

Appencix 2a - to the tender for the video system: Video Conferencing Platform Requirements

1. The System

The system shall provide a secure and scalable video conferencing platform supporting communication between users/citizens and public service providers/professionals via Vangin, including all associated services and components.

2. Implementation Plan

The supplier shall provide an implementation plan including key milestones, delivery timeline, and transition to operation.

Evaluation: The Supplier shall in appendix 2b describe the implementation plan including key milestones, delivery timeline, and transition to operation.

Evaluation emphasis: The quality and feasibility of the proposed implementation plan will form part of the evaluation criteria. Emphasis will be placed on realistic timelines, clarity of milestones, and the Supplier's ability to ensure a timely and stable transition to operational service.

3. Data Centers

All data must be hosted and processed within the Faroe Islands.

The solution must ensure high availability and resilience, with a minimum uptime of 99.9% in working hours over a running 30-days period, se appendix 4.

4. Capacity and scalability

The platform must include both production and test environments. The platform must support SD, HD, and Full HD video quality.

Capacity shall be defined in terms of concurrent video conferences, with an initial requirement of at least 40 concurrent sessions. The system must be scalable to support future growth.

Evaluation: The Supplier shall in appendix 2b describe the scalability in terms of breakpoints and impact on related cost.

Evaluation emphasis: emphasis will be on number of sessions and added service providers in relation to price.

5. Video Support and Functionality

The solution shall support SIP to ensure compatibility and integration with existing meeting room equipment.

The solution must support secure, modern, and widely adopted communication protocols and associated codecs for real-time video, audio, content sharing, and industry-standard codecs for video, audio, and content sharing.

Evaluation: The Supplier shall in appendix 2b describe how the solution supports secure, modern, and widely adopted communication protocols and associated codecs for real-time video, audio, and content sharing.

Evaluation emphasis: emphasis will be placed on the level of security, maturity, interoperability, and future viability of the proposed protocols and codecs. Solutions based on well-established, secure, and forward-compatible technologies will be weighted more favorably. Preference will be given to codecs that are widely adopted, efficient, and aligned with modern real-time communication standards.

Multi-platform Support

The solution must have a multi-platform support.

The solution must provide fully supported access across relevant platforms, including browser-based access, mobile devices, and desktop environments.

The Supplier must ensure that the solution delivers consistent functionality, performance, and security across all supported platforms. Any limitations or differences must be clearly documented in the Supplier's response.

The solution must include well-documented and supported APIs and SDKs that enable full embedding of video conferencing functionality into the Customer's own applications.

The provided APIs and SDKs must support the same core functionality as the standard user interfaces, ensuring no material loss of features when the solution is embedded.

Core Functionality

The solution must support core video conferencing functionality.

Evaluation: The supplier shall in appendix 2b describe how the solution supports core video conferencing functionality.

Evaluation emphasis: Solutions offering robust, user-friendly, and well-integrated

functionality will be weighted more favorably. Also, emphasis will be placed on the breadth, usability, and maturity of the provided functionality, including but not limited to:

- Secure video meetings
- Chat functionality
- Participant management (invitations, waiting room, meeting controls)
- Screen/content sharing
- Recording capabilities

- Artificial Intelligent possibilities
- API access for all relevant data and actions

Branding and Domains

The system must support multi-tenant configuration with the ability to customize branding (e.g. logos, colors, layouts, and naming) per domain or organizational unit.

6. Integration

The platform must provide robust and well documented APIs to enable integration with the Customer's systems and services.

Integration capabilities must support, at a minimum:

- Authentication and user management
- Scheduling and initiation of video sessions
- Exchange of relevant metadata and status information
- Access to usage data and reporting

The integration layer must allow the Customer to manage and control video conferencing workflows programmatically, ensuring seamless interaction between the video solution and the Customer's systems and services.

API's must be secure, stable, and designed for long-term use, with clear versioning and documentation.

7. Operations

The Supplier shall operate the system in accordance with recognized best practices (e.g. ITIL).

Backup:

The Supplier must ensure that data is backed up regularly and securely, ensuring integrity and availability. The Customer must have access to backup data upon request.

Support:

The Supplier must provide a Single Point of Contact (SPOC).

During office hours, support must be readily available. Outside office hours, a single point of contact must be available for handling critical issues. The supplier shall in appendix 2b describe their operational setup.

8. Security

The platform must comply with ISO 27002, se appendix 3, or an equivalent standard.

The solution must ensure GDPR compliance, se appendix 5, and include appropriate controls for the protection of personally identifiable information (PII).

The Supplier must provide an annual security report covering security posture, incidents, and improvements, se appendix 1, sáttmálin part 7.2

9. Monitoring

The system must include monitoring capabilities for performance and usage.

Logging:

All relevant logs must be auditable and accessible to the Customer. Logs must contain metadata only and must not include video or audio content.

The Customer must have access to usage statistics and system status information.

10. artificial intelligence

If the solution currently utilises, or in the future introduces, artificial intelligence functionality, the customer must have the option to disable such functionality.

11. Heldin

The supplier must install and configure a Heldin security server, and expose their API over Heldin, as all communication to Vangin is over Heldin.