UNAIDS
JOINT UNITED NATIONS PROGRAMME ON HIV/AIDS

UNHCR   UNODC
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## Annex 6: TECHNICAL COMPONENT OF THE DISTANCE LEARNING MODULES

The Bidder is required to describe how the proposed solution and approach will meet the **requirements** listed below and what innovative approaches and techniques can be used within these requirements.

## Requirements

> ### IT Infrastructure at UNAIDS

### End-user machines

The standard UNAIDS desktop is a Dell Optiplex960 Small Form Factor, while the standard laptop is a Dell Latitude E4300. Both run on a Windows XP Professional operating system and come pre-installed with MS Office 2003 standard edition. The standard browser is Internet Explorer 8. Up to date Flash and Adobe plug-ins are installed.

> ### Global requirements

### Ease of use

An over-riding requirement is the ease of use of the e-course by staff with no technical training and will require the minimum of support. Ideally, there should be context-sensitive help features which can be customized by UNAIDS to meet specific operational requirements.

### Text and links management

To avoid broken internal links, the e-course should be able to ensure that links can be managed externally without modifying the core application.

Text and content should be easily manageable and store in external files.

> ### Network infrastructure in the field

UNAIDS Country office network is structured, standardized and centralized in HQ Geneva with operations at the regional level. We have currently about 92 office locations globally with 17 IT staff. The majority of Country offices are hosted by one of the Co-sponsoring agency (mostly UNDP) and the LAN is, depending on the services delivered, separated. We have 8 locations with MPLS (private) network, all with 512Mbps bandwidth and quality of service. About 50 locations with internet IPSEC VPN connected to Geneva HQ, most with an average of 512 Mbps bandwidth. Depending of the location, Internet type is different; from leased line to ADSL and VSAT connection with high latency, the majority of which are in West and Central Africa where we have the most difficulty in finding reliable connectivity.

In all connected sites (MPLS and IPSEC VPN) we have CISCO IP telephony on top of all the UNAIDS services such as Intranet and ERP access. A Juniper SSL VPN (remote) is available to all staff to enable them to access common services remotely.

› **On-Line requirements**

**Online version - cross-browser support and content rendering**

The e-course online version should render properly for popular browsers, such as IE, Firefox, Safari, and Chrome.

Moreover, because of the low bandwidth and poor computer infrastructure in many of the countries where access to the UNAIDS Intranet is important, the e-course online version should content light videos, audios and pictures.

**Target audience of the e-course online**

Target audiences of UNAIDS Intranet include staff working at HQ and staff from Regional and country offices remotely connected with high and low bandwidth connectivity.

› **CD version**

The e-course should not exceed the size of a CD (650/700MB)

On the CD version, the multimedia content used (videos and pictures) could be larger than the online version.

› **Supported technologies**

Our Intranet is based on Drupal (php 5.5 / mysql 5.0) and runs on a Windows Web server under IIS. Framework .NET 1.1, 2.0 are supported.

We support ASP.net, C#, PHP, XML, XSL, Adobe technologies, all kind of picture format.

For streaming videos we would prefer flv, wmv formats.

› **Unsupported technologies**

We do not support Java, QuickTime and all technologies that have not been mentioned above.

› **Graphic Design**

UNAIDS has a graphic design chart with specific colors, logos. Please find all the details by following the link below:

http://www.unaids.org/brandbuilder/en/brand_colour.html

› **Installation manual**

UNAIDS requires an installation manual for both online and CD version.

> **Other requirements**

UNAIDS does not foresee any individual user licensing costs included in the Financial proposal since this product will be the property of the Secretariat on final delivery.

The ownership of the source files after development will rest with UNAIDS.

> **UNAIDS Internet / Intranet team**

The chosen provider will liaise with *The Global Service Desk*, responsible for the first level users support and training, and UNAIDS intranet developer who is the contact person for technical support and integration.