

Call for proposals:

Website upgrade, Website maintenance, Support & maintenance of membership engagement platform Terms of Reference

A. Objective

BEUC is looking for a provider to help us with the following: a) upgrading our website and maintaining it for a period of 5 years, b) adapting the look of our website (*optional*), and c) maintaining for a period of 5 years the web-based platform we use to engage with our members: national consumer groups (*optional*). We are calling for quotes that provide a separate cost breakdown for these three parts.

B. Requirements

The service should correspond to the following requirements:

Part 1: Upgrading and maintaining our website (for a period of 5 years)

Our current operating system (Drupal 7) is reaching the limit of its life span and recurring issues are no longer easily fixed. We therefore ask to:

- Rebuild our current website in Drupal or another website management system.
 - For info to potential applicants: The 'subscribe' button on the BEUC homepage is linked to our customer relationship management system, which uses Drupal.
- A hosting service.
- Allow BEUC admin staff to have access to a user-friendly website management platform.
- Give access to a minimum of 6 admin users.
- Make sure this new system has an appropriate lifespan that will not require another substantial upgrade within the next 5 years.
- Provide pro-active support to e.g. deploy (security) updates.
- Provide support to back-end website management, technical and visual updates and any technical queries of BEUC staff.
- This maintenance should also encompass BEUC's secondary/thematic websites, such as our [Wordpress blog](#).

Part 2: Adapting our website (please take note of the Annex)

We would like to use the opportunity of this website upgrade to apply a number of design changes. This will not constitute a full redesign, but rather consist of various changes which we have listed in annex.

Depending on the cost estimates provided, we may decide not to, or only partially, proceed with these adaptations.

Part 3: Maintaining our membership engagement platform

BEUC is considering to also contract out the technical support for its web-based membership engagement platform. Called 'The Hub', it serves as the interface between the BEUC secretariat in Brussels and staff of its member organisations across Europe. In this regard, we require:

- A hosting service.
- A software support service including bug fixing, maintenance and any further development of The Hub.
- Both services would need to be supported by a helpline service.

BEUC can provide a full requirements document for The Hub upon request.

C. Submission of proposals

Deadline: Monday, 05 October 2020, 12pm (GMT+1)

The proposal must be structured to follow the three parts outlined above. It must contain the following elements:

- Three separate cost estimates for the various parts. The requests for maintenance and support should be calculated for a period of 5 years.
- A detailed planning for all parts.
- An explanation of how the applicant complies with the General Data Protection Regulation (GDPR).
- An explanation of the applicant's approach to cybersecurity, i.e. what the applicant will do to keep the tendered systems secure.
- For part 1 we specifically ask to:
 - Justify which platform will be chosen for the upgrade (whether Drupal or something else).
 - In case of preference for another platform than Drupal, specify the monetary and/or technical added value as compared to staying on Drupal.

The proposal will be submitted in electronic version only to the following email address: communications@beuc.eu.

D. Further information

For clarification of any of the above, please send an e-mail to: communications@beuc.eu.

Annex: Website design changes to be administered as part of website upgrade

This annex sets out a wish list for design changes to our website. We foresee to administer these as part of the necessary upgrade but will treat it as optional until we get a sense of the costs.

The starting point for the below points is the BEUC homepage at www.beuc.eu.

- I. When clicking on mega-menus – e.g. ‘Priorities’ – users land on the first page. Instead, we would like users to land an overview page for such a menu.
- II. Top banner
 - a. The items ‘Annual report’ and ‘Jobs & Calls’ should be moved to become, respectively, a link and section under ‘About BEUC’.
 - b. An item called ‘Blogs’ should be added with a link to www.beuc.eu/blog.
- III. There is currently a white space on the bottom right-hand side of our homepage. Here we would:
 - a. Remove the social media plug-in.
 - b. Expand the current list of ‘News’ titles across the width of the page. This should allow us to show a bit more than a title (e.g. a picture, a short summary). We would be mixing press releases, news pieces and blogs.
- IV. Homepage slider
 - a. Replace the current ‘boxes’ by arrows or points. Such points are already used on the current mobile version or when narrowing the width of the desktop version.
 - b. Allow enough time for the slider to be read.
- V. Priorities
 - a. Add a new priority ‘Competition’.
 - b. The current ‘Consumer Rights & Enforcement’ priority should be split into one called ‘Consumer rights’ and another one called ‘Redress’.
 - c. When hovering over ‘Priorities’, the submenus ‘Topics’ / ‘Latest news’ / ‘Publications’ should be removed.
 - d. Structure of the priority pages → For example, when on the page ‘Financial services’:
 - i. We should be able to explain the priority at the very beginning. The empty space on the right-hand side of the priority name can be used for this.
 - ii. We would like to have the possibility to add two more sections to priority-type pages: These are a) Our actions (allowing visibility for images, videos); b) Funded projects (*see also point VII.c.*)
 1. This would take the form of a photo + text box.
 - iii. The current section ‘Our work areas’ is to be dropped.
 - iv. For publications, we would like to create a drop-down menu that allows us to provide a summary for every publication. For an example, please see this [OECD publications page](#). (*see also VI.c.*)
 - v. When clicking on ‘News & Events Archives’, one is directed to a full list of news and events. This should be sorted by the topic.
- VI. Publications
 - a. The mega-menu shown when hovering over ‘Publications’ should be reworked to make ‘Most recent publications’ more prominent.
 - b. We would like the ability to select which publications go under ‘Most recent publications’.
 - c. And for those that we decide to display, we should – when clicking on the link in the mega menu – be able to show a summary regarding what the publication is about (*this relates to our request under V.d.iv.*).

- d. The “disponible en français” and “auf Deutsch” mentions may be removed.
- VII. BEUC Network
- a. The ‘Member news’ page is to be removed.
 - b. The section ‘Funders’ is to be moved to the ‘About BEUC’ page through the top banner.
 - c. The ‘Projects’ page is to be removed. Instead, and as requested earlier in this annex, we would like to create the possibility for a new ‘Funded projects’ section on every ‘Priority page’ (*see also V.d.ii.*).