

Specification for UKRI Event Platform

Annex A: Specification Document – Services / Supplies & Services

Title of Request:	UKRI Event Platform
Duration of Engagement:	1 + 1 years
Anticipated Procurement Commencement Date:	April 2021

1. Introduction

Due to the way that the pandemic has changed 'where, when and how' colleagues collaborate within UK Research and Innovation (UKRI), Conferences and Events is an area of increasing demand and one in which UKRI has no strategic Event Platform available which meets its needs in order to host successful 'virtual' events.

As UKRI sponsors several high profile events, for example the European Science Open Forum amongst others, it is critical that these events are hosted on a GDPR / DPIA compliant platform that provides the functionality and professionalism that is expected. Therefore, enhancing UKRI's reputation whilst minimising any GDPR / DPIA related risks.

Consequently, UKRI is looking to purchase a Cloud based Event Platform which is GDPR / DPIA compliant and is provided by the Supplier as Software as a Service, and is also available as a Managed Service should event demand require UKRI to secure additional resource and support.

Finally, it is also worth noting that any platform must be able to adapt and support future event demand as it is expected later in 2021 that UKRI will host hybrid events combining virtual and physical event attendance.

2. Aims & Objectives

UKRI has the following key objectives for this procurement:

- to establish a cost effective and efficient purchasing agreement for the supply and delivery of cloud based Events Platform software which is GDPR / DPIA compliant and provides UKRI with the desired functionality to deliver successful Virtual Events.
- to establish a supply agreement for the Events Platform as Software as a Service and as a Managed Service whereby resource is available and provided should it be required to plan, build and support an Event.

3. Background to the Requirement

UKRI does not currently have an Event Platform that it can utilise for hosting Virtual Events. Therefore, we are looking for a strategic partner to supply an Event Platform that it can operate as Software as a Service (SaaS) which can also provide a Managed Service capability.

4. Scope

The vision is to procure an Event Platform which allows UKRI to continue building and delivering events:

- to any device (i.e., authorised users with any device, including Bring Your Own Device (BYOD) and home PCs).
- anywhere (to and from national and international locations).
- any time (reflecting the international collaborative working of much of UKRI's activities).
- to a sizeable audience, up to approximately 10,000 delegates who may attend any event.
- to be aware of changing needs such as Hosting hybrid events which utilise both physical and virtual attendance.

It is intended that the initial term of the Agreement will be 1 year with the option to extend for a further year.

5. Requirement

Mandatory

- Conforms to GDPR / DPIA and the Equality Act requirements.
- The supplier is able to provide the Event Platform as a Software as a Service (SaaS) with the capability for a Managed Service if required.
- Provides Single Sign on (SSO) capability and authenticates users in UKRI's Greenfield Azure Active Directory (AAD) as well as authenticates B2B Guest users in Greenfield AAD; i.e. Federated authentication to other AAD supported directories. Implements the requirement using industry standards including SAML; OpenID Connect; OAuth 2.0.
- Where SaaS is provided, the Platform is able to manage user accounts and data in an automated way, ideally using SCIM or Azure Graph; falling back to CSV transfers as a last resort.
- Includes its own video tool or the capability to utilise a third party video tool for webinars and collaboration. In addition, it must be able to stream to a third party, such as YouTube or Facebook.
- The availability of a built in registration tool which;
 - a) allows a configurable URL to be used
 - b) controls access to the Event Platform
 - c) is editable so that different levels of data can be captured
 - d) can be used for bulk delegate email communication
 - e) is able to import registration data from a third party tool.
- Provides admin override control of Speakers and Delegates, so that the Event host can;
 - a) rename / anonymise delegates
 - b) add or remove chat / audio / video
 - c) promote a delegate to speaker
 - d) play a video, music or present a holding slide whilst waiting for delegates to join the event.
- The capability for Questions and Answers and Polling to be able to be submitted during an Event, within the Platform and within Video transmission.

- The availability within the platform of delegate collaboration, including delegate to delegate event driven networking.
- Provides the capability for 'chat' interaction and be available in the Platform and in the Video, Webinar / Collaboration area.
- The availability of Additional Collaboration Tool Management and the capability for Whiteboarding and 'Post-It' note type tools to be integrated and displayed.
- The capability to record and provide Digital Transcripts of an Event through the capture of all Video, Chat, Delegate Collaboration and Poster Sessions.
- The inclusion of a Learning Portal that provides access to several online resources for Client Platform familiarity and training.
- The provision of analysis and information relating to whom is attending the Event, which agenda sessions they attended, whom each delegate collaborated with.

Desirable

- The Event Platform has the capability to send a post event survey to all delegates via email.
- Where any Digital Transcripts have been captured for these to be able to accessed for at least three months after the Event.
- To provide the capability for delegates to share 'posters'. For example, for a PDF, JPEG or PowerPoint to be viewable in a common space by all attendees, with question and answer capability with the author functioning throughout the event and video collaboration available at set times.
- To provide for Video transmission
 - a) an 'on air' indicator
 - b) a timer or lockdown clock

Scenario: A typical virtual event held by UKRI would be as per below:

- Four days held between 12pm and 6pm each day.
- 1,800 delegates. All delegates must pre-register.
- Live Webinar sessions held 3 times per day.
- After each webinar, breakout rooms are available for delegates which are free to join.
- Networking capability is also available throughout the day with 1 to 1 and 1 to many networking available.
- Delegates are able to ask questions through chat at any time, and delegate polls are available should a speaker require it.

6. Timetable

It is intended that the Event Platform is procured within Q1 of 2021/2022 Financial Year.