EIT Manufacturing ASBL - RfP for AGORA - Annex 2 technical requirements

Category	Requirement / feature	Requirements description	Need
	Full theme/brand customisation	Logo, headers, footers, colour schemes (ideally custom fonts)	Must have
	White-label platform	Hosting on own url (https://agora-eitmanufacturing.eu)	Must have
	Browser support	Platform accessible through all modern browsers	Must have
	Mobile support	Design responsive to mobile interface	Must have
nterface,	WCAG compliance	The platform complies with EU Accessibility Act & WCAG 2.1 AA	Must have
ccessibility and	Mobile application	Dedicated app in Google Play and AppStores	Nice to have
ompability		Users can change interface language and translate posts to their own language	
	Localisation / translation	(major European languages supported at minimum)	Nice to ha
		Describe different or advanced technical interface, accessibility and compatibility	
		tools (e.g. captions for video/audio, screen reader support, light/dark mode), not	
	Other	asked above that you may want to highlight	Nice to ha
		Homepage for platform with additional information displayed, in addition to login	
	External homepage	and request to join buttons	Must have
	Request to join form	Custom request to join form	Must have
	Roles	Roles can be set by admins to give users rights to particular groups or tools	Must have
	Permissions / restrictions	Specific content or tools can be restricted from certain users	Must have
		Administrator validates requests to join and can add roles and permissions at	- race mayo
	Validation	validation	Must have
Registration and	Vaduation	Automatic approval of users requesting to join with whitelisted domain, with	Plustilave
ermissions	Domain whitelisting	automatic role assignment	Must have
	Single Sign-On (SSO)	SSO for particular domain and/or linked to another platform	Nice to ha
	Single Sign-On (SSO)	The platform has payment collection capabilities (in-built, or can be connected via	NICE to Ha
	Daymant intervention	API) for e.g. subscriptions to platform or to pay to access a webinar (specify which	Nilaa ka laa
	Payment integration	payment providers are supported) Describe different or advanced registration and permission settings, not asked	Nice to ha
	Out.		All and Andrew
	Other	above that you may want to highlight	Nice to ha
		Users have a clear onboarding process to fill in profile and approving T&Cs before	
	Onboarding	accessing platform	Must have
		Homepage of platform can be customised and is dynamic (ideally based on roles	
	Custom homepage	and permissions)	Must have
	Activity stream / newsfeed	Latest messages and content can be seen by user on homepage and/or in groups	Must have
		Users are automatically added, can be invited and/or can independently join or	
	Groups	request to join groups	Must have
		Users can discover all visible groups to join or request to join from a group	
	Group directory	directory	Must have
		Enhanced search capabilities with filters and advanced options to find users,	
	Unified search engine	organisations, groups, files, events and other content	Must have
		Users can post and comment on posts, administrators can restrict access to	
Jser navigation and	Posting and comments	either in particular groups or based on roles/permissions	Must have
nteraction	Tagging	Users can tag others in a post	Must have
	Sidebar navigation	Navigation sidebar for users to easily move between different areas of platform	Nice to ha
		Users can edit posts and comments with a rich text editor including different text	
	Rich text editor	sizes, and add attachments, links, emojis	Nice to ha
		·	
	Post sharing	Posts can be shared in many groups at same time (by administrators at minimum)	Nice to ha
		Posts can be moved by user or administrator if posted in wrong group/place,	to Hu
	Post moving / transfer	without having to copy-paste and delete original	Nice to ha
	1 Oot moving / transier	Users to have label based on defined profile field, role or other rule set by	THICE TO HA
		administrator when they post (e.g. company name), in addition to name and	
	Labela		Nicotal
	Labels	avatar/profile picture	Nice to ha
		Describe different or advanced user navigation, interaction and experience	
	Other	features, not asked above that you may want to highlight	Nice to have

Available now Y/N) (required)	Describe how the requirements are/can be met on your platform (can also/alternatively be described in the proposal document)	Additional cost in €, if need to develop (optional field)

		Custom fields for individuals to fill in once logging in to platform, including profile		
	Rich individual profiles	picture	Must have	
	Burgle discount	Ability for users to browse, search and filter users based on custom fields set by	Maria	
	Profile directory	administrators	Must have	
	Private messages	Users can send private messages to other users and chat instantaneously	Must have	
	Central inbox	Users can find all private messages in a central inbox	Must have	
	•	Personalised suggestions to user on other users, content, events, groups based	NU A- Ir	
	Suggestions / recommendations	on interests and/or profile fields	Nice to have	
	Time haved matching	Administrators can define periods for matchmaking, and users can provide	Nine to bour	
Matchmaking and	Time-bound matchmaking	availability for/schedule autonomously matches in that period with agenda	Nice to have	
recommendations	Organisation directory	Ability for users to create a profile for their company, to enable matching	Nice to have	
	Manhatulana (antalagua af	In-built or easily connected marketplace / catalogue with ability for administrators		
	Marketplace / catalogue of	and/or users with the right permissions to post/view ads, solutions or similar, with	Nice to hove	
	solutions	custom criteria and search/ filtering	Nice to have	
		Interactive functionality to post and comment on ideas (in-built or easily		
	Ideation / open challenge tool	connected tool), ideally with possibility to filter ideas based on admin-set criteria	Nice to hove	
	Connections	Ability to add a connection or add a user to a favourites list for easy access	Nice to have	
		•		
	Map of users	Ability to view where users are based in Europe from an interactive map Describe any different or advanced matchmaking tools you have, not asked above	Nice to have	
	Other	that you may want to highlight (e.g. Al-based)	Nice to hove	
	Quiel		Nice to have	
		Ability for administrators to create public and private events (and potentially given		
	Forms on the contract of	as right to other assigned users) with description, date/time, place/webinar link,	M	
	Event creation	possible participation limits	Must have	
	Calendar	Platform-wide and group-based calendar showing upcoming events	Must have	
	DCVD-	RSVPs can be collected from users - administrators and event creators can see	M	
	RSVPs	who has RSVP'd	Must have	
		Email with calendar integration link will be sent to all who have RSVP'd (ideally		
	Dersonal calendar integration	users also have personal calendar view in platform to see events they have signed	Muse bene	
	Personal calendar integration	up to)	Must have	
		Full service video conferencing tool integrated or Teams/Zoom embeddable into platform with all usual tools: screensharing, recording, public and private chat,		
	Video conferencing tool	breakout rooms, moderator rights to admit users, mute all, assign presenters, webcams (ideally also in-built polling and Q&A box)	Muse bene	
Event management	video conferencing tool	, , , , , ,	Must have	
	Event attendance download	Global administrators can download event attendance including personal details and opt-in answer, if used, after event	Must have	
	Event attenuance downtoad	Administrators at minimum (ideally also users who had access to event)	Must have	
	Sharing of recording	immediately get access to recording on platform	Must have	
	Sharing of recording	Explicit opt-in form integrated for those RSVP'ing to events (whether users or non-	Hustridve	
		users) to enable sending of marketing information after event, with ability for		
	Opt-in form	administrators to see	Nice to have	
	орг-штопп	RSVPs can be collected from non-users through customised external sign-up page		
	RSVPs of non-members	- administrators and event creators can see non-users who have RSVP'd	Nice to have	
	HOVE 3 OF HORE-INCHIDERS	Describe any different or advanced event management tools, not asked above	THICE TO HAVE	
		that you may want to highlight (e.g. event promotion tools, ability to directly send		
		follow-up email from platform to users and non-users who opted-in, including		
	Other	links and attachments)	Nice to have	
		Central or at minimum group-based knowledge hub with folder and file	cc to nave	
	File management / knowledge hub	management system	Must have	
	The management / knowledge hub	Both administrators and users can upload and share files in various formats in	Tiustilave	
	File sharing and upload	posts at minimum	Must have	
	snaring and aprodu	File names can be searched at minimum (ideally also metadata and file content	Trustriave	
	File search	can appear in search)	Must have	
	Help / CMS / FAQ / wiki	Ability to share help resources/FAQ with users at minimum	Must have	
	TICLE / OF IS / I AQ / WIRI	Administrators can promote and/or highlight particular content in a group or on	Trustriave	
	Content curation	the homepage	Must have	
Knowledge and	Sometic Curation	ине полисраве	Trustriave	
collaboration tools	Tagging	Different types of content can be tagged and users can filter/search based on tags	Must have	
Sommoration tools	1455III5	Different types of content can be tagged and users can inter/search based off tags	Trust nave	

		Ability to edit and collaborate in real-time on Word, PowerPoint and Excel files	
	File editing and collaboration	(ideally integrated in platform tool)	Nice to have
		Ability to set restrictions on file visibility at minimum (and ideally on user ability to	
	Restricted access	upload/download)	Nice to have
		Global and/or group administrators can create polls and surveys with several	
	Della and aumous	questions, with multiple choice, free text, file upload, and satisfaction questions	Nine to bour
	Polls and surveys	at minimum Describe any different or advanced collaboration tools, not asked above that you	Nice to have
	Other	may want to highlight	Nice to have
	Other		Nice to have
	Custom notifications /	Administrators can send customised notifications, broadcast messages,	
	announcements	announcements and/or popups (ideally with direct actions users can take, e.g. RSVP to an event or fill in a profile)	Must have
	aimouncements	Administrators can send newsletter to all users and/or users in a particular group	Must Have
Communication tools	Newsletter	(ideally with in-built support to highlight content shared on platform)	Nice to have
	CRM / marketing tool integration	Ability to connect member information to NetSuite CRM and marketing tool	Nice to have
	CRM / marketing toot integration	Describe other or advanced communication tools, not asked above and that you	NICE to Have
	Other	may want to highlight	Nice to have
		Users can react to posts and comments (ideally with various emojis, and	INICE TO HAVE
	Reactions	potentially upvotes)	Must have
	Neactions	potentially approtes;	riustilave
		Users can earn badges and/or points and/or go up in a rank for undertaking	
Gamification	Badges / points / ranks	specific actions that can be customised by administrators (and ideally automated)	Nice to have
ouriniou di oi.	Dudges / points / funks	Administrators can create quests or challenges for users to undertake (in specific	THICC TO HAVE
	Quests / challenges	time period or not), with rewards such as badges	Nice to have
	- Caracas annual Gua	Describe any different or advanced gamification tools, not asked above that you	
	Other	may want to highlight	Nice to have
		Users can update basic settings and emails (ideally with notification to	
	Account management	administrator)	Must have
		Users can easily manage notifications received from platform, ideally with weekly	
	Notifications	recap option	Must have
		Users can allow their messages to be anonymised but stay visible after leaving or	
User rights and tools	Legacy messages	being deleted from platform	Must have
		Users can get analytics on their own actions or platform statistics (if so what	
	Analytics for users	information?) by themselves	Nice to have
		Describe any different or advanced user tools, not asked above that you may want	
	Other	to highlight	Nice to have
		Global administrators can manage all users, including lookup, edit	
		roles/permissions, delete members, add to/remove from groups etc and	
	Global user management	download all member details in Excel (ideally with visual	Must have
		Administrators can review inactive users (and ideally get an automatic notification	
	Inactive users	and/or do bulk actions with users who have been inactive for long)	Must have
		Global administrators can create open, closed, hidden or visible groups and	
	Group creation	assign group administrators	Must have
		Global administrators can archive/close groups to maintain access to content,	
	Group archiving	without users being able to join group or post in it	Must have
	Group user management	Group administrators can manage access to/review users in group	Must have
		Administrators get notifications in platform/via email for changes and/or actions	
	Administrator notifications	to do (ideally also adjustable by administrator)	Must have
		Global and group administrators can easily identify, moderate, block and delete	
	Content moderation	inappropriate content	Must have
		Administrators can access user analytics and reporting on platform and by	
		download (minimum CSV or Excel) with ability to look at time periods, groups,	
Administration and		individual users, users with particular roles/ permissions - please share further	
moderation		details on analytics tools (ideally includes engagement metrics, custom KPIs and	
	Analytics	dashboards, network graphs and heatmaps)	Must have
	API	Describe the API functionality	Must have
		Group admins can set specific permissions for users on what they can and can't	
	Group-level permissions	do (e.g. restricting/enabling posting overall)	Nice to have

		Admine and assessment unable (discouncing from a planeau grasse (animines substance)		
	Formand of months	Admins can export posts/discussions from a chosen group (minimum xls/csv	NU A - I	
	Export of posts	format) for further keyword analysis	Nice to have	
	Audit logging	Admins can see actions taken by users/admins (if so, which ones?)	Nice to have	
	Custom dashboards	Administrators can create custom dashboards	Nice to have	
	Widgets	Administrators can use and/or create widgets on homepage, in groups and/or on	Nice to have	
	Widgets	various pages in the platform Administrators can integrate e.g. ads, social media feeds, JavaScript or other 3rd	NICE to Have	
	2rd norty one integrations		Nice to house	
	3rd party app integrations	party apps to platform (if so, please specify which)	Nice to have	
	Self-serve admin	Global administrators can make changes to the platform, without the need for	Nice to have	
	Seu-seive auffilli	intervention by supplier's coding teams Describe different or advanced administrator tools at global or group level	NICE to Have	
		(including integrations and self-serve admin), not asked above that you may want		
	Other		Nice to have	
	Other	to highlight	NICE to Have	
		Administrators can contact software provider at any time for bug reports, improvement suggestions or other queries (please also share standard response		
	Technical support to administrators		Must have	
	recinical support to administrators	Users can ask technical questions directly through platform (ideally with initial	Must have	
		answers provided by chatbot and/or supplier, if questions are purely technical)		
	Technical support to users	answers provided by chalbul and/or supplier, if questions are purely technical)	Nice to have	
	reclinical support to users	Administrators can access a staging environment to test changes and new	NICE to Have	
Services, support and	l Staging environment		Nice to have	
sustainability	Community for global	technical developments Ability to connect with other global administrators using same whitelabel platform	NICE to Have	
	administrators	tool to exchange best practices	Nice to have	
	dullillistrators	Showcase minimum B score on https://www.websitecarbon.com/ - please	NICE to Have	
		explain your commitment to sustainability (green hosting, carbon offset,		
	Sustainability	minimalistic design, etc.)	Nice to have	
	Justaniabitity	Describe different or advanced services and support, not asked above and that	NICE to Have	
	Other	you may want to highlight	Nice to have	
		Global administrators can (request to) export all community data including		
	Data export	Global administrators can (request to) export all community data, including	Must have	
	Data export	analytics, posts, users and uploads - please specify if there is a fee	Must have	
	Data export	analytics, posts, users and uploads - please specify if there is a fee All project data must be hosted on secure servers, with a strong preference for	Must have	
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	Data hosting & ownership Hosting management	analytics, posts, users and uploads - please specify if there is a fee All project data must be hosted on secure servers, with a strong preference for data residency within the European Union. Hosting outside the EU (e.g., in the United States) may be considered if the provider can demonstrate full compliance with GDPR, including the EU-U.S. Data Privacy Framework or other valid adequacy mechanisms, and if such a proposal offers demonstrably better value for money. In all cases, the provider must confirm that no project-related data will be withheld or stored in inaccessible systems, and that EIT Manufacturing retains full access and ownership over its data at all times. The provider shall be responsible for hosting the solution during the initial phases of the project, including build, testing, and early operations. However, the solution must be designed and deployed in a manner that allows for full transfer of hosting responsibilities to EIT Manufacturing at a later stage, without significant technical rework or dependency on proprietary infrastructure. The provider must support this transition upon request, including documentation, technical assistance, and knowledge transfer Data, including content and personal, can be migrated/imported to the platform- please share what kind of data, in what format and if there is a cost involved	Must have Must have	
Data and security	Data hosting & ownership Hosting management	analytics, posts, users and uploads - please specify if there is a fee All project data must be hosted on secure servers, with a strong preference for data residency within the European Union. Hosting outside the EU (e.g., in the United States) may be considered if the provider can demonstrate full compliance with GDPR, including the EU-U.S. Data Privacy Framework or other valid adequacy mechanisms, and if such a proposal offers demonstrably better value for money. In all cases, the provider must confirm that no project-related data will be withheld or stored in inaccessible systems, and that EIT Manufacturing retains full access and ownership over its data at all times. The provider shall be responsible for hosting the solution during the initial phases of the project, including build, testing, and early operations. However, the solution must be designed and deployed in a manner that allows for full transfer of hosting responsibilities to EIT Manufacturing at a later stage, without significant technical rework or dependency on proprietary infrastructure. The provider must support this transition upon request, including documentation, technical assistance, and knowledge transfer Data, including content and personal, can be migrated/imported to the platform- please share what kind of data, in what format and if there is a cost involved Data and contents of the platform can easily be transferred to another platform at	Must have Must have	
Data and security	Data hosting & ownership Hosting management	analytics, posts, users and uploads - please specify if there is a fee All project data must be hosted on secure servers, with a strong preference for data residency within the European Union. Hosting outside the EU (e.g., in the United States) may be considered if the provider can demonstrate full compliance with GDPR, including the EU-U.S. Data Privacy Framework or other valid adequacy mechanisms, and if such a proposal offers demonstrably better value for money. In all cases, the provider must confirm that no project-related data will be withheld or stored in inaccessible systems, and that EIT Manufacturing retains full access and ownership over its data at all times. The provider shall be responsible for hosting the solution during the initial phases of the project, including build, testing, and early operations. However, the solution must be designed and deployed in a manner that allows for full transfer of hosting responsibilities to EIT Manufacturing at a later stage, without significant technical rework or dependency on proprietary infrastructure. The provider must support this transition upon request, including documentation, technical assistance, and knowledge transfer Data, including content and personal, can be migrated/imported to the platform - please share what kind of data, in what format and if there is a cost involved Data and contents of the platform can easily be transferred to another platform at the end of a contract - please share what data, whether there is a cost involved,	Must have Must have	

		Please describe your security audit and vulnerability management practices,	
		including the tools and processes used for network and application-level	
		scanning. Indicate whether you use third-party solutions for vulnerability	
		assessment, penetration testing, or continuous monitoring. Provide the name of	
		the tool(s) envisioned. The provider must commit to conducting regular scans—at	
		least quarterly—and share summary reports with EIT Manufacturing for review.	
	Security audit		Must have
	Data encryption	Data encrypted in transit and at rest	Must have
		Please provide details of your security practices and any certificates relating to	
	Security best practices	cybersecurity	Must have
		Possibility to enable MFA at least for admin access	
	Multi-Factor Authentification (M		Must have
	Backups	Full daily back-up (server & database)	Must have
		Please provide details of your compliance and practices related to GDPR (and	
	Compliance	other spam/privacy laws)	Must have
		The provider must support and enforce the use of TLS 1.3 for all encrypted	
	Protocol	communications	Must have
	Al integrations	Does your service use AI in any form? If yes please briefly explain how	Must have
		The provider must demonstrate how their solution addresses and mitigates the	
	OWASP	OWASP Top 10 web application security risks	Nice to have
		Show willingness to be audited by external pentesting after final delivery and/or on	
	Audit	a regular basis	Nice to have
		Describe other or advanced data and security features, not asked above that you	
	Other	may want to highlight	Nice to have
	Uptime SLA	Share key terms of your uptime service level agreement	Must have
		Share how uptime is monitored, what your historical uptime is, and whether you	
	Uptime monitoring	can guarantee a fast resolution in case of a crash/downtime	Must have
B		All key pages of the website (homepage, main landing pages, and templates) must	
Performance		pass Google's Core Web Vitals assessment for both mobile and desktop, with	
	Core Web Vitals	metrics falling within the 'Good' thresholds defined by Google.	Must have
		Describe different or advanced performance elements, not asked above that you	
	Other	may want to highlight	Nice to have
		The provider shall grant EIT Manufacturing's designated project managers and IT	
		personnel appropriate administrative or supervisory access to relevant systems	
		(e.g., CMS, platform backend, infrastructure dashboards) during all project	
		phases—from build to run—to support integration, testing, performance	
		monitoring, and maintenance activities. Where full admin access cannot be	
		granted due to platform limitations or proprietary constraints, the provider must	
		clearly specify access boundaries and propose suitable alternatives (e.g., view-	
		only dashboards, API access, delegated admin roles) before project initiation.	
	Packand & architecture access		Must have
	Backend & architecture access		Must have
	Code decumentation	Provide, upon request (and with reasonable delay), customised code	Must hour
Ownership &	Code documentation	documentation to allow for smooth transfer if needed	Must have
architecture	Architecture decument-ti	Provide regular documentation on the architecture (logical + deployment) to	Nice to have
	Architecture documentation	project manager and/or IT personnel from EIT Manufacturing	Nice to have
		All custom-developed code, configurations, or assets created specifically for EIT	
		Manufacturing as part of this project—excluding standardised platform	
		components or white-label framework elements—shall be made accessible to EIT	
		Manufacturing upon deployment to production, and shall be deemed the property	
		of EIT Manufacturing. The provider shall clearly document and distinguish any	
		proprietary components not subject to this clause before project commencement.	
		This clause does not preclude the provider from reusing generalised	
		improvements or non-client-specific modules developed during the project.	
		improvements of non-client-specific modules developed during the project.	