



Universal Acceptance

Statement of Work:

EAI Technical education and Awareness to the developers' community via Q&A websites

Ver.: 2020-10-13

Purpose

The Universal Acceptance (UA) Steering Group (UASG) through its Technology working group (WG) is inviting qualified contractors to engage with the developers' community questions and answers websites to raise the level of awareness about UA issues. The contractor will respond to the raised UA questions on these websites.

Description and Scope of Work

1. The contractor is required to consider the following websites:
 - 1.1. StackOverflow : <https://stackoverflow.com/>
 - 1.2. Serverfault : <https://serverfault.com/>
 - 1.3. GitHub: <http://github.com>
 - 1.4. Hashnode: <http://hashnode.com>
 - 1.5. Developer Circles - <http://developers.facebook.com/developercircles>
 - 1.6. freecodecamp - <http://freecodecamp.org>

its optional to recommend other sites of similar, greater educational value, or serving other languages or regions identified by the contractor in consultation with the EAI WG

2. Research and identify UA and EAI related technical questions.
3. Investigate how the services operate and propose ways to create or improve UA and EAI tags or specific sections
4. Draft UA and EAI issues Frequently Asked Questions (FAQs) to be published in UASG.Tech website
5. Respond to existing questions and post new UA and EAI topics (e.g explain the problems and how to fix it) utilizing the UASG published materials in UASG.tech website
6. English language reading and writing ability is required. Other language ability is optional
7. Reputation and familiarity of the contractor on the various sites will be considered in the evaluation of bids



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Deliverable

1. Prepare a detailed report listing sites, list of identified UA/EAI questions and tags, categorize it based on its accuracy, ease or difficulty of contributing or adding the accurate information and or FAQs worthiness (e.g list the accurate responses and faulty responses which need to be corrected).
2. Propose which communities websites, questions and tags that should have priority for contributing UA and EAI educational content.
3. Present the proposal to the EAI WG/UASG before implementation, for review and approval of content contributions.
4. Based on the approval of the remediation proposal, the contractor will create, improve or curate UA and EAI sections and topic tags in the websites.
5. Provide a new draft of a UA and EAI FAQ or repurposing the content in deliverable #4 that can be published in UASG.tech website.
6. Supply reusable training materials (e.g. presentation slides) and conduct the training (minimum 2 hours) on how to engage with the developers' communities websites.

The contractor is required to provide a monthly progress report on the project progress and activities.

The contractor will actively participate and engage with the developers' in the websites for 6 months, the UASG will evaluate the activities of this period and decide either to extend the engagement or not.

Timeline

- Due date for receiving the vendors proposals: 5 November 2020
- Tentative start date: 20 November 2020
- Tentative end date: 30 May 2021

Proposal Submission

The proposal should be submitted to : uaprogram@icann.org before the submission due date.

The contractor should be familiar and engaged with the sites listed in the description of the scope of work. The proposal should include a project plan with the proposed tasks, proposed dates and time frames for the deliverables.

The contractor should provide URLs of their account on each of the websites and f 3-5 example answers on these websites as part of their proposal. We will evaluate the reputation and track record of the contractor's account on each website.

The proposal should include an estimate of the number of hours or the number of questions (content generated) during the project period.



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Conflict of Interest

To help avoid any perceived or actual conflict of interest, UASG leaders, UASG Ambassadors, members holding working group's leadership positions in the UASG, and any organization(s) affiliated with individuals in these UASG roles, are prohibited from participating in this SOW.

References and Resources:

The contractor should review the UASG published documents inventory available in this link:
<https://uasg.tech/wp-content/uploads/2019/03/12-UASG-000-Inventory-of-Material-2019-02-13.pdf>