

ANNEX A2 - IT MODULE REQUIREMENTS FOR END-USERS

1. Criteria for priority and Level of proficiency

Priority	Criteria	
M	Mandatory	This requirement is compulsory for the project and must be provided by the vendor - either by the requirement specified or by a suitable alternative.
D	Desirable	This requirement is optional but may be omitted if there is a valid reasons to so do.
Level of Proficiency	Criteria	
B	Basic	
I	Intermediate	
A	Advanced	

2. Instructions

For each requirement please provide the following details

Fully met	Please check	Please indicate if your solution fully meet this requirement (checked) or not (unchecked).
Work around	Y/N	In case you left the "fully met" question unchecked, please indicate if you can provide a work around to this requirement (Yes or No).
Cannot be met	Please check	Please indicate here if your solution does not meet this requirement (checked) or not (unchecked).
Comments		Free text box for your comments on this requirement.

3. Requirements - End-users

Topic Requirements Id.	Requirement topic	Description of the topic	Priority	Level of proficiency	Fully met (please check)	Work-around	Cannot be met	Comments
TR 1.	Microsoft Office 2013	Word, Excel, Powerpoint, Access, Outlook	M	B,I,A				
TR 2	Microsoft SharePoint 2013	Configuration, Customization	M	B,I,A				
TR 3	Microsoft Visio	Creation of diagrams, collaboration	M	B,I,A				
TR 4	Microsoft Project	Creation, customization	M	B,I,A				
TR 5	Microsoft Windows 10	Setup, Customization, Configuration	M	B,I,A				
TR 6	Microsoft Internet Explorer 11 and above	Setup, Customization, Configuration	M	B,I,A				
TR 7	Microsoft Lync 2013	Messages, Meetings, calls, configuration	M	B,I,A				
TR 8	Adobe / Web design	Flash, Illustrator, Photoshop, Dreamweaver, inDesign, Captivate, Reader	D	B,I,A				
Language requirements								
LR 1.	General language requirements	Courses to be culturally adapted, e.g. in case studies, examples Accent should be neutral	M					
LR 2.	English	All courses to be available in English. UK or US English for text and audio.	M					
LR 3.	French	Most courses should be available in French.	D					
LR 4.	Spanish	Some courses should be available Spanish	D					
LR 5.	Arabic	Some courses should be available in Arabic	D					
LR 6.	Russian	Some courses should be available in Russian	D					
LR 7.	Chinese	Some courses should be available in Mandarin (simplified Mandarin) or Cantonese	D					
Design requirements								
DR 1.	Diversity	The courses must reflect UNHCR's culture of - acceptance and respect, recognising our individual differences along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies.	M					
DR 2.	Interactivity	High-level of learner-course content interaction. High user engagement through interactive games, quizzes, scenario-based learning. The appropriate use of audio, video and animation.	M					
DR 3.	Course structure and design	Logical and pedagogically sound structure Linear and branching navigation depending upon the course content.	M					
DR 4.	User friendliness (usability)	Easy to use interface No training should be required to complete the courses.	M					
DR 5.	Assessments	Scenario-based assessments throughout the courses. End-of-course tests with randomized questions from a question bank.	M					
Technical requirements								
TR 1/A*	Hosted on UNHCR LMS	Ability to load packages of the content physically on UNHCR's LMS using SCORM 1.2 standards. (See Annex H - Cornerstone SCORM API)	M					
TR 1/B*	Linked to UNHCR LMS	Ability to link to the content on the vendor's server with the ability to track using AICC standards (see Annex I - Cornerstone AICC API)	M					
TR 2.	Non-embargo	The servers hosting the content should not have embargos with any countries, i.e. content should be available in all countries including Cuba.	M					
TR 3.	Browser specification	Please refer to Annex F - Technical Environment at UNHCR	M					
TR 4.	Master external hard drive or access to online vendor platform provided	A master external hard drive of the content or access to an online platform should be provided to download courses and course updates	M					
TR 5.	Offline availability with tracking back to LMS	Ability to use courses offline with the ability to send tracking information back to an LMS (currently not supported by Cornerstone but the functionality will be available soon)	D					

* Supplier should mandatorily comply with either TR1/A or 1/B requirement