

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

Category	Requirement / feature	Requirements description	Need	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)
Interface, accessibility and compability	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			
	WCAG compliance	The platform complies with EU Accessibility Act & WCAG 2.1 AA	Must have			
	Mobile application	Dedicated app in Google Play and AppStores	Nice to have			
	Localisation / translation	Users can change interface language and translate posts to their own language (major European languages supported at minimum)	Nice to have			
	Other	Describe different or advanced technical interface, accessibility and compatibility tools (e.g. captions for video/audio, screen reader support, light/dark mode), not asked above that you may want to highlight	Nice to have			
Registration and permissions	External homepage	Homepage for platform with additional information displayed, in addition to login 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			
	Validation	Administrator validates requests to join and can add roles and permissions at validation	Must have			
	Domain whitelisting	Automatic approval of users requesting to join with whitelisted domain, with automatic role assignment	Must have			
	Single Sign-On (SSO)	SSO for particular domain and/or linked to another platform	Nice to have			
	Payment integration	The platform has payment collection capabilities (in-built, or can be connected via API) for e.g. subscriptions to platform or to pay to access a webinar (specify which payment providers are supported)	Nice to have			
User navigation and interaction	Other	Describe different or advanced registration and permission settings, not asked above that you may want to highlight	Nice to have			
	Onboarding	Users have a clear onboarding process to fill in profile and approving T&Cs before accessing platform	Must have			
	Custom homepage	Homepage of platform can be customised and is dynamic (ideally based on roles and permissions)	Must have			
	Activity stream / newsfeed	Latest messages and content can be seen by user on homepage and/or in groups	Must have			
	Groups	Users are automatically added, can be invited and/or can independently join or request to join groups	Must have			
	Group directory	Users can discover all visible groups to join or request to join from a group directory	Must have			
	Unified search engine	Enhanced search capabilities with filters and advanced options to find users, organisations, groups, files, events and other content	Must have			
	Posting and comments	Users can post and comment on posts, administrators can restrict access to either in particular groups or based on roles/permissions	Must have			
	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 have			
	Rich text editor	Users can edit posts and comments with a rich text editor including different text sizes, and add attachments, links, emojis	Nice to have			
	Post sharing	Posts can be shared in many groups at same time (by administrators at minimum)	Nice to have			
	Post moving / transfer	Posts can be moved by user or administrator if posted in wrong group/place, without having to copy-paste and delete original	Nice to have			
	Labels	Users to have label based on defined profile field, role or other rule set by administrator when they post (e.g. company name), in addition to name and avatar/profile picture	Nice to have			
	Other	Describe different or advanced user navigation, interaction and experience features, not asked above that you may want to highlight	Nice to have			

		Custom fields for individuals to fill in once logging in to platform, including profile picture	Must have
	Rich individual profiles		
	Profile directory	Ability for users to browse, search and filter users based on custom fields set by 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
	Suggestions / recommendations	Personalised suggestions to user on other users, content, events, groups based on interests and/or profile fields	Nice to have
Matchmaking and recommendations	Time-bound matchmaking	Administrators can define periods for matchmaking, and users can provide availability for/schedule autonomously matches in that period with agenda	Nice to have
	Organisation directory	Ability for users to create a profile for their company, to enable matching	Nice to have
	Marketplace / catalogue of solutions	In-built or easily connected marketplace / catalogue with ability for administrators and/or users with the right permissions to post/view ads, solutions or similar, with custom criteria and search/ filtering	Nice to have
	Ideation / open challenge tool	Interactive functionality to post and comment on ideas (in-built or easily connected tool), ideally with possibility to filter ideas based on admin-set criteria	Nice to have
	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	Nice to have
	Other	Describe any different or advanced matchmaking tools you have, not asked above that you may want to highlight (e.g. AI-based)	Nice to have
		Ability for administrators to create public and private events (and potentially given as right to other assigned users) with description, date/time, place/webinar link, possible participation limits	Must have
	Event creation		
	Calendar	Platform-wide and group-based calendar showing upcoming events	Must have
	RSVPs	RSVPs can be collected from users - administrators and event creators can see who has RSVP'd	Must have
	Personal calendar integration	Email with calendar integration link will be sent to all who have RSVP'd (ideally users also have personal calendar view in platform to see events they have signed up to)	Must have
Event management	Video conferencing tool	Full service video conferencing tool integrated or Teams/Zoom embeddable into platform with all usual tools: screensharing, recording, public and private chat, breakout rooms, moderator rights to admit users, mute all, assign presenters, webcams (ideally also in-built polling and Q&A box)	Must have
	Event attendance download	Global administrators can download event attendance including personal details and opt-in answer, if used, after event	Must have
	Sharing of recording	Administrators at minimum (ideally also users who had access to event) immediately get access to recording on platform	Must have
	Opt-in form	Explicit opt-in form integrated for those RSVP'ing to events (whether users or non-users) to enable sending of marketing information after event, with ability for administrators to see	Nice to have
	RSVPs of non-members	RSVPs can be collected from non-users through customised external sign-up page - administrators and event creators can see non-users who have RSVP'd	Nice to have
	Other	Describe any different or advanced event management tools, not asked above 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 links and attachments)	Nice to have
	File management / knowledge hub	Central or at minimum group-based knowledge hub with folder and file management system	Must have
	File sharing and upload	Both administrators and users can upload and share files in various formats in posts at minimum	Must have
	File search	File names can be searched at minimum (ideally also metadata and file content can appear in search)	Must have
	Help / CMS / FAQ / wiki	Ability to share help resources/FAQ with users at minimum	Must have
Knowledge and collaboration tools	Content curation	Administrators can promote and/or highlight particular content in a group or on the homepage	Must have
	Tagging	Different types of content can be tagged and users can filter/search based on tags	Must have

		Admins can export posts/discussions from a chosen group (minimum xls/csv format) for further keyword analysis	Nice to have	
		Admins can see actions taken by users/admins (if so, which ones?)	Nice to have	
		Administrators can create custom dashboards	Nice to have	
		Administrators can use and/or create widgets on homepage, in groups and/or on various pages in the platform	Nice to have	
		Administrators can integrate e.g. ads, social media feeds, JavaScript or other 3rd party apps to platform (if so, please specify which)	Nice to have	
		Global administrators can make changes to the platform, without the need for intervention by supplier's coding teams	Nice to have	
		Describe different or advanced administrator tools at global or group level (including integrations and self-serve admin), not asked above that you may want to highlight	Nice to have	
Services, support and sustainability	Technical support to administrators	Administrators can contact software provider at any time for bug reports, improvement suggestions or other queries (please also share standard response times)	Must have	
	Technical support to users	Users can ask technical questions directly through platform (ideally with initial answers provided by chatbot and/or supplier, if questions are purely technical)	Nice to have	
	Staging environment	Administrators can access a staging environment to test changes and new technical developments	Nice to have	
	Community for global administrators	Ability to connect with other global administrators using same whitelabel platform tool to exchange best practices	Nice to have	
	Sustainability	Showcase minimum B score on https://www.websitecarbon.com/ - please explain your commitment to sustainability (green hosting, carbon offset, minimalistic design, etc.)	Nice to have	
	Other	Describe different or advanced services and support, not asked above and that you may want to highlight	Nice to have	
	Data export	Global administrators can (request to) export all community data, including analytics, posts, users and uploads - please specify if there is a fee	Must have	
Data and security	Data hosting & ownership	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.	Must have	
	Hosting management	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	Must have	
	Data migration	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	
	Data reversibility	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, and whether your database structure would be documented for ease of migration	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.	Must have	
Security audit		Must have	
Data encryption	Data encrypted in transit and at rest	Must have	
Security best practices	Please provide details of your security practices and any certificates relating to cybersecurity	Must have	
	Possibility to enable MFA at least for admin access	Must have	
Multi-Factor Authentication (MFA)		Must have	
Backups	Full daily back-up (server & database)	Must have	
Compliance	Please provide details of your compliance and practices related to GDPR (and other spam/privacy laws)	Must have	
Protocol	The provider must support and enforce the use of TLS 1.3 for all encrypted communications	Must have	
AI 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 Top 10 web application security risks	Nice to have	
OWASP		Nice to have	
Audit	Show willingness to be audited by external pentesting after final delivery and/or on a regular basis	Nice to have	
Other	Describe other or advanced data and security features, not asked above that you may want to highlight	Nice to have	
Performance	Uptime SLA	Must have	
	Share key terms of your uptime service level agreement	Must have	
	Uptime monitoring	Must have	
	Share how uptime is monitored, what your historical uptime is, and whether you can guarantee a fast resolution in case of a crash/downtime	Must have	
	Core Web Vitals	Must have	
	All key pages of the website (homepage, main landing pages, and templates) must pass Google's Core Web Vitals assessment for both mobile and desktop, with metrics falling within the 'Good' thresholds defined by Google.	Must have	
	Other	Nice to have	
	Describe different or advanced performance elements, not asked above that you may want to highlight	Nice to have	
Ownership & architecture		Must 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.	Must have	
	Backend & architecture access	Must have	
	Code documentation	Must have	
	Provide, upon request (and with reasonable delay), customised code documentation to allow for smooth transfer if needed	Must have	
	Architecture documentation	Nice to have	
	Provide regular documentation on the architecture (logical + deployment) to 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.	Nice to have	
IP agreement		Nice to have	