# CALL FOR TENDERS

# Hosting, development, design and maintenance services ROMACT/ROMED WEBSITES

**PART I – SPECIFICATIONS**

The present call for tenders aims at concluding a single contract with one Service Provider for hosting, development, design and maintenance services for both Romact and Romed Websites:

* Romact website: [http://coe-romact.org](http://coe-romact.org/)
* Romed website: <http://romed.coe-romact.org/>

1. **HISTORY OF THE PROGRAMMES (2011 – 2015)**
2. **ROMED (implementation in 11 countries, 78 municipalities)**

**The ROMED website** was created in 2011, when the ROMED Joint Programme of the Council of Europe and the European Commission was first launched. The ROMED programme consisted at that time in a series of national trainings for mediators, a network of mediators and trainers, and a curriculum as a basis for the trainings. The programme was implemented in 22 countries.

**For more information, see Appendix I – Glossary**

For the communications purposes of the Programme, a website was created (on a Drupal basis) containing the necessary information on implementation, news, materials, reference documents, a map of implementation in the 22 countries with contacts in each country as well as a trainers’ directory (pool of trainers).

Since 2013, ROMED moved on to another phase (ROMED2), starting with 11 countries with progressive inclusion of new countries, but with a very different action. The activities became municipality/community-based, where mediators together with other stakeholders established community action groups and worked to create a solid link with local authorities through participation and democratic governance.

The project taking an entirely new shape, the problem identified was that the website did not reflect the reality of implementation and thus needed to be restructured so as to give visibility to this evolution. As a result, the ROMED website was re-designed (structure + look & feel) in autumn 2014 so as to reflect these changes as well as to respond to the need of coherence with the new CoE graphic charter for Joint Programmes.

The countries of implementation for ROMED are: Bosnia and Herzegovina, Bulgaria\*, Germany, Greece, Hungary\*, Italy\*, Portugal, Romania\*, Slovak Republic\*, Former Yugoslav Republic of Macedonia, Ukraine. Countries marked with a \* have an overlap of implementation ROMED and ROMACT.

1. **ROMACT (implementation in 6 countries, 45 municipalities)**

At the same time that the ROMED2 programme was launched, in autumn 2013, a new joint programme working on the basis of ROMED2 was initiated – ROMACT.

ROMACT works on building the capacity of local authorities to respond to the needs of the community action groups and to find the necessary funds for related projects. The implementation of the two Programmes is done in a very articulated way in the same locations of ROMED. At the moment there are 78 municipalities in ROMED, out of which 40 are also in ROMACT (overlapping albeit complementary action). In spring 2014, **the ROMACT website** was created - on a shared platform with the ROMED website.

ROMACT Implementation countries: Bulgaria\*, Hungary\*, Italy\*, Romania\*, Slovak Republic\*. In September 2015, ROMACT was extended to a new country, Czech Republic, with 5 new municipalities, and to 9 new municipalities in Bulgaria and 20 in Romania. Countries marked with a \* have an overlap of implementation ROMED and ROMACT.

The implementation of the two Programmes overlaps in 5 countries (40 Municipalities). This also reflects in the way the websites and the reporting system is designed.

1. **REPORTING, DATA COLLECTION AND COMMUNICATION**

The Programmes are run in each country by a NST (National Support Team) made up of a National Project Officer, a National Focal Point (both coordinating activities at national and local levels), and a team of Facilitators (each in charge of one or more municipalities), each of which is bound to the CoE through a contract ([**see Appendix III - Structure of the Programmes**](#_STRUCTURE_OF_THE)). Reports are to be submitted by each expert (over 70 for the two programmes) at different moments ([**see Appendix II – Useful documents / guidelines for reporting attached**](#_USEFUL_DOCUMENTS)).

The first version of the **online reporting system** as a data collection system was finalised during the months of April and May 2014 and was used throughout 2014. In autumn 2014 until summer 2015 the system was adapted to the needs of both the NSTs as well as of the Programmes’ secretariat. The NSTs started using the updated reporting system in May 2015.

The reporting and data collection tool is also linked to the communication of the programmes. The SRSG Roma Team relies on the information received from the field to ensure visibility of the programmes through “Municipality Pages” directly linked to the forms filled in by experts. The content of these are for the time being under construction and should be published in autumn 2015/spring 2016.

# CURRENT STATE OF THE WEBSITES

1. **PLATFORM**

At the moment, the ROMED and ROMACT websites are built in Drupal, on a shared database for storing reference documents, articles, media and the online reporting system. The ROMED website was re-designed so as to respond to the needs of the programme and to the requirements of the new CoE graphic charter concerning Joint Programmes, with improvements to be made. The ROMACT website’s structure and design is out of date and requires full re-design based on the CoE graphic charter. Both websites require features for mobile responsive design.

The online reporting system was updated and linked to the websites. NSTs are only starting to use the system with visible results expected in the coming months.

1. **USERS**

**The SRSG Team** uses the two websites for communication purposes on the one hand, and for data collection on the other. The data processing tool will help the SRSG Team interpret the data collected through the online reporting system and ensure visibility of the implementation of the programmes in each municipality (78 in total with more to be added in the coming months). The processed data will also be used for SRSG Roma Team reports to the SG and to the external stakeholders including EC – as transparency is an important part in the two programmes.

**National Support Teams (NSTs)** will be able to redirect interlocutors to the two up-to-date websites so as to have a better image of what is being done through the two programmes. The online reporting provides them with the templates for reporting, and at the same time, the results of the data collection will be available for them so as to make the best use of it in their dialogue with local authorities – thus playing an important part in strengthening their position.

**External stakeholders** are a wide variety of profiles: staff of municipalities, partner organisations, NGOs from the sector, activists for Roma rights, Roma people themselves. An up-to-date website is essential for the outside comprehension of the achievements of the two programmes. Part of the data collected will be used for external reports, which can help activists argument their position and other organisations to evaluate or coordinate their actions according to the ROMED and ROMACT programmes.

The European Commission as main partner in the two Joint Programmes has access to the online reporting and uses it as a base for their monitoring of the implementation of the programme.

1. **EVOLUTIONS OF THE REPORTING AND DATA COLLECTION TOOL**

**2014 – 2015**

| **Form** | **Description** | **User** | **Communication Output** | **Reporting rhythm** |
| --- | --- | --- | --- | --- |
| Feedback on training/facilitation | Report filled in only by trainers/facilitators | trainer.country | N/A | After each field visit |
| Monthly Report | Filled by NPO/NFP on a municipality basis | NPO (National Project Officer) | N/A | Monthly |
| Trimestrial Report | Filled in by NPO/NFP on a national basis (one per country) | NPO | N/A | Trimestrial |
| Municipality File | Filled in by NPO/NFP on a municipality basis | NPO | Linked to the municipalities on the ROMACT website + mapping on both websites | Updates through the cycle of implementation |

During the 2014 – 2015 implementation year several elements were noted:

* Taking into account the high number of municipalities per country (for certain countries up to 12 municipalities), the rhythm of reporting was too high which did not allow the collection of quality information on the evolution of the Programmes;
* Certain forms were too long, some of the questions redundant and even obsolete in light of the evolution of the Programmes ;
* The filling rate of the Municipality Files, as well as the quality of the language used, was not sufficient to use for communication purposes.

The evolutions in 2014 – 2015 could be summarised as is shown in the table below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Old Form** | **New Form** | **Description of the evolution** | **Communication Output** | **Reporting rhythm** |
| Feedback on training/facilitation | Facilitators’ Report | The form was standardised per type of activity and certain dynamic functions were added. The questions changed as well. | Connexion to the timeline on each Municipality Page (see below) | After each field visit |
| Monthly Report + Municipality File | Trimestrial Municipal Report (TMR) | The new TMR combines questions of the monthly report and of the Municipality File. | Certain fields in the form are linked to the Municipality Pages of each municipality (see below) | Reduced from monthly to trimestrial |
| Monthly Report + Municipality file | Municipality Page | The Municipality Page has content fed in through the TMR, as well as a form only accessible by admins. This functionality implies the use of buffer memory for input submitted by the teams and requiring validation by the admins before overwriting previous content. Most of the SECTION 1 of the TMRs corresponds to fields in the MP. This allows admins to check and validate content prior to publication. | Municipality Page describing the outputs of the programmes for each municipality and incorporating a timeline (see below) | Trimestrial updates |
| Trimestrial National Report | Trimestrial National Report | Very small changes in questions included in the form. | N/A | Trimestrial |

1. **Timeline (Prototype)**

Joint Meeting between the Community Action Group and Local Authorities , Bucharest, 5 April 2014

Community Action Group Meeting (**Type of event**), Bucharest (**Location**), 1 March 2014 (**Date**)

Timeline points

Training, Bucharest, 20 May 2014

Milestones

Oct 2013

October 2014

June 2014

May 2014

April 2014

February 2014

Roundtable CAG, local authorities, CoE representative

Participation of the Byala Slatina delegation in the ROMACT Conference 2-3 October 2014

Opening of the CAG office - entirely donated and refurbished by the municipality

Little victory: the road to the Roma graveyard was cleaned by the municipality

Speed bumps installed in the streets in the Roma neighborhood, by Roma themselves. Street lights installed in several places by the municipality.

Launching of ROMED/ ROMACT

…

Certain fields in the new forms are linked to a downloadable database (Excel format) which enables the Programmes’ Secretariat to exploit the information, measure trends, etc.

1. **DEVELOPMENTS ALREADY PERFORMED**

Tables below list the developments already performed on both Romact and Romed websites.

| EED | DESCRIPTION **DEVELOPMENTS ALREADY PERFORMED** | TASKS PERFORMED | LINK (where available) |
| --- | --- | --- | --- |
| A1 – Creation of a ROMED1 mapping of mediators trained through the programme | Since 2011, around 1400 mediators were trained from various locations in Europe (22 countries). The purpose is for users to be able to visualise the locations where a certified mediator exists and be able to contact him/her. | Creation of a map and development of a user-friendly solution for the SRSG Roma Team to add new mediators to the map; | [http://www.audiblemagic.com/wp-content/uploads/2014/02/click.png](http://romed.coe-romact.org/romed1/map) |
| A2 – Creation of a Pool of ROMED1 Trainers | Via the ROMED1 programme, a group of Trainers of Mediators was trained and thus available for contact in case of new sessions being organised. | Development of the framework for the presentation of the pool of trainers and a solution for easy upload of trainer profiles (photos and short biography); | [http://www.audiblemagic.com/wp-content/uploads/2014/02/click.png](http://romed.coe-romact.org/romed1/pool-of-trainers) |
| A3 – Creation of the ROMACT website | Creation of a “sister” website to the ROMED website to reflect the link between the two Programmes. ROMACT is implemented in 5 of the 11 countries in ROMED. The tool allows to insert information and news on a per country and on a per municipality basis. Each country page contains relevant information concerning the bodies/organisms who provide grants or financial instruments for Roma inclusion, the situation of Roma in the respective country, contact persons for the ROMACT programme in the country, and other structures that can be relevant to the users. The website is mostly intended for the use of local authorities (from the programme or interesting in joining the programme). The stakeholders are thus the SRSG Team as Project Leader, the local authorities as target groups and potentially subjects of the information provided on the website. Etc. More details in BR2 – “Creation of an online reporting and data collection tool”. |  | [http://www.audiblemagic.com/wp-content/uploads/2014/02/click.png](http://coe-romact.org/tmr) |
| A4 –Creation of an online reporting and data collection tool | The reporting tool is a means for NSTs to report on their activities and for the Programme’s Secretariat to collect detailed information on the implementation of the programme.The tool consists in two parts: a database for reporting with 4 different forms for NSTs to fill in and a mapping system which is visible on the ROMACT website. The online reporting is done via 4 different forms: A Monthly Report, a Trimestrial Report, a Feedback on facilitation/training form and a Municipality File. The latter is done on a per municipality basis, and is linked via google geolocalisation to the mapping system appearing on the ROMACT website. A part of the information provided by NSTs via this particular form is made public and appears under each municipality on the ROMACT website. The stakeholders are manifold. First, the SRSG Team will be able through this tool to measure the impact of the programmes in each country. The NST are provided with a framework and templates in which they can report in a coherent manner and on the same specific points that are essential for the understanding of progress in each country. |  | Inherent to both websites |
| A5 –ROMED website re-design | Re-design of the ROMED website following the architecture provided by the SRSG Roma Team and in line with the Council of Europe graphic charter.Priority: reflect the reality of implementation on the ROMED website.Scope: the website should store reference documents, articles, reports, curricula, media concerning the ROMED2 programme and incorporate existing systems in the best possible manner. |  | [http://www.audiblemagic.com/wp-content/uploads/2014/02/click.png](http://coe-romed.org) |
| A6 – Replacement of “Feedback on facilitation/training” report with a simpler, more interactive report - “Facilitator’s Report (FR)” | The new form must standardise types of interventions and give the possibility to facilitators to report on their activity and evolutions for each municipality. The from must: | Open a different set of questions according to the type of intervention of facilitators as per the table;The title of the report is linked as a timeline point to the timeline of the municipality (part of the Municipality Pages as per description in “Structure of the reporting system” attached above). | N/A |
| A7 – Upload button included to all forms | NSTs usually have additional documents to send to us besides the answers provided in the forms. The button would enable them to send the SRSG Roma Team documents relevant to the programme (participants lists, signed commitment letters, action plans, etc.) | Include an upload button at the end of each possible form enabling users to upload documents (in particular participants’ lists and photos).Files must be less than 500 KB.Allowed file types: txt doc docx xls xlsx pdf jpg jpeg png.Images must be smaller than 800x600 pixels. | N/A |
| A8 – Link defined fields to publishable Municipality Pages and include publication buttons | Certain fields, defined by the SRSG Roma Team, are linked to Municipality Pages – webpages on the ROMED or ROMACT website presenting the implementation of the programme in the given municipality. The template of the Municipality Page is pre-defined. The content inserted by NPOs and NFPs is checked, proofread and modified by the SRSG Roma Team. The SRSG Roma Team enable the publication of the field through a checkbox under the given fields. | Link fields to publishable content (9 link fields);  * Develop checkboxes under each publishable field as defined by the SRSG Roma Team (7 check boxes under link fields); | N/A |
| A9 – Develop fields within the Trimestrial Municipal Reports which have the capacity to “memorise” and transfer content from one report to another | Within the TMRs, most fields (as per the “Structure of Reporting” attached above) should only require filling in once as they concern information which is relatively stable (name of the mayor in the municipality, designated contact person, general description of the municipality etc.). Updating should however be made possible so that NPOs and NFPs are able to include new information should evolutions worth publishing take place within the programmes. | Develop a “memory function” for fields in TMRs (25 fields); | N/A |
| A10 – Develop a downloadable database linked to fields in TMRs | For the processing of the information provided by NSTs, for measuring evolutions (i.e. number of participants in CAGs, percentage of women’s participation etc.) and transversal interpretation, the SRSG Roma Team requests the creation of a downloadable database linked to given fields from TMRs and TNRs (indicated in the “Structure of Reporting” attached above). | Develop a downloadable excel sheet containing results from selected fields;  * Link fields to the database function (30 fields); | N/A |
| A11 – Develop a template for publishable Municipality Pages (applicable to all 78 municipalities in ROMED and ROMACT), linked to fields in the reporting system | For communication purposes, certain fields in the online reporting system should be published on the website, under the form of a Municipality Page. The template should include a timeline the details of which are explained in the glossary. | Develop the template for layout of the municipality page | N/A |
| A12 – Develop a timeline template applicable to all municipality pages, linked to the reporting system | On each Municipality Page, a timeline of implementation is displayed. The timeline (prototype visual available above) has two types of input: timeline point (regular activities, part of the ROMED and ROMACT methodology) and milestones (achievements at local level through the programmes) | Develop a timeline according to the prototype provided by the ROMED/ROMACT secretariat;Provide possibility for Timeline inputs to be done through:Filling in of Facilitator Reports – standardised titles;Specific field which can be added by NPOs and NFPs via the TMR;Milestones can be added by NPOs and NFPs only via the TMR; | N/A |
| A13 – Develop a system of notifications and validations between NSTs and Secretariat of the Programmes | The notifications system alerts the Secretariat when reports have been filled in through the reporting system and requests feedback to the NST prior to validation and payment. | Develop the system enabling the automatic sending of notification e-mails to the secretariat upon submission of reports from NPOs, NFPs and Facilitators, with the content specified in the document “Notification messages” attached above;Develop a field within the form accessible only through an admin account enabling the Secretariat to provide feedback on the particular report;Develop a check box enabling the secretariat to validate the TMRs and TNRs sent by NPOs and NFPs;The NPOs and NFPs also have the responsibility of checking the content of Facilitator Reports and validating them. Thus, the provider has to:Develop the system enabling the automatic sending of notification e-mails to the NPOs/NFPs upon submission of reports from Facilitators (country-based), with the content specified in the document “Notification messages” attached above;Develop a check box enabling the NPOs/NFPs to validate the Facilitator Reports sent by Facilitators from their NST | N/A |
| A14 – Develop a system of tags enabling automatic sorting of published content | Since the ROMED and ROMACT websites share a common base in terms of webmastering, publication of content needs to be sorted in a user-friendly manner. A system of tags for article content types enables admins to indicate where the content should be published. | Develop ROMED and ROMACT tags indicating publication on either on the ROMED or on the ROMACT website respectively;Develop country tags corresponding to publication within the country pages sections on the ROMACT website; | N/A |
| A15 – Develop two separate Google-based maps linked to reporting on locations in ROMED and ROMACT reflecting the overview of implementation of the programmes in Europe | The ROMED and ROMACT Programmes are implemented in 80 municipalities in 12 countries and the easiest way to provide an overview of the locations is via an interactive map. For each municipality a pop-up allows the user to access a municipality page for each location. | Develop a Google-based map displaying ROMED municipalities linked to the reporting of the NSTs (geolocalisation fields);Develop a Google-based map displaying ROMACT municipalities linked to the reporting of the NSTs (geolocalisation fields); | N/A |
| A16 – Develop a solution for user-friendly inputs in the “testimonies” section | Testimonies from mediators, CAG members, Facilitators, Trainers, Mayors, NPOs/NFPs are a means of providing insights in the processes taking place in ROMED1 and ROMED2. A specific section exists for both ROMED1 and ROMED2. | Develop a user-friendly solution for the SRSG Roma Team to easily update the testimonies section; | [http://www.audiblemagic.com/wp-content/uploads/2014/02/click.png](http://romed.coe-romact.org/romed1/testimonies) |
| A17 – Develop a solution for user-friendly inputs in the “Resources” section | Various Resources are available for the wide public, including leaflets, curricula, code of ethics, etc. | Develop a user-friendly solution for the SRSG Roma Team to easily update the Resources section; | [http://www.audiblemagic.com/wp-content/uploads/2014/02/click.png](http://romed.coe-romact.org/resources) |

1. **FUNCTIONAL TECHNICAL SPECIFICATIONS**

Expected services will have to be provided in full compliance with the functional technical specifications, as reproduced in **Appendix V** to the present Specifications.

1. **EXPECTED SERVICES UNDER THE CURRENT CALL FOR TENDERS**

The current call is divided into 2 lots and 4 sub-lots, as follows:

**Lot 1 / ROMACT Website**

**Sub-Lot 1.1 – Services to be executed before 30th November 2015**, including:

* A list of services to be executed before this deadline, to be covered by a **global fee**; and
* Extra services, to be ordered on an “as needed basis” only, which will be invoiced (if ordered) based on **hourly fees**.

**Sub-Lot 1.2 – Optional Lot / Services to be executed before 31st May 2016**, including:

* A list of services to be executed before this deadline, to be covered by a **global fee**.

The optional lot will become a firm order only **upon signature of a specific addendum** between the parties. The signature of this amendment will be subject to available financial capacity.

The validity of hourly fees for extra services, to be agreed on under Lot 1.1, may be prolonged by this amendment.

**Lot 2 / ROMED Website**

**Sub-Lot 2.1 – Services to be executed before 31st December 2015**, including:

* A list of services to be executed before this deadline, to be covered by a **global fee**; and
* Extra services, to be ordered on an “as needed basis” only, which will be invoiced (if ordered) based on **hourly fees**.

**Sub-Lot 2.2 – Optional Lot / Services to be executed before 31st March 2016**, including:

* A list of services to be executed before this deadline, to be covered by a **global fee**.

The optional lot will become a firm order only **upon signature of a specific addendum** between the parties. The signature of this amendment will be subject to available financial capacity.

The validity of hourly fees for extra services, to be agreed on under Lot 2.1, may be prolonged by this amendment.

**Bidders are required to submit an offer for each and every lot, as lots will be awarded jointly.**

Expected services are further detailed in the tables below:

**LOT 1: ROMACT SPECIFIC PACK – NEEDS FOR THE UPCOMING PERIOD (2015-2016)**

The total number of hours for these services was estimated at around **28 h for Lot 1.1** and at **40 h for LOT 1.2**, however bidders can indicate different figures according to their capacity. This estimation is for information only, it does not constitute any sort of contractual commitment or obligation on the part of the Council of Europe.

**LOT 1.1 – FIRM LIST OF SERVICES TO BE EXECUTED BEFORE 30TH OF NOVEMBER 2015**

| NEED | DESCRIPTION | EXPECTED SERVICES |
| --- | --- | --- |
| TRANSFER | | |
| 1.1.1 – Transfer | Transfer of knowledge concerning specific functions outside of standard Drupal-related procedures (hours dedicated to obtaining the information from the previous provider for understanding developments previously operated such as memory fields, links to municipality pages and links for the timeline) | * Additional hours for transfer of knowledge on specific functions; |
| HOSTING AND MAINTENANCE | | |
| 1.1.2 – Creation of ROMACT e-mail addresses and hosting for these | In their contact with government officials, local stakeholders and European institutions, the NPOs and NFPs require official romed and romact e-mail addresses so as to ensure their professional credibility. These already exist. The selected provider will ensure creation of new addresses for a very limited number of users (not more than 10) and hosting for around 50 addresses. | * Creates new addresses (@romact.org) according to the needs of the SRSG Roma Team; * Deletes obsolete addresses (NST members leaving the programmes); * Ensures hosting for the e-mail addresses for the period up to 30 November 2015 |
| 1.1.3 – Ensure hosting of the ROMACT website |  | * Hosting of the ROMACT website for the mandatory period up to 30 November 2015 |
| 1.1.4 – Maintenance | Service Level Agreement as defined in **Appendix IV** | * Respect the SLA |
| DESIGN AND DEVELOPMENT | | |
| 1.1.5 – Redesign of the ROMACT website | The ROMACT programme has evolved in the past year. New sections need to be included while other sections have to be updated or even taken off. Moreover, the overall look and feel of the website needs to be in line with the new CoE graphic charter for Joint Programmes: | * Re-organise content according to Secretariat needs (prototype to be provided, no conception required); * Set new parameters of design and re-work home page in coherence with CoE graphic charter for Joint Programmes; |
| 1.1.6 – Insert additional fields and questions upon request from the Secretariat of the Programme | Subsequent to the first use of the updated reporting system, additional questions might be necessary for the upcoming reporting deadlines. Entire new forms might be needed, the content of which is entirely established by SRSG Roma. | * Add questions and fields according to the indications of the Secretariat; * Modify existing questions according to the indications of the Secretariat; * Add editable fields for the “Other” sections in Facilitator Reports and timeline input section for the NPOs/NFPs; |
| 1.1.7 – Develop an additional “Baseline survey” form under the NPO/NFP profile | When new municipalities are added for implementation of the ROMACT programmes, NPOs and NFPs have to submit a form on the initial situation of the municipality which allows the SRSG Roma Team to determine whether the municipality respects the minimum criteria for implementation. | * Develop a “Baseline survey” form (in two separate sections) according to the indications of the SRSG Roma Team. |
| 1.1.8 – Additional hours for refining development elements |  | The provider should include in his offer a maximum of 2 hours of additional development time; |
| 1.1.9 – Develop additional forms according to the needs of the SRSG Roma Team (no more than 3 additional forms) |  | Develop forms according to the needs of the SRSG Roma Team (no more than 3 additional forms). |
| 1.1.10 – Documents to be provided (50% shared cost ROMED/ROMACT) | The Functional Specifications document provides a roadmap to future providers on the functions developed in the system. The document needs to be updated on a regular basis (after each development) and a final version delivered to the SRSG Roma Team by the end of the contract.  A user manual is needed for admin users (only, since for NSTs the user guides already exist), based on the different functions within the system.  Only one document of each is needed for both ROMED and ROMACT, please provide an estimate split in 50% - 50% for each lot. | * Update the Functional Specifications document (Appendix IV); * Create an Admin users’ manual; |

Bidders are invited to indicate a **global fee** for all services listed from 1.1.1 to 1.1.10 (**See Appendix II to the Tender Rules**).

**LOT 1.1 – POSSIBLE EXTRA-SERVICES (ON AN “AS NEEDED BASIS” ONLY)**

| NEED | | DESCRIPTION | EXPECTED SERVICES |
| --- | --- | --- | --- |
| 1.1.11 – Additional hours for refining design elements | **Certain elements require refining in their design, which can go beyond the allocated development time indicated under services listed from 1.1.1 to 1.1.9. The provider should indicate an hourly fee for additional hours, which should cover tasks stated in the next column.** | | * **Refining design elements for municipality pages, including timeline – according to the needs of the SRSG Roma Team;** * **Refining other design elements within a global time limit of 2h of development.** |

Bidders are invited to indicate an hourly fee for the services described under 1.1.11 (**See Appendix II to the Tender Rules**).

The Council of Europe reserves the right, in addition to the services detailed from 1.1.1 to 1.1.10, to order an **“as needed basis” only** extra services, to be invoiced based on **hourly fees**. Providers are therefore invited to indicate in their bid their **hourly fee for the services defined under 1.1.11**.

This hourly fee shall be valid until the end of the duration of the contract (possibly until 31st May 2016 **in case lot 1.2 is ordered**).

**LOT 1.2 (OPTIONAL) – TO BE EXECUTED BEFORE 31st MAY 2016**

| NEED | | DESCRIPTION | EXPECTED SERVICES |
| --- | --- | --- | --- |
| HOSTING AND MAINTENANCE | | | |
| 1.2.1 – Creation of ROMACT e-mail addresses and hosting for these | | In their contact with government officials, local stakeholders and European institutions, the NPOs and NFPs require official romed and romact e-mail addresses so as to ensure their professional credibility. These already exist. The selected provider will ensure creation of new addresses for a very limited number of users (not more than 10) and hosting for around 50 addresses. | * Creates new addresses (@romact.org) according to the needs of the SRSG Roma Team; * Deletes obsolete addresses (NST members leaving the programmes); * Ensures hosting for the e-mail addresses until 31st May 2016 |
| 1.2.2 – Ensure hosting of the ROMACT website | |  | * Hosting of the ROMACT website for the mandatory period up to May 2016 |
| 1.2.3 – Maintenance | Service Level Agreement as defined in **Appendix IV** | | * Respect the SLA |
| DESIGN | | | |
| 1.2.4 – Render the ROMACT website mobile - responsive and tablet-friendly | | The ROMACT website, according to the new CoE graphic charter for joint programmes, needs to become mobile-friendly. | Render the ROMACT website responsive (mobile and tablet-responsive,); |
| 1.2.5 – Ensure user-friendliness of website | | Certain functionalities of the website require further development to ensure its user-friendliness. | * Spot elements to change which could help improve user-friendliness; * Inform and agree with SRSG Team on these changes;   Operate requested changes from SRSG Roma Team in order to ensure user-friendliness for the administration of the website; |
| DEVELOPMENT | | | |
| 1.2.6 – Insert additional fields and questions upon request from the Secretariat of the Programme | | Subsequent to the first use of the updated reporting system, additional questions might be necessary for the upcoming reporting deadlines. | * Add questions and fields according to the indications of the Secretariat; * Modify existing questions according to the indications of the Secretariat; * Add editable fields for the “Other” sections in Facilitator Reports and timeline input section for the NPOs/NFPs; |
| 1.2.7 – Develop an internal search filter for reports | | Given the big quantity of reports coming each trimester for 80 municipalities from 12 countries (4 x 80 = 320 + National Reports + Facilitator Reports), a filtering system accessible to admins is necessary. | * Develop a filter by country; * Develop a filter by type of report (TNR, TMR, FR); * Develop a filter by date; * Develop a filter by key-word; |
| 1.2.8 – Develop pop-up definitions related to jargon of the Programmes | | Within the programme certain terms (CAG, NPO, NFP, NST, Joint Action Plan, National Workshop, Training session, training cycle etc.) are used on a regular basis. For visitors who are not familiar with these terms, this can be a barrier in their understanding of the processes taking place in the Programmes. | * Develop pop-up definitions for pre-defined terms ; * Update list of terms according to CoE pre-defined needs; |
| 1.2.9 – Provide the external storage of the entire database of reports | | In order to safeguard the information provided by National Teams in the event of a failure (internal or external), the provider should develop a solution enabling the SRSG Roma Team to be able to store the entire content of reporting submitted via the online reporting system in one click. | * Develop solution for storage of reports submitted by NPOs and NFPs as a back-up (global estimate) |
| 1.2.10 – Grant access to SRSG Roma Teams to a dashboard for hit counts and overall visibility of the websites – Google Analytics or other | | At the moment the SRSG Roma Team has no means of measuring the hit counts for ROMED and ROMACT websites. As this is crucial information allowing to evaluate the quality and relevance of the information posted on the websites, the provider should: | * Develop a solution under the shape of a dashboard accessible to website admins of the SRSG Roma Team Google Analytics or other; * Adapt the solution according to the needs of the SRSG Roma Team; |
| 1.2.11 – Transfer geolocalisation field from Municipality Files (old reporting system) to Trimestrial Municipal Reports | | Through the old reporting system, the geolocalisation fields enabling the pinning of municipalities to the Google-based mapping system were included in Municipality Files. As these forms are no longer in use, the field together with its function should be transferred to Trimestrial Municipal Reports. The field should be turned into a “memory field”. | * Transfer geolocalisation field from Municipality File field to Trimestrial Municipal Reports. * Apply a “memory” function to the field. |
| 1.2.12 – Outline a solution in cooperation with the SRSG Roma Team for the development of a section in the ROMACT website dedicated to the East – West Cooperation branch of activities | | The solution should aim to grant a closed,  optimal contact and information point for mayors and local administration staff on possible counterparts in Eastern/Western countries as well as on projects developed for the integration of Roma. | * Develop under the guidance of the SRSG Roma Team an outline of the solution; the development of the solution will be subject to a separate contract.   This concerns only the conception and technical feasibility of the solution |
| 1.2.13 – Documents to be provided (50% shared cost ROMED/ROMACT) | The Functional Specifications document provides a roadmap to future providers on the functions developed in the system. The document needs to be updated on a regular basis (after each development) and a final version delivered to the SRSG Roma Team by the end of the contract.  The user manual for admin users will have to be updated according to the new functions within the system.  Only one document of each is needed for both ROMED and ROMACT, please provide an estimate split in 50% - 50% for each lot. | | * Update the Functional Specifications document (Appendix IV); * Update the Admin users’ manual; |

Bidders are invited to indicate a **global fee** for all services listed from 1.2.1 to 1.2.13 (**See Appendix II to the Tender Rules**).

**LOT 2: ROMED SPECIFIC PACK – NEEDS FOR THE UPCOMING PERIOD (2015-2016)**

Bidders are required to provide an offer to cover these needs only. The table below indicates the needs under the specific call for ROMED.

The total number of hours for these tasks was estimated internally at around **14 h for LOT 2.1** and at **21 h for LOT 2.2**, however bidders can indicate different figures according to their capacity. This estimation is for information only, it does not constitute any sort of contractual commitment or obligation on the part of the Council of Europe.

**LOT 2.1 – FIRM LIST OF SERVICES TO BE EXECUTED BEFORE 31ST OF DECEMBER 2015**

|  |  |  |
| --- | --- | --- |
| NEED | DESCRIPTION | EXPECTED SERVICES |

|  |  |  |
| --- | --- | --- |
| TRANSFER | | |
| 2.1.1 – Transfer | Transfer of knowledge concerning specific functions outside of standard Drupal-related procedures (hours dedicated to obtaining the information from the previous provider for understanding developments previously operated such as memory fields, links to municipality pages and links for the timeline) | * Additional hours for transfer of knowledge on specific functions; |

|  |  |  |
| --- | --- | --- |
| HOSTING AND MAINTENANCE | | |
| 2.1.2 – Creation of ROMED e-mail addresses and hosting for the email accounts | In their contact with government officials, local stakeholders and European institutions, the NPOs and NFPs require official romed and romact e-mail addresses so as to ensure their professional credibility. These already exist. The selected provider will ensure creation of new addresses for a very limited number of users (not more than 10) and hosting for around 50 addresses. | * Creates new addresses (@coe-romed.org) according to the needs of the SRSG Roma Team; * Deletes obsolete addresses (NST members leaving the programmes); * Ensures hosting for the e-mail addresses up to 31 December 2015; |
| 2.1.3 – Ensure hosting of the ROMED website |  | * Hosting of the ROMED website for up to 31 December 2015; |

|  |  |  |
| --- | --- | --- |
| 2.1.4 – Maintenance | Service Level Agreement as defined in Appendix IV. | * Respect the SLA |

|  |  |  |  |
| --- | --- | --- | --- |
| DESIGN AND DEVELOPMENT | | | |
| 2.1.5 – Render the ROMED website mobile - responsive and tablet-friendly | | The ROMED website, according to the new CoE graphic charter for joint programmes, need to become mobile-friendly. | * Render the ROMED website responsive (mobile and tablet-responsive, 6h max); |
| 2.1.6 – Structuring of the “PAROVEL Documentary” page under ROMED2 | | The page dedicated to the “Parovel” Documentary project will be a showcase of the stories presented in the documentary and will most probably contain imbedded videos (teasers, extras), photos and other contents. | * Build a graphically appealing page showcasing the documentary by including contents provided by the SRSG Roma Team in cooperation with the expert hired by the SRSG Roma team for the editing and conception of the contents of the page. |
| 2.1.7 – Additional hours for refining design elements | Certain elements may require refining in their design, which can go beyond the allocated development time. The provider should include additional hours for the tasks stated in the next column. | | * Refining design elements for municipality pages, including timeline – according to the needs of the SRSG Roma Team; * Refining other design elements within a global time limit of 2h of development. |

|  |  |  |
| --- | --- | --- |
| 2.1.8 – Documents to be provided (50% shared cost ROMED/ROMACT) | The Functional Specifications document provides a roadmap to future providers on the functions developed in the system. The document needs to be updated on a regular basis (after each development) and a final version delivered to the SRSG Roma Team by the end of the contract.  A user manual is needed for admin users (only, since for NSTs the user guides already exist), based on the different functions within the system.  Only one document of each is needed for both ROMED and ROMACT, please provide an estimate split in 50% - 50% for each lot. | * Update the Functional Specifications document (Appendix IV); * Create an Admin users’ manual; |

Bidders are invited to indicate a **global fee** for all services listed from 2.1.1 to 2.1.8 (**See Appendix II to the Tender Rules**).

**LOT 2.1 – POSSIBLE EXTRA-SERVICES (ON AN “AS NEEDED BASIS” ONLY)**

|  |  |  |  |
| --- | --- | --- | --- |
| NEED | | DESCRIPTION | EXPECTED SERVICES |
| DESIGN AND DEVELOPMENT | | | |
| 2.1.9 – Insert additional fields and questions upon request from the Secretariat of the Programme | Subsequent to the first use of the updated reporting system, additional questions might be necessary for the upcoming reporting deadlines. | | * Add questions and fields according to the indications of the Secretariat; * Modify existing questions according to the indications of the Secretariat; * Add editable fields for the “Other” sections in Facilitator Reports and timeline input section for the NPOs/NFPs; |

Bidders are invited to indicate a hourly fee for the services described under 2.1.9 (**See Appendix II to the Tender Rules**).

The Council of Europe reserves the right, in addition to the services detailed from 2.1.1 to 2.1.8, to order an **“as needed basis” only** extra services, to be invoiced based on **hourly fees**. Providers are therefore invited to indicate in their bid their **hourly fee for the services defined under 2.1.9**.

This hourly fee shall be valid until the end of the duration of the contract (possibly until 31 March 2016 **in case lot 2.2 is ordered**).

**LOT 2.2 (OPTIONAL) – TO BE EXECUTED BEFORE 31 MARCH 2016**

| NEED | DESCRIPTION | EXPECTED SERVICES | |
| --- | --- | --- | --- |
| HOSTING AND MAINTENANCE | | | |
| 2.2.1 – Creation of ROMED e-mail addresses and hosting for the email accounts | In their contact with government officials, local stakeholders and European institutions, the NPOs and NFPs require official romed and romact e-mail addresses so as to ensure their professional credibility. These already exist. The selected provider will ensure creation of new addresses for a very limited number of users (not more than 10) and hosting for around 50 addresses. | | * Creates new addresses (@coe-romed.org) according to the needs of the SRSG Roma Team; * Deletes obsolete addresses (NST members leaving the programmes); * Ensures hosting for the e-mail addresses for (possible extension to March 2016 and beyond according to budget availability); |
| 2.2.2 – Ensure hosting of the ROMED website |  | | * Hosting of the ROMED website |
| 2.2.3 – Maintenance | Service Level Agreement as defined in **Appendix IV.** | | * Respect the SLA |
| 2.2.4 – Develop pop-up definitions related to jargon of the Programmes | **Within the programme certain terms (CAG, NPO, NFP, NST, Joint Action Plan, National Workshop, Training session, training cycle etc.) are used on a regular basis. For visitors who are not familiar with these terms, this can be a barrier in their understanding of the processes taking place in the Programmes.** | | * **Develop pop-up definitions for pre-defined terms ;** * **Update list of terms according to CoE pre-defined needs;** |
| 2.2.5 –Ensure user-friendliness of the ROMED website | Certain functionalities of the website require further development to ensure their user-friendliness. | | * Spot elements to change which could help improve user-friendliness; * Inform and agree with SRSG Team on these changes; * Operate requested changes from SRSG Roma Team in order to ensure user-friendliness for the administration of the website; |
| 2.2.6 – Provide the external storage of the entire database of reports | In order to safeguard the information provided by National Teams in the event of a failure (internal or external), the provider should develop a solution enabling the SRSG Roma Team to be able to store the entire content of reporting submitted via the online reporting system in one click. | | * Develop solution for storage of reports submitted by NPOs and NFPs as a back-up (global estimate) |
| 2.2.7 – Grant access to SRSG Roma Team to a dashboard for hit counts and overall visibility of the websites – Google Analytics or other | At the moment the SRSG Roma Team has no means of measuring the hit counts for ROMED and ROMACT websites. As this is crucial information allowing to evaluate the quality and relevance of the information posted on the websites, the provider should: | | * Develop a solution under the shape of a dashboard accessible to website admins of the SRSG Roma Team Google Analytics or other; * Adapt the solution according to the needs of the SRSG Roma Team; |
| 2.2.8 – Transfer geolocalisation field from Municipality Files (old reporting system) to Trimestrial Municipal Reports | Through the old reporting system, the geolocalisation fields enabling the pinning of municipalities to the Google-based mapping system were included in Municipality Files. As these forms are no longer in use, the field together with its function should be transferred to Trimestrial Municipal Reports. The field should be turned into a “memory field”. | | * Transfer geolocalisation field from Municipality File field to Trimestrial Municipal Reports. * Apply a “memory” function to the field. |
| 2.2.9 – Documents to be provided (50% shared cost ROMED/ROMACT) | The Functional Specifications document provides a roadmap to future providers on the functions developed in the system. The document needs to be updated on a regular basis (after each development) and a final version delivered to the SRSG Roma Team by the end of the contract.  The user manual for admin users will have to be updated according to the new functions within the system.  Only one document of each is needed for both ROMED and ROMACT, please provide an estimate split in 50% - 50% for each lot. | | * Update the Functional Specifications document (Appendix IV); * Update the Admin users’ manual; |

Bidders are invited to indicate a **global fee** for all services listed from 2.2.1 to 2.2.9 (**See Appendix II to the Tender Rules**).

# APPENDIX I - GLOSSARY

|  |  |
| --- | --- |
| CoE | Council of Europe |
| Community Action Group (CAG) | The Community Action Group as the main output of the ROMED2 Programme, is a group of Roma citizens, mobilised to represent in a democratic manner the interests and priorities of the local Roma community. On average the CAG is made up of 6 to 10 members, and has an open, un-hierarchical flexible structure. |
| Database | Downloadable Excel sheet (fields defined by the CoE); |
| EC | European Commission |
| Facilitator | The facilitator supports Community Action Groups in one or more municipalities, follows their evolutions and provides CAG members with trainings meant to ease the understanding of participation, democratic governance, rights and duties, competences of the local authorities, etc. The facilitator also ensures contact with local authorities – elected officials and civil servants – and organises joint meetings with the CAG in view of the adoption and follow up of a Joint Action Plan. |
| FR | Facilitators’ Report |
| Institutional Working Group (IWG) | The Institutional Working Group is set up to bring together relevant stakeholders (staff of the local administration, schools, social workers, mediator, etc.) who play an important role in leading Roma-related projects at local level. |
| Joint Action Plan | The Joint Action Plan is a document drafted by the local authorities together with the CAG\* and adopted by the municipality so as to address the priorities defined by the CAG. |
| Link MP | Fields which are to automatically fill in the MP |
| Local Facilitator | A local facilitator is the existing human resource at the community level, which can be the local active school/health/labour/intercultural mediator and who takes part in the mobilization and support of the CAG (without being under the regular guidance of the national facilitator). The local facilitator can play a role in ensuring the sustainability of the CAG on the long term. |
| Memory fields | Fields recording the previously filled in content and displaying it when the a second report is filled in; |
| Milestones | A point on the timeline designating an achievement in the implementation of the Programme |
| MP | Municipality Page |
| National Project Officer (NPO) | The National Project Officer, recruited in each ROMED2 country, has the role of coordination of the work of the National Support Team and adaptation of the programme to national and local developments. |
| National Focal Point (NFP) | The National Focal Point follows the work of mediators in ROMED1 and of facilitators within ROMED2 and ensures that the methodologies of the programmes are applied in the municipalities of implementation for ROMED2. |
| National Support Team (NST) | Within ROMED2, National Support Teams were selected in each implementation country. The support team in each country is made up of the following: a National Project Officer\*, a National Focal Point\*, a team of National (and Local) Facilitators\* (according to the number of municipalities in the programme) and a National Support Organisation\*. |
| National Support Organisation (NSO) | The National Support Organisation within ROMED2 is the organisation ensuring the administrative support for the programme in the country. The NSO organises national and local events, produces the financial reports, and ensures the visibility of the programme at national and local levels. |
| National Facilitator | A national facilitator is a selected consultant in each country, member of the National Support Team whose mission is to establish, train and support the CAG during the first cycle of implementation. His/her role is meant to be taken over by a local facilitator on the long term. |
| NRIS | National Roma Integration Strategies |
| SG | Secretary General |
| Timeline points | A point on the timeline designating regular activities led in each municipality |
| TMR | Trimestrial Municipal Report |
| TNR | Trimestrial National Report |
| Training of Mediators (ToM) | The training of mediators is conducted by trainers at national level with mediators recruited on the basis of their profile and competences. The training is done in two sessions with a six-month practice in between. |
| Training of Trainers (ToT) | The training of trainers and/or training of facilitators is led by the international pedagogical team and is meant to prepare facilitators (national for the most part) for their tasks. The training is done on the basis of the ROMED2 guidelines for facilitators. |

# APPENDIX II - USEFUL DOCUMENTS

|  |  |
| --- | --- |
| **Name/Description** | **Link to the document** |
| Reporting guidelines (external users – National Project Officers) v 2.0 |  |
| Reporting guidelines (external users – Facilitators) v 2.0 |  |
| Structure of the reporting system |  |
| Template Municipality Page |  |
| Notification Messages |  |

# APPENDIX III - STRUCTURE OF THE PROGRAMMES (ROMED and ROMACT)

78 Municipalities in 11 countries

(+ 1 Country that launched ROMED2 at National level)

Over 100 Mediators active in municipalities

71 Community Action Groups (CAG)

**National Support Teams**

In 11 Countries (6 ROMACT)

National Project Officer

National Focal Point

Facilitators

NST 1

NST 2

NST 3

NST …

NST 12

**Local Teams**

composed of :

facilitators, mediators, priests, local administration, school representative, CAG representatives

LT 1

LT 2

LT 3

LT 4

LT 5

LT 6

**Roma Citizens:**

78 Roma communities each counting between 500 and 5000 members. Each CAG is composed of 5 to 20 people.

Between 1000 and 1200 active Roma CAG members

Council of Europe (implementation) &

European Commission

**APPENDIX IV – SERVICE LEVEL AGREEMENT FOR MAINTENANCE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service** | **Type of anomaly** | **Time-limit for intervention** | **Time-limit for bypass** | **Time-limit for final correction** |
| Adding or modifying user profiles (admins SRSG Roma and NST members) | **Non blocking** | 4 hours | 24 hours | 5 days |
| Troubleshoot concerning forms in the online reporting system | **Non blocking** | 4 hours | 24 hours | 5 days |
| Intervention concerning display and design issues on **published** **elements** (including development elements linked to **published content** such as municipality pages, timeline and fields in the reporting system linked to these elements) | **Blocking** | 2 hours | 4 hours | 48 hours |
| Troubleshoot concerning other development bugs | **Non blocking** | 4 hours | 24 hours | 5 days |
| Troubleshoot concerning elements concerning the user-friendliness of the system (which do not require additional development hours) | **Non blocking** | 4 hours | 24 hours | 5 days |

**APPENDIX V – FUNCTIONAL TECHNICAL SPECIFICATIONS**

