

RFP/ICT/2022-03
“PROVISION OF AN ELECTRONIC VOTING SYSTEM FOR THE UNWTO”
QUESTIONS AND ANSWERS
2nd November 2022

Question 1

Web browsers: IE has been replaced by EDGE, we no longer support IE – could this cause an issue?

Answer 1

No, this will not cause an issue. We agree that IE has no longer support from Microsoft and now must be EDGE.

Question 2

Encryption: XXX use HTTPS which ensures secure communication over the internet, we use SSL with at least 128bit encryption, does this fulfil the specification require UNWTO has for encryption?

Answer 2

Yes, 128 bits encryption is fine.

Question 3

The platform XXX would supply is a web-based system which can be used in-person and remotely, please could you expand on this requirements where the system would be limited to UNWTO premises only. Further clarification is required to understand this requirement better

Answer 3

The system can be located worldwide but the access must be limited to UNWTO Secretariat and the technical support under the supervision of UNWTO Secretariat.

Question 4

UNWTO official languages need to be support, this function is not enabled currently in our platform, is there a scope to provide a bid that does not include this functionality?

Answer 4

The platform must support at least 3 UNWTO official languages: English, French and Spanish. The ability to support any other UNWTO official languages will be a plus.

Question 5

UNWTO require real-time reports in English providing a list of voters/non-voters – what length of time is deemed real-time, how quickly are the reports required?

Answer 5

The results and the reports of voters/non-voters must be displayed immediately (less than 5 seconds).

Question 6

Voters need to be provided with a confirmation of their vote in real-time: is a notification within the platform deemed sufficient, how extensive is this report requirement?

Answer 6

Yes, a notification within the platform will be enough. The notification content should be customized for each event.

Question 7

Please could we have more information around this requirement: *"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"*.

Answer 7

Once a valid vote has been casted, the voter should not be able to vote again, but the platform should be enabled for the rest of the voters until all the votes have been casted.

Question 8

The XXX platform can be accessed using a personal device; members would be able to access using their own devices – please could further details be provided as to why 170 devices need to be made available at the meeting? Members attending the meeting physically can register themselves and confirm their attendance as a valid member via our platform.

Answer 8

The devices will be only requested when a personal device cannot be used by the platform. In that case, the supplier should validate personal devices of the participants. Only when a specific device is needed, the suppliers should provide them and that cost should be included in the quotation.

Question 9

Have you had any previous online voting experience? In that case, what features do you think it lacked to be a truly a satisfactory experience?

Answer 9

UNWTO has previous online voting experience. For UNWTO real time data availability and an intuitive platform for users are a must.

Question 10

What kind of elections are you willing to run with the online voting platform? Is it real time voting during a meeting, like an assembly, in which you follow an agenda and vote each point of the agenda sequentially? Or is it asynchronous voting, in which you just set a number of questions, define an opening and closing time, and let voters enter the voting platform at their convenience.

Answer 10

Both scenarios are possible. It may also happen that a question is raised directly on the spot, without being prepared in advance.

Question 11

What kind of electoral model must the platform support (types of questions and answers)?
When the RFP acknowledges that *“access to the voting must be limited to the UNWTO premises only”*, does this mean that voters could only use online voting when being present in the UNWT premises? This seems to be in conflict with the clause *“The system should be used in both situations, either presential or remote connection.”*

Answer 11

The type of questions can be: multiple options, free text and Yes/No.
Once a valid vote has been casted, either presential or remotely, the voter should not be able to vote again, but the platform should be enabled for the rest of the voters until all the votes have been casted.

Question 12

The RFP stands that *“the supplier should provide the voters with the necessary devices for voting onsite free of charge”*. One of the great advantages of our technology is that it allows all voters to cast their votes without the need of acquire a particular device, but simply using their own mobile phones or laptops, ipads or any other common available device with a connection to the internet.

Then, should we still provide voting devices?

Answer 12

The devices will be only requested when a personal device cannot be used by the platform. In that case, the supplier should validate personal devices of the participants. Only when a specific device is needed, the suppliers should provide them and that cost should be included in the quotation.

Question 13

Would you appreciate the option of providing a training to UNWTO to enable UNWTO staff to manage the platform to configure elections autonomously?

Answer 13

Yes, the supplier must offer free training for specific UNWTO team.

Question 14

Our system allows the managing of the platform and support to be carried remotely through real time communication with the project manager. Would UNWTO still consider a requirement to offer onsite support? In which occasions would UNWTO consider indispensable to offer onsite support?

Answer 14

The ability to provide onsite technical support is a requirement.

Question 15

According to Document 2 (long term agreement), "*single national law is excluded*". However, in grounds of data protection can you clarify which is the Regulation that the parties are bound by? Given the territorial framework, GDPR applies. Please, confirm it applies to this tender.

Answer 15

Please note that, given the status of international organization and specialized agency of the United Nations, UNWTO operates as a legal person subject to International Law to the exclusion of any national laws. Therefore, in accordance with UNWTO status, the governing framework of UNWTO agreements and contracts is UNWTO rules, regulations and policies, and General Principles of International Law.

Please also note that, in accordance with article 2.4 of Document II of the tender documents "*(t)he Contractor shall respect and abide by all applicable laws, regulations and ordinances of the country in which the obligations under this Contract are to be performed, and shall take all reasonable measures to ensure that its agents, servants, employees, subcontractors and independent contractors do so*".