Annex I - Terms of Reference:
The Development of Supply Intranet and Document Management System

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1.0 Introduction and business need

Supply Division (SD) is responsible for overseeing UNICEF’s global procurement and logistics operations at the international, regional and country levels. SD is based in Copenhagen with an office in New York and Supply hubs around the world.

The flow of information and knowledge across UNICEF’s Supply Community (965 staff, representing 136 nationalities, located in 89 countries and 94 offices worldwide,) and between Supply, UNICEF colleagues and stakeholders is a key element in the Supply Function’s effectiveness.

The current UNICEF Supply Intranet platform, Supply Community platform and document drives host thousands of pages, discussion and documents. These include links to a variety of internal resources such as Lotus Notes applications, directories, documents, files, tools, etc.

Existing applications have been developed over-time to accommodate specific business needs. The rapid growth in the number of pages, documents, applications, and the resulting fragmentation, has affected the uniformity of design, content and functionality of our current applications and platforms. This impedes collaboration, cross-linkages and search functions. This impacts on future development and integration across these platforms and affects users’ ability to find and utilise the resources they need in their daily work.

The redevelopment of the Supply Intranet platform, Supply Community platform and document management system will be the foundation in strengthening an environment (Supply Digital Workplace) where knowledge sharing becomes an integral aspect to the way the Supply function is carried out.

2.0 Background

Currently, UNICEF Supply Division manages multiple applications, document drives, etc., to support business processes, communication, knowledge sharing and collaboration.

In an effort to streamline the way we work, UNICEF adopted Microsoft Office 365 for all UNICEF users in 2013. The new service signifies a first important building block toward UNICEF’s move to an online service and introduces a fundamentally different way of working across the Organization.

Up until 2009, system development was done in the Lotus Notes platform, including two specialised and interactive sites - the Supply Community and Innovation sites - which were the first steps toward a digital workplace. They were developed to support knowledge sharing across the Supply Community.

A detailed overview of our current digital landscape is outlined in Annex 2.
3.0 Proposal

It is proposed that a web-based solution be established for use by UNICEF and external users (where relevant) to store, collaborate, contribute, exchange and publish supply related information in support of the Supply Function.

3.1 Objectives

The main objective of the redevelopment of the Supply Intranet and document management system is to allow users to easily store, access and share knowledge/information and collaborate through a seamless integrated platform designed to be simple and intuitive for users to support their work.

The redesign and redevelopment of the Supply Intranet and document management system will support the following business objectives:

- Increase knowledge sharing and collaboration (internally and externally)
- Simplify the user experience
- Increase staff engagement
- Improve system performance (e.g. load time of Intranet pages should be 5 seconds or less)
- Improve operational effectiveness and efficiency
- Improve navigation & search functionality
- Decrease time spent on browsing/searching for specific information
- Mitigate content/document duplication
- Streamline business processes
- Reduce system management
- Decrease the amount of information stored on local directories (local drives)
- Improve collaboration

3.2 Technical Solution/analysis

The global UNICEF IT strategy for collaboration platforms and document management systems is based on Microsoft technologies and cloud services such as Office365, SharePoint (SP) and Microsoft Azure. Since the roll out of Office 365, UNICEF’s IT headquarters in New York (ITSSD) has been developing a sophisticated architecture on Microsoft platform with tools for business divisions to build their own applications.

The UNICEF Office365/SP is configured by ITSSD. SD is Site Collection Administrator of the Denmark Site Collection, and all development and configuration will be coordinated with ITSSD.

It is important that any developed solution supports a single sign-on based on our current AD architecture. The solution will have to support full integration with our Microsoft Office365/SP and also support corporate search across the relevant systems so that the users will get a unified and seamless experience across systems.
4.0 Scope of work & deliverables

4.1 Scope of work

Under the guidance of teams from the Internal Knowledge Sharing and Solutions Unit (KSSU) & Operation, Analysis and Technical Centre (OATC), the scope of work for this project will include the following areas/applications of development (functionality and requirements for each area are detailed under 4.3):

1. Staff Directory
2. Information architecture & taxonomy
3. Document management
4. Supply Intranet platform
5. Supply Community platform
6. Corporate search

4.2 Activities

Activities related to the above will be undertaken in five distinct phases, as outlined below:

Phase 1: Discovery & Planning
Phase 2: Design & Development
Phase 3: Training
Phase 4: Implementation
Phase 5: Project Closure

4.3 Functional requirements and deliverables

For each phase, the selected vendor will complete the activities outlined in Annex 1. The functional requirements and deliverables are described for each of the development areas.

5.0 Location and duration

It is expected that this assignment will commence in September 2015 and be completed by March 2016.

Detailed timelines for completion of the deliverables should be proposed by the vendor. The vendor will provide progress on these timelines weekly.

Due to the nature of this project, it is expected that a number of face-to-face meetings and coordination and development on-site at Supply Division will be required. Initial estimations are provided below:

Phase 1: Discover & Planning
3 - 6 face-to-face meetings with key project team and stakeholders. It is expected a minimum of two staff from the successful vendor will for a duration of 1-3 days per visit. Where viable, face-to-face meetings may be conducted via Lync, Skype or similar online tool
Phase 2: Design & Development
It is expected a minimum of one developer will be on-site at Supply Division for 15-20 days during the design & development period

Phase 3: Training
It is expected that 1-2 vendor staff will be on-site over 3-6 days to provide system and user training

Phase 4: Implementation:
It is expected that two vendor staff will be on-site for 10-15 days implementing and testing platforms and solutions

Phase 5: Project Close
It is expected that 2 vendor staff will be on-site over 3-6 days to provide system and user training
1 face-to-face meeting with two vendor staff for 3-5 days for seamless hand-over and project sign-off

6.0 Reporting requirements

The vendor will be expected to have weekly progress meetings via telephone, web conference or other means with UNICEF and to submit written bi-weekly status reports outlining progress towards the achievement of activities. Status calls using Skype or a similar tool will also be scheduled as required. The Knowledge Sharing and Solutions Unit & Operations Analysis and Technical Centre will serve as the principal focal points for this assignment.

All documentations are to be delivered in English and in the following formats:

- All general documentation are to be delivered in MS-office format
- All technical documents are to be delivered in MS-office format
- All training documents are to be delivered in MS-office format
- All project timelines and planning activities are to be delivered in a format accessible to Supply Division (to be agreed on in initial meeting)
- All presentations should be delivered in MS-office format
- All numerical calculations are to be delivered in MS-office format
- All mock-ups, wireframes & illustrations are to be delivered in a format accessible to Supply Division (to be agreed on in initial meeting)

7.0 Suppliers qualifications

The selected supplier shall demonstrate a proven experience in the successful delivery of projects leading to the implementation of Content Management Systems & Document Management Systems in organisations similar to UNICEF.

Additionally, the supplier shall possess a demonstrated understanding of the technologies available for web content and document management systems, with a particular focus on Office 365 and SharePoint.

The vendor is expected to be minimum "Microsoft Silver Partner in Collaboration and Content competency".
The supplier shall possess fluency and proficiency in business English and the capacity to compose technical specifications and related documents in English.

8.0 Performance indicators for evaluation of results

- UNICEF management review and stakeholder evaluations, where appropriate.
- On time delivery for all the agreed deliverables based on the scope of work.

9.0 Structure of the Technical Proposal

The Technical Proposal should include but not limited to the following:

- Corporate Profile highlighting the bidders qualifications and experience in implementing the assignment, please include details of specific experience with similar assignments in the past five years.
- Detailed understanding of UNICEF’s requirements and how to address functional requirements in an Office365/SP environment
- Detailed Methodology/approach to project demonstrating how you meet or exceed UNICEF requirements for this assignment
- Proposed timeline and milestones
- Project dependencies and assumptions
- Bidders are requested to back up their submissions by providing:
  o Evidence in the form of job completion certificate, contracts and/or references.
  o Three case studies containing the following information:
    ▪ Name of Client
    ▪ Title of the Project
    ▪ Year and duration of the project
    ▪ Scope of the Projects/Requirements
    ▪ Proposed Solutions and Outcome – include visuals, web-links, etc.
    ▪ Team members on each of the project and their specific roles
    ▪ Project timelines (start and end date year, and any other information necessary)
    ▪ Reference /Contact person details
- Details of the Proposed Team for the assignment including the following information:
  o Title/Designation of each team member on the project
  o Educational qualifications and professional experiences
  o Past experience in working on similar project and assignment – List all similar projects they worked on and their roles on the project.
- Project implementation and work plan showing the detailed sequence and timeline for each activity and days necessary for each proposed team member
- Quality assurance mechanism and risk mitigation measures put in place
10.0 Payment Schedule

1. UNICEF will only make milestone payment based on achievement of specific deliverables as listed on the table above. Also note that UNICEF does not make advance payment and UNICEF is exempted from paying VAT and any other form of taxes.

<table>
<thead>
<tr>
<th>Deliverables</th>
<th>% Payment</th>
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<tbody>
<tr>
<td>Upon completion and UNICEF acceptance/certification of <strong>Phase 1</strong> functional requirements and deliverables as outlined in Annex 1</td>
<td>15%</td>
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<tr>
<td>Upon completion and UNICEF acceptance/certification of <strong>Phase 2</strong> functional requirements and deliverables as outlined in Annex 1</td>
<td>20%</td>
</tr>
<tr>
<td>Upon completion and UNICEF acceptance/certification of <strong>Phase 3</strong> functional requirements and deliverables as outlined in Annex 1</td>
<td>15%</td>
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<tr>
<td>Upon completion and UNICEF acceptance/certification of <strong>Phase 4</strong> functional requirements and deliverables as outlined in Annex 1</td>
<td>25%</td>
</tr>
<tr>
<td>Upon completion and UNICEF acceptance/certification of <strong>Phase 5</strong> functional requirements and deliverables as outlined in Annex 1</td>
<td>25%</td>
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</table>

11.0 Evaluation process and methods

Each proposal will be assessed first on its technical merits (including by reference to legal requirements) and subsequently on its price. The proposal obtaining the overall highest score after adding the scores for the technical and financial proposals is the proposal that offers best value for money and will be recommended for award of the contract. UNICEF will set up an evaluation panel composed of technical UNICEF staff and their conclusions will be forwarded to the internal UNICEF Contracts Review Committee.

11.1 Evaluation of the Proposal

In making the final decision, UNICEF considers both technical and financial aspects. The Evaluation Team first reviews the technical aspect of the offer followed by the review of the financial offer of the technically compliant vendors.

The proposals will be evaluated against the following elements:
a. Technical Proposal:

The technical proposal should address all aspects and criteria outlined in this Request for Proposal. The total amount of points allocated for the technical component is 70, but divided into two parts:

1. **Desk review (40 points):** UNICEF evaluators will read your technical proposal and supporting materials. Scores from the desk review will be allocated according to the table below.

2. **Presentation (30 points):** Technical proposals receiving a total score of 30 or more at the end of the desk review will be invited to meet with UNICEF evaluation team for a face-to-face presentation to present one case study and respond to questions from the evaluation team. Scores from the presentation will be allocated according to the table below.

   It is UNICEF’s preference for in-person presentations. Any bidder who requires an alternative form of presentation should put it in writing and make a formal request.

Please note for all the bidders invited to present after the desk review, they will be responsible for all travel and associated cost with coming to and from the UNICEF office in Copenhagen.

<table>
<thead>
<tr>
<th>Technical Proposal Evaluation Form</th>
<th>Max. Points Obtainable</th>
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<tbody>
<tr>
<td>1 Desk Review of Proposal</td>
<td>40</td>
</tr>
<tr>
<td><strong>Quality and completeness of proposed work plan to achieve the goals stated in this RFP in a comprehensive manner - 20 marks</strong></td>
<td></td>
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<tr>
<td>1.1 <em>All requirements are represented</em></td>
<td>8</td>
</tr>
<tr>
<td>1.2 <em>Clear and rational methodology</em></td>
<td>6</td>
</tr>
<tr>
<td>1.3 <em>Reasonable timelines including milestones</em></td>
<td>4</td>
</tr>
<tr>
<td>1.4 <em>Appropriate dependencies &amp; assumptions</em></td>
<td>2</td>
</tr>
<tr>
<td><strong>Evidence of experience and ability to provide high caliber deliverables and complete this project in a timely manner – 20 marks</strong></td>
<td></td>
</tr>
<tr>
<td>1.5 <em>Vendor profile (history of projects, expertise, clients) is suitable for scale and scope of work</em></td>
<td>8</td>
</tr>
<tr>
<td>1.6 <em>Evidence of strategic planning (including content) for digital communication tools in an Office 365/SP environment</em></td>
<td>4</td>
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<tr>
<td>1.7 <em>Currency of digital knowledge (front-end and back-end web technology)</em></td>
<td>4</td>
</tr>
<tr>
<td>1.8 <em>Evidence of operational planning for digital platforms/communication</em></td>
<td>4</td>
</tr>
<tr>
<td>Only proposals which receive 30 points or more during the Desk Review will be considered for Presentation.</td>
<td>40</td>
</tr>
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</table>
## Technical Proposal Evaluation Form

<table>
<thead>
<tr>
<th>Presentation – 30 marks</th>
<th>Max. Points Obtainable</th>
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<tr>
<td>2</td>
<td>30</td>
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### Response to questions and discussion on proposal

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
<th>Max. Points</th>
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<tbody>
<tr>
<td>15</td>
<td>Communicates a relevancy of the case study to this project and expert knowledge of digital platforms and solutions</td>
<td></td>
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<tr>
<td>10</td>
<td>Examples that demonstrate experience with managing large, multi-stakeholder projects</td>
<td></td>
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<tr>
<td>5</td>
<td>Willingness to take on board, adapt and be flexible to suggestions/negotiations</td>
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Only proposals which receive a minimum of 55 points for the entire Technical Proposal (i.e. Desk Review plus Presentation) will be considered for the commercial proposal evaluation.

Proposed amendments to the UNICEF general terms and conditions may negatively affect the evaluation of the technical merits of the proposal.

### b. Price Proposal

The price should be broken down for each component of the proposed work. The total amount of points allocated for the price component is 30. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms/institutions which obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price; e.g.:

\[
\frac{\text{Max. Score for price proposal} \times \text{Price of lowest priced proposal}}{\text{Price of proposal X}} = \text{Score for price proposal X}
\]

All prices/rates quoted must be exclusive of all taxes as UNICEF is a tax-exempt organization.

The proposal obtaining the overall highest score after adding the scores for the technical and financial proposals is the proposal that offers best value for money.

The price/cost of each of the technically compliant proposals shall be considered only upon evaluation of the above technical criteria. UNICEF will award the contracts to the qualified contractor who is considered to have submitted the most responsive evaluated proposal.
### Development areas

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<tr>
<td>Each UNICEF staff member is represented with a profile containing personal and organizational information. The staff profile today is published under Office365/SP and is a combination of data from SAP HR, AD, LDAP and self-service fields.</td>
<td>The Information architecture will serve as an important foundation to build our Supply Intranet, document management system and Supply Community platform which supports usability and searchability. Currently, a very basic taxonomy has been implemented in the Office365/SP. This has been applied and maintained by ITSSD. Supply Division will need to expand on this taxonomy based on business owner requirements. These needs will be identified during the Discover &amp; Planning phases. In collaboration with ITSSD, the UNICEF SD taxonomy will have to be implemented either directly into the existing framework or as a separate framework.</td>
<td>Currently, UNICEF Supply Division does not have document management system. Files are stored across multiple share drives (see annex 5) with different read/write permissions based on Centre/Unit requirements.</td>
<td>The Supply Intranet (see annex 3) is part of the global UNICEF Intranet (ICON). It is the main portal for users to find supply-related information, including tools, guidelines, manuals, etc., to support daily work. It also serves as the main tool for communication across the Supply Community and other internal audiences about Supply updates, news and activities. The new Supply Intranet will provide an interactive and unified user experience and consistent look &amp; feel and will deliver what its audiences need at any time, wherever they are located on any device.</td>
<td>The Supply Community platform enables colleagues to collaborate and share knowledge through news, discussions, blogs, and comments (see annex 3 for further details).</td>
<td>The new supply Intranet will offer a single interface to search pages, documents and assets that have been published within the Office 365/SP environment. Our current search engine (see annex 6) is developed in Lotus Notes and offers limited search functionality and results due to the lack of a structured IA and classification system.</td>
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### Phase 1: Discovery & Planning

- The vendor shall understand Supply Division’s current staff directory and how staff profiles data is maintained.
- The vendor shall conduct a study to identify the business requirements of the staff directory.
- The vendor shall develop a document describing the current functional requirements at a level of detail sufficient enough to allow the design and development within Office 365/SP environment.
- The vendor shall provide detailed recommendations and develop a related project/implementation plan based on the above findings.
- The vendor shall understand Supply Division’s current digital landscape and how information is being stored and retrieved.
- The vendor shall conduct a study to identify the business requirements of the information architecture and taxonomy in the supply digital landscape (supply intranet platform, document management system and supply community platform).
- The vendor shall develop a document describing the current functional requirements at a level of detail sufficient enough to allow the design and development within Office 365/SP environment.
- The vendor shall provide detailed recommendations and develop a related project/implementation plan based on the above findings.
- The vendor shall conduct a study to identify the business requirements of the document management system.
- The vendor shall develop a document describing the current functional requirements at a level of detail sufficient enough to allow the design and development within Office 365/SP environment.
- The vendor shall provide detailed recommendations and develop a related project/implementation plan based on the above findings.
- The vendor shall advise and recommend best practices and approaches for successful implementation and management of the Supply Intranet.
- The vendor shall understand Supply Division’s current document management system and how information is being stored and retrieved.
- The vendor shall conduct a study to identify the business requirements of the document management system.
- The vendor shall develop a document describing the current functional requirements at a level of detail sufficient enough to allow the design and development within Office 365/SP environment.
- The vendor shall provide detailed recommendations and develop a related project/implementation plan based on the above findings.
- The vendor shall advise and recommend best practices and approaches for successful implementation and management of the Supply Intranet.
- The vendor shall understand Supply Division’s current Supply Intranet and how information is being stored, retrieved and its audiences.
- The vendor shall conduct a study to identify the business requirements of the supply intranet.
- The vendor shall develop a document describing the current functional requirements at a level of detail sufficient enough to allow the design and development within Office 365/SP environment.
- The vendor shall provide detailed recommendations and develop a related project/implementation plan based on the above findings.
- The vendor shall advise and recommend best practices and approaches for successful implementation and management of the supply intranet.
- The vendor shall understand Supply Division’s current Supply community platform and how information is being stored and retrieved and its audiences.
- The vendor shall conduct a study to identify the business requirements of the supply community.
- The vendor shall develop a document describing the current functional requirements at a level of detail sufficient enough to allow the design and development within Office 365/SP environment.
- The vendor shall provide detailed recommendations and develop a related project/implementation plan based on the above findings.
- The vendor shall advise and recommend best practices and approaches for successful implementation and management of the supply community.
- The vendor shall understand Supply Division’s current search system and how it’s being used.
- The vendor shall conduct a study to identify the business requirements of the search system.
- The vendor shall develop a document describing the current functional requirements at a level of detail sufficient enough to allow the design and development within Office 365/SP environment.
- The vendor shall provide detailed recommendations and develop a related project/implementation plan based on the above findings.
- The vendor shall advise and recommend best practices and approaches for successful implementation and management of the corporate search system.

### Phase 1: Core Deliverables

- The vendor shall:
  - Provide a concise and detailed document covering the business /functional requirements and technical solution in-line with user needs. The document must include a comprehensive project/implementation plan covering all development areas and phases, and contain recommendations on how the business requirements can be best addressed within the proposed solution. This document must be approved and signed-off by Supply Division before starting phase 2.
  - Provide an online project management tool (e.g. Basecamp, Assembla) accessible by project team members (UNICEF and vendor) to keep track of, and document, tasks and progress related to the project.
### Phase 2: Design & Development

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<td><strong>Based on the vendor’s satisfactory completion of phase 1 deliverables, and sign-off by Supply Division:</strong></td>
<td>The vendor shall design, develop and implement a logical, structured and scalable information architecture (IA) which can be easily maintained and enhanced.</td>
<td>The vendor shall develop wireframes and illustrations describing the new IA and its components in a logical and easy to understand format.</td>
<td>The vendor shall ensure UNICEF SD taxonomy will be able to be used by all systems, and if decided, also globally if other business areas in UNICEF can benefit from utilisation.</td>
<td>The vendor must design and develop a solution based on Office 365/SP meeting the functional requirements signed off in the discovery and planning phase.</td>
<td>The vendor must develop and implement a pilot Supply Community platform within Office 365/SP environment.</td>
<td>The vendor must design and develop a solution based on Office 365/SP meeting the functional requirements signed off in the discovery and planning phase.</td>
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<td>1. Staff Directory</td>
<td>The vendor shall design, develop and implement a staff directory which is sufficient to control and manage Supply Division’s internal business workflows.</td>
<td>The vendor shall develop wireframes and illustrations describing the new IA and its components in a logical and easy to understand format.</td>
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<td>The vendor must develop and implement a pilot Supply Community platform within Office 365/SP environment.</td>
<td>The vendor must design and develop a solution based on Office 365/SP meeting the functional requirements signed off in the discovery and planning phase.</td>
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<td>The vendor shall develop wireframes and illustrations describing the new IA and its components in a logical and easy to understand format.</td>
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<td>Phase 2: Core Deliverables</td>
<td>The vendor shall:</td>
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<td></td>
<td>▪ Provide mock-ups, wireframes and illustrations describing the proposed Information Architecture/Taxonomy structure, user interfaces, navigation, workflows, user roles/permissions, templates designs, content management system, etc.</td>
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<td></td>
<td>▪ Once the above is approved by SD, in line with required development and functional areas, provide a structured, logical and scalable Information Architecture and Taxonomy framework to allow for initial implementation and piloting.</td>
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<td></td>
<td>▪ Supporting the above, provide a detailed document related to management and maintenance of the Information Architecture and Taxonomy.</td>
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<td></td>
<td>▪ All of the above must be approved and signed-off by Supply Division before starting phase 3 &amp; 4.</td>
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<td>Phase 3: Training</td>
<td>The vendor shall provide on-site training at Supply Division administrators on how to manage and maintain the staff directory within the new system.</td>
<td>The vendor shall provide training to supply division administrators and business owners on how to manage and maintain the IA and taxonomy the new system.</td>
<td>The vendor must develop and implement training/adoption modules for administrators, editors and users within the new system.</td>
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<td></td>
<td>All training and technical guidance must be documented and delivered to Supply Division in the agreed format. See section 6.0</td>
<td>Training should take place at Supply Division and all documentation should be provided English and in MS office format.</td>
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<td></td>
<td>The vendor shall:</td>
<td>The vendor must ensure that the Information Architecture and taxonomy is implemented correctly and in accordance with the business requirements defined in the discovery and planning phases.</td>
<td>The vendor shall provide continuous testing of the solution to ensure the business requirements are being met.</td>
<td>The vendor shall ensure that the supply intranet is implemented correctly and in accordance with the business requirements defined in the discovery and planning phases.</td>
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<td></td>
<td>Deliver face-to-face training of core users including system developers, administrators, editors and other users as required. The training must be comprehensive and ensure the SD’s ability to manage and maintain the system.</td>
<td>The vendor shall provide continuous testing of the solution to ensure the business requirements are being met.</td>
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<td>The vendor shall:</td>
<td>The vendor must develop full system documentation for future maintenance and development.</td>
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<td>Phase 4: Implementation</td>
<td>Based on the vendor’s satisfactory completion of phase 2 deliverables, and sign-off by Supply Division:</td>
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<td>The vendor shall:</td>
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<td>The vendor must develop and implement training/adoption modules for administrators, editors and users within the new system.</td>
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<td>Implement a solution for piloting which encompasses all development areas and functional requirements agreed to in phase 1 and 2. With SD, the vendor will support the piloting phase, refine the solution and troubleshoot as required, and ensure testing of all functional areas.</td>
<td>Provide a detailed document covering full system guidance for the future maintenance and development of the solution.</td>
<td>All of the above must be approved and signed-off by Supply Division before starting phase 5.</td>
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<td><strong>Phase 5: Project Closure</strong></td>
<td>Based on the vendor’s satisfactory completion of phase 1-4 deliverables, and sign-off by Supply Division:</td>
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<td>▪ The vendor must ensure that all deliverables have been met and implemented successfully for sign-off by Supply Division</td>
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<td><strong>Phase 5: Core Deliverables</strong></td>
<td>Prior to project closure, the vendor shall:</td>
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<td>▪ Provide an SD approved solution that meets all requirements and functionality defined in phases 1-4.</td>
<td>▪ Provide a detailed hand-over package covering all related documentation for technical &amp; system management, training modules, wireframes, etc. for sign-off by SD.</td>
<td>▪ Ensure all outstanding project tasks have been closed and signed-off by SD.</td>
<td>▪ The vendor must ensure that all deliverables have been met and implemented successfully for sign-off by Supply Division</td>
<td>▪ The vendor must ensure all required documentation (e.g. training modules, training manuals, technical documentation, implementation and system management documents, wireframes, etc.) have been submitted to Supply Division</td>
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</tbody>
</table>

ANNEX 2: SUPPLY DIVISION DIGITAL LANDSCAPE (HIGH-LEVEL)

Below is a visual representation of our current digital environment which consists of multiple platforms/applications, silos of information, duplication of information, no logical overarching structure, limited search capabilities and no underlying information management system (policies, structure, taxonomy, etc.)
ANNEX 3: OVERVIEW OF THE CURRENT SUPPLY INTRANET & SUPPLY COMMUNITY PLATFORMS

Supply Intranet Platform (Homepage)

The Supply Intranet is the main portal for information & news for Supply Division, Supply Community and UNICEF staff.
Supply Intranet Portal (inside page)

Below gives an overview of the different elements of the current Supply Intranet content page.

1. Primary navigation with 4 levels of menu structure
2. Secondary navigation
3. Main content area with ability to insert images and attachments
4. Related info area
Supply Community Platform

The Supply Community platform enable colleagues to collaborate and share knowledge through news, discussions, blogs, and comments. The platform is comprised of the following main elements and functionality.

Supply Community News

Users can share the latest news, communicate to colleagues globally and provoke dialogue on current events. Anyone with a SupplyFaces profile can contribute.

Comments

Allows users to comment on any post by other colleagues.

SupplyFaces

Users can create a profile and connect with colleagues. Profile page allows users to set email notifications, contains Guestbook, provides an overview of contacts, blogs and Hotspots, and allows to upload resources (links and documents) which users would like to share with others.

The Wall

This page contains photos (Grid/List views) of all the individuals who have created a profile.

What’s on your mind?

Allows users to post an update about what you are doing, thinking or feeling.

Hotspots

Hotspots are groups of colleagues with a common interest or passion for a topic. Within a Hotspot users can share news, ask questions, discuss issues and share resources. Public Hotspots are open to all users. Project Hotspots can be viewed by all users but only invited members can participate. Users can create and belong to as many Hotpots as you like.

Blogs

A blog is an open dialogue which is used to share your thoughts on a specific topic, an article or a piece of news.

Mail notifications

Users can setup up mail notifications (immediately/daily) to receive updates on news, comments, posts, contacts etc.
Supply Community Platform (profile page)

Damien Flood

Usability

What's on your mind? Update

Damien Flood
Communications Assistant
Phone: +45 43 33 5726
Mobile: eflood@unicef.org
AD 2.15 - Copenhagen - Denmark

International experience:
Kingdom of Great Britain and Northern Ireland

Professional passions:
Experiencing in web technologies and beyond.

Languages:
Danish, English, Irish

Current tasks:
Loading, loading...

Show mail settings

Latest activity

24/04/2015
Malika Darai has posted news: 
Capacity Assessment Form under Procurement Services

23/04/2015
Lin Gao has posted a new topic:
Best Practice for Repeat Order under Procurement

21/04/2015
Anais Fleet posted community news:
New packaging for iron tablets, and update on the Food Fortification testing kit

20/04/2015
Aisak Khan has posted a new topic:
RIP for Custom Clearance under Sample Toll for Custom Clearance

Tag cloud:

cace, capacity development, career, category management, certification, cold chain, construction development, emergencies, emergency, emergency response, emergency supplies, enabling supply, environment, habit, health, horn of afrika, horn of africa,
Supply Community Platform (hotspot overview page)

Hotspot overview

Create a Hotspot and encourage colleagues with a common interest in the topic to join. Ask your Hotspot colleagues for input before reinventing the wheel. Discuss pain points and new ideas. Global Hotspots are open to all users. Project hotspots can be viewed by all users but only invited members can join. Create and join as many Hotspots as you like! Take a look at these tips for Hotspot Founders.

Note: You need to create a profile under "SupplyFaces" (see upper left corner on menu bar) in order to join a Hotspot. Start a new discussion topic and receive email notifications. Email notifications can be set by clicking the "show mail settings" link under your profile.

Show 10 entries

<table>
<thead>
<tr>
<th>Title</th>
<th>Discussions</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013 - a big year for us!</td>
<td>2</td>
<td>33</td>
</tr>
<tr>
<td>As Danielle mentioned in Supply Links, let's reflect on what made our 2013 interesting and challenging. Feel free to include something you, or your team achieved, learned, experienced, overcame or innovated. Looking forward to hearing from you.</td>
<td></td>
<td>Leave</td>
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<tr>
<td>Tags: 2013, supply</td>
<td></td>
<td></td>
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<tr>
<td>2014 Global Supply Meeting (GSM)</td>
<td>3</td>
<td>108</td>
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<tr>
<td>The hotspot is dedicated to discussions and exchanges leading up to and during the GSM, as well as administrative information around the meeting itself, including virtual participation.</td>
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<td>Leave</td>
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<tr>
<td>Tags: gsm, supply strategies, global supply meeting</td>
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<td></td>
</tr>
<tr>
<td>CAEC (Country Assessment of Essential Commodities)</td>
<td>4</td>
<td>34</td>
</tr>
<tr>
<td>How do we establish a good CAEC and how do we practically ensure that the outcome is integrated in the Country Programme</td>
<td></td>
<td>Leave</td>
</tr>
<tr>
<td>Category Management</td>
<td>4</td>
<td>66</td>
</tr>
<tr>
<td>Using category management to establish procurement strategies is a Supply Function strategy. Ok, why? More do we go about it? What can we actually do? Who has done something? How do we learn more? Let's talk about all of these and more here!</td>
<td></td>
<td>Leave</td>
</tr>
<tr>
<td>Tags: strategies, programmes-supply integration, supply chain analysis, category management, supplier evaluation, procurement analysis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction</td>
<td>9</td>
<td>44</td>
</tr>
<tr>
<td>Join - Discuss - Solve</td>
<td></td>
<td>Leave</td>
</tr>
<tr>
<td>This is an online forum where colleagues who work with Construction services or projects can exchange information, find answers, and get expert advice from their peers.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Supply Community Platform (hotspot detail page)

Hotspot - 2013 - a big year for us!

As Shandeele mentioned in Supply Links, let's reflect on what made OSIR 2013 interesting and challenging. Feel free to include something you, or your team achieved, learned, experienced, overcame or innovated. Looking forward to hearing from you.

Tags: 2013, supply
Learn this Hotspot
Share a colleague

Email
For instructions on how to participate in hotspots by email, please see here or send an email to a site administrator listed under Contact in the menu bar.

Statistics
Discussions: 2
News: 0
Members: 10
Resources: 0

Notifications for this hotspot
- News is posted
- Somebody comments on News
- Somebody adds a new discussion
ANNEX 4: SUPPLY DIVISION ORGANIZATIONAL CHART

Director
Supply Division

Deputy Executive Director

Deputy Director
Supply

Deputy Director
Supply Chain

Deputy Director
Operations

Supply Division

Medicines & Nutrition Centre

Health Technology Centre

Vaccine Centre

Procurement Services Centre

Water Sanitation & Education

Innovation Unit

Contracting Centre

Emergency Unit

The Warehouse

International Transport Unit

Quality Assurance Centre

Supply Chain Optimization

Financial Management & Administration Centre

Evaluation Unit

Knowledge Sharing & Solutions

Executive Officer

Market, Finance & Data Unit

Supply Chain Strengthening Unit

Operational & Analysis & Technology
ANNEX 5: SUPPLY DIVISION SHARE DRIVE STRUCTURE

UNICEF SD does not have a document management system so all files are stored manually in shared drives.

The shared drives today consists of:

- **G drive uses 1.8 TB:**
  - 700,000 files of 1.2 TB MS Office files (Excel, Word, PowerPoint etc.).
  - 700 files of 600 GB audio and video files.
  - 162,000 files of 150 GB image files.
  - The last 20% is other files.

- **Q drive uses 1.2 TB:**
  - 220,000 files of 400 GB MS Office files.
  - 3,000 files of 180 GB audio and video files.
  - 100,000 files of 190 GB image files.
  - The 40% is other files.

- **Other specialised drives 3 TB:**
  - Personal drives.
  - SAP/VISION drives.
  - Special department drives.
ANNEX 6: SUPPLY INTRANET SEARCH

The below gives an overview of how the intranet search displays results.

- **Supply**
- **Urban water supply**
- **School supplies**
- **Supply and logistics**
- **Supply Division**

**Supply Manual**
- (a) Which programmes, projects, and activities require supply items. (b) Which supplies are essential and/or strategic for achieving programme and...