

# Request for Proposal

## *Project Website Hosting and Maintenance*

Location	Prishtina
Type of Contract	Service Contract
Services Requested	Website hosting Website maintenance / update Some changes to design / configuration
Reference number	<b>01-III SC</b>
Number of potential successful offeror	1
Issue date of the call	11 November 2021
Deadline for submitting full proposals	<b>14 November 2021, 4:00PM</b>
Eligibility	Registered companies with at least 5 years of similar services experience.
Validity of Quotation	Minimum 2 weeks
Language of Quotation	English
<b>Where to send applications</b>	All applications will be submitted electronically to the email address:  <a href="mailto:ppseinfo@swisscontact.org">ppseinfo@swisscontact.org</a> & <a href="mailto:venera.dyla@swisscontact.org">venera.dyla@swisscontact.org</a>

## BACKGROUND

The Promoting Private Sector Employment (PPSE) project in Kosovo, financed by the Swiss Agency for Development and Cooperation in Kosovo (SDC) and implemented by Swisscontact (lead partner) and Riinvest Institute, aims to assist small and medium size businesses (hereafter SMEs) generate increased sustainable employment.

PPSE has developed a web page for the project needs (hereinafter: the web page). The existing web page should reflect the PPSE project goals and objectives and communication goals for Phase III (November 2021 – November 2025).

The web page provides access to project resources, updates, information about events. The content is presented in multiple forms: text, images and videos.

These Request for Proposals indicate the services required from the Service Provider.

### 1. Service

1. The Service Provider is required to ensure implementation, troubleshooting and maintenance support for the web page, in close collaboration with the PPSE team. This includes but not limited to: web page regular updates (in the page's three languages), technical solutions to keep the current functionality and improve it as needed, and maintenance of the web page's responsiveness and user friendliness.
2. The Service Provider is required to ensure the appropriate backups: data backup and data archiving on regular time intervals (monthly), and to manage all aspects of website security to protect confidential member information and existing content (data, project information, contact details, etc.), and prevent hacks, defacing, etc.
3. The Service Provider is required to ensure a reliable hosting environment and capacities, a consistent and stable functioning of the PPSE web page.
4. The Service Provider shall be required to make some changes to the existing page in terms of design and back-end functionality.

Services under 1-3 will be required for the period of November 2021 – 15 November 2025.

### 2. Requirements

The Service Provider is required to have the following:

- Be a legally registered entity in Kosovo as per the country's governing laws
- Extensive expertise and experience in web page maintenance and hosting, making use of the required technologies and applications
- Flexibility and excellent communications skills
- Ability to collaborate closely with the PPSE PR & Communications Specialist (point of contact) and the Team

### 3. Financial Proposal

The Financial Proposal should be submitted in EUR currency, **without** VAT included. PPSE will provide with the VAT exemption document. The evaluation process of this request for proposals may last up to two weeks. So, make sure that the financial proposal be valid one month from the date of submission.

#### 4. Documents to be submitted

Applicants are required to have indicated and attached **mandatory** documents:

- **Business Certificate:** the Service Provider must have been a registered company for at least five years.
- **Professional Experience:** Provide evidence for the requested services, and proof of past performance of similar services in the last three years.
- **Personnel:** The applicant must declare that he has the necessary and qualified staff to provide the necessary services and support throughout the contract period.

#### 5. Communication:

Any communication between Swisscontact-PPSE and the bidders that might compromise the transparency and fairness of the bidding process must be avoided. Communication has to be documented in writing.

#### 6. Eligibility:

This Request for Proposals is open for registered companies with **at least 5 years** of similar services experience.

#### 7. Submission instruction:

The deadline of submission is **14 November 2021**. Please note that in case your offer will be sent later than the deadline for submission, Swisscontact may decide to disqualify your submission and not consider this eligible.

All applications should be submitted **electronically** to [ppseinfo@swisscontact.org](mailto:ppseinfo@swisscontact.org) and [venera.dyla@swisscontact.org](mailto:venera.dyla@swisscontact.org)

#### 8. Evaluation of proposals

The offers will be evaluated according the the following criteria:

Technical Evaluation Criteria:	100 points (total)
The work presented through the portfolio will be evaluated to assess the quality of the company's work.	30 points
Experience and qualifications of the team proposed to deliver the work by the company. This part of the evaluation will be based on the CV(s) of the individual(s) in the proposal.	20 points
Experience in developing sites with CMS	30 points
Capacities to observe assignment deadlines	10 points
Experience working in the development sector	10 points

In order to qualify for further consideration, the company must accomplish a minimum score of 70 percent in the technical offer. The financial offer will account for a maximum of 30 points.