

**MEMORANDUM OF UNDERSTANDING
BETWEEN
THE INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT AND
INTERNATIONAL DEVELOPMENT ASSOCIATION
AND
THE UNITED NATIONS DEVELOPMENT PROGRAMME**

This Memorandum of Understanding (“MOU”) is entered into by the International Bank for Reconstruction and Development and the International Development Association (the “World Bank”) and the United Nations Development Programme, a subsidiary organ of the United Nations, having its headquarters at 1 UN Plaza, New York, NY 10017 (“UNDP” or the “Other Party”). The World Bank and UNDP are hereinafter collectively the “Parties”.

Whereas, the World Bank and UNDP, on behalf of itself and participating United Nations (UN) organizations, have established the International Reconstruction Fund Facility for Iraq (IRFFI), to support the reconstruction and development of Iraq, in accordance with IRFFI Terms of Reference;

Whereas, the IRFFI comprises two trust funds: the World Bank Iraq Trust Fund administered by the Bank (Bank Trust Fund) and the United Nations Development Group (UNDG) Iraq Trust Fund, administered by UNDP (UNDG Trust Fund); and

Whereas, in response to growing global interest in the reconstruction and development of Iraq and the activities of the IRFFI, the Parties have agreed to establish and maintain a website, on the terms and conditions set forth herein.

Now, therefore, in a spirit of friendly cooperation, the Parties agree as follows:

**Article 1
General Principles**

1. The establishment and maintenance of the IRFFI website (the “Site”) shall be carried out in the spirit of partnership, with the mutual agreement of the Parties, as further described in this MOU.
2. The Site shall contain a Joint Home Page, as well as separate pages for content specific to the Bank Trust Fund and UNDG Trust Fund, (the “World Bank Page” and “UNDG Page,” respectively, and “Trust Fund Specific Pages,” collectively).

3. Costs relating to the establishment and administration of the Site as well as development and maintenance of the Joint Home Page shall be shared between the Parties. Costs relating to the World Bank Page and UNDG Page, shall be borne separately by the Parties.

4. The Administrators of the Bank Trust Fund and the UNDG Trust Fund shall have final decision making authority on behalf of the Parties for all matters relating to this MOU.

Article 2 Establishment of the Website

1. The domain name of the Site shall be www.irffi.org. The Bank has registered the domain name and shall ensure that the registration is valid for the duration of the MOU, including any extension hereof.

2. The Bank shall host the Site on its server. The Bank shall be responsible for the technical configuration of the Site.

3. The terms and conditions governing the use of the Site, which shall be posted on the Site by the Bank, are annexed to this MOU as Annex 1 ("Terms and Conditions"). Any modifications to the Terms and Conditions shall be agreed between the Parties in writing. The Bank shall be responsible for incorporating such agreed modifications into the Terms and Conditions.

Article 3 Design and Management of the Joint Home Page

1. The World Bank and the UNDP shall consult and agree upon the initial design of the Joint Home Page of the Site. The look and feel of the Site shall reflect the joint nature of the collaboration. The UN emblem shall be reflected on the left of the joint home page and the World Bank emblem on the right of the home page. The IRFFI name fully spelled out shall be reflected in the center of the Joint Home Page.

2. There shall be a single Webmaster with administrator rights to the Joint Home Page. The Webmaster shall initially be at the World Bank, for a period of ~~six months~~ ^{one year from the date of signature of the MOU}. Thereafter, the Webmaster function shall rotate between the UNDP and the World Bank ~~every six months~~. The Webmaster shall be responsible for managing the content for the Joint Home Page, in accordance with this MOU. The Parties have agreed on the content to be included in the Joint Home Page of the Site, as reflected in Annex 2 hereof (Content List). The Parties shall provide material to the Webmaster for input on the Joint Home Page in accordance with the parameters set out in Annex 2 and this MOU. Terms of Reference of the Webmaster are provided in Annex 3.

3. It is understood that the majority of the content for the joint home page is fixed and will not need to be changed or modified during the term of this MOU, except for the news section of the Home Page. The Parties have agreed on the type of news that they desire to have on the Joint Home Page, as reflected in Annex 2. Decisions on incorporation of all news and changes to the content of the Joint Home Page, shall be taken jointly by the Administrators of the Bank and UNDG Trust Funds.

4. In order to assist the Parties with the web configuration of the Site and content management for the joint home page, the Bank shall engage consultants. The consultants shall carry out the functions set forth in the functional specifications and the content management terms of reference attached hereto as Annexes 4 and 5, and as otherwise agreed between the Bank and the consultant. UNDP shall have no contractual relationship with the consultant. Notwithstanding the foregoing, in the spirit of partnership, the Parties shall consult on the design of the TrustFund Specific Home Pages, as appropriate, and UNDP shall be included in review meetings with the consultant.

Article 4

Design and Management of Trust Fund Specific Home Pages

1. The UNDP and the World Bank shall be separately responsible for the design and administration of the UNDP Page and World Bank Page, respectively, and shall solely bear the costs related thereto. Notwithstanding the foregoing, the Parties agree, in the spirit of partnership, that the Trust Fund Specific Pages will maintain a comparable look and feel.

2. The Parties shall be responsible for the content on their Trust Fund Specific Pages of the Site, in line with the broad categories agreed in Annex 2. Content for the Trust Fund Specific Pages that deviates from the categories agreed in Annex 2 shall be jointly agreed by the Administrators of the Trust Funds before inclusion in the Site.

3. In order to facilitate UNDP's management of the content for the UNDG Page, the Bank shall provide UNDP direct access to the Bank servers through the use of an ATT VPN remote access account. Such access shall be provided solely for the purpose of incorporating UNDG content. Such access shall be provided in accordance with the Bank's standard procedures for allowing third-party access to the Bank's information systems. The UNDP staff mentioned in Annex 3 shall be authorized by the Parties to access the server for the purposes of inputting UNDG content. Any changes in the authorized staff shall be agreed between the Parties in writing

Article 5

Costs

1. The Parties agree to cover in full or share equally in the following costs relating to the Site:

- (a) \$100 for the registration of the domain name; and approximately \$35 per year for maintenance of the domain name shall be shared equally;
- (b) \$3,500 for the initial design and development of the Site shall be shared equally;
- (c) \$2,800 for the hosting of the Site on the Bank's server shall be shared equally;
- (d) \$15,923.75 for drafting initial content of the Site prior to its launch shall be shared equally;
- (e) the cost of editing and posting content , in the event that such editing and posting is effected through a contractor or consultant shall be paid by the Party requesting the work;
- (f) actual monthly charges for ATT VPN remote access account referred to in Article 4 for UNDP staff to have access to the IRFFI website shall be paid by the UNDP.

2. It is understood that the costs in items (a) and (c) are estimated, and, *therefore*, such costs may decrease or increase depending on the amount of time necessary to complete the services. The Bank shall use its best efforts to ensure that the costs are kept to the minimum required to complete the services in a satisfactory manner, in accordance with the terms of reference. (Annex 6 provides the World Bank Service Description for Web Hosting services.)

3. UNDP shall reimburse the Bank its share of the costs, except for items (d) and (e) within thirty days of receipt of the invoices from the Bank, together with appropriate substantiating documentation, for completed work. The Bank will invoice ongoing costs quarterly.

4. Upon request and instruction of the Bank, UNDP shall make payments, directly to suppliers engaged by the Bank to provide services for items (d) and (e). Such payments are subject to appropriate substantiating documentation.

Article 6 Intellectual Property

1. All intellectual property rights in the domain name shall vest in the Bank. UNDP shall have the right to use the domain name and access the URL as set forth in this MOU.

2. All intellectual property rights in the design of the Joint Home Page shall vest in the Bank. Notwithstanding the foregoing, the Bank shall consult with UNDP on such design as set forth in this MOU.

3. All intellectual property rights in the content on the Joint Home Page, to the extent such content is not in the public domain, shall vest in the party that created such content. Each party hereby grants permission to the other party to use each other's content that is posted to the Joint Home Page, on a royalty free basis, for the purposes of the Site. Such permission shall expire upon termination or expiration of this MOU, unless extended.

4. All intellectual property rights in the content of the UNDG Page shall vest in UNDP and all intellectual property rights in the Bank Page shall vest in the Bank.

Article 7 Name and Emblem

Neither party shall use the name or emblem of the other party, nor the name or emblem of the participating UN organizations in the UNDG Trust Fund, except for the purposes of this MOU and solely as expressly agreed in writing between the Parties.

Article 8 Confidentiality

1. The Parties agree that, in view of the purpose of this MOU to share information relating to the IRFFI to the public, most information exchanged between the Parties in connection with this MOU will not be subject to confidentiality.

2. Notwithstanding the foregoing, to the extent that either party provides confidential information to the other party, the receiving party agrees to keep such information confidential, and shall ensure that its staff and contractors keep such information confidential, provided that: (i) such information is marked confidential or would otherwise reasonably be deemed confidential by its nature and content; and (ii) that the receiving party shall have the right to share such information with its internal

oversight and governing bodies, in accordance with its internal legislation and requirements.

Article 9 Liability and Insurance

Each party shall be responsible for their acts and omissions arising out of this MOU. Each party shall maintain insurance for their personnel and activities in accordance with their usual policies and procedures.

Article 10 Settlement of Disputes

Any dispute or controversy arising out of this MOU shall be resolved amicably through negotiations. In the event of a third party dispute arising from the use of the domain name or the Joint Home Page, the parties shall apportion the costs of such dispute equitably.

Article 11 Miscellaneous

1. This MOU shall have a duration of two (2) years, and may be extended by mutual agreement of the Parties reflected in writing.
2. This MOU may be amended in writing upon mutual agreement of the Parties.
3. The Parties may terminate this MOU upon sixty days notice to the other Party. Upon notice of such termination, the Parties shall take steps to bring the activities envisaged hereunder to a prompt and orderly conclusion so as to minimize costs and expense.
4. Nothing in this MOU shall be deemed a waiver, express or implied, of any of the privileges and immunities of either party.
5. On an ongoing basis, the Parties will review and discuss (i) the IRFFI website; the hits it receives, the level of interest as identified by the flow of inquiries; the extent to which it is kept up to date; and other similar indicators; and (ii) the efficiency and effectiveness of the collaborative effort to maintain a Joint Site.

IN WITNESS WHEREOF, the duly authorized representatives of the Parties affix their signatures below:

SIGNATURE



✓ Joseph P. Saba
Country Director
Date 2/2/2005

Bisrat Aklilu
Executive Coordinator
Date 2/2/2005

ANNEX 1

COPYRIGHT NOTICE, WEBSITE USAGE AGREEMENT AND PRIVACY NOTICE

I. Copyright Notice

Copyright 2004, International Bank for Reconstruction and Development/The World Bank. All rights reserved.

The World Bank administers this website on behalf of itself and the United Nations Development Programme (UNDP), in connection with their collaboration on the International Reconstruction Fund Facility for Iraq (IRFFI). IRFFI has two trust funds: the World Bank Iraq Trust Fund and the United Nations Development Group (UNDG) Iraq Trust Fund (as further defined below). The Trust Funds are established to support reconstruction and development in Iraq.

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II. Website Usage Agreement

1. Use of this website constitutes agreement with the following terms and conditions.
2. The International Bank for Reconstruction and Development (The World Bank) maintains this Iraq Trust Fund Website (at www.irffi.org) (the "Site") as a courtesy to those who may choose to access the Site ("Users"). The information presented herein is for informative purposes only. The World Bank is pleased to allow Users to visit the Site and download and copy the information, documents and materials (collectively, "Materials") from the Site for User's personal, non-commercial use, without any right to

resell, redistribute or create derivative works there from, subject to the terms and conditions outlined below, and also subject to more specific restrictions that may apply to specific material within this Site.

3. The World Bank is a member of the World Bank Group, which is comprised of IBRD (International Bank for Reconstruction and Development); IDA (International Development Agency); IFC (International Finance Corporation); MIGA (Multilateral Guarantee Agency); and ICSID (International Centre for Settlement of Investment Disputes). All Material on this Site from the various members of the World Bank Group appears on this Site subject to these terms and conditions. In addition, the members of the World Bank Group may have additional terms and conditions that govern the use of their material.

4. UNDP is a subsidiary organ of the United Nations and is collaborating with the World Bank in connection with this Site, including the maintenance of the UNDG portion of the Site, on behalf of itself and the United Nations Development Group (UNDG). The UNDG is a coordinating office established by the Secretary-General of the United Nations and consists of Funds and Programmes of the United Nations and Specialized Agencies. In connection with this collaboration with the World Bank, UNDP serves as Administrative Agent for those members of the UNDG who have signed the Memorandum of Understanding between UNDP and Participating UN Organizations Regarding Operational Aspects of the UNDG Iraq Trust Fund.

5. Unless expressly stated otherwise, the findings interpretations and conclusions expressed in the Materials in this Site are those of the various authors of the work and do not necessarily represent the views of the UNDP, United Nations Member States, the World Bank Group's Boards of Executive Directors or the countries they represent.

Disclaimers

6. *Materials provided on this Site are provided "as is" without warranty of any kind, either express or implied, including without limitation warranties of merchantability, fitness for a particular purpose, and non-infringement.* Neither the World Bank nor UNDP make any warranties or representations as to the accuracy or completeness of any such Materials. The World Bank and UNDP periodically add, change, improve, or update the Materials on this Site without notice. Under no circumstances shall The World Bank or UNDP be liable for any loss, damage, liability or expense incurred or suffered which is claimed to resulted from use of this Site, including without limitation, any fault, error, omission, interruption or delay with respect thereto. Use of this Site is at User's sole risk. Under no circumstances, including, but not limited to, negligence, shall The World Bank, the United Nations, including UNDP, or their staff, officers, directors or affiliates be liable for any direct, indirect, incidental, special or consequential damages, even if they have been advised of the possibility of such damages.

7. User specifically acknowledges and agrees that neither UNDP nor the World Bank is not liable for any conduct of any User.

8. This Site may contain advice, opinions, and statements of various information providers and content providers. Neither the UNDP nor the World Bank represent or endorse the accuracy or reliability of any advice, opinion, statement or other information provided by any information provider or content provider, or any user of this Site or other person or entity. Reliance upon any such opinion, advice, statement, or other information shall also be at your own risk. Neither the UNDP, the World Bank or their affiliates, nor any of their respective agents, employees, information providers or content providers shall be liable to any User or anyone else for any inaccuracy, error, omission, interruption, timeliness, completeness, deletion, defect, failure of performance, computer virus, communication line failure, alteration of, or use of any content herein, regardless of cause, for any damages resulting there from.

9. As a condition of use of this Site, User agrees to indemnify the United Nations, including UNDP, and the World Bank and their affiliates from and against any and all actions, claims, losses, damages, liabilities and expenses (including reasonable attorneys' fees) arising out of User's use of this Site, including without limitation any claims alleging facts that if true would constitute a breach by User of these terms and conditions. If User is dissatisfied with any material on this Site or with any of terms and conditions of use of this Site, User's sole and exclusive remedy is to discontinue using this Site.

10. Nothing in this Site or any Materials shall be construed, implicitly or explicitly, as containing any investment recommendations. The World Bank is not registered under the U.S. Investment Advisers Act of 1940. Accordingly, nothing in such Site, or in such Materials, constitutes an offer of or an invitation by or on behalf of The World Bank to purchase or sell any shares or securities nor should it be considered as investment advice.

Links to Third-Party Websites

11. This Site contains links to third-party websites. The linked sites are not under the control of UNDP or the World Bank and they are not responsible for the contents of any linked site or any link contained in a linked site. The World Bank provides these links only as a convenience, and the inclusion of a link does not imply endorsement of the linked Site by The World Bank.

12. If this Site contains bulletin boards, chat rooms, access to mailing lists or other message or communication facilities (collectively, "Forums"), User agrees to use the Forums only to send and receive messages and material that are proper and related to the particular Forum. By way of example, and not as a limitation, User agrees that when using a Forum, User shall not do any of the following:

- Defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others.
- Publish, post, distribute or disseminate any defamatory, infringing, obscene, indecent or unlawful material or information.

- Upload or attach files that contain software or other material protected by intellectual property laws (or by rights of privacy or publicity) unless you own or control the rights thereto or have received all necessary consents.
- Upload or attach files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer.
- Delete any author attributions, legal notices or proprietary designations or labels in any file that is uploaded.
- Falsify the origin or source of software or other material contained in a file that is uploaded.
- Advertise or offer to sell any goods or services, or conduct or forward surveys, contests, or chain letters. Download any file posted by another user of a Forum that you know, or reasonably should know, cannot be legally distributed in such manner.

13. User acknowledges that all Forums or Discussion Groups are public and not private communications. Further, User acknowledges that chats, postings, conferences, e-mails and other communications by other users are not endorsed by UNDP or the World Bank, and such communications shall not be considered reviewed, screened, or approved by UNDP or the World Bank. The World Bank reserves the right for any reason to remove without notice any contents of the Forums received from Users, including without limitation e-mail and bulletin board postings.

Preservation of Immunities

14. Nothing herein shall constitute or be considered to be a limitation upon or a waiver of the privileges and immunities of the United Nations, including UNDP, the World Bank, or institutional members of the World Bank Group, which privileges and immunities are specifically reserved.

General

15. The World Bank reserves its exclusive right, in consultation with UNDP, to alter, limit or discontinue the Site or any Materials in any respect. The World Bank shall have no obligation to take the needs of any user into consideration in connection therewith.

16. The World Bank reserves the right to deny in its sole discretion any user access to this Site or any portion thereof without notice.

17. No waiver by The World Bank of any provision of this Agreement shall be binding except as set forth in a writing signed by its duly authorized representative.

III. Privacy Notice

Certain information about the user, such as IP addresses, navigation through site, software used, time spent and other similar information, may be stored on the World Bank's servers in small data pieces known as "cookies," which may also be written to the User's computer system. These cookies will not specifically identify the User. The information will be used internally only for website traffic analysis. If the User specifically provides unique identifying information, such as name, address and other

information on forms stored on this Site, such information will only be used for statistical purposes and will not be published for general access. The World Bank, however, assumes no responsibility for the security of this information.

ANNEX 2

**International Reconstruction Fund Facility for Iraq
Website Outline**

ABOUT THE FACILITY

- Launching the Facility (before: Origins)
 - Security Council Resolution
 - Madrid Conference
- Terms of Reference
 - Organizational Structure
 - Governance Structure
 - The Donor Committee
 - The Facility Coordination Committee Responsibilities
 - The Secretariat [delete:Roles and Responsibilities]
- Grant Funding Process
 - For the World Bank Iraq Trust Fun
 - For the UNDG Iraq Trust Fund

RECONSTRUCTION PRIORITIES

- Assessing the Needs
- Iraqi Priorities
 - The Iraqi Strategic Review Board
 - Iraqi Priority Projects

DONOR COMMITMENTS

- Participating Donors
- Financial Support: Donor Commitments and Deposits
- Donor Commitments and Deposits by Preference
 - UN
 - World Bank

DONOR COMMITTEE MEETINGS

- Abu Dhabi Meeting
 - Agenda
 - Statements
 - Opening Remarks
 - Address by ISRB Chair
 - Statements by Donor Committee Members
 - Statements by Other Delegations
 - Report of the IRFFI Administrators [before:Financial Status of IRFFI]
 - Decisions, Conclusions and Minutes*

News and Documents
Press Releases
Speeches and Statements
Background Documents
World Bank
UN
Other delegations

Doha Meeting
Agenda
Statements
Opening Remarks
Address by ISRB Chair
Address by UN
Address by WB
Statements by Donor Committee Members
Statements by Other Delegations
Report of IRFFI Administrators (before it was Financial Status of IRFFI)
Decisions, Conclusions, and Minutes (before it was Chairman's
Conclusions; and as separate menu items, Decisions, and Minutes)
News and Documents
Press Releases
Speeches and Statements
Background Documents
World Bank
UN
Other delegations

➤ **UNDG IRAQ TRUST FUND**

➤ **UN ASSISTANCE STRATEGY**

- ◆ UN CLUSTERS
- ◆ CROSS-CUTTING ISSUES

➤ **DONOR CONTRIBUTIONS**

- ◆ EARMARKED AND UNEARMARKED DEPOSITS
- ◆ COMMITMENTS PENDING DEPOSIT

➤ **DECISION-MAKING PROCESS**

- ◆ APPROVAL PROCESS
- ◆ TOR AND RULES OF PROCEDURE OF THE UNDG ITF STEERING COMMITTEE
- ◆ UNDG ITF STEERING COMMITTEE MEETINGS

➤ **PROJECTS**

- ◆ APPROVED PROJECTS BY UN CLUSTER
- ◆ APPROVED PROJECTS BY PARTICIPATING UN ORGANIZATION
- ◆ PIPELINE PROJECTS BY UN CLUSTER

➤ **PARTICIPATING UN ORGANIZATIONS**

- ◆ LIST OF PARTICIPATING UN ORGANIZATIONS
- ◆ LIST OF UN CLUSTERS AND MEMBERS

➤ REPORTS

- ◆ PROGRESS REPORTS
- ◆ FINANCIAL REPORTS

➤ UNAMI IRAQ SITUATION REPORTS

UN PROCUREMENT

LATEST NEWS

World Bank Iraq Trust Fund

World Bank Interim Strategy for Iraq

How the Iraq Trust Fund Finances Projects

World Bank Iraq Trust Fund Reports

Financial Reports on the World Bank Iraq Trust Fund
Progress Reports on Activities Financed by the World Bank Iraq Trust Fund
Activity Completion Reports

World Bank Activities Financed by the Iraq Trust Fund

World Bank Activities in Capacity Building

Projects under Implementation
Projects under Preparation

World Bank Activities in the Education Sector

Projects under Implementation
Projects under Preparation

World Bank Activities in Infrastructure

Projects under Implementation
Projects under Preparation

World Bank Activities in Rural Development

Projects under Implementation
Projects under Preparation

World Bank Economic Work

World Bank Sector Studies, Working Papers, Notes

ANNEX 3**DRAFT TERMS OF REFERENCE****WEBMASTER FOR IRFFI SITE****I. Role**

To serve as “editor-in-chief” of the Joint Home Page of the IRFFI website, the “Site”. To gather, edit and publish content on the Joint Home Page, ensuring accuracy, consistency, timeliness and suitability for public release, in close coordination with the Administrators of the Bank Trust Fund and the UNDG Trust Fund and with technical support personnel, as required.

2. The person from UNDP who will have access to the Bank’s server/s is : Ms Saeeda Fancy.

II. Responsibilities

1. To ensure that content published on the Internet:

- promote and is consistent with the Site goals and objectives;
- reflect Site branding in substance and format;
- is timely and current (with past content archived for reference);
- is written in a succinct and concise way required of the web;
- is free of typographical and grammatical errors;
- conform to the standard web template; and

2. To define and, with technical support, implement a work flow within the content management system in respect of staff and functions relating to:

- drafting and writing content;
- editing, including fact checking, copy editing and proofing;
- approval, consisting of reviewing and clearing content for publishing on the Internet; and
- publishing, including determining content type and life cycle for content items

3. To ensure overall quality (i.e., effectiveness, accuracy, timeliness, appropriateness, navigability, comprehensiveness, and language ability) of content by:

- targeting specific audiences accurately;
- pitching (i.e. writing and presenting) content appropriately at target audiences;
- ensuring that content is written succinctly and concisely for the web;
- checking with more than one source that content is factually correct and accurate;
- **posting time-sensitive content** without undue delay;
- scheduling regular reviews and updating content frequently;

- structuring content in a intuitively accessible and navigable manner;
- reusing, adapting and repurposing relevant hard copy and other published content for posting;
- archiving important content for the record and future reference; and

4. To carry out site promotion and respond to feedback by:

- fostering partnership and link exchange with other websites, as appropriate;
- replying to inquiries and fulfilling requests for information from users;
- evaluating feedback from users and using other indicators such as web hits, to revise and improve content and website development.

III. Knowledge, Skill and Experience

The Webmaster is expected to have as many of the following skills and experiences as possible:

- substantive knowledge of Website goals, including practices and emerging priorities;
- coordination and management skills;
- writing and editing skills, preferably with experience in external communications such as journalism;
- basic understanding of information technology relating to content development, management and functionality
- basic knowledge on image editing, conversion of content to portable document format (pdf);
- language translation skills desirable;

ANNEX 4

**Functional Requirements Template for:
International Reconstruction Fund Facility for Iraq (IRFFI)**
(note: this is a partnership site)

Dates*Date Submitted:**Date Approved by Loli or Katie:**Date Approved by Bakkiya:*

- Date Approved By Meta Data Team:

Site Basics

Name of Site: International Reconstruction Fund Facility for Iraq (IRFFI)

Current URL (if available): None

Mock-Ups: If any are available, what is the URL:

General Overview/Context of Site:

The International Reconstruction Fund Facility (IRFFI) is requesting that a website be created to meet the demand for information on its activities. IRFFI is a joint United Nations (U.N.) and World Bank entity which aims to help donors channel their resources and coordinate their support for reconstruction and development activities in Iraq. IRFFI encompasses two trust funds: the World Bank Iraq Trust Fund (ITF) to be administered by the Bank, and the UN Development Group Trust Fund (UNDG Trust Fund) to be administered by the United Nations Development Programme (UNDP), on behalf of itself and participating UN organizations.

To respond to growing global interest on development activities in Iraq, a website is being developed to disseminate information on IRFFI activities. The project's scope includes a website *needs assessment*, the *creation and development of mechanisms (templates)* for IRFFI secretariat staff to routinely maintain and populate the website keeping in mind that these do not necessarily have high tech or web development skills.

Contacts

<i>Contacts: Tufan Kolan, MNAV P</i>	<i>Developer Contacts</i>
Business Owner Name(s): Tufan Kolan, MNAV P VPU IT Coordinator: Leena Chaukulkar, Roby Fields <i>ISG Client Liaison : Katie Bannon (partnership), David Hobbs (MNA)</i>	ISG Site Coordinator: Offshore Site Lead Offshore Developer(s) <i>Onsite Developers(s)</i>

VPU Migration

How does this site fit in with a larger VPU migration? And does the VPU coordinator know about this?

This is not part of the standard VPU migration. Instead, it is a partnership site which is being set-up on chargeback.

Display Requirements

Location: Internal, External Site or Inside Out ? If inside/out does the external or internal site exist?	External
Breadcrumb: For e.g. Home > Projects > InfoShop. If all the sites in the bread crumb are not available should a place holder site be created. Also, please specify the URL for the place holder sites.	Because it is a partnership site and stands alone, the first item in the breadcrumb should be: IRFFI >
Branding Image: Attach GIF required for branding in upper left. If branding image is not provided default branding image will be added.	See mock-up
Site Tools: Should a site tools box be configured? If so, what colors? (select from http://wbwebdev9.worldbank.org/mockups/color/st.htm) If no options are specified default colors will be used for External and Intranet External – Option3 Intranet – Option 1	
Related Sites: Please specify all sites (with site hierarchy) within ISP that will share data with site. These sites will be set up as related sites in ePublish for content sharing.	None

Site Structure and Page Behavior**Home Page:**

By default the content for the home page will be pulled from the “Home” folder and the Input Template for the home folder will be IT_Home content. Please specify if there are any other special requirements.	Default is fine
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If the site is inside/out do you need separate content for internal and external web or is it a shared content?	Just external content
Do you need highlights for the home page? Please specify the option. If no options are specified default options will be used.	Yes, please use dynamic highlights

Other sections:

Are there specific requirements for page behavior that is not rich text? For example, Press Releases wanted to have submenus which sort P Releases by topic, country, language, etc. Please specify the nav items

The table below provides a *generic* sample of a left hand navigation menu categories and sub-categories (e.g., Child 1, Child 2, etc.). Complete according to the below instructions.

1. **Left Hand Menu** column – add/delete categories and sub-categories.
2. **Page Behavior** column – state your site pages requirements (e.g., Rich Text, Automatic Queries, sort Press Releases by by topic, country and language, etc.).
3. **Content Type and Input Template** – these columns are to be completed by the metadata team upon review of specified left navigation menu items and page behaviors.

Comment column - provide sample URLs or flag any questions you may have.

Left Hand Menu	Page Behavior	Content Type	Input Template	Comments
Item 1				
Child1 Child2 Child3				
Item2				
Child1 Child2 Child3				

Search

<p>Do you need standard subsite search or Google search? For subsite search standard drop downs will be used for Intranet and External Web.</p> <p>Intranet: All Intranet This Site People</p> <p>External: Site Name</p>	<p>Please use the Oracle subsite search as the Google subsite search currently does not work for partnership sites (confirm with Eric)</p>
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<p style="text-align: center;">All</p> <p>If the site name is long please specify the name you need in the drop down.</p>	
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Input Side Requirements (Content Types and Folders)

Images and Resources folder will be available by default.

Has the metadata team reviewed all the content types and input templates?	
Should the folders be the same as main left navigation categories?	
Please specify any other special requirements.	

Please specify all the folders and the Content Types / InputTemplates for each folder. In the case of inside/out publishing all folders will be created on the intranet site.

Folders	Content Types / InputTemplates

Work Flow

Is there any workflow required for content? If so, please list required workflow per content type and/or folder.

Access Rights

What names need to be added to the ACL.

Default Access: Add, Edit and Delete Content. Add Highlights. Add, Edit and Delete menu items.	
Default Access and Add User Rights: Will be able to add, edit and delete other users	

Other Requirements

ImageBank/IRIS: Are some documents in the site being migrated to ImageBank/IRIS? Detail what content will be migrated there and what needs to be pulled back into the site via query.	
Other Databases: Are there any other databases linked to this system to be aware of? For example, pulling data from a DEC database?	

<p>Aliases/FURLs: What are the existing aliases, furls, domain names associated with this site?</p> <p>Are there any new ones required?</p> <p>Do you want to point the old Aliases/FURLs to the new site.</p>	
<p>Images/Files: Is there a need for a bulk upload of files? If so, what type of files and where are they located?</p>	
<p>Foreign Language: Are there any foreign language requirements?</p>	
<p>Newsletters: Does some of the content have to be mailed out via a list-serv? Describe.</p>	
<p>Statistics: Does this site already have statistics at http://webstats?</p> <p>Is there a desire for statistics in the future?</p>	
<p>Other: Are there any other requirements or issues to be aware of? Especially, are there any key business risks associated with this project? Any hard deadlines? Any assumptions to be aware of ?</p>	

ANNEX 5**Communications Development
Incorporated****International Reconstruction Fund Facility (IRFFI) Website****Terms of Reference**

The International Reconstruction Fund Facility (IRFFI) is requesting that a website be created to meet the demand for information on its activities. IRFFI is a joint United Nations (U.N.) and World Bank entity which aims to help donors channel their resources and coordinate their support for reconstruction and development activities in Iraq. IRFFI encompasses two trust funds: the World Bank Iraq Trust Fund (ITF) to be administered by the Bank, and the UN Development Group Trust Fund (UNDG Trust Fund) to be administered by the United Nations Development Programme (UNDP), on behalf of itself and participating UN organizations.

To respond to growing global interest on development activities in Iraq, a website is being developed to disseminate information on IRFFI activities

Tasks

Communications Development Incorporated will work with the Iraq Trust Fund Manager in MENA, where appropriate with the Executive Director of the UNDG Iraq Trust Fund, and with appropriate IT staff. The task is to write, edit and manage content for the site. To do this task CDI will:

1. Create an inventory of all IRFFI documents in print and electronic form from UNDP, the World Bank, and other organizations as relevant.
2. Write the introductions for each of the parent, child, and grandchild sections on the left navigation.
3. Prepare summary tables of contents as appropriate for documents to be posted.
4. Break up documents for ease of reading and navigation as needed.
5. Write stories as needed for the feature area.
6. Write text as needed for the highlight boxes.
7. Use ePublish to post all relevant documents to all parts of the site, along with relevant images as appropriate.

Qualifications

Communications Development has:

- 17 years experience in writing, editing, and publishing reports on international development.
- 12 years experience as a Web developer/producer.
- Excellent ePublish/HTML skills and knowledge of web editors.

- Experience in website development for large organizations (The World Bank, the UNDP, the Inter-American Development Bank).

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- Ability to conduct research and solve problems.
- Good work ethic and self-starting attitude, and the ability to be part of a fast-paced team of professionals.

Budget

The provision for the work to prepare and post content for the joint site in August is \$16,000.

The work will be billed hourly at the following rates:

\$125 for senior writers and editors (Bruce Ross-Larson, Meta de Coquereaumont, Michael Wright).

\$80 for web content developers and the project coordinator (Elaine Wilson, Chris Trott).

Schedule

Work will begin once the shell site is available. It is expected that much of the site will be populated with content by August 18 and that all the content will be posted by August 30.

Bruce Ross-Larson
President
10 August 2004

Vendor ID is 1622

ANNEX 6

WEB HOSTING SLA

This service is suited for clients that need to host web applications on Unix or NT platforms either for Intranet or Internet. Several levels of service is available starting with web publishing of simple static pages, applications using Access databases to very sophisticated web-based transaction processing systems. Most of the web servers are shared by several clients except for complex applications. This SLA does not include Lotus Domino based services.

Scope of Basic services

The service is available to all Bank units on a charge-back basis. The basic services to support this function are:

- **Architecture and capacity planning**
Initial study, review of business requirements, quantification of resource requirements, and computing infrastructure requirements. Discuss the technology architectural options available with application owners.
- **Hardware/Software Setup**
ISGEC Web administrators will provide the hardware, OS, and software to house the Web services. This includes, but is not limited to, the purchase, licensing, installation, and maintenance of the software. They will co-ordination the hardware, network and software installations with all necessary groups to insure necessary dependencies are maintained. Three types of servers are provided: development, staging and production. If the client needs a development platform, space will be provided. This is preferred since it most closely parallels the production environment. This will give the developer a higher level of confidence that they site will function in the production environment. The staging server is used to moved a completed site from development to pre-production. The staging server is exactly like the production environment, so a final test is performed here to insure the site will run in production. No development is allowed on this server, only testing. The final version of the site is then pushed from the staging server to the production Web farm.
- **Startup and Shutdown**
The Web administrators will provide automatic startup of services whenever the server is started or rebooted. They will provide scheduled reboots on servers, if needed, to insure proper performance of servers
- **Content Management**
The Web administrators will provide domain URLs for intranet sites, if needed; URL redirects; and directory space and location for content. They will set policy and procedure for these services and maintain naming standards. The normal turnaround time for these services usually two (2) days.
- **Backup and Recovery**
Incremental backups will be done nightly and retained for a period of four (4) weeks. Recovery requests should be submitted by email and will be started within two (2) hours.

- **Business Continuity**
Business continuity plan, testing and implementation. We will work with application owners to perform end-to-end testing of the business continuity scenarios.
- **Security**
Enforcement and compliance with security standards and others in line with ISGIS policies and procedures; periodic review and support to auditing initiatives.
- **Documentation**
Overall documentation associated with all aspects of operations including system architecture, procedures and others.
- **New Software Installation**
New software will only be installed after testing has occurred on a test server configured exactly like the production servers. These changes will then be moved to the staging server for additional testing. Finally, it will be moved to production as long as it does not affect existing production software.
- **Website Creation**
New sites will be created after a Web Hosting Request Form has been submitted and approved. A development site will be set up if needed. A staging server location in order to do final review and testing. No development may be done on the staging server. Finally, the site will be created on the production Web farm. Normal turnaround time is two (2) days.
- **Secure Server**
Secure services can be provided for Internet, Intranet and Extranet Web servers through the use of SSL and/or reverse proxy servers. These services will be set up in consultation with the site owners.
- **Application Server**
Currently, two application servers are supported for accessing database information, Allaire's Cold Fusion and Microsoft's Active Server Pages. Although the Web administrators do not do application development, they will work with application developers to debug and problem solve any problems. They can also help with contacting vendors for problem resolution.
- **Load Testing/Performance Tuning**
All new sites or completely reworked sites will be load tested based on the expected traffic and maximum expected traffic levels. This will be done in consultation with the site owners. The turnaround time on this service is about one (1) week.
- **Web Statistics**
Statistical reports on Web traffic will be provided in the standard report formats. This will be done upon receipt of the Web Analysis Request Form. The turnaround time is one (1) week. Custom reports will be negotiated with the site owners.
- **Front-end Load Balancing**
Currently sites running on NT hardware, will be run on multiple Web servers within the Web farm. Load balancing of the site will be done automatically when the site is initially set up. Sites housed on the Web farm are guaranteed 99% availability of the Web server.

- **Site Publishing**
Currently sites running on NT hardware, will use Microsoft Site Server to allow the user to publish their site to the production Web farm without Web administrator intervention.
- **Site Monitoring**
All hardware servers are monitored to insure the hardware server and Web server are running. Individual site monitoring is available upon site owner request. In case an alert gets triggered, ISGEC Web administrators will get beeped.
- **Licensing**
This includes Web server, application server, testing, and publishing software licensing and maintenance contract management. Web administration will liaison with vendors.
- **Upgrades**
Web administration will coordinate hardware, network and software installations, upgrades and maintenance with server administration.

Support Methodology

On site coverage is provided during the business hours 8AM – 6PM EST for systems monitoring and other planning activities. Remote support is provided during off hours for systems availability only. Planned maintenance work requiring downtimes is done in non business hours. The Web systems On Call staff can be contacted through NOC x37000 or using the web page <http://www-isgec.worldbank.org/cspage.shtml>.

Optional Services

- **Expert consulting**
Investigation and technology watch of technical matters associated with improved and reliable ways of deploying or enhancing systems operations and their impact to the business.

Responsibility of Customer Staff

Clients are responsible for initiating the project, providing technical data needed to correctly configure the web server, and provide support for the business application residing on the server. ISG will provide all infrastructure support for hardware, system software, web server software, and monitoring systems. We will periodically review the requirements to adjust service levels and allocation of resources.

Performance Standards

- **Availability:** 99.95% (maximum of 4.5 hours of unplanned outages per year for all environments)
- **Maintenance:** usually from Friday 18:00 until Saturday 08:00
- **On-Call:** available on a 24X7 basis, escalation to service manager.
- **Backups:** standard backup SLA (at least one backup within 48 hours) or adjusted to business needs.
- **Disaster/Recovery testing:** at least once a year.

Cost Recovery and Pricing

Basic services costs are projected and agreed upon with customers in order to fully recover expenditures. Any extra costs above the negotiated cost baseline is usually shared with customers and is not exercised before approval. The institutional charge-back procedures are followed and conformed with.

Volume Escalators

These are usually associated with revision of maintenance costs, performed on a yearly basis, aligned with the fiscal year term.

Cost of Basic Services

TBD