

Frequently Asked Questions for RFP 66968

A Scope of Work		
1	<p>“The selected agency is expected to work within the timeframe and finalize the website by incorporating the suggested revisions and feedback from UNCDF.”</p> <p>Is the timeline for delivery fixed?</p>	<p>Yes, we expect the successful vendor to work as per the timeline stated in the RFP. However, some flexibility in the timeline is accepted with valid reasoning.</p>
2	<p>"Full source code including full back up shall be handed over to UNCDF upon completion of the contract."</p> <p>Does 'completion of the contract' means after the initial 1 year maintenance period is up?</p>	<p>Source code will be handed over after the website launches. The back-up will be regularly handed over to UNCDF.</p> <p>Refer to FAQ31 as well.</p>
B Social Media		
3	<p>“Support social media sharing and embedding”.</p> <p>Is this feature limited to social sharing links? What level of integration is required for this feature?</p>	<p>Articles, blogs and publications can be shared by visitors on their social media handles through a social media share button.</p>
4	<p>Which social networking platforms would sharing be allowed?</p>	<p>Facebook, LinkedIn and Twitter</p>
C Site Design		
5	<p>"A design that functions with the image bank available (UNCDF visuals as well as visuals from its partners)."</p> <p>What does this sentence mean?</p>	<p>The idea is to have an image bank at the backend for all the images uploaded in different sections of the website. Images will mostly be in jpeg, png or tiff formats. See uncdf.org to get a sense of images used.</p>
6	<p>Are there any specific guidelines for website design? Is user experience research required for the website?</p>	<p>No, but we'd be interested to hear from you. Please budget it separately from the rest.</p>
D Website Features		

7	Will videos with large file sizes be uploaded to the website or will they be rendered from external video platforms?	We will not upload videos and podcasts directly onto the website. We will use external platforms such as YouTube and SoundCloud.
8	Which video service provider will be used? Should the website provide for the uploading of videos or just links to the videos?	YouTube will be used, no need to upload directly on the website.
9	Which podcast service provider will be used? Should the website provide for the uploading of podcasts or just links to the podcasts?	SoundCloud. Please propose the best alternative.
10	Should the website contain provisions to display selected data, insights, papers, reports, etc. on financial health from external sites and resources? What would be the format of exchange of data and information from the external sources? How many such interfaces must be provisioned? Does UNCDF have the list of external data sources and formats? Will these be links to external content? If not, what form will be provisioned to be displayed on UNCDF's site?	We will upload documents and resources on Financial Health from external websites to our website with or without a small summary/brief and we will also provide links to the external websites where it was originally published (if published externally). This is planned to be uploaded to the resources section of the website as of now but might change. These can be PDF, Excel or DOC files or just links to external databases. Please see the Explore tab of this website: https://www.findevgateway.org/data
11	Are blog comments open to all users or would registration be needed? If registration is needed, what other features need to be provided for registered users?	Users should be able to like and celebrate the write-up and comment as well. They need to provide a valid email address to do so. The comments will be moderated at the backend (either to publish or dismiss).
12	"Option to highlight upcoming events, challenges, etc. for a particular period (if and when happening)." Is there a specific period to highlight content?	The time that the highlight needs to be up and running should be controlled at the backend. The timeframe cannot be spelled out or specified because it can vary.

13	<p>“Enable blogging feature for news/article updates, as well as comments feature.”</p> <p>“Articles/posts can be scheduled/rescheduled and back posted.”</p> <p>Are news/article and articles/posts the same thing?</p> <p>Please provide more information on scheduled/rescheduled and back posted articles/posts?</p>	<p>News posts and blogs categories are different. There might be other categories added as well. We need to have flexibility at the backend to backdate the post or the ability to schedule it for publishing at a particular time, day, etc.</p> <p>Please see www.uncdf.org, www.findevgateway.org, and www.unpri.org to get a sense of the type of posts published.</p>
14	<p>“Support uploading and organizing of documents/publications, including large report documents and files.”</p> <p>What is the size of the large report files?</p> <p>Do these documents need to be imported into a database or simply uploaded as an attachment? What are the extensions for these files?</p>	<p>Most documents will be PDF files. Reports can be as long as 50-200 pages or more with varying sizes from 1MB to 20MB. They will be uploaded as attachments to the content.</p> <p>Image extensions (tiff, png, jpeg, ai); document extensions (pdf, doc, docx, ppt, xls, xlsx, xml, csv).</p> <p>Kindly note that the videos and podcasts will be uploaded from an external platform but should be organized properly in the Resources section and should be searchable. Similar to these: https://www.icrc.org/en/resource-centre and https://www.findevgateway.org/search?search=&btnSearch=Search</p>
15	<p>“Provision for external partners to submit content for upload (publications, videos, dataset, etc.) on the website.”</p> <p>Who are the external partners? Will they need to submit content via frontend, or can they have limited access to the backend? Are all external partners able to submit all type of contents or will they have access to certain sections only?</p>	<p>This will have provision for external users or agencies to submit document, articles, etc. to UNCDF and we would then upload the content to feature it on our website or dismiss it. They will submit content from the frontend and will not have access to the backend. Similar to this: https://www.findevgateway.org/about-findev/share-your-work</p>

16	<p>What is the process of submission of a dataset? Does it need to be automated? Will there be a login for external partners to upload dataset along with publishing workflow?</p>	<p>The partners can drop off publications, documents, data, etc. which will be approved for upload or dismissed at the backend by the administrator</p> <p>Refer to FAQ10 and FAQ15 as well.</p>
E	Sign-Up	
17	<p>“Provision for visitors to sign-up and subscribe for new updates related to financial health in the website. Email alerts for members (fortnightly, monthly, customized based on their preference of info / frequency) should be sent when new updates and resources are posted to the website.”</p> <p>Does the company need to build a separate CRM database? Or is the subscriber database maintained at other external systems?</p>	<p>We use MailChimp but are open to hear more options. Please recommend and budget recommendation separately from the rest.</p>
F	Integrate an effective and advanced search function	
18	<p>“All aspects and areas of the website should be searchable and should have filtering options where relevant. “Search” function could be done by type of publication/guidance, type of resource, project, country and issue with specific criteria.”</p> <p>Please clarify.</p> <p>Do you want the system to perform a search inside the document attachments in the search interface?</p>	<p>The search feature is expected to be advanced because our website will be a resource center for financial health and a lot of the resources will be publications in PDF, Excel and DOC formats. The search function should search content within the website (articles, blogs and posts) and also search content within publications and files, and search videos and podcasts uploaded. The search for publications should be done as per predefined criteria with filter and tags. Something similar to this: https://www.icrc.org/en/resource-centre and https://www.findevgateway.org/search?search=&btnSearch=Search</p>

G	E-Learning Platform	
19	Is there a preference for LMS features like Moodle?	E-learning will be one of the features of the website but it will not be the pillar. The features as mentioned in the TOR are bare minimum. So, we'd recommend third party applications or plugins into CMS. Please recommend something that is most adaptable to our situation. Please provision this in your budget.
20	<i>Authorization and Profile</i> Does this mean the e-learning platform needs to have a separate CRM database with its own authorizations for user authentication and user profile maintenance? Does it need separate administrators and their profile and authorizations as well to carry out operations in the LMS?	The idea is for a person to sign-in to the e-learning platform and to select a course to study, so they have to sign-up/register for e-learning. If the person leaves in the middle of the course, they can come back to it and start from the point they had left off. If they have completed other courses they should be able to see completed courses and how they performed in an assessment, etc. We do not think it needs separate administrators, but we are open to hearing your suggestions.
21	<i>Search</i> Is the search for courses and materials or LMS-wide search?	Just courses and materials.
22	<i>Progress Dashboard</i> Is this for a learner's self-progress monitoring? Is it set against targets and goals or per course completion progress dashboard?	Refer to FAQ20.
23	<i>Course Description</i> What is the length of the description?	The description length will vary but it will cover what the objective of the course is and the key milestones. Duration of course where relevant and any other information that is deemed necessary.

24	<i>Quizzes / Assesment</i> What is the format of of the quizzes/assessments?	Simple multiple choice, single choices or true/false, matching and ordering or fill-in-the-blanks.
25	<i>Admin Panel</i> What is the detailed functionality of the admin panel? List of number of functions and examples.	The idea is for the admin to have a sense of user activities, which courses are being done, which course is most popular, and enabled to create and edit courses. The students are automatically enrolled in e-learning and will have access to all courses after they signup/register. Please recommend the best practice for MVP.
26	Can you tell us more about the topics that will be covered in the e-learning platform? Do you have any of the learning materials ready, and can you share any of this?	No, we do not have e-learning materials ready and available. We will cover various aspects of Financial Health and more. The materials could be videos, reading materials or audio.
H	Content	
27	Will there be content migration from any existing sites to this new site?	No, this will be a completely new website.
28	Is the site going to be multilingual? If yes, how many languages does it need to support?	No, the site would be in English only.
29	“Should have the option to download and print resources from the website.” What sort of resources are to be downloaded/printed on the website (images, PDF, Word, charts) and on which sections of the website should they be downloadable from?	These will mostly be downloadable files like PDF, Word, charts, etc. These will be in the Resources section as well as Research & Insight section. (This will be discussed with the successful vendor in detail while developing the sitemap together.)
30	“Should contain a provision to publish material (projects, updates, etc.) regarding challenges, living labs.” What are the challenges? What are the living labs?	There are three pillars of financial health and the tabs are expected to be organized based on the pillars. The first pillar is advocacy - research and insights. The second is initiatives and will have fintech challenges, pilot projects and living labs

		<p>(will test different models around financial health) and the third pillar is investments. We will need a space to upload videos, updates, news and blog on these different initiatives (of 2nd pillar). These will be separate to pillar one which is mostly research. We will require the successful vendor to recommend and help organize the sitemap and structure when developing the website.</p>
31	<p>“Enable data backup feature”</p> <p>What kind of data backup is required?</p>	<p>All the content and data in the website that are uploaded needs to be regularly and routinely backed up. Cloud system to provide back up.</p>
32	<p>“And any additional feature deemed necessary during the analysis of platform structure, function detail and sitemap.”</p> <p>What is the extent of scope for this point? Does the company get to suggest additional budget for features that are not included in the scope? What is the process of determining "deemed necessary"?</p>	<p>If addition of a new feature (not specified in the TOR and too far off the scope) has budgetary implication it will be discussed with the successful vendor and the vendor can propose a budget. However, the successful vendor is expected to fulfill all features that are specified in the TOR and is within the scope of work.</p> <p>Kindly note that certain functions and features might need to be replaced or included or even dismissed during discussions and finetuning of the structure and sitemap with the successful vendor.</p>
I	Financial Wellbeing Calculation	
33	<p>“Integration of a measurement tool...”</p> <p>Does this tool need integration? Is it a feature to be developed within the website?</p>	<p>It will have a set of questions that the user needs to answer and based on the answers, a score and explanation is provided. The feature will be developed within the website. Here are a few unspecific examples:</p> <ul style="list-style-type: none"> • https://www.nerdwallet.com/blog/financial-literacy/

		<ul style="list-style-type: none"> • http://www.theshapeofmoney.co.nz/general-resources/calculators/financial-health-check-calculator.asp • https://personalfinancedata.com/financial-health-calculator/
34	Is it necessary to store the Financial Wellbeing Calculator data or report any analytics on it?	Not necessary, but you can propose this in your proposal as this could be interesting. Please budget this as a separate option.
J	SEO	
35	<p>“Web ranking report”</p> <p>After the website goes live, do you want the successful vendor to increase the ranking of the website by means of SEO activities?</p>	Yes.
K	Web Hosting	
36	Do you have any preferred hosting vendor like Google / AWS / Acquia / Pantheon?	No preference. Please provide the best option stating the reason. The current UNCDF website is using Amazon Web Services.
37	Do you have geo-location preference for hosting a website in datacentre? Is this a multi-country site with country specific content?	<p>This will be a global website with global content. The office for Financial Health is expected to be based in Singapore.</p> <p>Location should not matter if the website traffic is well managed. We’d like to hear recommendation on how the website traffic can be managed.</p>
38	We note that you are seeking "zero downtime assurance". Do you genuinely require 100% uptime?	We expect the successful vendor to provide the support needed for zero downtime assurance.
L	Performance	
39	What is the anticipated peak load in terms of concurrent users, user sessions, and to be handled?	At least average site visit of around 1,000-10,000 visits per month. This may grow as we start putting in more content. Our

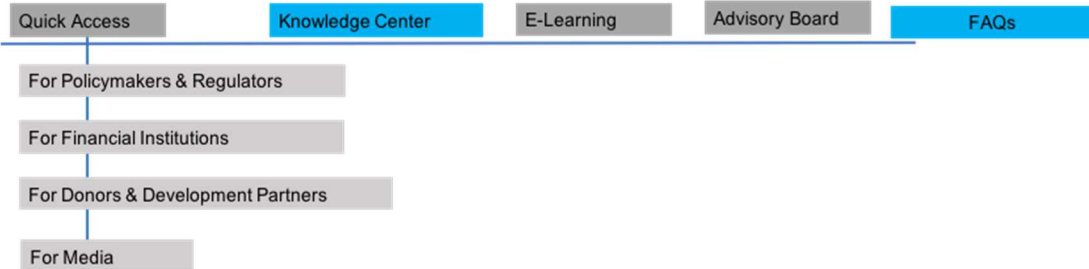
		UNCDF website receives around 60,000 visits per month.
M	Maintenance	
40	Do you need the successful vendor to help in data/content upload to the website?	Yes, for the duration of the maintenance period.
N	Process	
41	"The company will develop visual concepts and language for the site and adjust it based on feedback and comments from the UNCDF team." What does "language for the site" means?	By visual concept and language, we mean the visual design, components and style that are put together for a consistent UI. We are not referring to a copy of the website or a language other than English.
O	Other Considerations	
42	"The web platform produced during this consultancy will be the sole property of UNCDF, and cannot be disseminated or published by the vendor without permission from the latter." Will UNCDF be able to accept a modified version of this statement?	This statement is not claiming copyright to third party or open source software used to develop the web platform. Everything else produced will be the sole property of UNCDF and cannot be disseminated or published by the vendor without permission from UNCDF.
43	Are there any specific statutory compliances which needs to be taken care on the website implementation?	We are part of the UN and do not provide commercial services. Hence we follow all statutory compliance that pertain to privacy, copyright/content attribution, accessibility, etc.
P	Location of Work	
44	What does "At Contractor's location" mean?	This means that the successful vendor will be working remotely from their own office. There will be no need to go to UNCDF premises to deliver the services.
Q	Sitemap	

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Do you have an initial sitemap in mind to help us ascertain the number of sections, pages, documents, etc?

We have a very rough sketch of sitemap that we hope to refine and enhance with the support from the successful vendor. Please note that this is likely to change and restructured differently. We are providing this to give you a sense of the direction we are heading towards but this by no means should be taken as a final version.

Top Panel Features

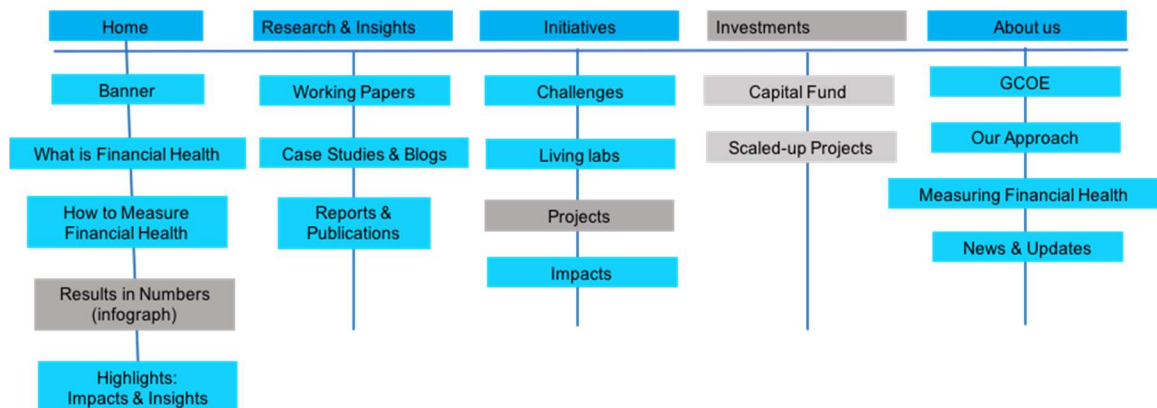


Main menu items



Grey: To be developed in future

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