

PROPOSAL FOR UNESCO DEVELOPMENT OF A SYSTEM TO ASSIST AND KEEP TRACK OF ELECTRONIC COMMUNICATIONS RELATED TO UNESCO.ORG WEBSITE

I. SCOPE OF PROJECT

The system will centralize all information requests related to any of the topics that UNESCO manages in its website, will assign the person responsible of the response and will allow to control the information exchange, between different actors in the communication process.

The system will use our Net2Client technology and will allow the following tasks:

FRONT OFFICE

- Reception of comments and information requests through a form located in UNESCO'S website. This form will be in six languages (English, French, Spanish, Russian, Chinese and Arabic). UNESCO will provide the content of this form (fields to be filled by the users) and the translations in all languages.

BACK OFFICE

- Store and assign the responsibility of response to a person
- Follow up of all requests received and the responses given
- Preparation and use of standard responses to save time and have more homogenous responses
- Send and keep track of personalized emails
- Keep track of all communications
- Send messages between UNESCO members with receipt acknowledge and confirmation of actions taken (Internal Messaging)
- Manage and use mailing lists
- Keep a log file of system usage within UNESCO members (Login, Updates, Record deletions, Emails sent...)
- Define profiles that limit access to the system according to the level and responsibilities of users

This method of receiving communications through forms reduces the risk of receiving spamming and viruses generated by incoming emails, and allows a much better control of responses.

Access to "BACK OFFICE" will be available in English, French and Spanish. However, messages to and from the public can be handled in any language.

Systems generated with Net2Client technology are modular and can be integrated with modules that can be added in the future, like incoming email handling, Content management, etc. Price for these modules will vary from 15% to 25% of the original price of this system, specified below.

II. SERVICES AND DELIVERABLES

Global Web Technologies will provide the following services:

- a) Development of a system that complies with the description above

- b) Development of a website page that will allow UNESCO.ORG users to ask questions, give comments or ask for information
- c) Sixteen hours of training to UNESCO members in Paris: 4 hours to final users, 4 hours to system administrator, 8 hours to technical personnel that will install, support the system and will write interfaces to add or extract information.

Global Web Technologies will provide the following deliverables:

- a) System to be installed in UNESCO's production site
- b) Installation manual
- c) Technical manual with all instructions to develop system interfaces
- d) Quick Start Manual. All programs will have online help
- e) Source codes of all programs

III. PRICING

Item	Price
Turn key system	€30,000. ⁰⁰
Discount for Non-profit organizations and NGO (15%)	-€4,500. ⁰⁰
Total	€25,500. ⁰⁰

IV. TERMS AND CONDITIONS

Use of system

Use of system will be governed by a license. Since UNESCO will have access to source code that is intellectual property of Global Web Technologies, a CONFIDENTIALITY AGREEMENT will be needed, as described in the following paragraph

Confidentiality Agreement

The license of System Usage, programs (Source and executable), documentation and any other material that Global Web Technologies provides, is for exclusive usage of UNESCO and contain intellectual property belonging to Global Web Technologies. UNESCO commits itself not to disclose such information to third parties, by any means, without prior written consent by Global Web Technologies.

Warranties

The system provided to UNESCO has a 6 month warranty after the date of installation in UNESCO facilities in Paris. During this period, any failure (bug) will be corrected by Global Web Technologies, by sending corrected code via email. The warranty will be in full effect, as long as UNESCO does not modify the programs received. Since an interface mechanism will be provided, the system does not need to be modified to enter or extract information. For this reason, if programs are modified, the effort needed to adapt corrections to the system will be charged at the rate specified below.

Phases

Phase	Dates
System preparation by GWT	Jan 5 to 31
System test (UNESCO) in GWT's servers and Fine Tuning (GWT)	Feb 1 to 28
System installation in UNESCO's server and training	March 1 to 15

Payments

Phase	%	Payment
Upon acceptance of system in test site. (Programs will be sent for installation in UNESCO's servers)	60%	€15,300. ⁰⁰
Upon delivery of all system manuals and providing training to UNESCO members	35%	€8,925. ⁰⁰
Once the system installation is accepted as successful, the final 5 % will be charged (maximum waiting period is 3 months)	5%	€1,275. ⁰⁰
Total		€25,500. ⁰⁰

Rates

Any additional effort for work beyond the scope of this agreement, or not covered by the warranty, must be previously authorized in writing by UNESCO and will be charged at a rate of €35.00/Hour, plus reasonable expenses.

Information to be provided by UNESCO

UNESCO shall provide us with the following information:

- Fields to be used in communication form, and translation to different languages (This includes complete list of topics and areas of information)
- Explanation of how the responsibility of response is assigned (Business rules)