



## EU-RUSSIA CIVIL SOCIETY FORUM ГРАЖДАНСКИЙ ФОРУМ ЕС-РОССИЯ

### Tender Announcement

#### New Website for the EU-Russia Civil Society Forum

**EU-Russia Civil Society Forum e.V. (CSF)** ([www.eu-russia-csf.org](http://www.eu-russia-csf.org)), a network of currently 152 NGOs from 18 EU member states and Russia, is announcing a tender for development and service of the Forum new website. A potential service provider may be a legal or natural person, who must fulfill the criteria listed in the Terms of Reference (ToR, see the documentation below).

The application period is **26 September - 15 October 2018**. The application for the first round should include:

- cover letter with the confirmation of being able to provide the services according to the ToR and to the time schedule indicated
- a short profile of the service provider with a link to its website
- a short CV of the service provider/ head of the service provider organisation and CV(s) of the potential contact person(s) in charge
- examples of previous works with links to the corresponding websites
- at least two customer's references

The documentation package should be submitted in English. For references, other languages (German, Russian) are allowed.

Successful candidates qualified for the second round are invited for an interview and may be requested to complete a test task.

The website development service should be completed in the timeframe **between 1 November 2018 and 15 April 2019** (launch of the demo version) **and 30 June 2019** (launch of the final version) respectively. The present contract will also include a 1-year all-round website service **between 1 July 2019 and 30 June 2020**.

Please send your application **until 15 October 2018, 5pm CET / 6pm MSK** to Sergei Tereshenkov, CSF Senior Coordinator for Public Relations, at: [tereshenkov@eu-russia-csf.org](mailto:tereshenkov@eu-russia-csf.org). We reserve the right to contact only successful service providers qualified for the second round.

The interviews will be conducted **on 18 October 2018** at the CSF Secretariat or via online talk.

## About Us

The EU-Russia Civil Society Forum, founded in March 2011 and joined by 152 non-governmental organisations in the EU and Russia, is a platform for cooperation of civil society organisations from Russia and the EU with the purpose to develop common positions, increase cooperation between civil society organisations, coordinate their advocacy activities and make their voice stronger in interaction with the general public, governments and other stakeholders. The CSF is currently financed by the EU and other governmental and private donors. For more information, see [www.eu-russia-csf.org](http://www.eu-russia-csf.org).

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## EU-RUSSIA CIVIL SOCIETY FORUM ГРАЖДАНСКИЙ ФОРУМ ЕС-РОССИЯ

### TERMS OF REFERENCE FOR THE NEW WEBSITE OF THE EU-RUSSIA CIVIL SOCIETY FORUM ([WWW.EU-RUSSIA-CSF.ORG](http://WWW.EU-RUSSIA-CSF.ORG))

#### Requirements to the Service Provider

- 1) At least three years of professional experience in the relevant field
- 2) Experience in designing websites for the NGO sector
- 3) Advanced experience in securing website safety and security issues, knowledge and compliance to the EU General Data Protection Regulation (GDPR) and the Data Protection Law of the Russian Federation
- 4) Experience with various content management systems
- 5) Experience in setting up a restricted area with individual logins and passwords
- 6) Personal manager with full-time availability
- 7) Availability to provide support services for at least 12 months upon the completion of the website construction works (including website restoration within 24 hours in case of any security damage)
- 8) Copyright transferred to the Forum upon completion of the work
- 9) Fluent English and good understanding of Russian of the responsible person(s), knowledge of German is an asset
- 10) Ability to work independently
- 11) Very good communication skills of the contact person(s)
- 12) Ability to adjust to the time schedule of the customer (occasionally early or late shifts outside usual working hours, involvement on weekends, etc.)

#### General Remarks Regarding the Product

##### 1) Security

- High security level with the possibility of quick updates
- Backups in case of DDoS attacks
- Protection against viruses, hacking and phishing tools
- Specified security measures for the restricted area

##### 2) Technology

- Technology staying up-to-date for at least next five years with a mechanism of necessary updates for this time period
- Open source content management system

- Mobile version of the page/ versions for different devices
- Up-to-date fluid visual design (no flash or Java)
- Easy-to-use both for the website administrators and website visitors
- Compliance to the Web Content Accessibility Guidelines (WCAG 2.1)

### 3) Structure

- Full information transfer from the current website [www.eu-russia-csf.org](http://www.eu-russia-csf.org)
- Trilingual interface (English, German, Russian) with English and Russian at the initial stage and space for German reserved
- Integration with social media (Twitter, Facebook)
- User-friendly video formats (also integration with YouTube)
- Restricted area for internal audiences
- Integration of other Forum resources ([www.general-assembly.info](http://www.general-assembly.info), [www.europe-lab.net](http://www.europe-lab.net), [www.legal-dialogue.org](http://www.legal-dialogue.org))

### Scope of Work

- SWOT analysis of the current website structure and architecture
- Research on website goals and objectives, target groups
- Elaboration of a new website concept
- At least two suggestions on the new website structure and design
- Website development according to the selected structure and design
- All-around website service until at least 30 June 2020

### Schedule

<b>26 September – 15 October 2018</b>	Running tender
<b>18 October 2018</b>	Interviews with selected service providers
<b>26 October 2018</b>	Submission of the test task
<b>1 November 2018</b>	Announcement of the winner, contracting procedures
<b>5 November 2018</b>	Start of the work at the new website
<b>1 February 2019</b>	Beta version available
<b>1 April 2019</b>	Second Beta version available
<b>15 April 2019</b>	Launch of the demo version of the new website
<b>30 June 2019</b>	Final adjustments to the website
<b>1 July 2019 – 30 June 2020</b>	All-around website service (including website restoration within 24 hours in case of any security damage)

### Maximum Budget

EUR 12,600 (gross)

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