

November 22, 2019

Invitation For Tender For The Provision Of Web Services For The Cbss Secretariat

1. AWARDING AUTHORITY

The Council of the Baltic Sea States (CBSS) serves as an overall regional forum for intergovernmental cooperation and coordination among the 11 CBSS Member States – Denmark, Estonia, Finland, Germany, Iceland, Latvia, Lithuania, Norway, Poland, Russia, Sweden, as well as the European Union. The Permanent International Secretariat was established in Stockholm in October 1998. The budget of the Secretariat is financed by annual contributions from the CBSS Member States as well as through project funds. The Secretariat is organized in a core team and specialized units. There are usually around 25 employees and 2-4 interns working at the Secretariat. The Secretariat's premises are located in Gamla Stan.

Office

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Main web presence

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t: @CBSSsecretariat
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Contacts

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**All proposals are to be sent via email to
cbss@cbss.org.**

2. REQUESTED SERVICES

The website of the CBSS is the main communication tool of the organization, disseminating news, reports, and information about the work of the CBSS to a myriad of stakeholders and interested publics in the many topics it covers.

The current website was set up in 2012 and is in need of visual modernisation and content simplification to make it more user-friendly. Therefore, the CBSS Secretariat finds it necessary to invite offers to assess and upgrade our current web environment.

Primarily, the CBSS Secretariat seeks a reliable **service-provider** familiar with the Wordpress content management system on which the website is run to assess and propose a restructuring and visual update of the website.

The Secretariat would also consider **continued service provision** to ensure that our web environment always meets the Secretariat's overall web communication requirements and satisfies

the needs of the various units, i.e. the websites are always live and functioning with a high performance and on latest software, simple requests to update or fix problems are handled within 1 business day.

Thirdly, the Secretariat **would consider changing hosting services**, if determined necessary.

To that end the Contractor will **propose, discuss, advise and agree** with the CBSS Secretariat on the most **optimal** solutions for its needs, taking into consideration the latest web developments and the capacity and skill level of the CBSS staff in charge of the websites.

The current web presence and tools is a combination of turnkey and custom solutions. This balance between cost, ease of use, speed of launching new features, and reduction of bugs is a necessary component of the CBSS web platform.

2.1. CURRENT WEB PRESENCE AND NEEDS

Main requirement of the current proposal.

2.1.1. cbss.org website:

- Content organisation and restructuring.
- Migration of content from the website to the CBSS SharePoint as part of an ongoing organisation-wide move towards cloud services for document sharing to internal and external stakeholders.
- Website design update, based on the new agreed upon content structure
- Having assessed the needs of the CBSS, proposing any features it should consider having in place that, where possible and beneficial, seamlessly integrate with the wider IT infrastructure and internal communication practices.
- Proposing smart, simple solutions to most effectively upgrade and seamlessly integrate new features in the future, keeping in mind the capacity of the average person.
- If required, one-off training of the relevant CBSS staff on the new features implemented.

2.2. CONTINUED SUPPORT NEEDS

The Secretariat would also consider changing its current continuous web support, provided that it meets the organisational needs in a more optimal manner than the current provider. The overall need is the regular analysis of the state of the software and tools used on pages, suggesting upgrades when useful and necessary to ensure performance, up-time, and functionality preservation/improvement.

Active websites managed by the CBSS Secretariat:

- www.cbss.org
- www.bslf.org
- www.baltic-science.org

All are run on WordPress but are not currently integrated as a Multisite – it might be useful to do so. Current needs are performance and software updates, plus ongoing monitoring and maintenance.

2.2.1. Maintenance:

- Ensuring websites' security.
- Ensuring the websites are up and running uninterrupted.
- Reacting quickly in case of a website going offline or its function otherwise severely limited.
- Responsive and efficient in any bug fixes and minor changes/improvements.

2.2.2. Hosting:

The Secretariat would consider migration to a new hosting solution if deemed necessary to ensure compatibility and security.

- Proper backing up and maintenance of the server.
- Complete and swift recovery of the CBSS website content in case of software and/or hardware failure.
- Snapshots and/or version control.
- If migrating servers is the optimal solution, the technical specifications should be no less than the specifications of the current hosting solution, and some amount of uptime should be guaranteed.

3. ADDITIONAL INFORMATION AND CONDITIONS

The Contractor will be bound to make necessary amendments and improvements without additional costs, as requested by the Awarding Authority during the testing period. The testing period will continue from the moment when the Contractor notifies the Awarding Authority that the product is ready for testing, until three months after the formal inauguration of the new solutions. Hidden bugs and other problems resulting from mistakes of the Contractor, which will be detected thereafter, will also be immediately fixed by the Contractor.

By submitting her/his offer, the tenderer accepts that the Awarding Authority has the right to request in the future additional services from the Contractor relating to those requested in this tender. Such services shall be provided at an additional fee.

By submitting her/his offer, the tenderer accepts that the ownership and copyrights to design elements developed under this contract will belong exclusively to the Awarding Authority, and the Contractor must present immediately after the completion of contract all relevant documentation and the results, e.g. stylebook and all design elements, in an electronic form.

3.1. Place of delivery

Stockholm, Sweden

3.2. Eligibility

Contractors residing in any Member State of the CBSS are free to submit proposals.

3.3. Subcontracting

Full subcontracting will not be authorized; partial subcontracting may be admitted.

A bid may be made by a consortium of legal and/or natural persons. In such a case the leading partner has to be designated, who will take full responsibility for successfully providing the contracted service.

3.4. Submission of Tenders

The offers must be submitted by email and must arrive no **later than 15 December 2019**.

3.5. Documents to be submitted by tenderers

The Tenderer must submit the documents listed in Annex 1.

All correspondence relating to this invitation for tender must be done in English. The Awarding Authority reserves the right to request further information from tenderers after receipt of their documents. Tenderers will be immediately notified of the receipt of their bids.

3.6. Duration of contract

The Awarding Authority intends to have the contract period begin in **January 2020**. However, the Awarding Authority reserves the right to postpone this date without stating the reason. The contract period will be negotiated with the Contractor based on an agreed upon project timeline.

3.7. Proposals

All proposals are to be sent via email to **cbss@cbss.org**.

Annex 1

INFORMATION TO BE SUBMITTED BY TENDERERS

Tenderers are required to submit a letter of interest accompanied by information strictly following the list provided below. Offers that will not meet this requirement will be effectively disregarded. Tenderers are also required to advise the Awarding Authority of any change in their situation so that their dossier may be kept perfectly up to date.

1. Tenderer's identification

Name, legal status, address, phone numbers, e-mail address.

2. Registration document

A copy of a document confirming legal registration must be attached by a tenderer.

3. Managerial staff

A document indicating the names and positions of the persons included in its managerial body must be submitted.

4. Contact person

Name and position of the contact person duly authorized for contacts with the Awarding Authority.

Phone numbers and e-mail address must be given, if different from those provided in item 1.

5. Executing staff

Name(s) and professional qualifications of staff responsible for the execution of the required services.

6. Financial and economic standing

Tenderer's statement that its financial and economic standing allows it to timely and completely execute the service.

7. Experience and knowledge in the required field of services

Information presenting tenderer's experience and knowledge must be provided for an appraisal of its competence to perform the indicated task.

8. References

Name and contact details of two companies that can give reference

The Awarding Authority reserves the right to contact these companies to ask for reference.

9. Offered price

Price shall be stated in Swedish Krona (SEK).

10. Other relevant information

Other relevant information may be presented.

11. Person submitting the bid and the date of submission

Name, position and signature of the person authorized to bid.

Date of submission of the bid.