# RFP 2018 MVP/PQT/CKM-1

# APPENDIces 1−5

# Prequalification website integration project

# Detailed design specifications

# Complements information contained in the aforementioned RFP

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# appendix 1: Prequalification website integration project

# Vision and overall objectives of the activity

The overall objective of this project is to bring together all five WHO prequalification websites of the WHO Prequalification Team (PQT) (see Appendix 2 for the URLs of the current individual prequalification websites) and establish a single, unified prequalification website using the customer-oriented communication and information management approach and platform that was applied recently to update and improve the medicines prequalification website (see Appendix 3). The aim is to eliminate the current fragmentation of information across a multitude of separate product-specific prequalification websites.

It is envisaged that the existing, most advanced and updated medicines prequalification website will be used as the model platform and foundation since it represents a new communication approach, design and technology.

The future unified prequalification website should: a) present a coherent vision and identity for prequalification, as a core WHO activity; b) serve as a one-stop access point to a comprehensive knowledge base of high quality and relevance; c) rely on a modern and effective platform for data retrieval, search and content management. At the same time, product stream visibility within the common framework must also be ensured.

The future website will benefit from efficient and effective overall, cross-product and product-specific navigation and information retrieval, including identifying, retrieving, and downloading selected information easily, with respect to prequalification in general, and specific information and data relating to specific product streams.

# Approach

The successful bidder is expected to achieve the above objectives through

* extension of the Drupal, SOLR and XML technologies, recently introduced for the medicines prequalification website, to form the platform of the new and integrated website (WHO will enforce corporate version control);
* extending and adjusting the current medicines-only website structure to create an integrated prequalification website, including creation of a dedicated area for each product stream and repositioning of the medicines-related content and features within the overall architecture; i.e. the current medicines website will become a product-specific area within a single prequalification website necessitating particular care to ensure that the current level of usability and performance are not affected negatively by the re-mapping of information content and resources;
* use of WHO/medicines prequalification design and layout principles to create a unified and integrated prequalification website that provides a consistent user experience, with automated and data-driven online access to information and process data across each prequalification product stream;
* migrating the immunization devices, in vitro diagnostic, vaccines and vector control product websites into the relevant areas of the new unified, including full review of information content and embedded knowledge;
* providing outstanding platform maintenance and solution support following go-live.

# Expertise of successful bidder and work to be performed

The successful bidder will have excellent knowledge and experience and expertise in:

* advanced web communication, content management strategies and design;
* introduction and maintenance of web platform technologies including XML data exchange;
* introduction of modern, cost-efficient and effective content management solutions across various technical areas and team cultures.

A proactive and cooperative workstyle, ability to work with several focal points from the different prequalification product streams, as well as careful research and analysis, will also be critical to successful completion of this project.

# Drupal website restructuring and extension

The contractor shall transform the current Drupal website into a unified PQT website (“multi-site”) to provide a unique “home” for its (currently) five (5) product streams. This will include establishing a new PQT home page that presents the prequalification mission and provides access to the product stream sub-areas. (A landing page prototype has already been developed, as part of work to establish the feasibility of a unified prequalification website. See Appendix 4.) The site must be further extensible in the event that additional product streams are added to PQT’s mandate. The extended website must allow team-wide aggregation and/or disaggregation (filtering) of common information such as PQT news, events and overall guidance across product streams, etc.

# Site design and architecture

The contractor shall proceed with the design, build and launch of the extended PQT website by creating the fundamental architecture for an overarching prequalification website at the URL <https://extranet.who.int/prequal/> (currently used exclusively by PQT medicines).

WHO requires the establishment, maintenance and use of three different and independent platforms: i.e. development platform, staging or quality assurance platform, production platform.

The Drupal infrastructure, the SOLR search engine, as well as the shared MySQL database database, will be provided by WHO, based on the “Infrastructure as a Service” model (IAAS).

# URL shaping and new site architecture

The new architectural design model requires “demoting” the medicines prequalification Drupal site, in effect to become a sub-area, at the same level as all the other product stream sub-areas.

The new unified prequalification website shall be based at the current site address <https://extranet.who.int/prequal/>. (This URL is used, at present, for medicines prequalification only) and product sub-area URLs for the specific product streams created as follows:

PQT-medicines (“demoted” to): <https://extranet.who.int/prequal/medicines/>

PQT-immunization devices: <https://extranet.who.int/prequal/imd>/

PQT-in vitro diagnostis: <https://extranet.who.int/prequal/diagnostics/>

PQT-vaccines: <https://extranet.who.int/prequal/vaccines/>

PQT-vector control products: <https://extranet.who.int/prequal/vectorcontrol/>

Extending the prequalification website and integrating all product-specific areas into a single site must preserve and enhance user-friendliness, as well as simplify administrative tasks, and simplify and facilitate site upgrades and maintenance.

# Content review and migration/transformation

All communication and content management features currently available through the existing medicines prequalification website shall be made available across the integrated website and in each product-specific area. This refers to (1) the so-called static information managed via the Drupal content management console, as well as (2) the dynamic online data queries and reporting which shall be fully integrated with the PQT’s business solution, which is currently under development.

Drupal integration with the PQT business solution will rely on scheduled import and processing of the product data (product details and reference documents, process status, etc.). For each product stream integration will be based on (consume) the XML data generated by PQT’s external business process solution, as is already the case for prequalified medicine products.

See also Appendix 5.

# Application of the site integration concept and extension of overall structure

These will require:

***Content review and migration****:* Specifically, assist with migration of information from the current websites, including collection and migration of (text, guidance documents, etc.). Existing information shall be reviewed/revised/updated by PQT experts/focal points before migration. Particular attention will be needed to content on the current medicines website, to ensure that resources are mapped adequately.

***Extension of filtering scope of Search/News/Events/Alerts, etc****.:* Specifically, ensure that all communication and content management features currently available on the medicines website also become available across the entire integrated site and for all product streams).

***Ensure satisfactory end-user/target group experience****:* Specifically, ensure that users can access relevant information promptly and can tailor information for downloading (for example: access all events, news alerts, listings, or filter information, and retrieve/download a selection of the information, such as product-stream-specific items and data).

***Extension of scope of data-driven content:*** Specifically, scheduled import and processing of the product data (product details and reference documents, process status etc.) must continue to be based on XML data generated by PQT’s external business process solution (as is already the case for medicines products, and is under development for immunization devices, in vitro diagnostics, vaccines and vector control products). Here the contractor is expected to work closely with the product stream teams to elicit and define the content of web-based listings and required reports

***Deployment and implementation of new site structure and content:*** Specifically, test and deploy to quality assurance platform, deploy to production platform (including successful WHO vulnerability testing) and assist with user training and go-live handover.

# Key requirements

These are:

* Extension of the site structure based upon the current medicines prequalification Drupal site in accordance with the PQT design document, with minimum disruption of the medicines prequalification website.
* Efficient migration and updating of content, preserving all existing dynamic features as well as content indexing/classification and search capabilities.
* Establishment of data connectivity with all product streams.
* Demonstration of site integrity and security.
* Demonstration that the positive attributes of the medicines prequalification website are replicated for the additional product streams.
* Engagement in cross-product stream discussion to facilitate creation of common information resources such as:
* About us page
* "What we do" section for each product stream
* Stakeholder-specific areas
* Team newsletter
* Team page Quick Links to prequalified lists.

# Appendix 2: URLs of current individual prequalification websites

|  |  |
| --- | --- |
| **Prequalification product stream** | **Website URL** |
| **In vitro diagnostics** | <http://www.who.int/entity/diagnostics_laboratory/evaluations/en/index.html>  **Product listing:**  <http://www.who.int/diagnostics_laboratory/evaluations/PQ_list/en/> |
| **Immunization devices** | <http://apps.who.int/immunization_standards/vaccine_quality/pqs_catalogue/categorylist.aspx?cat_type=device>  **Product listing:** <http://apps.who.int/immunization_standards/vaccine_quality/pqs_catalogue/> |
| **Medicines** | <https://extranet.who.int/prequal/>  **Product listing: various, see site:**  <https://extranet.who.int/prequal/content/prequalified-lists> |
| **Vaccines** | <http://www.who.int/entity/immunization_standards/vaccine_quality/pq_system/en/index.html>  **Product listing:** <https://extranet.who.int/gavi/PQ_Web/> |
| **Vector control products** | <http://www.who.int/entity/pq-vector-control/en/index.html>  **Product listing:**  <http://www.who.int/pq-vector-control/prequalified-lists/en/> |

# Appendix 3: Process and background

In 2014, the medicines team initiated a review process with external institutions and conducted a website redesign process which led to creation of a new and modern medicines prequalification website. Research conducted with stakeholders, provided considerable insights into the key functions and improvements that prequalification stakeholders and website users need. Although the immunization devices, in vitro diagnostics and vaccines product streams have used different approaches and tools for establishing their own web presence, many of the aforementioned insights gained with respect to medicines prequalification apply equally to these other product streams.

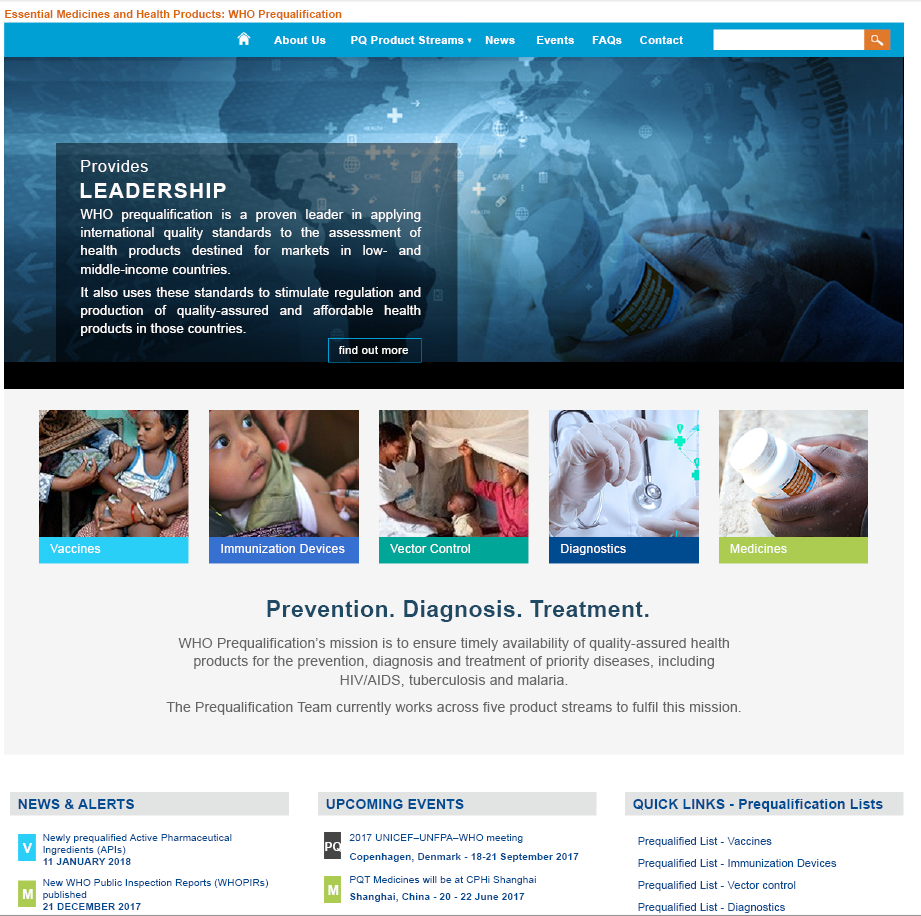
Additionally, the immunization devices team underwent a 360° organizational review in Q3 and Q4 2017 that yielded insights regarding crucial website functions needed to support its mission. The team also conducted a PQS devices website users survey (September — October 2017) which yielded responses from 64 users across a range of stakeholders regarding the current PQS website, including overall satisfaction and desired improvements functions, content, navigation, etc. As part of the ongoing work to develop a unified PQT website, the content of the immunization devices website (known as PQS (for prequalification, quality and performance) website) will be incorporated into what will become the PQT Drupal site in mid-2018.

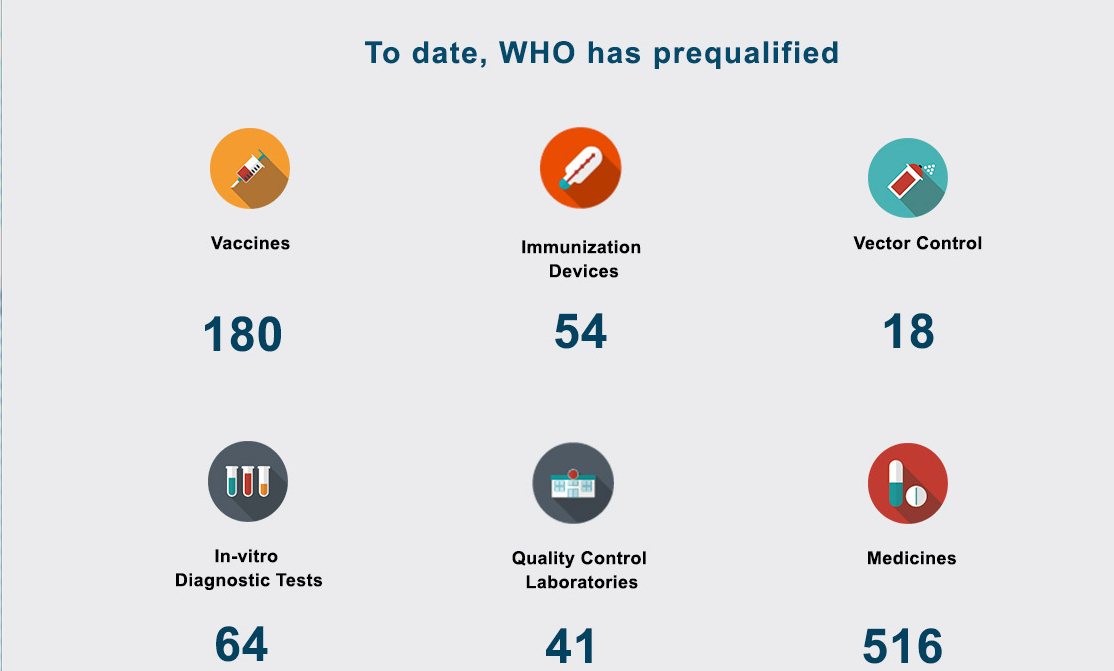
Each of the product streams is participating in the review, design and migration effort needed for the extension and integration project. Particular attention is being paid to specifying required (critical) changes and value-add improvements.

Some questions regarding the integrated site remain under discussion. For example:

* Will each of the product streams require a dedicated "Info for … " section (i.e. for manufacturers, for regulators, for procurers, etc.)?
* Will each product stream require its “own” Key Resources section, A−Z Documents, News, Events, etc.?
* How will public assessment and inspection reports be best managed across product streams?
* How can the WHO website and other programme sites be best embedded in the integrated prequalification website?
* How should cross-product stream navigation function?

# Appendix 4: Mock-ups for landing page of the proposed integrated prequalification website





# Appendix 5: Site migration details related to XML integration with new PQT business solution

