

TERMS OF REFERENCE

NATIONAL CONSULTANCY TO DEVELOP TWO E-LEARNING COURSES ON CHILD JUSTICE

Summary

Title	National consultancy to develop two e-learning courses on child justice for the Ha Noi Law University and Judicial Academy
Purpose	To develop two e-learning courses on child justice for lecturers and students of the Ha Noi Law University and Judicial Academy, and those from other law and legal professional training institutes who are interested in the topics
Location	Ha Noi
Duration	December 2022 – December 2023
Start date	01 December 2022
Reporting to	Child Protection Specialist

1. BACKGROUND/RATIONALE:

In Viet Nam, according to available data, every year the justice system receives approximately more than eighty thousand children, including 8,000 children in conflict with the law, 2,000 child victims of crimes, and 70,000 children involving in family law cases. In the past more than ten years, Viet Nam has made great strides to make the justice system more friendly to children, including numerous legislative reforms for strengthened protection of children in contact with the justice system introduced by the *Penal Code*, the *Penal Procedure Code*, and the *Law on Handling of Administrative Violations*, and the roll-out of the Family and Child Court to 38 provinces as the first ever specialist child justice institution.

The proclamation of a new law, however, is merely a starting point. To ensure real change in the lives of children, law implementation is essential. International experience has shown that successful reforms require concomitant comprehensive capacity building and shifting of mindsets, both within the justice sector and amongst the public, adequate investment in human resources, effective inter-agency coordination, and a strong monitoring system.

In recent years, UNICEF has been supporting the Government of Viet Nam to build capacity for officers in justice sectors. With financial and technical support from UNICEF, pre- and in-service training programmes have been developed and delivered to equipped newly recruited and frontline police officers, prosecutors, judges, legal aid lawyers with essential knowledge and skills to handle cases involving children, including alleged offenders, victims and witnesses of crime. This includes capacity building efforts based on digital platforms. For example, UNICEF supported the Supreme People Court to organize two online training seminars that reached all judges and court personnel across the country to sensitize them on special needs and vulnerabilities of child survivors of sexual violence and measures to try child sexual abuse cases in a child- and gender-sensitive manner.

Especially, in 2021 and early 2022, UNICEF has been supporting the Committee for the Advancement of Women of the Ministry of Justice (MOJ) to develop an e-learning course on gender mainstreaming and gender-based violence. This includes the adaptation of Moodle - an opensource Learning Management System (LMS) -to fit the need of stakeholders in terms of functions and user interface. The use of Moodle as one of the most popular LMS and a Digital Public Goods product enables scaling up and reutilization for similar e-learning courses for more impactful outcome.

The e-learning course on gender mainstreaming and gender-based violence contains 10 e-lessons of 15 minutes each, including quizzes at the end of each lesson and an evaluation quiz for the whole course to enable justice officers across the country to self-learn on fundamental knowledge and practical tips on gender mainstreaming in law development and dissemination, and gender-based violence. After only two months since its launch in late June 2022, the e-learning course attracted a significant enrollment of approximately 1,500 people, out of them 1,200 were certified for completion of the course.

Building on this initial success, as proposed by the Ha Noi Law University, UNICEF will support the development of an e-learning course on child justice international standards. The activity will be implemented under the 2022 Work Plan of the EU Justice and Legal Empowerment Programme, funded by the European Union (EU JULE) (Activity 2.9.1.15). It contributes to Result 2 on the increased access to legal advice, assistance, and representation for vulnerable groups. In addition, as part of the 2022-2023 Work Plan of the Project on Strengthening Justice for Minors in Viet Nam, which is under finalization, the Judicial Academy also requested UNICEF support on the development of an e-learning course on child justice.

2. JUSTIFICATION FOR REQUESTING AN INSTITUTION

Given the technical nature of the assignment, based on consultation with the Ha Noi Law University and Judicial Academy, in consideration of the availability of national expertise in this area, it is recommended to hire a **national institution/firm**, hereinafter the 'Vendor', with strong expertise and experience in development of e-learning courses and multimedia contents for e-learning application, including animations, videos etc., to undertake the assignment.

3. PURPOSE, OBJECTIVES AND TARGET AUDIENCE:

Purpose and objectives:

The overall purpose of this assignment is to develop two e-learning courses on child justice that enables self-learning for lecturers and students from the Ha Noi Law University, Judicial Academy and other law and legal professional training institutes, law enforcement and justice officers from central and local levels, as well as potential audience from the public who are interested in the topics.

The two e-learning courses will use Moodle - an opensource Learning Management System (LMS)- that was already adapted to fit the need of stakeholders in terms of functions and user interface.

Specific objectives include:

- To produce ten e-lessons of the child justice international standards e-learning course based on the scripts developed by a team of experts from the Ha Noi Law University, with technical support from UNICEF international consultant;

- To produce ten e-lessons of the child justice e-learning programme based on the scripts developed by a team of experts from the Judicial Academy, with technical support from UNICEF international consultant; and
- Provide training for relevant staff from the Ha Noi Law University/Judicial Academy for the administration of the Learning Management System.

Target audience:

- Main target audience include lecturers and students from the Ha Noi Law University, Judicial Academy and other law and legal professional training institutes, law enforcement, and justice officers from central and local levels. This group of audience will be encouraged to set up an account to access the learning programme and certified upon completion of the training programmes. There would be no cost associated with the certification.
- Anyone from the general public who is interested in this topic can also create an account to have free access to the e-learning courses.

4. METHODOLOGY AND TECHNICAL APPROACH

4.1. General description of the e-learning courses

Under this assignment, the Vendor will use Moodle - an opensource Learning Management System (LMS)-for the development of the two e-learning courses.

Each course will consist of ten e-lessons of 20 minutes each, including approximately 10- minute e-lecture, supported by slides, providing theoretical overview of the topic, and 10 minutes exercises for the students to complete, such as quizzes, case scenarios.

The specific topics of the e-lessons are identified by the teams of Subject Matter Experts from the Ha Noi Law University and the Judicial Academy who are also responsible for writing the scripts of the e-lessons, including exercises, under the guidance of UNICEF’s international consultant. The Subject Matter Experts will also identify and suggest additional learning materials for uploading to the learning management system and review structures and format of uploaded materials on each topic.

The two learning courses will be in Vietnamese. As per the suggestion of the Ha Noi Law University, English transcript will be provided for HLU students who wish to improve their capacity to understand child justice issues in English.

In undertaking the assignment, the Vendor will work closely with the Ha Noi Law University, the Judicial Academy, and UNICEF to understand the learning objectives, target audience, and developed contents. Regular exchange via regular emails, telephone, online and offline meetings will be conducted as necessary.

4.2. Security

The final product must adhere to UNICEF Information and IT Security Policy and recommendations. Please see **Annex 4** for full requirements.

4.3. Performance

Page load time and low bandwidth

The e-learning courses should be run smoothly in the Moodle Platform. They should be optimized in all different layers (CMS implementation, database and page caching, frontend markup, server settings, etc.) to ensure a low page load time (<3 sec) and proper display and performance in low-bandwidth environments.

Browser compatibility

- The e-learning courses must be supported by the latest and two (2) previous versions of Chrome, Mozilla, Safari, Microsoft Edge and IE.
- The e-learning courses must perform well in different browsers.

4.4. Usability

The e-learning courses must provide mobile-first and tablet-friendly layout and navigation (including search and filter options) and support low-bandwidth locations. Images, graphics, music, footages etc. used for the e-learning courses must be appropriate to the context of Viet Nam.

Web/graphic design

- A contemporary user interface (UI) consistent with Ha Noi Law University/Judicial Academy brand guidelines and adhere to industry best practices and intuitive navigation; The site must utilize existing styles, conventions, and components including the treatment of fonts, colors, branding and global navigation. When additional functions are necessary, they must work seamlessly with the existing styles.
- If within the scope of the project, create standard templates, and final assets, for Data Visualisations with easy expand/collapse feature for topics or filters/dashboards to clearly communicate complicated data sets.
- If the website will bear UNICEF branding, please refer to the UNICEF brand book for full guidance on the appropriate use of colors, logo, etc. (Annex 1). Additional resources, including source design files will be made available for reference when deemed necessary by UNICEF for the project and final designs may be subject to approval by the UNICEF Division of Global Communication & Advocacy (GCA).

Accessibility

- The system should adhere to the [Web Content Accessibility Guidelines\(WCAG\) 2.0](#) level AA developed by the [World Wide Web Consortium\(W3C\)](#) for effective application of accessible design and development practices to ensure that all users have equal access to the system functionality, including those with different disabilities (Annex 2).

Content and functionalities

- Improved flow of data and level of information: From the landing page, quick and intuitive navigation to filters/dashboards.
- Innovative display of different views and contexts (output-level details)/In built reports for most-common use cases

- o Allow users to build their own data table or visualization using the XML data from the portal. Users can export customized data (e.g., filter or page) in different formats and into tailored visualizations, dashboards, profiles and reports, with a preview.

4.5. Hosting, Support, Maintenance, and Upgrades

The Vendor will host the e-learning programme in Viet Nam, provide support and maintenance for up to a year after the end date of the contract, until its handover to the Ha Noi Law University/Judicial Academy.

The Vendor shall describe in detail all the support and maintenance schemes that they provide. This will include the internal procedures and processes for resolution of problems and strategies for service improvements etc. Vendor shall also specify the support scheme that will fit the requirements of Ha Noi Law University/Judicial Academy and UNICEF including the specific maintenance entitlements, i.e., software fixes, releases and updates, toll-free telephone support, round-the-clock telephone support, access to bulletin boards, newsletters or general information, account management services, etc.

The Vendor shall also provide:

- At least one (1) year warranty **free of cost** from the date the solution goes into Production, for the implemented solution including configurations and customizations.
- Ensuring a response time within 24 workday hours (except the official holidays/weekends based on the country context· holiday yearly schedule).
- Changes to system and/or application post baseline will be documented (version / build number), along with description via a formal change management process. The Vendor shall describe the Change Management Methodology including deployment of new releases, management of existing user requested changes and inclusion of new change requests.
- Include sample documentation or tools and forms used for change requests, enhancements etc. The Vendor shall report the following information about patches, at a minimum: type, version, reason, post test results after implementation. Patches that fail testing will also be recorded and documented. The Vendor should clearly define the procedure to handle escalation issues, bugs, and service packs.
- Script/ Code Updates - adding, editing, removing and installing any scripts, programs or software to the solution provided it does not change the overall design or look of the system.
- Implementation of any technical updates needed such as installing new versions or plugin update.
- A maintenance visit report submitted to UNICEF after the completion of each maintenance request that includes the findings and a briefing of the current situation.
- Provision of ongoing and regular maintenance services during the contract period for the microsite including, but not limited to, the following:
 - o Capacity monitoring
 - o Performance monitoring and tuning
 - o Software packages updates and patches
 - o Design updates and minor changes

- o Technical troubleshooting.
- Support does not include:
 - o Implementing new features
 - o Design change requests
 - o Updating the content on regular basis
- Maintenance may be split from the design and development phase and may be contracted separately through subsequent contracts.

4.6. Documentation

As part of the initiative delivery, a handover to the Ha Noi Law University/Judicial Academy is to be conducted to enable them to manage and maintain the e-learning courses.

- o Vendor should provide all needed documentation related to development of the e-learning courses e.g., the technical documentation as it was set up and configured, end-user documentation etc. This documentation shall be in digital format; either as standalone material or can be part SCORM-compliant training materials.
- o Vendor is expected to provide the Ha Noi Law University/Judicial Academy with initial training and documentation on the maintenance of the software including analytics dashboard.
- o Vendor is expected to provide technical team for code walk-through and technical documentation.

4.7. Testing/Quality Assurance

The e-learning courses will be tested by the Ha Noi Law University/Judicial Academy and UNICEF Country Office business users. The proposal should include a recommended test plan that can be used during testing/validation. The final approval of the e-learning courses will require formal sign offs by business focal points which will be based on acceptance tests where business users validate functionalities against the requirements.

The proposal should include the Vendor's process in ensuring that no configuration or executable code will be implemented into the Production environment until evidence of confirming to the testing criteria (user approval, QA, or the equivalent) is acquired and the associated program source libraries have been updated.

4.8. Data

UNICEF recommends a non-disclosure agreement (NDA) between the vendor and the Ha Noi Law University/Judicial Academy, to be agreed upon and finalized at the kick-off meeting.

The Vendor will be the data controller and data owner until the e-learning programme is handed over to the Ha Noi Law University/Judicial Academy, but not longer than a year since the end date of the contract. The data controller is recommended to have a privacy policy in place to inform individuals about the purpose of personal data collection and the rights to access/rectification and deletion of their data. The vendor shall also have a mechanism in place to ensure that it complies with these requests.

In addition, the vendor shall delete from any of its systems any personal data relating to a user, if such user has not used an account for [2] years, and all personal data relating to all users within 2 years following the end of the project and/or the handover of the project and the data to the government. It shall provide a certification confirming such deletions to UNICEF, and, following the project handover, to the Government.

Prior to commencing development, the vendor should share a test plan (please refer to Annex 5 for Solution test plan) that will include detailed information on the different functional and non-functional tests (please refer to Annex 6 for recorded non-functional tests; please expand as needed) to be performed.

5. TASKS, DELIVERABLES AND TIME FRAME:

Task 1. Configure the learning platform to support multi-language user interface, and refine the displayed terms for accuracy, appropriateness, and consistency in both English and Vietnamese. Develop test plan of the e-learning courses.

Task 2. Develop ten e-learning lessons for the e-learning course on international standards on child justice for the Ha Noi Law University, including:

- Provide inputs for refining the scripts developed by the Subject Matter Experts from the Ha Noi Law University and UNICEF to best support knowledge acquisition.
- Instructionally design the scripts into storyboards (time frame, visual frames, descriptions of illustration and motions) to meet the agreed learning objectives. The visual frames and motions of figures should be creative and sufficient to present and convey lectures in animation. Refine and finalize based on inputs from the Subject Matter Experts from the Ha Noi Law University and UNICEF.
- Produce ten e-lessons that are visually attractive to learners and with good audible quality, subtitle, and voice – over in Vietnamese in line with guidelines of UNICEF and EU JULE audio – video production and brand image. The voice – over needs to have pace and tone to provide attractive and interesting lessons.
- Refine the e-learning programme based on feedback from stakeholders and end-users during the development process, test results, and throughout the maintenance phase.

Task 3. Develop ten e-learning lessons for the e-learning course on child justice for the Judicial Academy, including:

- Provide inputs for refining the scripts developed by the Subject Matter Experts from the Judicial Academy and UNICEF to best support knowledge acquisition.
- Instructionally design the scripts into storyboards (time frame, visual frames, descriptions of illustration and motions) to meet the agreed learning objectives. The visual frames and motions of figures should be creative and sufficient to present and convey lectures in animation. Refine and finalize based on inputs from the Subject Matter Experts from the Judicial Academy and UNICEF.
- Produce ten e-lessons that are visually attractive to learners and with good audible quality, subtitle, and voice – over in Vietnamese in line with guidelines of UNICEF audio – video production

and brand image. The voice – over needs to have pace and tone to provide attractive and interesting lessons.

- Refine the e-learning programme based on feedback from stakeholders and end-users during the development process, test results, and throughout the maintenance phase.

Task 4: Train relevant staff from the Ha Noi Law University/Judicial Academy for administration of the Learning Management System

Task	Deliverables	Timelines
	Inception report submitted.	
Task 1	Test plan submitted and approved by the Ha Noi Law University/Judicial Academy and UNICEF; Learning platform configured	Dec 2022
Task 2	Ten story boards proposed for the e-learning course on international standards on child justice of the Ha Noi Law University, ten e-learning lessons produced, refined and finalized, and successfully tested	Jan- Nov 2023
Task 3	Ten story boards proposed for the e-learning course on international standards on child justice of the Judicial Academy, ten e-learning lessons produced, refined and finalized; refined and finalized, and successfully tested	Jan-Nov 2023
Task 4	Training provided for stakeholders on Learning Management System administration conducted	Dec 2023

6. TESTING/QUALITY ASSURANCE

UNICEF Child Protection Specialist, T4D Officer, Ha Noi Law University, and the Judicial Academy will guide and work closely with the Vendor to ensure the quality of the deliverables and compliance with the Communication and Visibility guidance of UNICEF and EU JULE.

The e-learning courses will be tested by the learners identified and agreed upon by both parties in the initial meeting. The proposal should include a recommended test plan that can be used during testing/validation. The final approval of the e-learning courses will require formal sign offs by focal points of the Ha Noi Law University/Judicial Academy which will be based on acceptance tests where the learners validate functionalities against the requirements and usability testing, in case of any new user interfaces built as part of this project.

Prior to commencing development, the Vendor should share a user acceptance testing (UAT) and user interface/user experience (UI/UX) testing to be performed. The Vendor should also share the final acceptance testing of the system (“Acceptance Testing Plan”). The Acceptance Testing Plan will be integrated into the Business and Technical Requirements. The Acceptance Testing Plan will incorporate UAT and UI/UX in the field as part of a structured, iterative process of development and acceptance testing. The vendor will be available for field visits and validation exercises and will be responsive to the input of HLU/Judicial Academy and UNICEF. Acceptance testing will be conducted in order to:

- For UAT: (i) determine whether Software Product performs in accordance with the Requirements, (ii) ensure that Software Product is capable of running, processing, handling and reporting on a variety of data without failure, and meets the runtimes and other performance standards set out either in the relevant Requirements or in the Acceptance Testing Plan, and (iii) assess the security of system; and
- For UI/UX: (a) verify how usable the systems are, (b) ensure that system can be effectively used by end users in the intended environment, and (c) test interface preferences with end users.

7. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS

The use of any copyrighted materials (e.g., images, graphics, music, footages, etc.) for the development of above-mentioned products must be legally licensed. The Vendor is required to avoid copyright infringements in any way possible. Any legal disputes over the materials employed by the Vendor will be entirely of the Vendor’s responsibility before the law.

The Ha Noi Law University or the Judicial Academy will have the master ownership of the system upon being handed over by the Vendor.

All outputs produced in this action shall remain the property of Ha Noi Law University/the Judicial Academy who shall have exclusive rights over their use.

The Vendor may not use, reproduce such works without prior consent from UNICEF and MOJ.

8. CONTRACT/PROJECT MANAGEMENT:

The assignment will be undertaken under the direct supervision of the Child Protection Specialist (Child Justice) and under the oversight of the Chief of Child Protection. The Protection Specialist (Child Justice) will be responsible for coordinating agreement of all deliverables and timelines and facilitating the interaction with the Ha Noi Law University and Judicial Academy (MOJ) and relevant stakeholders, providing technical inputs and day – to – day support. The Chief of Child Protection will be responsible for providing overall guidance and approval of intermediate and final products.

9. PAYMENT SCHEDULES:

Deliverables	Payment schedule (including travel/misc. costs) be directly linked with satisfactory deliverables
Upon submission of inception report	20%
Upon completion of tasks 1 and 2	40%

Upon completion of task 3 and 4	40%
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10. QUALIFICATIONS AND EXPERIENCE REQUIRED

The competencies required for the Vendors include:

- A national institution/firm in EdTech or ICT areas, with requisite expertise and experience with Moodle as an open source Learning Management System.
- Minimum of 5 year-experience in developing online learning programmes, producing e-learning/online lectures and multimedia content for e-learning application, including animations, videos etc.
- Demonstrated work experience with the Government of Viet Nam is an asset.
- Previous work with UNICEF or other UN agencies, international organizations or donors is an asset.
- Other documents specified in Section 4 above.

Team leader:

- Advanced university degree in Communication or equivalent.
- Expertise in video production, including developing storyboards, graphic animation, video production, narration, etc.
- Effective communication skills with clients; experience working on vulnerable groups, VAW, VAC.
- Experience in developing e-learning videos is an asset.
- Experience in developing learning management system

Team member(s)

- Having university degree in Information Technology, Computer Programming, Communication or equivalent.
- Having experience on audio – visual recording, editing, and media production.
- Clear understanding of the technical aspects of video making process along with experiences on using different tools and techniques in developing appropriate and quality audio – visual products.
- Experience in user interface design, especially design and functions of learning management system, web development.

11. CONTENT OF TECHNICAL AND FINANCIAL PROPOSAL

Structure of the Technical Proposal

Interested vendors are required to submit a detailed technical proposal including the following:

1. Credentials document outlining the expertise of the company, detailing general and specific experience with similar clients and/or assignments, including the samples (e.g. reports, materials, products) of past relevant works.
2. Details of the proposed team for the assignment including the following information:
 - Title/Designation of each team member on the project

- Experience in working on similar project and assignments – List similar projects they worked on and their roles on the project.
 - The team needs to include different members who have background and working experience in the following key fields: graphic design, arts, management, EdTech, ICT, etc.
3. Provide a summary of the approach which the agency would take to meet the specific objectives and deliverables outlined above.

Note:

- *Submissions can be made in English or Vietnamese.*
- *No price information should be contained in the technical proposal.*
- *Any submissions made outside of the allotted time frame or without adequate information will be automatically disqualified.*

Financial proposal

- The Financial Proposal should be broken down for each component of the proposed work.
- All prices/rates must be in Viet Nam Dong, exclusive of all taxes as UNICEF is a tax-exempt organization.
- Financial Proposals must be submitted separately to Technical Proposals.

12. EVALUATION METHODOLOGY

Weighted scoring evaluation approach shall be used to evaluate the Proposals.

- The total amount of points allocated for the technical component is 80 and 20 for financial component. The passing score for technical evaluation is 64 points.
- The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms/institutions which obtain the passing scores in the evaluation of the technical component.
- UNICEF will award the contract to the vendor whose response is of high quality and meets the specific objectives, and who gets the highest combined scores.

Technical evaluation criteria are as follow:

Technical Criteria	Technical sub-criteria	Maximum Points
Overall response	Completeness of response	5
	Overall concord between RFP requirements and proposal	5
	Samples with demonstrated experience in learning management system and content development	5
Maximum Points for overall response		15

Company and Key personnel	Range and depth of experience with similar projects	10
	Qualification and experience of the proposed team leader	10
	Qualification and experience of any proposed team members	10
Maximum Points for Company and Key personnel		30
Proposed Methodology and Approach	Relevance of the approach to meet the specific objectives and reach the specific target audience	30
	Technical services (equipment, studio facilities, etc.)	20
	Innovative and sustainable approach	5
Maximum Points for Proposed Methodology and Approach		35
TOTAL Maximum		80

ANNEXES

Annex 1 (UNICEF brand book)

https://unicef.sharepoint.com/sites/DOC/DocumentLibrary1/Brand%20Book%203.1_English.pdf

Annex 2 (UNICEF Accessibility Standards based on WCAG 2.0 AA)

<https://unicef.sharepoint.com/sites/portals/RF/Regulatory%20Framework%20Library/ACCESSIBILITY%20STANDARDS%20FOR%20UNICEF%20WEBSITES.pdf>

Annex 3 (UNICEF SEO standards)

<https://unicef.sharepoint.com/sites/portals/RF/Regulatory%20Framework%20Library/STANDARDS%20ON%20SEO%20FOR%20UNICEF%20MANAGED%20WEBSITES.pdf>

Annex 5 (Solution Test Plan) <https://unicef.sharepoint.com/:w:/r/sites/ICTD-Playbook/Library/4.4.1-Template-Solution%20Testing%20Plan.docx?d=wd5b3c2ac262a4caf9dbabf1929e63ee4&csf=1&web=1&e=QmRDNm>

Annex 6 (Acceptance Test Report) <https://unicef.sharepoint.com/:w:/r/sites/ICTD-Playbook/Library/5.2.3-Template-Acceptance%20Test%20Report.docx?d=wedd1a020ef604ef18bef7ca50b0d1cdb&csf=1&web=1&e=MwDUmC>

Annex 7 (System Requirements Specifications) <https://unicef.sharepoint.com/:w:/r/sites/ICTD-Playbook/Library/3.3.2-Template-%20System%20Requirements%20Specifications.docx?d=w8ad00fcece1f484b8ed8f3fc04ca9ce8&csf=1&web=1&e=0nOxJk>

Annex C (Financial Response and Instructions) <https://unicef.sharepoint.com/:x:/r/sites/ICTD-Playbook/Library/4.1.2c-Template-Annex%20C-%20Financial%20Response.xlsx?d=w384e61fef19e46c5b05ee5a7e013d454&csf=1&web=1&e=a0jkUP>

Annex D (Technical Response) <https://unicef.sharepoint.com/:w:/r/sites/ICTD-Playbook/Library/4.1.2d-Template-Annex%20D%20-%20Technical%20Response%20Form.docx?d=w9329b45f879448ceb03bc6d9763d2cca&csf=1&web=1&e=DKRczC>

Annex 4 CLASS III SYSTEM UNICEF SECURITY REQUIREMENTS

1. Categorization

This document describes UNICEF’s security requirements for systems classified as Class III. UNICEF recognizes 4 classes of information: Class I - Confidential, Class II - Internal, Class III - Restricted and Class VI - Public. All classes are based on the business value of the information. As such it is the business that drives the data classification.

Class III classification is designated for systems that carry non-sensitive information.

System Classification	Description	Asset Rating		
		Confidentiality	Integrity	Availability
Class III	A system which stores and / or processes internal data and information that, while not sensitive, is limited to select UNICEF business partners. Unauthorized access may impact current and or future partnership and or brand.	MOD	MOD	MOD

It shall be noted that the system classification and resulting security requirements are based on input provided by the system owner / sponsor or their delegated authority. That said, if the value - and hence the classification - of the information changes at any point during its life cycle it is the responsibility of the owner or their delegate to reinitiate the information / system classification process. This requirement is an obligatory responsibility of the system owner to ensure proper protection of the system and the underlying information assets.

2. Applicability / Scope

The security requirements outlined in this document are mandatory and apply to any internal or external party who is providing a solution, a system or a service to UNICEF which processes, stores or transmits information that meets the classification criteria reflected in this document.

3. Security Requirements

All the requirements covered in this area reflect controls that shall be included in any Request for Proposal (RFP), Work Orders / Package, Term of Reference (ToR) or any document that may be used by a service provider or professional services entity which are providing UNICEF a “Product” or “Service”.

Both business owner (data controller) and the service provider (data processor) share the obligations for ensuring proper implementation of the requirements.

It shall be noted that the requirements outlined in this section be viewed as an additional layer to complement vendors existing security eco system and not a replacement. In cases where a service

provider's controls are more restrictive the service provider's controls shall prevail and be formally captured by both parties.

3.1. General Security Requirements

- a) UNICEF shall reserve the right to assess the quality and accurateness of outsourced software development and operational maintenance of the system / application; whether it be through security assurance testing or through external security assessment.
- b) Solution / Service shall be protected from unwanted network traffic by network filtering or separating measures that lay outside of the system; such as externally controlled routers and firewalls.
- c) The system shall have proper end-point protection, with the following minimum requirements:
 - malicious code protection measures
 - host firewall configured utilizing, at a minimum, least privileged access controls (services, user, communication access).

3.2. Validation of Security Controls

- a) UNICEF shall reserve the right to periodically validate the implementation of the security requirements outlined in this document via:
 - Security Assurance Testing
 - Vulnerability Testing
 - Penetration Testing
 - Audits
 - On-site checks

3.3. Identification, Authentication and Authorization

- a) The service provider shall follow the principle of least privilege, guaranteeing that users, group, role, and device identifiers will be unique, assigned to each entity (user or process). Each application user role shall have a correspondent database connection according to its privileges.
- b) The service provider shall centrally manage the user account using federated identities and whenever possible integrate their solution with the UNICEF Identity Management System.
- b) In case authentication is password based; the password shall forcefully adhere to the common best practice quality requirements and will be forcefully renewed frequently. The allocation of authenticators will be controlled and management through a formal process.
- c) Multi-factor authentication will be used for:
 - privileged accounts and
 - user access outside of UNICEF trusted network.
- d) All the user and system accounts shall be disabled after a defined period of inactivity, in accordance with organizational standards. All default accounts and or passwords shall be removed or changed. Approvals will be required for creation, deletion or modification of any account.
- e) All access from external networks will traverse specific entry and exit points where external communication is terminated and re-established into a UNICEF controlled ICT ecosystem.

- f) Account lockout features will be used for invalid authentication attempts.
- g) Application code shall never contain any credentials.

3.4. Availability and Deletion

- a) Systems availability shall be set according to Service Level Agreements, to meet the Confidentiality, Integrity and Availability requirements commensurate with its classification, as noted above
- b) Any deletion of confidential / personal data must be done so that it cannot be reconstructed.

3.5. Cryptography

- a) The service provider shall use best practice or industry standard secure data exchange protocols and keep them up to date, as per defined UNICEF standards. Outdated and / or compromised protocols shall never be used.
- b) All passwords shall be encrypted with best current practices or strong industry standards cryptographic algorithms and secure keys. The keys will be generated using strong cryptographic algorithms.
- c) Key files must be protected from unauthorized modification using an application that enforces automatic reconciliation from an authoritative source.
- d) Encryption keys shall be securely stored outside of the systems on which they are used.

3.6. Secure Development

- a) The system shall be engineered following the '*security by design*' principles.¹
- b) Development and tests of the system will be done with fictitious or pseudonymized information.
- c) Access to program source code and associated items - such as designs, specifications, testing and validation plans - shall be strictly controlled; to prevent the introduction of unauthorized functionality.
- d) The system shall display generic error messages that do not disclose detailed information such as process logs, account or system information.
- e) Executable code will not be implemented on an operational system until evidence of conforming to the testing criteria (user approval, QA, or the equivalent) is acquired and the associated program source libraries have been updated.

3.7. Updating assets' inventory

- a) The assets' inventory related to UNICEF applications shall be updated, as part of the operational process, capturing all system elements, describing their business function, location / identifiers and business owner.

3.8. Security Operations

- a) The system shall be hardened, which means that:
 - only the services and network ports necessary for efficient operation are up and running

¹ As described by OWASP in https://www.owasp.org/index.php/Security_by_Design_Principles

- all application code is patched and kept up to date and
- limiting the accounts and removing, changing or disabling default accounts and passwords

Note: In order to ensure proper risk driven methodology is followed, patches shall fall into one of the following categories, which are classified by the application / system vendor.; critical, noncritical. The patching window SLA, shall be formally documented by both vendor and UNICEF's Designated Authority (D.A.).

- Servers and applications shall be configured to run with the minimum system authorizations necessary. The service provider shall ensure the implementation of the appropriate technical and organizational measures.
- The system must be configured to display generic error messages that do not disclose detailed information such as process logs, account or system information.
- The production environment shall be separated from the test and development environments; preferably on logically and physically different systems.
- Development and test environment shall have the same patch level as the production environment.
- The production environment shall not have any development tools.
- Configuration/Application source code/customized work, shall be protected from unauthorized access / modification and reside in non-production environment with proper back-up / resiliency policy.
- The system shall have malicious code protection measures. Logs generated by malicious code protection measures shall be monitored.

3.9. Vulnerability Management

- The service provider is required to run security tests. Test will run prior to the launch of the system and periodically afterwards; with a minimum frequency of once a year.
- The service provider is required to report on the results of the security scans and the remediations taken. These reports will be sent to UNICEF's Chief of IT Security or the relevant focal point(s).
- Critical security patches shall be applied following established testing / change management processes.

3.10. Change Management

- Any changes to UNICEF system(s) or software shall be agreed upon between ICT and the business division / office owner of the affected system and third party.
- Changes to system and/or application post baseline will be documented (version / build number), along with description via a formal change management process. The service provider shall report the following information about patches, at a minimum: type, version, reason, post test results after implementation. Patches that fail testing will also be recorded and documented.

- c) The updating of the operational software, applications and program libraries will only be performed by trained and qualified administrators upon appropriate management authorization.

3.11. Log Management and Monitoring

- a) The system shall generate and process auditing tracks covering all actions taken on personal data, including data access only.
- b) Authentication validation activities and all changes in authorization shall be logged and securely stored, with limited access.
- c) Access to content, key information and or any modifications to operational program libraries shall be logged and restricted.
- d) Logs and events will be generated in a format that can be easily parsed and used as an input for logging process management.
- e) Integrity log checking shall be performed to ensure consistency.
- f) The system, application, as well as underlying services and or networks, shall be monitored and activities logged.

3.12. Security Incident Management

A security breach, shall be viewed as:

- a failure in security controls which leads to the accidental, unlawful or unauthorized access, destruction, loss or alteration of data / information that processed / stored on system
 - a failure in security controls which leads to the accidental, unlawful or unauthorized access to ICT resources, such as - but not limited to - computing resources (processing and or storage / services) and communication resources (infrastructure).
- a) Security breaches, shall immediately be communicated to UNICEF's Point of Contact.
 - b) A security incident notification and escalation procedure shall be formally documented and contractually enforced between the service provider, and UNICEF's Security Operations Centre.

Annex E

(Requesting unit to provide information in the tables below)

Table 1: Suggested Service providers (if any) by Requesting unit (beside the advertisement on public websites, Supply Unit shall disseminate the Request for proposals to as many invitees as possible).

Name of service providers	Address	Contacts
Công ty TNHH Thương mại Thành Thái Thanh Thai Trading Company Limited	486B Duong Lang, Lang Ha Ward, Dong Da District, Ha Noi, Viet Nam Tel. +84 35624138	Hoàng Ngọc Anh

Table 2: Registered members of bid evaluation panel (recommended to have at least 2 members. For complex TOR, more than 2 members are recommended)

No.	Name, title of evaluation panel member
1.	Nguyen Thanh Truc, Child Justice Specialist
2.	Nguyen Truong Giang, IT specialist or Nguyen Hoang Minh, ICT Associate
3.	Nguyen Ngoc Anh, Child Protection Specialist
<p>Requesting Unit is reminded to notice each evaluation panel member to agree with below <u>Declaration of Impartiality and confidentiality</u></p> <p style="text-align: center;">DECLARATION OF IMPARTIALITY AND CONFIDENTIALITY</p> <p>I, the undersigned, hereby declare that I agree to participate in the evaluation of the above-mentioned tender procedure. By making this declaration, I confirm that I have familiarized myself with the information available to date concerning this tender procedure. I further declare that I shall execute my responsibilities honestly and fairly.</p> <p>I am independent of all parties, which stand to gain from the outcome of the evaluation process. To the best of my knowledge and belief, there are no facts or circumstances, past or present, or that could arise in the foreseeable future, which might call into question my independence in the eyes of any party; and, should it become apparent during the course of the evaluation process that such a relationship exists or has been established, I will immediately cease to participate in the evaluation process. I confirm that I, my family members and no organisation or company that I am involved with outside of my position with UNICEF shall make any financial gain from the results of this tender process.</p> <p>I agree to hold in trust and confidence any information or documents (“confidential information”) disclosed to me or discovered by me or prepared by me in the course of or as a result of the evaluation and agree that it shall be only used for the purposes of this</p>	

evaluation and shall not be disclosed to any party. I also agree not to retain copies of any written information or prototypes supplied.

Confidential information shall not be disclosed to any employee or expert unless they agree to execute and be bound by the terms of this Declaration.