**RYCO** **Regional Youth Cooperation Office**

**Terms of References for Creation and updating of the Regional volunteering web based platform**

**General information about the assignment:**

**Organization:** Regional Youth Cooperation Office (RYCO)​

**Type of Services Required:** Creation​ and updating of the Regional volunteering web based platform

**Duration of the project:** October 2020 - December 2021​

**Expected launch of the platform:**  1st of December 2020​

**Work base:** Tirana, Albania​

**Starting date of the contract:** Within October 2020​

**Background**

**About RYCO:**

RYCO is an intergovernmental organization that stewards and promotes regional, cross- border and intercultural cooperation within and among its six Western Balkan Contracting Parties: Albania, Bosnia and Herzegovina, Kosovo[[1]](#footnote-1), Montenegro, North Macedonia and Serbia. RYCO’s program focuses on creating opportunities for young people to engage in activities that build mutual understanding and reconciliation in the civic, social, educational, cultural, and sports domains. RYCO initiates and participates in policy making and advocates for reform. It supports the development of a political and social environment that empowers and facilitates youth exchange. A key instrument enabling RYCO to fulfil its mission is grant-making; developing tailored calls for proposals that enable CSOs and schools to engage in initiatives that contribute to mutual understanding of youth from various communities across RYCO’s Contracting Parties, thus contributing to reconciliation and youth participation.

1. **Background:**

**About Project:**

**Route WB6 project** is​ a regional project led by RYCO that promotes cross-border long-term, and short-term volunteering as a tool that will contribute to the reduction of social and ethnic distance among young people in the region as well as to raise their pro-social and European values that will lead to reconciliation, stability and prosperity of the WB6 region. The project is contributing to: a) Creation of the regional policy foundation on volunteering; b) Establishment of the Regional Volunteer Service and regional volunteer program ROUTE WB6; c) Scaling up of the Regional Volunteer Program ROUTE WB6 .

More information on the project can be found [her](https://www.rycowb.org/?page_id=7813)​ [e](https://www.rycowb.org/?page_id=7813).​

For the purpose of the ROUTE WB6, **we**​ **are looking for a service provider to develop one (1) Regional Volunteering Web Platform. The online platform on volunteering, will serve as a resource center and a matching – recruiting space, which promotes newly developed ROUTE WB6 regional volunteering program and allows the whole process to be transparent and available to the wider public.**

2. **Scope of work**

We are seeking for a specialized service provider which is experienced in developing web applications and/or web based platforms. The main objective of this assignment is to develop **one**​ **(1)** ​ **Regional volunteering web based platform:** ​

* In close cooperation with the project team identify all needs in order **to**​ **create the web platform on volunteering**: ​ website structure, database structure, content management, user interfaces, easily accessible, quality of content, user-friendliness, easy maintenance/update, information retrieval;
* Collaborate and participate in joint discussions and workshops during the co-designing process of the web platform, where layout, tools, content structures and functionalities to meet the needs of the project and follow the structure of the newly developed regional volunteering programme are discussed;
* Design of website structure based on the requirements from project team: clear categories, SEO friendly, documents & folders for data & page storage, clean site & page layout, easy to use, flexible navigation & search functions, etc.;
* Incorporating all data based on the needs of this project, like designs, website guidelines, documents, content; and adapt them based on the custom needs;
* Updates of website applications, tools and plugins;
* Provide training sessions for project team on administering and managing the platform;
* Configuration/setup of firewalls, anti-hacker tools, spam and antivirus plan for the website, along with the hosting plan;
* Configuration of data types and implementation of security structures and firewalls to ensure privacy policies and of data protection (GDPR);
* Be cooperative, flexible and responsible to address/fix bugs and other web issues.

The regional volunteering web platform is planned to be launched within the 1st of December 2020.

**NOTE: This is the indicative timeline and the deadlines depend on the dynamics of the development of the Regional volunteering programme and the authorizations issued by local authorities regarding COVID-19.** ​

3. **Technical Specifications**

The regional volunteering web platform should use/support the following web and infrastructure technologies:

* Latest PHP version;
* Latest MySQL version;
* Use of latest frameworks and open source platforms;
* Support of different cache levels;
* Open source framework of server side to run the application;
* Enough space to handle all data of the E-services and user requests;
* Unlimited databases and records;
* Unlimited bandwidth;
* Latest techniques on creation of front end applications: Markup-languages like HTML, CSS and JavaScript’s applied;
* Mobile friendly;
* Latest encryption technologies of sensitive data and passwords;
* Dynamic pages and SEO friendly;
* Web application and its functionalities to be managed within a Content Management System (CMS);
* The possibility to integrate video and audio materials in standard format (FLV, SWF, MP4, AVI, MP3, H.264, and WMA) and other well-known media formats. Possibility to integrate photo, video or audio materials from external pages, hyperlinks, etc.
* Warranty and maintenance services including post-service maintenance and support until December 2021​.

The service provider must provide all necessary documentation after the successful completion of tasks, as below:

* Usage manual of the platforms and tutorials;
* Installation manual;
* Configuration manual;
* Clear documentation in written of coding and its structure;

3.1 **Tools and options of the platform**

The web portal must have these basic tools and options:

* Matching tool for volunteers and recruiters;
* Registration tools for users: recruiters and volunteers;
* User dashboard and creation of profiles;
* Email notifications and confirmation system like: registration, applications, acceptance on opportunities, new opportunities;
* Creation of unlimited web forms;
* Search options: Search with keywords, find volunteer opportunities, filters that include Region, Causes/Interests, and Skills;
* Statistics on the usage of the platform: Number of registered Volunteers and Organizations,

Opportunities Created, Volunteer Matches, Active and passive users;

* Matches based on Causes/interests or categories (not based on regions);
* User management: Different access levels inside the platform;
* Categories organized based on resources like: Regional Ethical codex, Manifesto, Manual on Regional Volunteering Program, User guides & FAQ, How to “tips”, volunteer legislations, blog, etc.;

The profile of a volunteer user should contain the personal information, following the GDPR regulations. The list of the profiles will be formed in compliance with GDPR by collecting consent.

* 1. **Basic structure of the platform**

The platform should be in English language and have so called sub-directories for each contracting party of this project, with the possibility of introducing multilingual functions in the later stage which includes being accessible in different languages. If needed, the accessibility in above mentioned languages will be part of a separate procedure.

* 1. **Front End Interface**

The platform must have a front end interface that is user-friendly and is responsive to all devices.

* 1. **Back-end Interface**

The backend of data tables, configurations and records must be provided with the latest techniques to ensure high security by using encryption technologies to deny unauthorized access to sensitive data. The structures of the tables must be easy to read.

* 1. **Security requirements**

The application foresees to have high level of security, encryption of sensitive data, use of SSL certificates, and prevent unauthorized access to its infrastructure. Therefore, the service provider must provide and take in consideration to prove and take action on developing the following categories of security issues by prevent/handle unauthorized access and ensure data protection:

* Risk Assessment;
* Authentication;
* Authorization and Access Control;
* Session Management;
* Data and input Validation;
* Cross Site Scripting;
* Command Injections Flaws;
* Buffer Overflows;
* Error Handling;
* Logging;
* Remote Administration; ● Web Application and; ● Server Configuration.

4. **Deliverables**

* Final methodology and **Wireframe**​ **(Layout Design) for the web platform** is finalized and approved by Contracting Authority;
* A full functional web portal is designed, code and relevant documents delivered to RYCO and web portal launched.

The service provider must demonstrate a **mock-up**​ of the application with all functionalities throughout the development phase. **All**​ **products will be considered completed at the time when the Contracting Authority declares satisfaction with the results.**

The contracting authority is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Service Providers.

1. **Methodology**

The service provider must provide the methodology to be used for developing the web platform, the details for each stage, together with a preliminary working plan and milestones of completion of task. A **wireframe**​ **(**​ **Layout Design)** is needed to be developed in order to demonstrate the design and functionalities of the platform.

1. **Duration/Time Frame**

The intended start date is October 2020 and the period to complete the overall task will be December 2021. Delays in meeting requirements and/or lack of quality of the product will be considered as reason for interruption.

1. **General and specific criteria for the expertise**
   * Service provider must be a legal entity registered in the WB6;
   * Service provider must have adequate capacities with prior rich experience in the field;
   * Excellent knowledge on website security, website hosting services and development of website applications;
   * Demonstrated abilities to create and design visual and digital content that is clear, concise and able to convey and present products in an engaging manner for varied audiences;
   * Work experience and demonstrated abilities to create content for a variety of audiences on internet (**provide links to previous work/portfolios as examples**​ ) ​;
   * Work experience in creation of visual identity and branding of web platforms;
   * Proven experience in creation of E-tools;
   * The selected service provider must provide a track record of at least four (4) years of work expertise on developing web applications.
   * At least three (3) assignments/ services conducted within the previous 3 years’ period;

**Human Resource Capacities:**

In order to implement this assignment, the service provider should be composed of at least three members of the team, with the following profiles:

**Key personnel 1: Project Manager**

* + At least 3 years of experience in the field of web project management. Bachelor Degree Academic Level is considered an asset.
  + Fluency in English language, both spoken and written
  + Managing at least one project in the last two years that includes web content management systems and large, complex web platforms.

**Key personnel 2: Programmer:**

* + At least 5 years of experience in the field of Computer Sciences and Programing of Web platforms. Bachelor or Master Degree Academic level qualification will be considered an asset;
  + Fluency in English language, both spoken and written

**Key personnel 3: Graphic Designer:**

* + At least 3 years of experience in the field of Graphic Design. Bachelor Degree Academic

Level in field of Graphic Design will be considered an asset

* + At least two projects realized in production of web graphic design
  + Fluency in English language, both spoken and written

1. **Applications process**

Applications should be submitted via email containing the following information: ​

- Title Subject: Provision​ of services to create and update the *“Regional*​ *Volunteering Web Portal”* ​to **procurement@rycowb.org**​not later than the deadline specified in “Instructions to tender”. Interested and qualified service providers need to enclose following documents to the application:

* **Technical offer (including methodology and working plan);**
* **CV/Portfolio of the service provider (**I.e.: ​ demonstration of previous work in the relevant field including the presentation and links of online applications and any other relevant work to this assignment)
* **Curriculum vitae (CVs) of 3 key personnel;**
* **Financial offer**
* **Copy of legal registration;**
* **Bank account details to which the payments shall be made (mandatory).**

1. This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of

   Independence [↑](#footnote-ref-1)