United Nations Development Programme

Regional Bureau for Arab States

Regional Hub in Amman, Jordan

برنامـــج الأمـــم المتـــحدة الإنمـــائي

المكـتب الإقليمـــي للـــدول العربـــية

المـركزالإقليمـــي في عمـــان، الأردن

To: **All Bidders**

Subject: **(RFP) NO. RBAS-RFP-017/2020 - Design and Develop Next Gen Youth Digital Platform**

Dear Sirs,

Please find enclose **Addendum No. 01** for the subject RFP, which includes the following:

1. UNDP responses on Bidders' queries and clarifications (Q&A)
2. Attached the Technical Details for the required Platform (Annex 1)
3. Extend the RFP deadline until 22 August 2020 (Mid night ETD NY Time)

Please acknowledge receipt of this Addendum.

Thank you and best regards.

Acknowledged receipt:

Signature: ……………………….

Name: ………………………….

Company: ……………………….

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Empowered lives.
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SN	Query	UNDP Replies
1	Will the system include a social platform for youth and partners posts?	Not at this stage, planned for phase 2
2	In what does the Youth and Partners Module differ from the Profile Module?	Please refer to the attached Technical Details (Annex 1) section on profile modules, page 10
3	Support Hub Module: is it an "Events" management module to present a project and fund it?	Please refer to the attached Technical Details (Annex 1) section on support hub, page 12
4	Country Windows/Profile Module: what is the functionality of this module? Is it restricted to listing the countries participating in the platform, relating partners and youth to it and retrieving reports based on the country?	Please refer to the attached Technical Details (Annex 1) section on country profiles on pages 8 and 13
5	We need more details about initiatives and support hub.	Please refer to section the attached Technical Details (Annex 1) on support hub, page 12 and section on initiatives, page 7
6	About the E- learning, will be there live sessions, pretest posttest exam and assignments.	Please refer to the attached Technical Details (Annex 1) section on support hub, page 12
7	We need more details about system users.	Please refer to the attached Technical Details (Annex 1) section on content management system, page 17

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8	The deployment will be at UNDP side or cloud hosting.	UNDP
9	We need more info about program such, registration, participation, activities, projects, and assignment inside the program.	Please refer to the technical requirements document . (Annex 1)
10	The portal languages.	English, Arabic and French
11	We would like to extend the proposal deliverable date for one week to be in 22/8/2020 instead of 15/8/2020.	Deadline is extended until 22 August 2020 (Mid night ETD NY Time)
12	Will the digital platform be used in several countries? If yes, how much countries?	Yes, in 16 countries at least.
13	Deliverable 6: Youth and Partners Module. What kind of partners do you mean? Can you give an example? What are the actions/functionalities to be done via this module?	Please refer to the attached Technical Details (Annex 1) section on youth and partners module, page 7
14	Support Hub Module (Funding opportunities and Incubators) : What are the actions/functionalities to be done via this module?	Please refer to the attached Technical Details (Annex 1) section on support hub, page 12

Technical Details for the required Platform

1. Scope of Work

1.1. GENERAL REQUIREMENTS

1. Content Management: CMS with advanced features and ease of use.
2. Dynamic Content Management: Flexible management for platform components and modules, users' profiles modules, and support for daily and recurrent updates.
3. Modern design and layout for the frontend: User-friendly and interactive, fast loading.
4. Comprehensive Navigation Structure: Coherent links and menus.
5. Advanced site search functionalities: Exact match, substring, and fuzzy search.
6. Advanced logging and archiving system that contains all of the activities made in the system. Different types of logging will have different privileges in accessing components
7. Share and print functionalities should be included in all website pages.
8. Multi-lingual: English, Arabic and French. The platform shall be developed in a scalable manner to allow integration of additional languages in the future.
9. Search Engine Optimization: On and Off-site optimizations.
10. Interoperability: Cross-browser and Cross-platform: Compatible with different browsers and various devices.
11. Performance: Quick load, quick navigation, and quick download.
12. Reliability: Bug-free and fully operational website.
13. Security: Vulnerability-free and immune to various malicious attacks and hazards.

1.2. METHODOLOGY AND PROJECT MANAGEMENT

It is the responsibility of the supplier to provide the best project management plan in agreement with UNDP Regional Youth team to set timeliness and achieve best results of the delivery. The bidder should explain in detail the methodology used to develop the platform. A detailed project plan should be provided and agreed on at the beginning of the project. Also, quality assurance plan and techniques should also be included inside the offer. The bidder should provide weekly reports of progress of work. A weekly meeting with UNDP Advisory Committee is also required to track the work progress. Given different features of the platform, the supplier will also be required to meet with the CO Youth Focal Points on monthly basis.

However, it is preferable, but not required, for the projects team that the bidder applies Agile methodology developing in iterations. Focusing on meeting the needs of the programme and continually developing software, while displaying flexible responses to change for the best of platform's competitive advantage. Delivery preference will be placed on the shortest possible time span. Developers and UNDP Advisory Committee must work together throughout the entire project.

1.3. TECHNOLOGY REQUIREMENTS

The below is the minimum requirements:

- Platform developed using known free open source technology and/or a customized open source CMS.
- Platform source-code along with the source-code of the CMS are to be fully delivered and solely owned by UNDP, including all related 3rd party components (such as acquired licenses).
- **Technology aspect:** the bidder should propose the best practice and solution for the available database technologies in the market to respond to requests of huge number of simultaneous users' access. Here, ability to respond effectively to many users simultaneously while maintaining high speed query performance is a must. To achieve this purpose, the bidder should advise about the database schema/diagram model and technology and about the selection of either relational or non-relational systems (such as Mongo DB, Hadoop or others) to be adopted. The deliverable should be a detailed table listing the advantages and disadvantages for the selected technology/approach, taking into consideration budget limitations and cost-efficiency concerns. For the proposed technology, the bidder offer shall include key metrics for response of database queries and fetching to the online system. The bidder should include in his proposal the technology/programming language which is going to be used and list all its advantages.
- **Scalability:** it is expected that the database repository will grow, and the possibility to be used by large number of users from multiple countries. In Phase 2, additional modules will be added to expand the platform. The bidder should assess current platform modules linkages
- **User Experience/Interoperability**: The Platform is planning to improve the User Experience and User Interface in response to the users' needs accessing the information and collaboration. The bidder should propose the most advanced technologies/systems/software available that allow interaction, personalized pages, intelligent search, application operations. The platform architecture should be ready to provide the latest advanced intelligent research capabilities in a multi-language environment. The system should be interoperable and open on different screen sizes and different devices operating systems
- **Language:** This platform should be developed in English, French and Arabic which are the primary languages of the platform.

1.4. HOSTING REQUIREMENTS

- INFRASTRUCTURE: BASED ON THE PROPOSED SOLUTION, THE BIDDER SHOULD ADVISE ON THE MOST OPTIMAL AND EFFICIENT HARDWARE AND HOSTING ENVIRONMENT TO GUARANTEE THE BEST PERFORMANCE IN TERMS OF DATA ENTRY AND USER EXPERIENCE. HE SHOULD ADVISE ON DISASTER RECOVERY PLANS, CLUSTERING AND BACKUP STRATEGIES. CLOUD SOLUTIONS ARE HIGHLY PREFERRED TO UNDP TEAM.
- THE BIDDER SHALL PROVIDE 2 (TWO) HOSTING STABLE PLANS FOR ONE YEAR: STAGING AND PRODUCTION WITH THE FOLLOWING SPECIFICATIONS:
  - WORLD LEADING HOSTING COMPANY.
  - HIGH AND CONSTANT UP-TIME: 99.99% GUARANTEED.

- o **EFFICIENT HOSTING FOR THE CHOSEN PLATFORM TECHNOLOGY: THE BIDDER SHALL CONSIDER OFFERING A HOSTING PLAN COMPATIBLE WITH THE TECHNOLOGY HE HAS CHOSEN FOR THE PLATFORM DEVELOPMENT AND WHICH PROVIDES EFFICIENCY OF SERVICES IN TERMS OF FAST LOADING PAGES AND CONTINUOUS SECURITY UPGRADES.**
- o **MULTIPLE DEDICATED/CLOUD VIRTUAL PRIVATE SERVERS FOR HOSTING (ONE FOR STAGING AND ONE FOR PRODUCTION ENVIRONMENT AND ONE FOR THE REPLICATION OF THE PRODUCTION ENVIRONMENT)**
- o **AT LEAST 1000 GB HOSTING SPACE (WITH REDUNDANCY ON HARD DRIVES).**
- o **SERVERS SPECIFICATIONS: THE BIDDER WILL PROVIDE THE NEEDED HOSTING SPECIFICATIONS FOR OPTIMAL PERFORMANCE OF THE PROPOSED TECHNOLOGIES AND THE SYSTEM MINIMUM REQUIREMENTS.**
- o **ALL NEEDED LICENSES FOR THE DEVELOPED SYSTEM, SHALL BE PURCHASED AND PROVIDED BY THE BIDDER AND WILL BE SOLELY OWNED BY UNDP**
- o **WEBMAIL FOR 10 OR MORE ACCOUNTS (ON ANY HOSTED DOMAIN) WITH MINIMUM MAILBOX SIZE OF 2 GB, POP3 AND IMAP ACCESS, AUTO RESPONDER, FORWARDS, ALIASES AND MAILING LISTS, ANTI-VIRUS AND SPAM FILTERING (CONFIGURABLE)**
- o **MINIMUM 10 FTP ACCOUNTS.**
- o **SCHEDULED ROTATIONAL BACKUP (DAILY BASIS) – ONE-MONTH BACKUP ROTATION ARCHIVE.**
- o **AVAILABLE HOSTING CONTROL PANEL.**
- o **HOSTING SITE STATISTICS.**
- o **SUITABLE FOR AT LEAST 50K VISITS PER MONTH.**
- o **RESOURCE USAGE AND ALERTS.**
- o **ONE-YEAR HOSTING SERVICES.**
- o **SERVERS ADMINISTRATION AND MIGRATION WORKS WILL BE THE SOLE RESPONSIBILITY OF THE BIDDER.**
- o **FAST SUPPORT RESPONSE TIME: THE INCUMBENT WILL BE THE SOLE RESPONSIBLE TOWARD UNDP TO SWIFTLY SOLVE ANY HOSTING ISSUE THAT MIGHT OCCUR.**
- o **THE BIDDER WILL GUARANTEE TO NOT PERFORM ANY HOSTING UPDATE/MAINTENANCE WITHOUT PRIOR NOTIFICATION AND AGREEMENT WITH UNDP MANAGEMENT**
- o **THE BIDDER IS RESPONSIBLE FOR PURCHASING AND INSTALLING AN SSL CERTIFICATE FOR THE PLATFORM WITH AGREEMENT WITH THE UNDP TEAM.**
- o **THE BIDDER IS RESPONSIBLE FOR INTEGRATING CDN FOR THE HOSTING OF THIS PLATFORM IN ORDER TO ENSURE BETTER, FASTER AND SECURE ACCESS DISTRIBUTION**

1.5. TARGET AUDIENCE

- **Individuals:**
  - o Youth partaking in the YLP across the region
  - o YLP Alumni – youth interested in further expanding on their knowledge through e-learning, networking and collaborating with youth across the region
  - o Potential YLP applicants – young men and women from the Arab region considering joining YLP in the next cycle

- o Investors - individuals interested in investing in social innovations showcased by the youth
- o Experts – individuals interested in sharing their expertise and knowledge, such as mentors, policymakers, academics etc

- **YLP partners and youth-serving organisations**
  - o National partners – currently delivering the YLP programming on a national level
  - o Potential partners – youth-serving entities considering joining YLP as a partner
  - o Youth-Serving Organizations – local and international interested in engaging youth in their projects and programmes

- **External stakeholders and institutions:**
  - o Other UN agencies
  - o Donors and strategic partners
  - o Public Sector – regional and local government, including ministries related to youth work
  - o Companies – private sector interested in CSR and investing in social innovation, start-ups and SMEs in the region
  - o Banks – private and public interested in providing loans or investing in social initiatives
  - o Educational institutions - private and public universities and institutes interested in engaging other sectors and encouraging their students to start their business or to join start-ups, SMEs and companies

2. Activities

2.1. Overview

The supplier is expected to meet with the UNDP Team to understand the full requirement of the platform and all needed functionalities, conceive a solution and prepare the offer. However, the development of the digital platform will involve creating, as a minimum requirement, platform modules/applications available in three languages (English, Arabic and French) and that will interact together. The platform is to be composed of minimum needed modules and related sub modules:

- Landing Page
- About Us
- Youth
- Partner
- News Page
- Country windows/profiles
- FAQs
- Contact us
- Profile Modules
- Landing Page

- Funding Opportunities
- Incubators and Accelerators
- E-Learning Module
- Social Innovation/Initiative/Project Module
- Reporting Module

2.2. Activities Description

The activities described in this section will be either available on the landing/regional page or country window/national page or both. This will be stipulated in the description. UNDP leaves to the supplier the flexibility to conceive enhanced and different modules (especially for the system design) and propose additional modules to serve the project's objectives, considering all information/modules mentioned in the list below.

2.2.1. VISUAL DESIGN

The website is expected to be user friendly, easy to navigate and interactive. Development of the platform layout, design, and content will reflect the project's main objective. This shall include:

- The bidder will receive complete design layered files from the project designers which will include all platform modules/pages/components designs which will showcase the functionality of these elements.
- The bidder responsible for developing and coding the templates based on the received files. This file formats could be in Illustrators, Photoshop or any other similar file type.
- The final output of the visual design will be an HTML prototype and HTML template which could be programmed and linked to main platform used technology (database, CMS etc)
- **Platform template designs: upon receiving the final design from the UNDP team and the designer the supplier shall create and deliver the final responsive template. This templates shall include but not limited to the following elements: interface design – look and feel, colours, font sizes, pages (or sections) header and footers, pages titles, style sheets icons, buttons, tables, pop-up windows styles, all infographics icons, maps, charts or any graphic to be used inside the system in addition to any other related graphics and images. General template compatibility guide:**
  - **Chrome 7.0 and higher.**
  - **Safari 5.0 and higher.**
  - **Opera 9.5 and higher.**
  - **Firefox 3.0 and higher.**
  - **IE Edge and higher.**
  - **All mobile browsers/OS.**
  - **All screen sizes in portrait and landscape layout.**

- **Platform prototype: upon approval of the final template, the bidder shall prepare the Platform Prototype: this will serve as an online website using the template and guidelines defined in the portal template design.**

- **The UNDP team will be working on designing another branding for this platform to reflect the next year project identity. The bidder will be responsible of performing later design tasks towards the end of the contract; adopting and integrating the new design materials received from UNDP team related to the new branding, including new logo, new colour palette, new font and slight changes in some components designs.**

2.2.2. PLATFORM INTERFACES DETAILED DESCRIPTION

The platform will be composed of two main components – Public and Internal Interface:

A. **Public interface** – composed of following components and modules
   a. Landing Page
   b. About Us
   c. Youth
   d. Partner
   e. News Page
   f. Country windows/profiles
   g. FAQs
   h. Contact us

B. **Internal interface** – composed of the following components
   a. Profile Modules
   b. Landing Page
   c. Support Hub (Funding Opportunities, Incubators and Accelerators and E-Learning Module)
   d. Country windows/profiles
   e. Social Innovation/Initiative/Project Module
   f. Reporting Module

A. PUBLIC INTERFACE – COMPOSED OF FOLLOWING COMPONENTS:

1. **Landing page** - the bidder will discuss with UNDP Team all needed components under this page, however, all minimum component shall be developed:
   a. Header and footer
   b. Registration/Login button
   c. Slider
   d. Animated Infographics
   e. Latest stories
   f. Featured events module
   g. Embedded Social media feeds – with feeds from Facebook, Instagram, Twitter, ability to follow hashtags
   h. Partners with logos
   i. Social Media links in the footer
   j. Calendar of events – regional level and national main events (not YSO activities)

2. **About Us** – this page will provide information about the project and could be displayed in a one-page style with top menu to serve as bookmark for each section or could be divided into five subpages and (displaying data directly from the database) design of one/multiple sections will be discussed with the bidder. The following minimum components shall be developed:
    a. **Youth in the Arab Region** – general information about the youth in the Arab Region, links to other resources and multimedia content
    b. **Who Are We?** – rich text and multimedia content sub-sections/sub-pages
        i. **Vision and Mission**
        ii. **Three pillars of YLP:**
            1. **Sustainable Development Goals**
            2. **Social Innovation**
            3. **Gender Equality**
        iii. **Three strands/tracks of YLP:**
            1. **Political Participation**
            2. **Community Engagement**
            3. **Economic Inclusion**
    c. **History of YLP activities** timeline – design displaying information for each cycle including text, photo links and other types of data
    d. **Impact –** number of participants, partners, events with interactive counters
    e. **Meet the team -** Profiles of the Regional Youth Team, Focal Points and Delegates, rich text (data directly from the database in addition to sorting/filtering), contact us

3. **Youth** – made up of four sub-pages, these information will be stored within country windows but with quick access links on the main landing page:
    a. **YLP Alumni/profiles (who is who)** – categorised by country with following information: cycle, photo, name, country, thematic area, SDGs addressed or interested in, short bio, contact details, linked to the YLP initiatives and Social Innovation profile (if applicable)
    b. **YLP Initiatives** - per country - photo, type, name of the initiative, SDGs addressed, name of the creator, country, text/background, link to the website, list team members, social media and contact us button.
    c. **Success Stories** - photo, name of the initiative, SDGs addressed, name of the creator, country, text, link to the website, social media and contact us button, focus on social impact, option to upload and interview/videos
    d. **Social Innovation/Projects** – access to the database of microsites created through the Social Innovation Module (see description under 'Internal Interface' section)
    e. Data/profiles accessible through the four sub-pages will be sorted/filtered by many criteria including country, location, theme, SDGs, keywords etc. each of the four sub-pages will have a free text search engine

4. **Partners** – the bidder will discuss with UNDP Team all needed components under this page, however, all minimum component shall be developed:

a. page listing all of our partners and each will have their own details lightbox popup with information about them and their offer to our youth and youth-serving organization community, logo, photos and social media links, latest events organised by this partner.

b. Success Stories/partner of the month- photo, name of the initiative, SDGs addressed, name of the creator, country, text, link to the website, social media and contact us button, focus on social impact, option to upload and interview/videos

c. Partners will be sorted by many criteria including country, location, theme, SDGs, keywords etc Partners landing page will have free text search engine

5. **Latest updates** – this section will provide information about news and activities and could be displayed in a one-page style with top menu to serve as bookmark for each section or could be divided into three subpages and (displaying data directly from the database) design of one/multiple pages will be discussed with the bidder and all needed components under this page, however, all minimum component shall be developed:

   a. **Events page** –
      i. description of YLP/Youth Engagement events across the region, calendar of events, available to serve as a one-stop-shop for all users interested in knowing about all events (conferences, seminars, workshops, etc) – content created by UNDP staff.
      ii. Each event will have 'Read More' button that will re-direct user to dedicated event details page. Each event page will display photo(s), title, place, date, info, embedded multimedia materials; videos, photos etc, photo gallery sharing options, partners who organised this event etc.
      iii. Events will be sorted by many criteria including country, location, theme, SDGs, keywords, scheduled/ongoing/past etc Event landing page will have free text search engine.

   b. **Press releases and articles** – a landing page that will include the list of all press releases and articles and thematic news on SDGs, innovation etc with sorting/filtering/searching option, each press release/article will have its own details page with rich text and multimedia content and sharing tools (Twitter). Each press release/article will be entered from the backend along with meta-data (title, category, type, date, photo, 'global good practice' category etc)

   c. **Publications** - will serve as a repository for publications uploaded into the system and shall have the following minimum features: Publication description text, Authors, Category, Date, Source, File link for the book uploaded inside the system, Filtering and sorting by different criteria (e.g. category, source, etc.), Free text search for the user. – same database as the Publications within the e-learning module

   d. **Media gallery** – the bidder will develop a complete media gallery component allowing the backend user to create albums (with related meta-data), Each

album will have each dedicated page with content: photos and videos, sorted by many criteria including country, location, theme, YLP cycle

6. **Country Window/Profile -** Will include a landing page with an interactive map available on the main landing page. The interactive map will show the Arab region with function to interact with countries UNDP/YLP is partnered with. The supplier has to develop the module taking into consideration the minimum following components inside:

   a. **Interactive map** – a module that will allow the user to select any country map and access the country window.

   The country window page will include following sub-sections

   a. **General information/summary about the country** – geographical/statistical data on population, size etc, flag, links to ministries, rich text and multimedia content
   b. Participants and partner counter on the landing page of country window
   c. **YLP History specific to the country** – rich text and multimedia content
   d. **Youth –** as in the component listed above, this component will have three sub-sections displaying data from the database of YLP alumni, their initiatives and Success Stories specific to this country.
      i. Each sub-section will be sorted/filtered by many criteria including, theme, SDGs, keywords etc
   e. **Partners** – as in the component listed above this will be the page listing all of YLP partners specific to this country.
      i. Each partner will have their own details lightbox popup with information about them and their offer to our youth and youth-serving organization community, logo, photos and social media links, latest events organised by this partner etc
      ii. Partners will be sorted/filtered by many criteria including location, theme, SDGs, keywords etc
   f. **Database of other youth-serving organisations operating in the country** – a sub-section with list of links to youth-focused initiatives/organizations in the specific countries, currently not affiliated with YLP/UNDP – logo, rich text and hyperlinks
   g. **Embedded Social media feeds of the specific country** – with feeds from Facebook, Instagram, Twitter, ability to follow hashtags
   h. **Contact information and social media links** – contact us button - dedicated page with a rich text and multimedia content and will include a form to contact the YLP team within the Country Office, where users can choose a type of inquiry, who they are and type in text (register your interest – for potential partners, private sector, academic institutions, banks, public sector, policymakers etc, become a partner, general enquiry – for youth etc)

7. **FAQs –** dedicated page with rich text with a list of most frequently asked questions about YLP with link to 'Contact Us' (all content of this page will be updated form the backend by the system user).

8. **Contact Us –** dedicated page with a rich text and multimedia content and will include a form to contact project focal points, where

a. users can choose a type of inquiry, who they are and type in text (register your interest – for potential partners, private sector, academic institutions, banks, public sector, policymakers etc, become a partner, general enquiry – for youth etc)

b. Link to FAQs

All the above modules, pages and sections content should be controlled and updated to micro-level details from the backend/CMS. There should be maximum logical control on each section/module by the system administrator.

B. **INTERNAL INTERFACE- COMPOSED OF FOLLOWING COMPONENTS:**

1. **Profiles module** is the key feature of the digital platform. It will allow users to create their personal profiles, profiles for their initiatives, organisations and activity, access different elements of the platform and view and communicate with other users. The supplier will discuss the needs with the project team and then conceive, propose and develop the profiles module, taking into consideration the minimum following components and functionality:

   • **Login page**
   • **Registration page** – the user will have an ability to register using a mandatory to complete form. Based on type/category of the profile, the form questions will differ (youth, partner, UNDP staff, external institution). All types/categories of account will have different roles (administrator, moderator, member etc) and rights and based on these the users will have access to different elements of the website - each account type will have their own account page display. Provide customized access levels for a Website Administrator (highest level, can change account types), and Website Moderators (can edit and create content in the website).
   • **Account page –** where users are able to upload information visible for other users and include the following minimum features:
     o **Youth/alumni** – full name, photo, country, YLP cycle, social media links, SDGs and thematic area, text/bio/about me. Additionally, the youth will have an option of creating a profile for their YLP initiative/idea using a template with following information: name of the initiative, photo, SDGs addressed, specific issue in the community, name of the creator/ list team members (that can be linked to other registered users), country, about us/background, link to the website, social media and contact us button/contact details. **Rationale:** not all YLP alumni have operational start-ups/projects, may be on prototyping/testing stage and the social innovation/project module may be too advanced for them. This feature will give them an opportunity to still showcase their idea.
     o Youth/alumni will have the option to create a micro page using the social innovation/project module (see description in the next section)
     o **Partners/youth-serving organizations** – name, photo, country, areas of expertise/specialization, social media links, contact us button, about us/ background and how they are implementing activities on the national level
     o **UNDP staff** – full name, photo, title, about me/bio, country

- External stakeholders and institutions – policymakers, private sector reps, academia/universities, incubators/accelerators, donors etc - name, photo, country, areas of expertise/specialization, about us contact button
- Search engine within the accounts page to search and filter by categories of interest, SDGs, country, name etc
- We leave to the supplier the option to propose an enhanced way of display or to develop additional features to the account page in the condition of providing the minimum above features

- SYSTEM ADMIN INTERFACE - WILL ALLOW THE SYSTEM ADMINISTRATORS:
  - CREATE DIFFERENT USER PROFILE TYPES. ON EACH USER PROFILE TYPE CREATED, THE SYSTEM ADMIN WILL HAVE A FORM DESIGNER TOOL WHICH WILL ALLOW THEM TO ADD AS MUCH FORM FIELDS AS NEEDED UNDER ANY EXISTING TYPES (TEXT BOXES, EMAIL, PASSWORD, PHOTO, FILE UPLOAD, ETC.).
  - HAVE THE OPTION TO VERIFY AND APPROVE TO PUBLISH THE NEW PROFILE TYPE TO THE LIVE SYSTEM ALLOWING NEW USER TO REGISTER USING IT.
  - THE SYSTEM ADMIN WILL BE ALLOWED TO CHANGE ANY PROFILE TYPE FIELDS, OR UNPUBLISH ANY PROFILE TYPE OR CHANGE ANY USER PROFILE TYPE FROM THE SYSTEM.
  - THE SYSTEM ADMIN CAN FREEZE OR DELETE A USER PROFILE FROM THE SYSTEM OR CAN HIDE ALL HIS POSTS.
  - THE SYSTEM ADMIN CAN CREATE ADDITIONAL ADMIN USERS TO THE SYSTEM AND GRANT THEM SPECIFIC RIGHTS.
  - THE SYSTEM ADMIN COULD POST CUSTOMIZED ANNOUNCEMENT TO ALL USERS AND MANAGE THE NOTIFICATION SYSTEM

2. **Landing Page**– when registered user logs in**,** the public interface landing page will reload with additional components. In addition to features mentioned in the public interface sections**,** the bidder will discuss with UNDP Team all needed components under this page, however, all minimum component shall be developed:
   a. **Announcements** - Advertise opportunities to the youth such as challenges, other UNDP initiatives, job/volunteering opportunities – each entry will have their own details lightbox popup with information or in a form of a slider, final format to be discussed with the supplier – e-mail notifications with each new announcement, the data will be entered by the administrator from the backend
   b. **Feedback button** – a section that will re-direct the user to a dedicated page/popup with a rich text and multimedia content and will include a form to leave feedback about the page

3. **Support Hub Module** – this module will have its own landing page and **is** made up of three sub-pages. This module is designed to offer an ecosystem of support to YLP alumni/participants and partners**.** The supplier will discuss with UNDP Team all needed components under this page, however, all minimum component shall be developed:
   a. **Funding opportunities module** – includes landing page and details page:
      i. **Landing page -** With list of external funding opportunities for the youth and the partners on national, regional and global levels, with a filter/sorting

option by country, thematic area/interest, category (call for proposal, scholarships, call for applications, fellowship, grants etc) etc. Sorted by expiration date/deadline, have free text search engine. The design of each entry will include photo and text etc

    ii. **Details page –** clicking on each funding opportunity will take user to dedicated details page that will include multimedia content and rich text.

    iii. The system admin will be able to modify/update/upload data with all related information inside the system

b. **Incubators and accelerators module** –includes landing page with popup boxes, listing incubators and accelerators in the Arab region. Each popup box will display following information: name, location, logo, area of specialization, category, links to their website. Filtering/sorting tool by country, area of specialization/expertise etc. The system admin will be able to modify/update/upload data with all related information inside the system

c. **E-Learning Module** - Educational content is a very important element of the platform. The feature aims for provide users with access to online materials, curriculum, webinars, presentations, toolkits and courses. A landing page which will list sub-sections, with a free text search option, sorting and filtering by category. The supplier will discuss the needs with the project team then conceive, propose and develop the module taking into consideration the minimum following components inside. This module will include a landing page that will list and categorise resources under the following libraries (the list below is dynamic and could be modified/updated from the CMS). Each library will include different types of resources (toolkits, courses, PPP etc). There will be external and internal resources – external resources are links redirecting to external pages. Internal resources will have details page that will allow the user to download files.

    i. **Changemaker's Library –**YLP specific learning resources etc – material in this database available to all registered users. The resources will be assigned a category and/or SDG. Filtering/sorting by category, SDGs etc

    ii. **Trainer's Library -** ToT specific materials developed by the COs/partners as well as materials developed on the regional level specifically for the use by the partners such as the YLP Toolkit, guidelines, how to work with youth, how to handle sensitive topics, peacebuilding and conflict knowhow etc – material in this database will only be available to users under partner and UNDP staff categories. The administrator will have an ability to grant access to selected users upon request. The resources will be assigned a category and/or SDG. Filtering/sorting by category, SDGs etc

    iii. **Online Courses –** a list of UN, UNDP and other agencies online courses available online, with hyperlinks, organised by categories and/or SDGs and a list of links to free online courses such as Coursera, MOOC and SkillsShare etc

    iv. **Recorded Resources -** Materials related to regional events such as recordings of live sessions and online webinars, PP presentations from previous years, list of further readings/resources

v. **Publications -** will serve as a repository for publications uploaded into the system and shall have the following minimum features: Publication description text, Authors, Category, Date, Source, File link for the book uploaded inside the system, Filtering and sorting by different criteria (e.g. category, source, etc.), Free text search for the user.

Once the user selected the library the list of relevant internal and external courses will appear and the user will have the option to sort, filter and perform free text search. Each resource will have its own metadata/information (photo, title, description, links, uploaded materials) that will be managed and updated by the system admin. Functionality to upload multimedia content, PDFs, Word, PP etc files, data will be entered through the backend by the administrator. The system admin will be able to modify/update/upload data with all related information inside the system.

4. **Country windows/profiles** – when registered user logs in**,** the public interface country window page will reload with additional components in addition to the public interface, the following components will be available in the internal interface. The bidder will discuss with UNDP Team all needed components under this page, however, all minimum component shall be developed: :

   a. **Announcements Module** – a panel/window within the country landing page with announcements specific for YLP activities in that country, updates or links to newly posted success stories etc. data entered from the backend by the administrator. Can be in a form of a slider, lightbox popup - final format to be discussed with the supplier. e-mail notifications with each new announcement, the data will be entered by the administrator from the backend

   b. **E-learning module** – in addition to the e-learning module available to all registered users through the Support Hub module, each country window will include sub-section for the same module filtered with access to e-learning specific to that country:

      I. Materials related to national events such as recordings of live sessions and online webinars, PP presentations from previous years etc

      II. Governmental and legal information specific to this country

      III. YLP related learning resources and materials, curriculum, PP presentations hyperlinks, videos and photos specific to each country

      IV. Functionality to upload multimedia content, PDFs, Word, PP etc files, data will be entered through the backend by the administrator

   c. **Calendar of events including schedule of activities**- displaying a calendar listing all events organised on the country level, as well as external events youth are encouraged to take part in, posting events organised by YLPers, information for each event will appear on a lightbox popup. Each event will have its own metadata information (rich text, photo). data entered through the backend by the page administrator. Activities schedule set by countries in the calendar will be private.

5. **Social Innovation/Initiative/Project Module -** Provide the user with a microsite for their projects, social innovation or initiative as well as websites for partners/YSOs. The purpose is to grant the user with marketing and advertisement capacities. The micro websites will be

open to public internet users' access. The supplier has to develop the module taking into consideration the minimum following components inside:

- The user will have the option to create one project page. Each page servers as micro-website and will contain the minimum following features:
    a. Title.
    b. General information or description of the project.
    c. Reason behind.
    d. Logo.
    e. Products or services provided, with the possibility of adding a media gallery.
    f. Updates section about the start-up.
    g. Contact information with social media.
    h. Location.
    i. Team members.
    j. List of partners or investors and link to their pages
    k. Interest for investment or partnership. A button to notify the owner for a new interest to invest. The total number of interests will appear next to each start-up logo.

- Two types of users can create microsite: for youth for their initiatives and for partners for their organization. The data from the database will feed into youth and partners pages on the front end
- The system will have an internal workflow where UNDP team will have to verify and approve any new micro sites (including content update) before publishing
- A Page to list all initiatives with all filtering and sorting features should be available under the platform.

6. **Reporting Module -** The supplier will discuss the needs with the project team and then conceive, propose and develop the reporting module, taking into consideration the minimum following components and functionality:

- Retrieve data from the whole platform to generate visually appealing summary that will include but not limited the following:
    o Number of users segregated by gender, location and other attributes such as SDGs, alumni, partners, core team, Focal Points
    o Frequently used modules/features
    o Additional information/data reports which will be discussed during the development and/or proposed by the bidder.
- The reporting page should be dynamic with the ability to filer, sort and search.
- A dynamic and advanced tool to handle data storage and analysis, display information in the form of charts and infographics within the module
- Ability to export the report to multiple formats (PDF, excel etc), additionally the report will have an additional button for a printer-friendly format
- **Web Analytics** - The administrator should be able to access the web statistic interface to measure e-metrics and site performance to gather additional consumer insights. It should offer all statistics related to total hits, total top clicks by section, unique number of visitors,

repeated visits, top time sessions, top country access, IP tracking, summaries by date selection (day/week/month), statistics on the average age of users registering in the newsletter, etc. The Google analytics can be adopted.

4.3.3. SEARCH ENGINE OPTIMIZATION

Search engine optimization activities would enhance the ranking of the website on the major search engines and facilitate the process for users to locate the website when they are searching for specific data.

- On-Site optimization:
  - Choose and apply keywords to site.
  - Add a customized 404 error page.
  - Submit xml sitemap.
  - Use alt tags for images.
  - Create unique, accurate, meaningful page titles.
  - Place site map to all pages in the footer area
  - Place useful text on the home page and bold important keywords in site content.
  - Use headers h1 and h2.
  - Use Meta tags.
  - URL rewriting (if possible).
  - Use Hidden Div on the main page.

- Off-Site optimization: It is very important to build up a solid linking strategy that will increase and improve the site awareness. This includes:
  - Submit website to major business directories
  - Submit website to major search engines (webmaster)
  - Submit website to social networking and bookmaking websites
  - Add social widgets

4.3.4. DOCUMENTATION, TESTING, AND TRAINING

- Documentation: Comprehensive documentations including both technical and nontechnical reports, charts, diagrams, and CMS manuals.
- Testing: The platform is expected to be delivered bug-free and complying with the requirements.
- Training: A series of presentation/seminar should be conducted to guide UNDP's technical team

4.3.5. ADVANCED SITE SEARCH MODULE

Users will be able to search the required information or file by entering a specific keyword, sentence, or file name. It is preferred that the search engine should support fuzzy logic search (i.e.

code project, kode project, codeprojekt should all return code project) and wild cards keys for searches. To allow for an advanced search using the site search database, an "Extended search" option should be provided.

The site search database should contain at least the following:
- Search inside all platform dynamic data.
- Search inside all modules of the platform and inside all module sections
- Specific Multilanguage keywords entered in backend.
- Search platform content: in this search type, the user can enter more than one search term and the search module will look for content that has all the terms entered. Possibility of leveraging Boolean search feature so the user will have the ability to add or/and to join 2 search terms.
- Users should also have the option to search for words inside PDF or word files.
- It is preferred to eliminate prepositions from the search results.
- Search text should be highlighted in the results page.
- Backend advanced search.

The site search module will allow the user to perform other advanced search actions/features such as: filtering/sorting by categories, and other metadata (set dynamically inside the CMS for each entry inside the platform).

4.3.6. Content Management System (CMS) and Platform modules forms.

The content management system/Backoffice should allow the system admin to manage any section/page related to the platform modules and provide him with the necessary tools to have full control over the system's modules features, including controlling users, freeze, delete or ban users action. The CMS shall allow insert/update/modify/delete any information on the platform to a microlevel and this should cover at least the actions as described above under each section of the activities. Many of the features below will apply to different types of users of the system used by different platform users. The project team will decide on which of the below features will apply to the system admin CMS and/or Platform modules forms (used by regular users):

- Site structure management to add any additional desired page to the system and make them available publicly or privately.
- Infinite navigation tree to manage the navigation of your pages providing an easy way to add, edit, or delete navigation nodes.
- Ability to easily link any navigation node to any content block.
- Templates management.
- Ability to link any navigation node to any pre-defined template file.
- Ability to add, edit, delete or sort content blocks.
- Site Design: powerful WYSIWYG rich-text web editor to manage your content blocks.

- Content workflow and rules (editorial team): multiple levels of approval shall be included inside the workflow. The site administrator should have the ability to create arbitrary workflows and associate them with portal entities.
- <u>Roles and permissions: Manage public users (members) and administrators- ability to create unlimited number of users and granting each user the appropriate permission to add/edit specific components/modules content inside the platform. The CMS should have at least the following user types: administrator, youth, partner, UNDP staff, external institutions, and Global administrator – the project team will agree with the bidder on the needed approval levels and actions under each section for each user type.</u>
- The system admin can add additional informative sections inside the modules pages. These informative sections could contain text and resources (image, video, files, etc). The system admin could display each informative section on a user profile, multiple users' profiles (using selection criteria) the informative section could be displayed on any other modules pages and could target one page or multiple using different criteria. Each informative section could have a publishing period (to appear and disappear on a specific time/date).
- The system admin should be able to put announcements on the system for a specific period.
- Security:
  a. Password Policy: provides the ability to force users to set up their password according to predefined rules for complex passwords (more than 8 characters, contains special characters etc)
  b. The ability to disable the whole administration interface for the platform. If the administration account is compromised, nobody can damage the site through the administration.
  c. Banned IP: the ability to prevent users with certain IP addresses from accessing or using the platform.
  d. E-mail confirmation: actions, such as a password reset, need approval via the given user's e-mail.
  e. Flood protection: this feature prevents users from sending too many messages in modules within a short period of time.
  f. Event Log: Every action on the platform should be logged inside the event logger.
  g. CAPTCHA: Enable CAPTCHA for all platform pages forms.
  h. URL Hashes: Enable URL hashing for all Portal pages.
- Content scheduling, publishing, archiving.
- Content versioning.
- Multi-language support
- File and image uploading: Enforce the user to enter fields' such as alt for images or description to documents.
- Database integration.
- Extreme user-friendliness.
- Possibility to add AJAX driven interface.

- Familiar and rich authoring environment: spell checking in real time for input and text area,
- Ability to edit your content through the public interface of your site
- Cross-Browser compatibility: it should support the following browsers:
  - Chrome 7.0 and higher.
  - Safari 5.0 and higher.
  - Opera 9.5 and higher.
  - Firefox 3.0 and higher.
  - IE 7.0 and higher.
- Advanced navigation options for fast user interaction.
- Resources Management.
- Access Control Management.
- CMS should contain a log file for all activities, entries, updates, etc. made by backend/frontend users. The administrator should be able to see the modifications and be able roll back or delete.

It is important to note that the majority of the platform content will constitute of dynamic pages including text, images, media, and graphs, as they will be updated on a daily/weekly/monthly basis. Hence, to allow for platform update by the user(s), the Content Management System (CMS) should be extremely user-friendly. It should permit content scheduling, publishing and archiving and database integration. The administrator should be able to manage the whole structure and content of the site through a web-based administration interface providing advanced features to manage and update the site structure, create, organize, add, delete or sort pages, update, delete or edit content, and upload files of any type, images and media.

The CMS should meet the below requirements at a minimum:
- Ability to add multi language keywords during authoring. The system should allow entering different language keywords during each entity editing. This will facilitate the research on the front end. For example: if a user search for an Arabic keyword inside the Portal English version, they will get the needed results.
- Ability to add multiple categories/meta data within the system and link them to each entry to facilitate the research under the advanced search module on the front end (ability to add categories 'economic inclusion', 'political participation' etc) and link it to educational content, publications, news etc. The user will have multiple drop downs on the front end to search for results.

Editing
- Content editor supports multiple browser including IE.
- Embedded HTML editor for content editor WYSIWYG.
- Template or form editing.
- Multi-lingual content.
- Personalization and targeting.
- Workflow with e-mail notification using the existing mail system.

<u>Reporting</u>
- The CMS will provide the option to permit the administrator generating reports based on user activities:
  - o Reports generation based on user activities (ex: a user added/deleted or edited a record)
  - o Reports generation based on date selection.
  - o Reports generation based on module data entry selection.
  - o Ability to see newly added reports inside the backend.
  - o Ability to export to excel generated reports.
  - o Ability to sort and filter reports by all fields.

<u>Security</u>
- Provides role-based security for individual and group of authors.
- Centrally controlled site design and usability through templates.

<u>General</u>
- Rapid development and deployment.

4.3. Deliverables

All deliverables shall be delivered in one original hard copy, two hard copies and one electronic soft copy, preferably in Microsoft Word format, where applicable.

The following deliverables are requested:
1. A final, fully operational, bug-free, version of the platform complying with the requirements discussed earlier in this TOR.
2. The complete source-code of the website as well as the CMS (if applicable)
3. The Database including tables, views, store-procedures, etc.
4. Comprehensive documentations including both technical and non-technical reports.
5. A series of seminars/presentations to guide UNDP team:
   The supplier will provide training for UNDP team to use the CMS and the developed data entry tool. The supplier shall also provide technical training sessions for the technical and data entry team in the handover activity.
6. Maintenance Services: supplier shall delivery a defect-free software and shall provide a maintenance agreement/services including a warranty of the developed final product against any existing bug. The maintenance period / warranty should be valid for one year after the official signoff date agreed by both parties. This shall include helpdesk services and fixing any defection detected inside the product. The bidder is responsible to provide maintenance of the platform for one year which shall include the following:
   - o Ensure the platform set and running;
   - o Read and understand the platform and the data visualization source code;
   - o Responsible of fixing all platform issues or bugs inside the code;
   - o Responsible of coding minor additional modules for the platform;
   - o Keep the platform secure and running flawlessly;
   - o Swift response to any request that may occur on the platform within one hour;
   - o Keep a regular backup schedule for the full platform, online and offline;

- Confirm that file and database backups are being automatically performed on at least a daily basis;
- Verify that backups are stored off site and online;
- Perform regular test on the backups everyone month to ensure that the backups are valid;
- Keep on top of and install latest CMS software updates;
- Run a link checker and fix broken links;
- Optimize the platform speed and test it on a regular basis;
- Identify and fix issues that might be slowing down the platform;
- Check load time to make sure the platform loads quickly;
- Identify and fix structural issues with the platform that may affect how search engines view the platform;
- Identify new referrers that are sending traffic to the platform;
- Provide regular platform traffic stats based on the server web logs;
- Highlight the most important metrics for the platform;
- Look for trends in key metrics;
- Improve the "registration" and "comment" systems on the platform to block fake users and spam;
- Test any important functionality like filling out forms, newsletter, etc. to make sure everything is working;

The bidder will be responsible of migrating and installing the full platform including its data to any other production server, in addition to initial offered one under the hosting section during the maintenance/warranty period.

4.4. Documentation

The Bidder shall provide all the documents (when applicable) listed below upon project delivery: Initial and Final Application Development detailed plan and evaluation of the start status and final status

- The Detailed Application Specifications Document
- Weekly Progress Reports
- Issues Logs
- Final Coding Standards and Conventions Document.
- Database Entity-Relationship Diagram
- Source codes of the application
- Application test plans
- Application detailed design report
- User's and administrator's guides
- Disaster Recovery Plan
- End-of-mission report
- Copy of the program/final application (web and windows application if existed and it was compiled).
- The Database: including the mdf and the ldf file, filled with the latest version of data.

- The ERD (entity relationship diagram)
- Object and Class diagram
- The Comments fields for all database tables
- The Source Code (ASP.net or any other used language)
- All Data source
- The Data entry system (if applicable)
- All related electronic materials (CDs, e-books, etc) acquired as part of the project (originals where applicable)
- The Work Procedure
- The Documentation about database procedures.
- The functional documentation (cahier de charge)
- The Technical documentation including the installation documentation and the detailed application specifications document.
- The Help program: user and administrator manual documentation and any other software training materials related to the developer and the user.
- All necessary documentation (hardware and Software): to maintain the sites where the software has been installed and all related passwords.
- All user profiles and access credentials: including the administrator profile and any related password to the database or source code or online host/website related to the software.
- The source code which includes source code of the platform, web-services, mobile application source code, libraries developed by the bidder, database scripts, database stored procedures, or any script is solely the ownership of United Nations Development Programme (UNDP). In the same context, any third-party libraries used in the code should either be owned by UNDP (through a purchase) or free to use and should respect the following rules:
- Any GPL third party library is forbidden to be used in the development as it forces the developer and UNDP to open source its project
- Any LGPL third party library used should not force any obligation on releasing the source code of the project
- Any License that forces the release of the project's source code publicly/non-publicly or shares ownership of the project with UNDP is forbidden to use

ACTION	September				October				November				December					January				
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Kick-off meeting and project initiation materials	■																					
Platform design template and prototype (fully responsive)		■	■																			
Technology agreed on: database type selected and initiation work of the CMS	■	■	■																			
All modules revision, updating and deployment				■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Landing Page (public and internal interface)				■	■																	
Profile Module (public and internal interface)						■	■															
Youth and Partners Module (public and internal interface)								■	■													
E-Learning Module										■	■											
Support Hub Module (Funding opportunities and Incubators),												■	■									
Country Windows/Profiles (public and internal interface),														■	■							
Other pages within the public and internal interface (About Us, News Page, FAQs, Contact Us etc)																■	■					

Task																							
Social Innovation/ Project Module																				▓	▓		
Reporting Module																						▓	▓	
Testing and Revisions																								▓
Deployment																								▓
Warranty (1 year after project sign off)																								