



**OPEN CALL FOR TENDER
FOR THE PROVISION OF WEB HOSTING AND WEB DEVELOPMENT SERVICES**

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Introduction

The European Agency for Special Needs and Inclusive Education is an independent organisation that acts as a platform for collaboration for its member countries in the field of education. Its mission is to help member countries improve the quality and effectiveness of their inclusive provision for all learners.

Providing information in ways that allow web users to access content on an equal basis with others is a crucial aspect of inclusion in education – and in society in general. The Agency's website **www.european-agency.org** has been a model of accessibility and this is a priority in the present procurement process.

The website has around 2000 static web pages, over 1000 individual downloadable files, interactive databases, dedicated project web areas, web sections for each of the 29 Agency member countries, closed web areas for registered users and a publications downloads section where information is provided in multilingual formats.

The current Agency public website is used by an average of 12,000 users a month visiting an average of 38,000 pages a month. The Agency's intranet called InfoDesk is used for interaction and information provision for 700 registered users.

For more details see the **Technical specifications**, annex 2 below.

Scope of this tender

The Agency is looking for a partner to:

- (i) Re-develop the Agency public website and intranet
- (ii) Host the Agency public website and intranet
- (iii) Provide continuous support in developing new website tools and databases.

Applicants who wish to be considered for this work must be able to demonstrate their range of experience in website development. Specifically, they should be able to prove their experience in accompanying customers in the process of further developing their websites. Most importantly, they should demonstrate their understanding of and ability to implement accessibility and usability standards.

Required services and technical specifications

Re-development of the websites

- needs assessment including consultation with various stakeholder groups in the development phase,



- re-designing the Agency public website and intranet, focusing on usability, accessibility and cross-referencing materials,
- updating open source CMS platform (currently Drupal 7),
- providing a test site in addition to the production site,
- accessibility testing and providing proof of testing for various devices, platforms, browsers, as well as assistive technology,
- servers with streaming audio and video capabilities,
- integrating social media platforms,
- ensuring that all functionalities of both the website and the intranet are measurable and trackable via Google Analytics,
- providing functions for automatic site review,
- migrating the current public website and intranet content
- launching the two websites.

Hosting

- hosting public website and intranet,
- providing adequate security measures to prevent and address cyber-attacks,
- regular backups.

Continuous support

- supporting and maintenance,
- providing adequate staff training and tutorials,
- consultancy for new developments and ideas,
- accessibility consultancy, testing and providing proof of testing,
- development work on a case-by-case basis (providing quotations on the amount of work needed in hours/days, timeline for delivery and total costs),
- monitoring service levels incl. periodical testing for dead links.

The selected company will work together with a dedicated team of web editors. It is therefore vital that the company is familiar with working with teams of individuals that work at a distance from each other and use different forms of on-line communication tools. Flexible working hours and practices, as well as open minded and creative work attitudes are very important. The Agency welcomes proposals



from companies or institutions that are willing to develop simple, innovative and accessible solutions for its website and intranet.

All Agency communication is in English. Staff of the selected company will need to demonstrate their ability to communicate in this language and to present their solutions to a group with varying knowledge of ICT.

Content and presentation of tenders

Companies or institutions who wish to be considered for this contract should prepare an initial **letter of interest** detailing the following:

- Description of your company and project team dedicated for this work,
- Relevant experience and expertise in developing similar websites (with up to 5 recent projects),
- Evidence of methods and professional capability to ensure the quality of delivered products and services with respect to accessibility (e.g. previously performed contracts; organisational structure, internal processes and corporate policy with respect to accessibility; educational qualifications of staff),
- Description of how you intend to deliver the required services, outlining a brief project plan,
- Presentation of a detailed estimated budget for the listed services using the **Financial Offer** (annex 1 below), adding any additional services you may provide. Fees must be submitted in euro, VAT excluded.

Contract details

The tender procedure will conclude with the award of a Framework Service contract, initially for one year, with the possibility of renewal. Selection of a candidate imposes no obligation on the Agency to order services.

Failing to provide evidence of professional capability to ensure the highest standards of accessibility is a criterion for exclusion in the tender procedure, whereas non compliance with these standards over the time of the contract will be considered as a breach of contract.

The contract is estimated to begin in October 2016. A detailed breakdown of the services to be provided by the successful candidate will be negotiated and agreed at the time of awarding the contract.



Deadline and contact details

The deadline for receipt of expressions of interest is 20 September 2016. Shortlisted candidates will be invited to present their ideas to the Agency staff team in person.

Further information and technical specifications of the existing websites are available from ict@european-agency.org

Formal expressions of interest and financial offers should be emailed to ict@european-agency.org by 20 September 2016.



**ANNEX 1 – FINANCIAL OFFER
FOR THE PROVISION OF WEB HOSTING AND WEB DEVELOPMENT SERVICES**

Company name

Please, fill in your estimates for the following services. Add extra rows specifying extra services offered.

Prices shall be submitted in Euro and VAT excluded. Prices proposed by the tenderer will be regarded as genuine prices and must be valid for the full duration of the 12 months engagement period. Note: All future invoices submitted to the Agency shall be in euro, VAT excluded and will include the sentence ‘VAT reverse charge’.

Services	Estimated fee in euro (excl. VAT)	Comments
Hosting /year		
Design and artwork		
Re-development of existing website		
Re-development of intranet		
Content migration (see technical specifications document)		
Staff training		
On-going support		
Daily/hourly rate for technical support and additional development		
Additional services (please specify)		
TOTAL expenses for hosting, web re-development and content migration		

Date: dd/mm/2016



ANNEX 2 – TECHNICAL SPECIFICATIONS FOR THE AGENCY WEBSITE AND INTRANET

26 May 2016

Current websites being hosted

Public website https://www.european-agency.org	User login https://www.european-agency.org/user/login
Intranet/InfoDesk https://www.european-agency.org/infodesk	User login https://www.european-agency.org/infodesk/user/login

Public website

- Drupal 7 website, standard build profile.
- Used as a traditional web platform
- Support publishing workflows
- Supports working draft editing of published web pages
- Supports multiple editors, currently 23
- Supports the following user roles:
 - Administrator
 - ProjectTeam
 - ContentEditor
- WYSIWYG HTML editor (CKEditor 4.2.0.f74e558)
- Supports a Blog with comments including a publishing approval workflow
- Multilingual support
- Supports sharing via Email, Facebook, Twitter, LinkedIn, Google Plus.
- Multiple taxonomies in use across the site (e.g. News, Publications etc)

Technical specifications of public website

- Drupal 7.43
- 13 users, of which 4 active in last month
- Two user roles (content editor, project team)



- 167 modules enabled on site (including Core modules and Features). Key modules include: Panels, Views, Context, ApacheSolr, Facet API, Features
- Site is fully responsive
- Theme is based on Omega 7.x-3

Content types on public website

- Blog (12 items)
- Carousel (9 items)
- Content Page (3 items)
- Country (33 items)
- Country Page (381 items)
- Event (9 items)
- Files (5675 items)
- Key messages (21 items)
- Language Page (23 items)
- News (199 items)
- Page (107 items)
- Project (1447 items)
- Provision tools pages (5 items)
- Publication (75 items)
- Random image (3 items)

Custom templates on public website

- Homepage – <http://www.european-agency.org/>
- Project listing with archive sub section – <http://www.european-agency.org/agency-projects>
- Country home page with map – <http://www.european-agency.org/country-information>
- Country Data and background information - <https://www.european-agency.org/data/country-data-and-background-information>
- Data per country e.g. <https://www.european-agency.org/data/germany>



- Publication listing with archive sub section – <http://www.european-agency.org/publications>
- News listing <http://www.european-agency.org/news> including sub sections:
 - eBulletin (newsletter)
 - Director’s Blog (<https://www.european-agency.org/news/directors-blog> - includes commenting)
- Search results – e.g. <https://www.european-agency.org/search/custom/data>
- Related documents listing language code, size and format
- Country overviews
 - inter-country navigation [leads to equivalent English version of another countries page if exists]
 - inter-language-switch
- eBulletin subscription - <https://www.european-agency.org/news/ebulletin/ebulletin-subscription> which integrates with MailChimp
- Supports content in multiple languages – pages and files – including marking up language changes
- Events - <https://www.european-agency.org/events>
- Help - <https://www.european-agency.org/help>
- Sitemap - <https://www.european-agency.org/sitemap>

Intranet/ InfoDesk website

Technical specifications

- Drupal 7.43, based on OpenAtrium
- 708 users, of which 73 active in last month
- Two user roles (content admin, content editor)
- 267 modules enabled on site (including Core, Open Atrium and Features). Key modules include: Panopoly, Panelizer, Search API Solr, Facet API, Organic Groups, Features
- Site is fully responsive
- Theme is based on OA Radix 7.x-3



Content types on InfoDesk website

- Discussion Post (681 items)
- Event (6 items)
- Files (6422 items)
- Gallery Image (1191 items)
- Group (88 items)
- Section Page (488 items)
- Space (173 items)
- Video Help (18 items)

InfoDesk functionalities

- Document sharing
- Search within document text
- Individual & group-based permissions on content items, folders & discussion forums (integrated with site-wide search)
- Discussion forums – to be used as notice boards in the future
- Supports multiple users, currently 659
- Supports sharing links (via email) to InfoDesk content to individuals and members of one or more InfoDesk groups
- Supports notifications to users – either individually or via groups and allows users to ‘subscribe’ to content for automatic updates when content is refreshed
- Allows users to highlight content items as ‘favourite’
- Supports customising welcome messages to new members
- Supports a custom view of spaces on the InfoDesk homepage (some are hidden / displayed elsewhere)
- Supports multiple groups, for permissions, including admin, reading and writing.

Technical infrastructure

Both websites are hosted comfortably on a single dedicated server.



Hardware

- 2x Quad-Core Xeon 2.13GHz
- 6xSATA 480GB SSD, RAID1+0
 - For database, application files, web server.
- 2xSATA 1TB HD, RAID1
 - For static files and backups
- 32GB DDR3 RAM

Software

- Ubuntu 14.04.1 LTS, Trusty Tahr
- NGINX 1.6.2 for TLS (HTTPS) termination and SPDY
- Varnish 3.0.6 reverse-proxy caching for high-performance provision of static resources
- Apache 2.4.7 with mod_php for serving Drupal sites;
- Apachesolr 3.6.2 on Tomcat 6.0.39 for enhanced search indexing;
- Memcached 1.4.14 for application-level caching;
- MySQL 5.5.49 single server, one database per site;
 - Public site: 321 tables, INNODB
 - Infodesk: 313 tables, INNODB

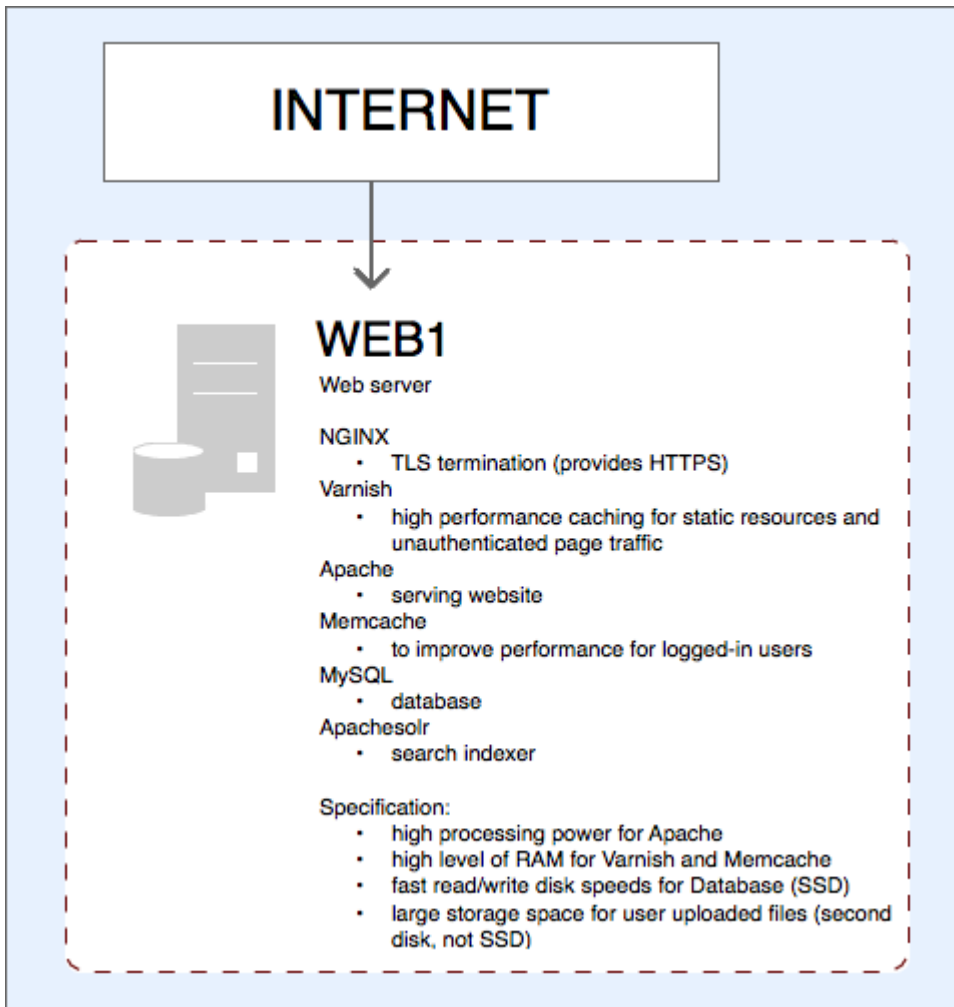
Network infrastructure

- All traffic served securely over HTTPS
 - HSTS enabled
 - Comodo DV PositiveSSL
 - A+ accreditation with SSL Labs
- Monitoring with NewRelic, Monit, Pingdom
- Monthly penetration test with Nessus
- Dual firewall (infrastructure-managed firewall; server-managed iptables rules)
- Intrusion Detection System (IDS) with OSSEC
- Instant reporting to sysops team via BigPanda; Slack; EMail; SMS
- Daily offsite backups to two separate cloud locations



- Jenkins CI for deployments and build control

Server setup



Average monthly bandwidth between November 2015 and April 2016:

- 73.06GB out
- 2.40GB in