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QUESTIONS AND ANSWERS

BID No. 04/21

MULTILINGUAL WEB CONFERENCING PLATFORM FOR THE GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES (GS/OAS)

Questions of interested companies.

Answers from the GS/OAS

- 1. What is the average number of connections/participants for: 1. Monthly meetings and conferences 2. General Assembly meetings**

In average we had 329 participants a month, and 916 participants in the General Assembly

- 2. Is an English booth required? Meaning interpreters would only work into their native language.**

Yes, an English booth is required for most meetings and interpreters must working into their native language, that is, into their A language, from the other official languages. For example: From Spanish/French/Portuguese into English. The exception is for meetings that may only require bidirectional interpretation, in which case interpreters would actively work into and from two of the OAS official languages. For example, English<>Spanish (English into Spanish and Spanish into English).

- 3. Able to hire interpretation services on an hourly basis // do you mean Interpreters + platform + technical support or only platform + technical support?**

We are requesting Platform + Interpreters + technical support for issues with the platform, not to support the participants in the meetings.

- 4. Technical Proposal – Our company is willing to provide GS/OAS with a dedicated management team, may we include the resume of every member of it or the leadership only?**

Please send the resume of the dedicated management team (every member)

- 5. Per section 4 “Financial Documentation” our company can provide a balance sheet; however, we do not have audited financials as we are still a startup. This effort takes time, and it is underway – we are hoping to generate an audited financial report by Q3 2021. We ask for a waiver on the requirement of audited financials and in lieu of this we can provide the following: 2021 Balance Sheet 2020 Balance Sheet P&L Statement from 2019 – 2021 2021 Statement of Cash Flows**

Please provide the available financial documentation explaining the reasons your company is unable to provide some of the requested information and this will be reviewed and assessed by GS/OAS.

- 6. Information Security - Per Section 6.2.4 - “Information Return by External Parties” of OAS’ Information Security Policy “Upon the termination or expiration of their contract, all relevant external parties, must give their project manager all copies of GS/OAS information received or created during the execution of the contract.” Clarification: we would like clarification on who exactly is defined as “relevant external parties” in this clause.**

Relevant External Parties are defined as Non-GS/OAS entities directly involved in a transaction or agreement with GS/OAS. This includes external auditors, contractors and third parties.

- 7. Legal Documentation Per OAS’ Terms and Conditions and Terms of Reference, how can our company’s Legal team submit suggested changes or amendments we would like to highlight in these documents?**

Appendix 2 of the RFP contains the GS/OAS Contractual Terms and Conditions that will be part of the Performance Contract for the Multilingual Web Conferencing Platform (“Contract”).

Bidders wishing to negotiate modification of the GS/OAS Contractual Terms and Conditions must attach to its Proposal a copy of the GS/OAS Contractual Terms and Conditions showing proposed changes (deleted sections with a strike over and added sections in boldface type). Bidder’s failure to identify any such changes in its Proposal will preclude the Bidder from raising any such changes thereafter. If Proposals are subject to additional terms that the GS/OAS decides are not in its best interest, the GS/OAS reserves the right to deem that Proposal as unresponsive.

Please note that the Contract will be drafted by the GS/OAS based on the RFP, the winning Proposal, and the results of the negotiations with the selected Bidder. Consequently, the Contract shall come into effect when signed by both GS/OAS and the duly authorized representative of the winning Bidder. No changes to the GS/OAS Contractual Terms and Conditions shall be accepted after the contract award. Once the Contract is awarded, the Bidder shall be bound by such

Contractual Terms and Conditions either as stated herein in the RFP or as mutually modified by the Parties.

The GS/OAS selection of any Bidder who proposes changes to the GS/OASA Contractual Terms and Conditions shall not be deemed as acceptance of the Bidder's proposed changes. At all times, the GS/OAS reserves the right to use its own contract formats/documents and to negotiate changes to the proposed Contract. The GS/OAS reserves the right to accept or reject any changes in language and reserves the right to make final conforming changes to the Contract.

- 8. Information Security - Per Section 1 and 2 - item C of OAS' Terms of Reference (TOR): "Provide management policies to ensure only members from GS/OAS or desired group can attend to meetings" Clarification: We would not know who a member of a specific group would be - we ask for clarification on this.**

Clarification: Have the ability to manage a specific list of participants and guarantee the access only for that specific people.