



# ANNEX I

## Terms of Reference

### Online Hosted Business Collaboration and Messaging ASP Solution

# 1. INTRODUCTION

UNDP/PFF invites companies or consortia to submit proposal for an online hosted business collaboration and messaging solution.

Please submit at least the following as part of your quotation:

- Breakdown of the quote according to the “Price Schedule Form”
- References for projects of a similar scope.
- CV(s) of the staff that will implement the solution.
- Timeline.

## 2. BACKGROUND

The UNDP (EU-funded programme) Partnership for the Future (PFF) has been providing support to Cypriot SMEs through various capacity-building activities and grant schemes since 2003. The ICT Grant Scheme is one of the initiatives offered by the “Partnership for the Future (PFF)” Programme funded by the European Union and executed by the United Nations Development Programme (UNDP). UNDP/PFF ICT Grant Scheme is meant to assist Turkish Cypriot micro, small, and medium-sized enterprises (MSMEs) committed to integrating themselves into the general information and communication (ICT) developments, thus enhancing their capabilities to compete in the EU market. Aerian Solutions Ltd. is one of the qualified candidates for this grant scheme which aims to setup an online hosted business collaboration and messaging ASP.

## 3. DELIVERABLES

The offerer has to supply the following deliverables for the project, in line with the requirements specified in the “System Requirements” section:

- Detailed requirements gathering in cooperation with the beneficiary.
- Design, creation and implementation of the solution.
- User manual and training. The documentation shall be in English or Turkish.

## 4. TIMELINE

We ask offerers to adhere to the following time line. We expect the offerer to stick within these timelines once they have committed to them, unless there is a delay clearly attributable to UNDP, the beneficiary, or external factors that could not have been foreseen.

- Deadline for delivery of quotations: 29 March 2010, 16:00 CET.
- Expected delivery time: Maximum 2 months.

## 5. EVALUATION CRITERIA

We expect to evaluate the proposals based on the following factors:

- Total cost.
- Company experience with related projects.
- Ability to deliver by the deadline specified.

## 6. SYSTEM REQUIREMENTS

### ***Platform***

The solution will be hosted on the servers in the premises of Aerian Solutions: Microsoft Windows Server 2003/2008, Microsoft Sharepoint 2007, Microsoft Exchange 2007 and Microsoft SQL Server 2005/2008.

### ***Requirements***

A bi-lingual (English and Turkish) Hosted Messaging and Collaboration solution should be provided by customization of Microsoft Sharepoint and Microsoft Exchange on a multi-layered architecture. In general, this application will provide the customers following main functions:

- Email: Access via Internet Browser or an email client. Support for MAPI, POP3, HTTPS and IMAP protocols.
- Online Contact Management: Share and store contacts online with a online address book and internal directory.
- Online Document Management: Online document sharing and file storage including pictures. Document collaboration process with version control, overwrite protection, commenting and document locking. Web folders to access documents.
- Online Calendar: Online calendar management and group calendars to collaborate with teams, customers, and business partners. Manage meetings and events by checking schedules, sending invitations and alerts.
- Online Information Management & Sharing: Storing and sharing information including announcements.
- Online Task Management: Task management, delegation and issue tracking.
- Online Project Management: Tracking projects by priority and status. Setting milestones and monitoring start, end and finish dates. Set reminders to notify you via email. and access to project status, milestones, and incomplete tasks.
- Online Discussion Forum: Navigating discussions and posting new entries.
- Online Surveying: Poll creation, emailing to groups for respond and results with graphical chart interface.

- Custom Lists: Custom lists to manage any type of information.
- Registration: Setup of the new customer account.
- User Management: Defining the customer personnel to use the system and assigning roles and groups of each user.
- Login: Authentication of a user.

The system in general should have the following features:

- Allow personalized user interface.
- Multi-user functionality.
- Different level of authorization based on each user's role and working groups.
- Document Level Security.
- SSL, VPN, PKI and digital signature support.
- Microsoft Office Integration and Spreadsheet Import/Export.
- Mobile Access.
- Support for RPC over HTTPS.
- Support for Turkish characters, Turkish date and time and Turkish measuring units.
- Indexing and searching different file formats including PDF documents.
- Online-offline mapping with the components of Microsoft Outlook such as emails, contacts and calendar.
- Should have an expandable character by addition of server, disk, network and application components.

UNDP-PFF reserves the right to make minor changes. Details will be worked out in requirements gathering workshops with the beneficiary.

# **Non-Functional Requirements**

## **Acceptance**

For a period of twenty days after the installation of the system herein ("Acceptance Period"), UNDP shall have the opportunity to run the system in order to test that all system operates substantially in accordance with the Contract Documents. UNDP shall provide to Contractor a description of any deviation from the Terms of Reference ("Deviation List") prior to the expiration of the Acceptance Period in accordance with the notice requirements set forth in this Agreement. Upon receipt of such notice, Contractor shall have twenty days to cure any such deviation listed on the Deviation List such that the System operates substantially in accordance with the Terms of Reference ("Cure Period").

## **Usability**

The system should provide an interface that requires minimal training so that a user who is familiar with Internet style forms and standard office automation software is able to use the system with minimal training.

## **Reliability**

The system has to be available globally 24/7 basis. The system failures need to be handled using recovery procedures.

## 7. PRICE SCHEDULE FORM

Kindly indicate the budget, including a cost breakdown as in the price schedule form below, requested for the project.

| ITEM                                                | COST (EURO) |
|-----------------------------------------------------|-------------|
| Detailed Requirements Gathering                     |             |
| Design, Creation and Implementation of the Solution |             |
| User Manual & Training                              |             |
| Other                                               |             |
| <b>Total:</b>                                       |             |