible for the modifications of the structure and content required in the electronic voting system as per the requirements defined in the scope of services; and
- The supplier should offer free training for specific UNWTO team.