

Technical Questions on Request for Proposal (RFP) # 12299

Web Development and Maintenance Services for the United Nations Capital Development Fund (UNCDF)

1. WEBSITE(S) MANAGEMENT

- 1.1 What is the composition of team currently supporting the sites? // What is the staffing model at UNCDF to support the Web and Intranet initiatives? Could you also let us know the skill sets of individuals technical / functional etc. // What is the size of the current team (Development and Maintenance).

The UNCDF Partnerships and Communications (PCU) Unit is the UNCDF department in charge of the corporate public website www.uncdf.org and intranet <http://intra.uncdf.org>.

Web/Intranet initiatives are under the portfolio and daily supervision of the UNCDF Communications Specialist, who is supported by a Programme Analyst (50%) and a Junior Professional Officer. The UNCDF Communications team is currently working to revamp website's design with new feel and tone; new design should be launched by the end of September 2013. This team is currently supported by a vendor for Website/Intranet publishing, Website/Intranet quality assurance, Website/Intranet feedback monitoring, Website/Intranet performance monitoring, Website/Intranet infrastructure monitoring, and Change Control Process.

- 1.2 Is there any incumbent vendor currently performing these tasks? Who has developed the UNCDF site and Intranet platform. If there is any incumbent vendor, are they allowed to bid for this project?

Yes, a vendor is currently supporting the UNCDF Communications team and it is allowed to bid for this project. UNCDF website (launched in Feb 2012) and Intranet platform (launched in May 2010) were developed by two different vendors; design of both has been led and guided by UNCDF Communications team.

- 1.3 Will UNCDF's core team all be based in New York? Or will there be members that we're expected to interact with that are based in Africa, Asia, etc.? // Is the vendor expected to interact with and respond to requests from UNCDF Regional offices or only through Partnerships and Communication Unit in New York?

UNCDF's core team (i.e. Communications team of the UNCDF PCU Unit) is based in New York. Selected vendor will only interact with this team, who will take care in forwarding requests from other UNCDF colleagues/duty stations, if needed and appropriate.

- 1.4 Do you foresee work to be performed onsite at other locations outside USA? or we assume the support can be offered remotely ? // Please suggest if there a preference for delivery model (Complete onsite, Complete offshore or Onsite/Offshore hybrid model) // Is there any preference for location of work from where vendor provides services (onsite, near shore or offshore)? // Is there any preference or restriction for place of performance of services? UNCDF NY Office, Vendor's US remote office, Vendor's Overseas/Offshore facility.
We do not have any preferences for location of work from where vendor provides services (onsite, near shore or offshore), but expect a vendor to respond in a timely manner to the requests related to web services.
- 1.5 Do you foresee the need for in person project review meetings? If this is required, please suggest the frequency?
We do not foresee the need for in person project review meetings, but we do foresee a weekly review phone call. If needed, UNCDF can provide a bridge number to dial in.
- 1.6 Can you please confirm how many Key Personnel we need to secure for this opportunity?
We cannot advice on management structure and key personnel, as this will be part of the technical proposal evaluation.
- 1.7 Based on current support and maintenance requests, how many person hours/months of effort is spent on Maintenance (Site Management, Content Management, Database Management and Development) in a month or year Please provide the ticket dump (If any) or efforts spent to maintain the UNCDF current websites?
A team of 5-7 people, depending on specific needs, were available to support UNCDF's needs in both sites. On average, this could imply around 250 hours per month mainly focused on Site Management and Development). No ticket dump available.
- 1.8 We would like to know if UNCDF is looking out for 24 x 7 support. If yes, can you please give us more details about the requirements? // How often will maintenance be required for both intranet and external site? // We would like to know the anticipated average number of request per day. Please provide us related information on the same.
We do not expect for 24 x 7 support; selected vendor will be requested to provide technical support during a weekend only in the unlikely case of interruption of web services. Average number of request per week varies depending on the time of the year and/or requests from other Units to post or change things: during busiest months (January/February; May/June; September/October) average can be 8-10 requests per week.
- 1.9 Are you expecting maintenance team on staff to maintain the sites or the services will be requested on an adhoc basis?
We are looking for a vendor to provide regular development and maintenance services. During weekly review phone call we'll identify with selected vendor what the needs are and prioritize tasks, as well as send adhoc requests for posting/uploading or changing on the sites, if needed and/or urgent.
- 1.10 Will we need to maintain the French version of the site? // Are you looking for any multilingual or internationalization support? // Please confirm if multilingual support of UNCDF websites in scope for the current engagement? If yes, which languages need to be supported? // Are their plans to roll out the website in multiple languages, if so which ones?

Both UNCDF sites are both in English and in French, there no plans to roll out the website in other languages. Yes, selected vendor will be required to maintain the French version of the sites as well.

- 1.11 XXXX typically likes to follow an agile project methodology. Is UNCDF amenable to an agile approach, or will you require detailed documentation and sign-off points?
During weekly review phone call we'll identify with selected vendor what the needs are and prioritize tasks. Week after we'll review together if deliverables have been achieved.

- 1.12 Are you expecting the international partners and donors to login to the system for access content, uploading documents etc.
No, only UNCDF staff is allowed to login to the system for access content, uploading documents etc. Content and documents of the website can be edited and uploaded by the Communications team of PCU Unit only, while all staff can edit content and upload documents on the Intranet.

2. WEBSITE(S) FUNCTIONALITY

- 2.1 Please provide the below details about the current applications: Technology used; Tools environment (Operating system; Database used; Application H/W & S/W details; Required Browser support).

OS: Windows server 2003 to be upgraded to Windows 2008
Webserver: WAMP 2.1
Apache 2.2.1.7
MySQL 5.5.8
PHP 5.3.5
Hardware: HP Proliant 2.66 ghz Quad core 12 GB – 3 x 146 GB RAID 5 + 146 GB HS
Browsers: Firefox 20, Chrome 25.0, Safari 5.0, Opera 13, IE 9.0

- 2.2 What is the technology stack for the UNCDF.Org and Intra.UNCDF.Org? (OS/Database, Application, Third Party Integrations etc..). Is Intra.UNCDF.Org also running on Drupal? // What CMS is the intranet site on?

OS: Windows server 2003 to be upgraded to Windows 2008
Webserver: WAMP 2.1
Apache 2.2.1.7
MySQL 5.5.8
PHP 5.3.5
Third Party: Siteminder (Computer Associates) for Single Sign On (LDAP) ONLY FOR intra.uncdf.org
CMS: Drupal 7

- 2.3 What version of Drupal is the site right now? // What is the version of Drupal? // It appears as though Drupal 7 is powering www.uncdf.org. Please confirm? // Which version of Drupal CMS is being used for the intranet and public websites?

CMS: Drupal 7

- 2.4 Are you using all standard community modules? Are there any customized modules implemented? When was the last upgrade done?
 Modules: Core Drupal and few actively maintained modules plus 4 customized modules
 Update: Quarterly basis check-up and ad-hoc
- 2.5 Is the site search engine using Drupal as search or another platform?
 Search: Drupal 7
- 2.6 What platform (and version) powers the UNCDF corporate intranet? <http://intra.uncdf.org?>
 OS: Windows server 2003 to be upgraded to Windows 2008
 Webserver: WAMP 2.1
 Apache 2.2.1.7
 MySQL 5.5.8
 PHP 5.3.5
 Third Party: Siteminder (Computer Associates) for Single Sign On (LDAP)
 CMS: Drupal 7
- 2.7 Are you able to share with vendors a username/ password for the existing intranet so that we can see the current functionality and content in place?
 Unfortunately for internal security reasons this is not possible, however we are providing in this section all necessary information regarding configuration of the server, applications, and environment (operating system, hardware, database, etc..). We are also attaching three screenshots to provide all vendors with information regarding the design and the content in place.
- 2.8 The RFP indicates that one of the tasks your selected vendor will be responsible for is to “Manage and maintain all uncdf.org domains” (page 28 of RFP). How many domains are there within UNCDF? Are they all powered by Drupal and/or WordPress?
 Domains: uncdf.org | intra.uncdf.org
 Additional: Project related domains
 CMS: Drupal 7
 Wordpress 3.5
- 2.9 What are the existing third party services used by the site now // Please describe the nature of third party services or applications that are to be integrated with UNCDF Intranet or Internet sites. // Please confirm if the client team supports the existing applications or any third party is leveraged for it?
 Website: Youtube, Vimeo, issuu, Facebook*, Twitter*. (*Under consideration)
 Intranet: Siteminder SSO, Office 365 Calendar, Facebook, Twitter, Document Management System (Pipeline).
- 2.10 Is there another agency that is in charge of the server and server maintenance that the awardee would coordinate with? Will UNCDF be staying with their existing hosting provider? Who currently host the sites? // Where these sites are currently hosted? Do you plan to continue with the same? // Please provide details on the current hosting environment for Intranet and Public Website, and whether the hosting provider will remain same till end of proposed maintenance contract till 2015. // How many hosting environments are there currently? Eg. Staging, QA, Production. Are we expected to manage all the environments? //

Please confirm if the websites (Current UNCDF corporate public website www.uncdf.org and the UNCDF corporate Intranet <http://intra.uncdf.org/> ?) are hosted internal to UNCDF or external to some third party vendor? Please details what kind of integration or coherence is required between the UNCDF websites?

Hosting: NTT America is currently hosting our servers (yearly basis).

Security: Firewall and Security standards are set by the UN Development Programme (UNDP).

Environm.: Both servers are on Production stage, no development/staging environment, this is currently provided by vendor.

Integration: Technology, branding and third-party services as previously described.

- 2.11 Are there any known issues with performance for either of the UNCDF Intranet or Internet websites?

Issues: Issues arise when new features are added to either the website or the intranet, need to ensure better transition.

- 2.12 Briefly Indicate the challenges you have faced with the existing application with respect to Production issues; Performance issues; User satisfaction issues; Others that you think are important.

Challenges: Intranet - Integration of user database and configuration of access to some content.
Website – Integration of new up-to-date features

- 2.13 Are there any security requirements the contractor should be aware of?

Security: Standards are fixed by UNDP, referring to confidentiality, rules of access, available services on servers, and identification of approved users to access web resources.

- 2.14 Please confirm if the CMS require applying security at site, page, content, user management, admin?

Security: Some content, particularly in the intranet are meant to be secured and need security settings.

- 2.15 Please confirm if UNCDF require support for http/https?

http/https: Yes.

- 2.16 Please confirm if there are any specific security guidelines defined by UNCDF?

Security: Standards are fixed by UNDP, referring to confidentiality, rules of access, available services on servers, and identification of approved users to access web resources.

- 2.17 What are the routine content maintenance/feature enhancement activities on the uncdf.org and intra.uncdf.org you foresee in the initial 12 months? Is there any particular month(s) there is spike in the activity on the Website?

Maintenance: Ensure consistency in new look and feel; Improve current functionalities/features and integration; Improve Analytics;

Timeframe: Continuous.

- 2.18 How often the changes for Design/User Interface changes are/ to be done? (HTML/CSS/UI)

Updates: Not fixed. Mostly is based on a needs assessment.

- 2.19 Has any usability testing been conducted on the existing site or intranet scoped for redesign?
Usability: Redesign has been mostly based on surveys conducted with internal and external audiences that that identified needs for improvement or new needs that had arisen.
- 2.20 Interaction Management – What extent of AS – IS to TO – BE changes you are looking forward in the sites?
Changes: These are not extensive but will be based on identified needs through surveys.
- 2.21 Quarterly checkup: Is this support needed only for performance tests or performance tuning too? Do we assume this support is needed for Drupal Application only and not for underlying OS or hosting infrastructure?
Check-up: This is both for application and environment.
- 2.22 Is there a life cycle support model in place for accessing and update to the Web Application environments?
Life-cycle: No, there is no such model in place, but it will be desirable to provide this kind of support.
- 2.23 What kind of system access will be provided to the chosen vendor? And will there be anyone at UNCDF to coordinate with the chosen vendor to deploy changes to QA or Production environments. Or will the vendor be able to do that directly?
Access: VPN Access. Support will be provided from UNCDF, UNDP and NTT America.
- 2.24 Please confirm if UNCDF intend to manage multiple sites through single platform (Web1, Web2, Mobile1, Mobile2 etc.)?
Sites: Website server currently hosts multiple sites. Intranet server only hosts intra.uncdf.org
- 2.25 Do we assume the current UNCDF and Intra.UNCDF sites are not mobile enabled now. Also if you are considering Mobile features, do we assume the expectation is to provide Responsive Web Design (Mobile Web using standard mobile browsers) and not native apps for iPhone or Android or Tablets? Do you have a preferred mobile platform (IOS vs Android vs mobile web) // Kindly specify the mobile OS & Devices, browsers targeted to make the site mobile friendly?
Mobile: UNCDF.org is currently being re-designed to be responsive design. INTRA.UNCDF.org will follow. For the time being Android/iOS apps are not under consideration.
Browsers: Firefox 20, Chrome 25.0, Safari 5.0, Opera 13, IE 9.0
- 2.26 Please share the detailed requirement pertaining to mobile website and implementation of customized plug-ins and configurations?
Mobile: Currently under construction to be responsive design.
- 2.27 Please confirm if UNCDF need to implement responsive design in case of mobile site if needed?
Mobile: Currently under construction to be responsive design.

- 2.28 Please confirm if there is any requirement for mobile based access for the application?
Mobile: There are no specific requirements.
- 2.29 Change Control – Is there a change management system that UNCDF currently uses? Or there a system to track source codes?
Change-control: Under development
- 2.30 Intra.UNCDF.Org – Could you please let us know the features of the intranet that may require support.
Mobile: Siteminder SSO with support from UNDP and CA; Calendar, chat and social media features; User database and access rights.
- 2.31 Is there a list of bugs/maintenance tasks that the chosen vendor should be working with? If it's available, please do share with us to help with the estimation process?
Issue Tracker: Yes. Is currently under revision.
- 2.32 Do you have a bug tracking system that is preferred
Issue Tracker: No.
- 2.33 Please confirm if the current technical environment have any existing security framework that has to be leveraged in the proposed solution?
Sec. Framework: No.
- 2.34 What are you looking for with website usability & Accessibility. // Please share restraints, mandates, or brand /usability / accessibility / screen resolution guidelines to be followed for the new site?
Accessibility: Improved access for users with disabilities.
Usability: Follow W3.org guidelines on a more user-centered design.
- 2.35 Please suggest if there is any additional feature which needs to be added to the scope of project apart from the functionalities mentioned in the RFP?
Features: This will be requested on a need basis. Vendor will be duly informed beforehand to ensure this can be covered in the proposed framework.
- 2.36 What is the user base for UNCDF.org (visitors) and user base for Intra.UNCDF.Org. Do you foresee these numbers to increase ? // Please suggest if UNCDF require High Availability & Scalability for applications? Please share the total number of users & concurrent users count for both the applications?
Visitors: Website – We foresee an increase in the # of visitors, but not dramatic. Currently around 4,000 page views per week
Intranet – Around 170 users worldwide.
- 2.37 Please confirm the daily influx rate for content creation or Web Pages creation in source website? What is the expected content growth in next one year?
Content-creation: 10-15 new items per week on average. No increase.
- 2.38 Please share the peak user count accessing the Applications?
User-access: Intranet - 30-50 users

Website – 150 -200 users

- 2.39 Please confirm if there is any load balancer currently being used by UNCDF? If not, does UNCDF require using the load balancer in the future solution?

Balancer: No.

- 2.40 Please share the response time of current applications?

Resp-time: 1.8 sec approx.

- 2.41 Please suggest how many Webpages are there in the existing website?

of Pages: 1750 pages approx.

- 2.42 Please confirm if UNCDF require SSO [Single Sign-on] process?

SSO: Already in place for intra.uncdf.org. Siteminder (CA).

- 2.43 Please confirm if all the data navigation will be secure or mix of secure/unsecure?

Data: Website - mixed.
Intranet – secured.

- 2.44 Please confirm which all systems will be used in the new application & how these systems will be accessed as Web Services/API/REST? Please provide technical architecture or detailed information about it?

Access: VPN Access will be provided to access applications and servers.

- 2.45 Please suggest, what are the backend systems that need to be integrated to the websites?

Backend: No other systems are running or integrated in the application.

- 2.46 Please confirm if UNCDF has a separate Digital Asset Management (DAM) system?

DAM: Not at this point.

- 2.47 Please suggest, How many Digital Assets (Images/Media) are used in the current websites? What is the average number of digital content used per web page?

Images: Around 300.

- 2.48 Please confirm if the system supports personalization (Theme, Style, Personalized Content, User Based content etc.)?

Customization: Yes.

- 2.49 Please suggest what is the average number of metadata properties associated with digital assets for website?

Metadata: 3

- 2.50 Please confirm if UNCDF require integration with 3rd party Application (I Frame) or widgets?

Integration: Intranet – Siteminder and Document Management System

- 2.51 Please confirm if it is required to manage multiple sites on a platform?
Management of sites: Yes.
- 2.52 Please confirm if UNCDF need to implement any data feed like RSS, XML feed?
Data feed: Yes.
- 2.53 Please suggest if there are any custom components developed or integrated with the current applications?
Customization: Yes (Intranet).
- 2.54 Please confirm if UNCDF expect User groups in the current website system?
User groups: No.
- 2.55 Please suggest how the roles are maintained in the current system and does the same set of roles will be managed in the future application as well?
Roles: Limited roles divided into Site Administrator, Content Administrator and Content Editor.
- 2.56 Please confirm if UNCDF require integrating with Active directory?
Ac. Directory: Yes, already in place at intra.uncdf.org.
- 2.57 Please confirm if UNCDF require managing application users from CMS system?
Application users: Yes, reduced number in the website and partially in the intranet (only role assignment, password and security preferences are managed by UNDP).
- 2.58 What are your social media channels that need to be incorporated and how are they managed now? // Does UNCDF have Social Media strategy in place? What level of integration is there currently and what is the expectation for future?
UNCDF is currently using 3 social media networks: Facebook, Twitter and YouTube. It does not have its own social media strategy yet but follows UNDP's strategy (available on <http://bit.ly/13Xb2ey>). At the moment Facebook and Twitter are not integrated in the website but we might consider integrating them in the future. As for YouTube, we have a video section on our website where we present all UNCDF videos that we have on YouTube (<http://uncdf.org/en/uncdf-videos>).
- 2.59 Please confirm if UNCDF want to integrate social media like Facebook, twitter with the existing websites?
We have not foreseen to integrate Facebook and Twitter on our website yet, but would like to do so in the future.
- 2.60 Please confirm if UNCDF also want to measure/monitor the activities of visitors on Social media?
Currently we are not applying this yet but would like to do so in the future
- 2.61 Please confirm if it is required by UNCDF to get social updates/likes onto the application?
It is not required and not applied yet but would like to do so in the future.

- 2.62 Please confirm if the system has Web Analytics? // What are the analytics that you are using for the sites? // Are you using any Web Analytics platforms such as Google analytics / Omniture? Have you been tracking the data from Analytics tools? // Please suggest, What kind of web analytics reports are expected? Expecting the standards reports provided by tools like Google? Would that be available for the chosen vendor to evaluate?
Analytics: Yes. Google Analytics, standard reporting from Google Analytics is currently being used.
- 2.63 Please confirm if the system has User Analytics?
User analytics: Yes.
- 2.64 Please confirm if UNCDF require for additional caching or use CMS tool caching?
Caching: No.
- 2.65 Please confirm if UNCDF require pulling or pushing the content onto external or internal systems?
Embedding of content: Yes.
- 2.66 Please confirm if there is any service available to pull content?
Content pulling: No service available.
- 2.67 Please confirm, how many services need to be consumed for Web Services Integration?
Web Services: No other web services integrated besides social media.
- 2.68 Please confirm, how many services needs to be created & exposed to the web service?
Web Services: No other web services integrated besides social media.
- 2.69 Please suggest if there is any requirement of ecommerce / transactional system Integration with the existing system?
E-commerce: No.
- 2.70 Is there any tool being used for managing application maintenance tickets?
Issue tracker: Sharepoint (provided by vendor).
- 2.71 How many test levels are covered for rolling out any defect/enhancements and what is the scope of testing at different levels in the current scenario?
Testing: Any new enhancement/updated defect is being tested and approved by the team and other colleagues to ensure quality control.
- 2.72 Please mention the documentation currently available at present to describe requirements, design, testing and enhancements etc. Are all the documents updated to represent the current status of the system?
Control Change: Being currently revised.

3. CONTENT MANAGEMENT

- 3.1 What is the workflow and approval process for adding new content to the site? // Please confirm if the current content changes go through a publishing approval process?
Editorial: Process is being adjusted for improvement.
- 3.2 What are the roles for Content Management presently? Is there a system in place to track the content managers and content management process?
Roles: Site Administrator, Content Administrator and Content Editor.
Process: Being revised and adjusted.
- 3.3 Will the awardee be expected to write content?
Content production: Yes.
- 3.4 Please confirm, how many content authors are there for the current websites?
Authors: Website – 3 people are in charge of producing content for the website.
Intranet – Any authorized user is able to produce content.
- 3.5 Please suggest, how often content needs to be updated?
Content update: Every six –eight months for some existing content.
- 3.6 Is the awardee expected to write and source images and edit content
Content production: No. Content will be provided by UNCDF.
- 3.7 Do you have an asset library that the awardee would use to populate the site with images? Or should budget be allocated to purchase of images?
Images: Images are being provided from our repository.
- 3.8 Would we need to develop new page templates with new sections
New Templates: Yes.
- 3.9 Is there any third party applications currently integrated to the UNCDF website?
3rd party applications: No.
- 3.10 Please suggest, how many content types are present in the current website? e.g. article, page, news etc.
Content types: 20
- 3.11 Please confirm the percentage of the kind of content that needs to be managed? Static VS Dynamic
Type of content: 70% static and 30 % dynamic
- 3.12 Please confirm if the entire application content is editorially managed?
Editorial: Yes.
- 3.13 Please confirm if in the current site for multilingual support, the content is manually created for different languages or automatic translation is used?
Multilingual: Yes. This is manually entered.

- 3.14 Please confirm if the applications are designed to accommodate multiple languages?
Multilingual: Yes.
- 3.15 Please confirm how is the content getting translated in the current websites? Is it a manual translations, External Translators are hired or some other mechanism leveraged for the same?
Multilingual: External Translators.

4. DATABASE MANAGEMENT

- 4.1 Document /Asset Management – Is there a private space for storing and accessing documents?
DMS: This feature will be considered for the intranet.
- 4.2 Are you following any back up / retention policies?
Back-up: Yes. Daily and 14-day retention.
- 4.3 Are the UNCDF and Inta.UNCDF.Org sites connecting to the same database?
Database connection: No.

5. FIELD FUND NEW WEBSITE

- 5.1 The RFP calls for the design and development of a new site for the FIELD Fund. Has UNCDF staff conducted any strategic exercises around what this site should contain? What business goals is this effort trying to achieve? What are the target audiences for this site? How are these audiences expected to use the new site? Should the FIELD Fund site take on the same look and feel (creative design, logos, etc.) as the existing uncdf.org site? // The design and development of the new site for the Field Fund, do you have more details on the size and functionality necessary for that site?
The FIELD Fund is a UNCDF initiative currently at the very early design stage. When approved, it is very likely this new initiative will require its own website, to be launched around the second trimester of 2014. Information on business goals, branding guidelines, size and functionality, target audiences for this site and how these audiences are expected to use the new site will be communicated to selected vendor as soon as the initiative will be developed.
- 5.2 Can you please confirm that you'd like this site to be built using Drupal? // Will the new Field Fund site need to be on the same CMS as current sites? // Please confirm if the new website for new initiative "The FIELD Fund" is intended to be created in Drupal?
Ideally yes, for practical and 'value for money' reasons we would like to keep all our platforms and sites built with the same CMS; but we welcome any other ideas or suggestions from the selected vendor when discussing the development of this new site.
- 5.3 Will the FIELD fund require a new logo to be developed? // Is there any UNCDF Style guide/branding guidelines that we should be following for design changes or new development?
Request for proposal (RFP) # 12299 is for web development and maintenance services only. Should a logo for the FIELD Fund initiative be requested a proper competitive bid process will

be open and the UNCDF Branding Toolkit will be provided in due course.

- 5.4 What is the scope for the Field Fund Project? Do we assume that this project will have to estimated separately upon award of the LTA ? // Please describe the requirements pertaining to the website mentioned in the RFP: “Developing new website for the new initiative the FIELD Fund”? // Please provide scope overview of new Field Fund Website to be developed. Is vendor expected to provide fixed quote for development of this website or it will be considered on efforts spent by development team on monthly basis (time and material). // If UNCDF is expecting the bidders to price for the Field Fund project, kindly share any available scope definition documentation with us ?

Given very early design stage of this new initiative, it is not possible to provide scope overview of new initiative’s website to be developed. Vendors are not expected to provide fixed quote for development of this website, it can be considered on efforts spent by development team on monthly basis (time and material).

- 5.5 Please confirm if the new website for new initiative “The FIELD Fund” is expected to be hosted internal to UNCDF or external by any third party vendor?

Yes, FIELD Fund website will be hosted in the same IT environment where UNCDF website and Intranet are hosted.

- 5.6 Will the Field fund site be in English only?

As of today there are no plans to roll out the FIELD Fund website in multiple languages, but depending on who the main stakeholders of this initiative will be, we might opt to have the site both in English and in French.

New York, 8/28/2013

Staff Directories

- UNCDF Global Staff
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- UNCDF Regional Offices
- UNCDF Country Offices
- UNDP Global Staff
- UN Global Staff

Quick Links

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Fernando Zarauz

- Chat Messages
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- Frequently Asked Questions
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- Site Logout
- Log out

Recent Updates

-  Laura Munoz has added a **Documents Project** of category **Monitoring Report** on 26/08/2013 - 11:54am. Click YouthStart_77039_FCPB_Monitoring_August 2013 to know more.
-  Laura Munoz has added a **Documents Project** of category **Back to the Office Report** on 26/08/2013 - 11:46am. Click YouthStart_77039_BToR_Burkina_August2013 to know more.
-  Andrew Fyfe has updated a **Page Unit** of category on 14/08/2013 - 12:40pm. Click Mandate, Roles and Responsibilities to know more.

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Calendar

August 2013						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Upcoming Events

August		
6th African Microfinance Conference + ML grantee workshop	Durban, South Africa	13-17 Aug 2013
September		
Global Youth Economic Opportunities Conference (GYEO)	Washington, USA	11-13 Sep 2013
October		
4th CGLU world Congress	Rabat, Morocco	01-04 Oct 2013
NFC & Mobile Money Summit	Milan	22-25 Oct 2013
Local Climate solution for Africa (ICLEI)	Dar es Salaam; Tanzania	30-01 Nov 2013
November		
SEEP Conference	Arlington, Virginia (USA)	04-08 Nov 2013
9th International Microinsurance Conference 2013	Indonesia	12-14 Nov 2013

About MyUNCDF

- Video introducing the new UNCDF Intranet
- Intranet User Manual
- Frequently Asked Questions (FAQs)
- PowerPoint presentation

Are you new to UNCDF?

- UNCDF for NewComers
- Learning Resources Centre
- Learning Management System

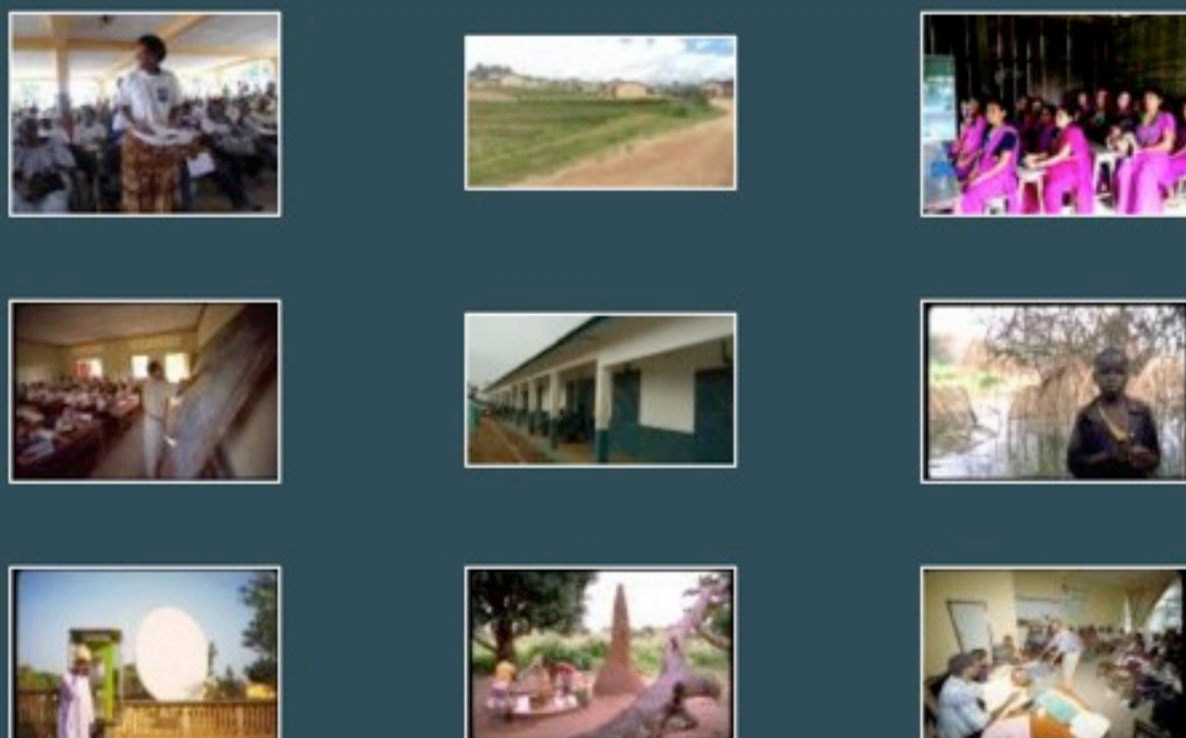
UNCDF In Action

- By Action Number
- By Year and Month

Speaking the same language...

- Glossary
- UN Acronyms

UNCDF in pictures


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About UNCDF

UNCDF is the UN's capital investment agency for the world's 49 least developed countries. It creates new opportunities for poor people and their communities by increasing access to microfinance and investment capital. UNCDF programmes help to empower women, and are designed to catalyze larger capital flows from the private sector, national governments and development partners, for maximum impact toward the Millennium Development Goals.

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Partnerships & Communications Unit



What does the Unit do / What the Unit is responsible for?

The Partnerships and Communications Unit is responsible for implementing the UNCDF Partnerships, Resource Mobilization and Communications Strategy and its components, namely:

- *Strategic Partnerships and External Relations:* Provides support to UNCDF directorate in managing Executive Board relations and strategic partnerships with donors, development partners, the UN System, the media and the general public, with a view to increase awareness and support for UNCDF’s work in Local Development and Inclusive Finance in the LDCs. Supports programme units in positioning UNCDF at the global, regional and country level vis-à-vis the donor community, the UN System and other development partners.
- *Resource Mobilization:* Primary responsibility for mobilizing core (regular or unearmarked) resources and supporting programme units, regional and country offices in mobilizing non-core (earmarked, thematic or other) resources. Overall responsibility for providing tools and services that enhance UNCDF’s institution-wide capacity to identify and capitalize on resource mobilization opportunities, including donor intelligence, quality assurance support regarding partnerships/funding proposal and donor reporting, and advice and support regarding contribution agreements with donor development partners. The Unit also manages the ATLAS Contracts Module and is responsible for mobilizing Junior Professional Officers (JPOs), UN Fellows and fully funded UN Volunteers.
- *Communications and Branding:* Helps in strengthening UNCDF’s overall positioning and branding, including through more effective use of “boilerplate” language, corporate templates, etc., which ensure that everyone at UNCDF speaks consistently and with “one voice”. Works to improve internal and external communications through web-based tools (website, intranet), events, publications, new media initiatives, etc. that target UNCDF’s primary audiences and support its strategic objectives.

How does the Unit do it?

The following services are provided:

- Partnerships and Resource Mobilization (RM strategies, consultations, correspondence, defining RM opportunities and assistance in drafting proposals);
- Tracking of programme-specific funding gaps and RM opportunities;
- Revenue management (income monitoring, recording and application of contributions to projects using the Contract Module/ATLAS);
- Joint Programmes and cost sharing agreements: advice, negotiations and responsibility for clearing all agreements with external partners;
- Donor reporting: Reporting portal and quality assurance;
- Donor Intelligence (donor briefs, donors in LDCs interested in UNCDF Practice Areas);
- On-line catalogue of co-financing agreements;
- Executive Board-related services (EB documents and presentations, EB relations);
- JPOs, UN Fellows and fully funded UNVs mobilization;
- UNCDF Induction Package;
- External Communications: Communications strategies and policy issues, Conference services/exhibitions/Public speaking and presentations, Media relations/Media releases, Translations Management, UNCDF website, development of PR materials (fact sheets, flyers, media releases, photo usage);
- Internal Communications: Intranet, UNCDF Newsletter, Updates from Management;
- Branding: guidance on use of new logo, Co-branding issues, Marketing plans, Emblems, templates, branding tools, Promotional items development, distribution, Country office websites – branding, development;
- Knowledge Management: Publications management and agreements, Document Management System and Classification policy;
- Liaise with Country Offices and Regional Offices on Partnerships and Communications.

The Unit is composed by:

- Mr. Magnus Magnusson, Chief Partnerships Unit
- Ms. Chiara Pace, Communications Specialist
- Mr. Fernando Zarauz Astorki , Partnerships and Communications Officer
- Ms. Svetlana Joncich, Partnerships and Communications Associate
- Ms. Herte Gebretsadik, Resource Mobilization Specialist
- Ms. Lucie Wirion, Programme Analyst
- Ms. Sandra Simmet, Programme Analyst

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