Call for Tender for Design and Development of an E-platform on
Framing Science in Albania's Historical Context

Project-/mandate name:	1404.02.1.0 PERFORM
Country:	Albania

Positions:	1 Local IT Company

Contract Duration	1 August – 30 November 2018

1. Background

PERFORM – Performing and Responsive Social Sciences, is a project of the Swiss Agency for Development and Cooperation, aimed at improving the contribution of social science research to socio-economic and political processes of change in Western Balkan countries. The project focuses on three outcome areas: (i) strengthened social science communities; (ii) systemic linkages with political reform processes, civil society organizations, private sector and media; (iii) and favourable framework conditions and financial mechanisms.

In line with its goals, PERFORM is interested in gaining a thorough overview and building the narrative of the role of science and research in the development of Albania's society in its historical context. This aims to contribute to the creation of a shared understanding and public debate/dialogue on the relevance of science in the country's transitional processes.

In comparison to other former communist countries in Europe, Albania has had a slow deliberative start on the need to open up the Former State Security Service files (i.e. Sigurimi files). To date it is estimated that there are more than 120,000 files, 250,000 records and millions of pages of documents inherited from the former communist regime. In 2015, the Parliament adopted the first [law on the right to information on the documents of the Former State Security of the Socialist People's Republic of Albania](). The law's mission is to provide public access to Sigurimi files and preserve the record of oppression in order to educate the public and support the democratic values of justice, truth, reconciliation, and responsibility for future generations. The implementation of this law has led to the establishment, a year later, of the Authority on Access to Information on the Former State Security Service (AIDSSH).

Considering that historical memory and remembrance constitute a complex process, there is still a need for a broad and inclusive, informed and objective discourse on the role of science and history in Albania's processes of social transformation. It will contribute to strengthening the public debate on national memory policies, providing for different approaches and ensuring for genuine historical evidence.

2. Scope of the collaboration

PERFORM is seeking to contract an IT company, which will design, develop and maintain an e-platform on framing science in Albania's historical context. The website needs to provide a learning environment, which will enable the visitors to find and analyse multimedia content about the communist regime in Albania. The material on the website will try to bring the experiences, thoughts, feelings and problems of people who lived during this era to life. All the content of the website: text materials, photos and videos, will be provided by representatives of PERFORM project (including experts contracted under the collaboration with AIDSSH).

3. Technical specifications of the website

The IT company will be required to create a website ensuring the completion of the following tasks and functionalities within the required time-line:

- **Content Management System (CMS):** The website should be built using the latest stable version of WordPress;
- **Interactive and appealing web design:** It is expected from the hired company to show-case their best elements in delivering a best suited website design option. Multimedia material and interactivity elements should also be an important element of the website;
- The website should be compatible with the **W3C standards**;
- **Language:** The website should be in Albanian;
- **Search:** The website should offer basic and advanced search options;
- **Secured & Authenticated Web Access:** The website should be secured through a SSL Certificate. This means all access to the website should be authenticated. Members in different agencies / different locations / state should be able to access it with ease;
- **Compatibility:** The website should be compatible and easily accessible from all web browsers (Mozilla, Chrome, Internet Explorer);
- **Responsiveness:** The website should be responsive and mobile friendly;
- **Survey & Poll:** The website should be able to conduct a survey of more than 10 to 20 questions and polling / voting system should also be available;
- **Comments:** functionality for registered users;
- **Spam prevention:** functionality for administrators of the website;
- **Level of Access Rights for users:**
    - Users with Read permission;
    - Users with Read and write permission;
    - Users with Read, Write and Delete permission;
    - Administrator;
- **Analytics:** The website should be configured to provide analytics regarding the numbers of visitors of the site, where they are visiting from, how did they get to the website, the frequency of the visits, which pages where accessed; (and other standard Usage Analysis features). The platform used to get the analytics for the website should be an open source solution.
- **Newsletter:** The website should allow users to subscribe for receiving a daily/weekly/monthly newsletter.
- **Social media:** the website should include buttons which lead visitors to the pilot intervention's social media accounts, as well as share buttons to easily share posts/content from the website;

- **Data Protection:** The website should include relevant data protection mechanisms, in line with Albanian laws and, especially, in line with the new EU data protection policy (GDPR) that entered in effect on May 25, 2018;
- **Copyright:** The website should be protected by copyright issues. All the relevant logos and identifiers, as well as the material used as part of the design of the website, should be released under a creative commons share alike license unless otherwise noted;
- **Cookies:** The website should use cookies and have the proper cookie notification displayed on the homepage;
- **SEO**: The website should have a good online visibility using the best SEO techniques in order to have high ranking on search engines;
- **Open Source:** The code of the website should be released under a public license and uploaded in Github or Gitlab platform;
- The website should have implemented an **RSS web** feed to allow users to access updates to other online content.

Important notes:
- It is very important to have a thorough technical documentation process and CMS usage guide;
- The domain name should be owned by PERFORM, but the technical management should be a domain of the IT company;
- IT company should also offer at least 2 training sessions for CMS usage to the team that will manage the website.

4. Expected results (or Outputs)

The Assignment will be considered complete on:
- Training of at least 4 staff on the Wordpress CMS and on the maintenance of the website has been completed;
- Installation of the final applications which fulfill the acceptance criteria;
- Complete handover of installation to PERFORM team approved server;
- Transfer of all user rights to PERFORM team by signing an ownership transfer agreement;
- Submission of required documentation is complete, approved and signed along with the complete Source Code Successful functioning of the application for 90 days (3 months' warranty) with no functionality and data issues reported.

5. Requirements for applicants

The vendor is expected to fulfill the following IT acceptance criteria, namely:
- All web design, development and deployment will be done by the vendor in consultation with PERFORM team;
- The deployment includes the setting up of environment and installation of the software to be done by the vendor on the IT company server (including the configuration of the SSL);
- The vendor will provide all the configuration documentation and Installation Guide, which should clearly state how to manage the website.

The services will be considered delivered when:

- The application source code has been released in a platform like Github or Gitlab and also a copy has been given to PERFORM team by the vendor, in a DVD or any secondary device;
- The application is installed and all requirements and conditions are met as stated in the acceptance criteria and TOR;
- The application with all its features listed as per this TOR is up and running and available on the web;
- The End User training is complete and all the users of the application can operate the system.

The website design has to follow an iterative development process with the involvement of the PERFORM team and changes have to be accommodated as the website concept and design evolves. The company should provide alternate home page and sub-page design mocks for final approval by the PERFORM team.

6. Time frame of the assignment

The vendor should provide a detailed time-sheet of individuals involved and time of task delivery. Expected time frame is **1 August – 30 November 2018**.

7. Application process

1. Overall Response to the call for proposal
   - Quality of the proposal;
   - Understanding of, and responsiveness to, PERFORM team requirements;
   - Understanding of scope, objectives and completeness of response;
   - Overall concord between PERFORM team requirements and the proposal.

2. Methodology
   - Quality of the proposed approach and methodology;
   - Quality of proposed implementation plan, i.e. how the bidder will undertake each task, and time-schedules;
   - Risk assessment - recognition of the risks and methods to prevent them.

3. Proposed Team
   - Team leader: Relevant experience, qualifications, and position with firm;
   - Team members: Relevant experience, skills & competencies;
   - Organization of the team and roles and responsibilities;
   - Professional expertise, knowledge and experience with similar projects, contracts, clients and consulting assignments;

4. Financial Proposal
   - Financial offer of the vendor, based on the limits of the available funds.

7.1. Required documents

Vendors are requested to structure proposals as follows and provide complete details as indicated:

1. Company Profile;
2. Note showing understanding of the Scope of Work;
3. Proposed Methodology / Approach and detailed Time-line with Deliverables;
1. Proposed Technology (with justification) - kindly highlight the pros & cons of the technology proposed;
4. Team Strength (who will work on this project);
5. Detailed Cost Break-up (Design, Programming, SSL Certificate, Hosting);
6. Sample(s) of similar works (please list active web address).

Proposals should not exceed **15** pages.

Incomplete proposals will be disqualified and not considered for evaluation.

Please submit your application in English language to the following email address:

PERFORM-Albania@helvetas.org

The deadline for submission is 15 July 2018.