

Terms of Reference

Website development

www.westernbalkans-infohub.eu

Title	Website development www.westernbalkans-infohub.eu
Application Deadline	22 January 2023
Reference	POLICY ANSWERS
Contacts	Legal representative: Wolfgang Michalek (michalek@zsi.at) Project lead, contact for this agreement: Elke Dall (dall@zsi.at)

1 Introduction and Background

The project POLICY ANSWERS “R&I POLICY making, implementation AND Support in the WEStErn BalkanS” is funded by the European Union’s Horizon Europe research and innovation programme under grant agreement No 101058873.

POLICY ANSWERS supports policy coordination in the Western Balkans and with the EC and the EU. 14 partner organisations, representing network nodes in the region and EU expert organisations, support policy dialogue through formal meetings (such as ministerial and steering platform and ad-hoc policy meetings), monitoring and agenda setting, capacity building and implementation of the EU’s Western Balkan Agenda, as well as the alignment of thematic priorities. The project implements regional pilot activities and offers an information hub based on the westernbalkans-infohub.eu online information platform. The partners provide analytical evidence via monitoring and mapping activities of the stakeholder ecosystem, of the implementation of the Western Balkans Agenda and of the Western Balkans’ integration into the European Research Area as well as via strategic foresight.

POLICY ANSWERS also allows for tailored and targeted capacity building activities in the Western Balkans as well as regional alignment of priorities in relation to the digital transformation, the green agenda and towards healthy societies. Pilot activities provide learning opportunities on policy and programme level and reach out to final beneficiaries related to improved academia-industry cooperation, researcher mobility, inclusion of youth in policy processes, promotion of research infrastructures and increased innovation skills in all areas.

POLICY ANSWERS builds on a web portal (www.wbc-rti.info / www.westernbalkans-infohub.eu) which has been developed several years ago, is hosted by ZSI and is now outdated. The consortium aims to set this portal up new (e.g. using WordPress). This activity is placed in the frame of the Work

Package 6, Task 6.2 which is coordinated by Centre for Social Innovation (ZSI) in cooperation with FormicaBlu as Work Package Lead.

From the news, events, calls and other announcements entered at www.wbc-rti.info / www.westernbalkans-infohub.eu, the project team also generates a newsletter which is sent on a monthly basis.

Furthermore, the project has an extensive task mapping stakeholders and other aspects that should be presented in a way that is at the same time visually pleasing as well as user-friendly and can be updated regularly when new stakeholders are mapped.

As the system is outdated, this website will be archived in 2023 and a new website with similar features needs to be set up in an adapted design and process - i.e. as WordPress page - also running on ZSI servers.

The graphical elements for the website are developed by the POLICY ANSWERS partner FormicaBlu. The contractor needs to liaise with them in relation to design specific Q&A.

A draft outline of planned specifications for the page, visualisation and the newsletter is provided in Annex 1 to this ToR.

Upon award of the service contract, the contracting institution will share further information as it will be necessary.

2 Description of the Scope and Purpose of the Service

This call requests the provision of the following services:

- Conceptualisation and feasibility study: Revision of the initial concept for moving the framework of the website www.wbc-rti.info / www.westernbalkans-infohub.eu to a new website
- Creation of responsive WordPress framework based on the framework proposed and agreed, including filter options, search options, easy data entry and import possibilities (based on a system that allows us to later add additional functions)
- Visualisations of various content types (to be proposed and agreed)
- A function that allows to excerpt available entries from the website so that these can be sent to the project's mailing list in the format of a monthly newsletter

The following methodological aspects should be taken into account:

- The service provider is expected to suggest the most suitable methodology for successful completion of the assignment. A methodological overview needs to be an integral part of the application.

The service provider shall take into account

- the existing website scheme which is available at www.wbc-rti.info / www.westernbalkans-infohub.eu
- the first concept for the update which is available in Annex 1 which is under the responsibility of the POLICY ANSWERS partner ZSI
- the visual identity and design components which are prepared by the POLICY ANSWERS partner FormicaBlu
- the requirements for the project specified in this ToR (e.g. responsive mobile-friendly design, include the flexible visualisation of regularly updated data, include a function to prepare the regular newsletter, allow flexible adaptation at a later stage, e.g. inclusion of event pages with a registration possibilities etc.)

The service provider is asked to include in their financial offer a module for maintenance and technical support until the project end (scheduled for February 2026), as well as an hourly rate and a list of services that could be expected to guarantee a smooth implementation during the project lifetime.

Implementation period

01.02.2023 to 15.07.2023, with continuation of support potentially until 28.02.2026

Expected Deliverables and expected deadlines

The timeline needs to be slightly flexible adapting to the possibilities of the POLICY ANSWERS team, but it is foreseen to organise regular meetings in relation to the website development.

1. Revised concept and updated specifications
The contractor is expected to revise the concept presented in the winning application, Annex 1 and clarify the open questions e.g. in relation to the visualisation of content. A meeting presenting and discussing this revised concept and updated specifications shall serve as a milestone to close the conceptual phase and kick-off the website development.
Expected deadline: 01.03.2023
2. Interim report and presentation of the state-of-play of website development
The contractor is expected to prepare a short report and presentation thereof after 1 ½ months of website development. This presentation shall allow us to check closed and open milestones and discuss critical points. A timeline for the next phase shall be an integral part of the presentation.
Deadline: 15.04.2023
3. Running website following the specifications including the graphics framework as provided by FormicaBlu
Based on the timeline agreed, the service provider is expected to provide a draft version for feedback, collect comments and fix any bugs which are

listed during a testing phase without additional costs. The website shall be ready to be ready from the technical perspective, including graphics, visualisation, etc.

Deadline: 30.06.2023

4. Introductory presentation and training on the available features

The contractor is expected to provide an in depth presentation and training to the POLICY ANSWERS team with an in-depth Q&A session for the personnel handling the backend of the website. The provided training material and documentation should enable new members to the project at a later stage to understand the features and how to use them. Provisional time for the event: first week of July.

Deadline: 15.07.2023

Language

Working language in the project (e.g. regular discussions, presentations, reports, material provided, etc.) and for the website (frontend and backend) is English.

Quality Assurance (QA)

The service provider shall perform the service with reasonable care and skills and in accordance with the best commercial practices and standards in the industry of similar services. The POLICY ANSWERS project has a partner (DLR) who is responsible for Quality Assurance. This partner has to be included in the delivery of the milestones to be able to provide QA comments.

Funding and Reimbursement

The maximum budget for the above described tasks to be delivered is 40.000 EURO [based on the available budget for this contract, including support after 15.07.2023 until the end of the project]. This maximum budget includes the service fee as well as VAT and any other taxes and duties.

This Service will be funded by the POLICY ANSWERS project¹ via a service contract with Centre for Social Innovation (ZSI) on behalf of the consortium. This project has received funding from the European Union's Horizon Europe research and innovation programme under grant agreement No 101058873 for the project "R&I POLICY making, implementation and support in the Western Balkans" (POLICY ANSWERS).

¹ www.westernbalkans-infohub.eu

3 Application, selection and contracting procedure

Required qualification/skills/experiences of the Service Provider

List the required qualification and experiences of the Service Provider

- A minimum of 5 years of experience in developing and implementing websites as a company and a proven track record of the implementation of at least 10 complex websites as a company (evidence needed).
- A minimum of 5 team members in the company: one of them a project manager dedicated to this project with a minimum of 10 years of management of website development projects and with a track record of working in English (evidence, CV needed); one of them a dedicated WordPress expert with a minimum of 5 years of experience in website development and management thereof (evidence, CVs needed), list of other team members available to the project in case of need.
- Language requirements: Very good English written and spoken.

Application

The application from the Service Provider shall include the following documents:

- Content: Implementation plan and outline how the challenges outlined above will be addressed
- Price: Specify as appropriate: total price, daily or hourly rate, service fee, optional modules based on your suggestions to fulfil the requirements etc.
- Skills: CVs of personnel to be involved in the project and description of the implementing organisation including information in relation to the required qualifications/skills/experiences/project portfolio mentioned above
- Optional: letters of references and recommendations

Submission of application

Please submit the required documents for the application per e-mail to:

Zentrum für Soziale Innovation / Centre for Social Innovation (ZSI), Austria

c/o Elke Dall

dall@zsi.at and policy-answers@westernbalkans-infohub.eu

Deadline for the submission of an application referencing to this ToR is **22.01.2023 (date of entry of the e-mail)**.

Selection

The best value for price principle will be applied, thus the following criteria will be taken into account:

- Price
- Qualification/Skills/Experience
- Content of the short implementation plan
- Optional: references.



The Contractor reserves the right not to place any order. Costs for necessary document preparation by the Applicants to this call for tender will not be reimbursed.

Contracting procedure for Service Provider

The selected service provider will be informed until **25 January** on the result of the selection procedure. The contract with the Service Provider will be established shortly after the selection. The duration of the contract will last from **1 February 2023** until the finishing of the website, no later than 30 June 2023, and provision of the training to the team, no later than 15 July 2023. Any extension of the deadline has to be announced as soon as possible, agreed in writing and may not affect the available budget. Any changes that affect the budget need an agreement of the European Commission and are ideally to be avoided. Technical support after the finishing of the assignment shall be based on a written extension of this contract based on a proposal of an optional module for maintenance including an hourly rate.