



## Contracting authority

Organisation name: Zero Waste Europe

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## Date and Place

22 June 2022, Brussels - Belgium

# CALL FOR PROPOSALS

## Topic

Website hosting and maintenance/update services

## Deadline to apply

30 September 2022, 23:59 CET

## About Zero Waste Europe

Zero Waste Europe (ZWE) is the European network of communities, local leaders, experts, and change agents working towards the elimination of waste in our society. We advocate for sustainable systems and the redesign of our relationship with resources, to accelerate a just transition towards zero waste for the benefit of people and the planet. [www.zerowasteurope.eu](http://www.zerowasteurope.eu)

The Zero Waste Cities programme works with ZWE members to help guide and support European municipalities in the implementation of effective local zero waste strategies. The programme, done in collaboration with several local ZWE members, provides the tools, knowledge and expert mentoring required for municipalities who wish to become zero waste and reap the benefits of doing so - whether environmental, economic or social ones. [www.zerowastecities.eu](http://www.zerowastecities.eu)

## Objectives of the proposal

With this Call for Proposals, ZWE seeks a contractor to provide website hosting and maintenance/update services of the websites under its direct responsibility, namely:

- The Zero Waste Europe website.
- The Zero Waste Cities website.

Services to be provided:



The contractors must therefore provide the human and material resources necessary to provide the services of the non-exhaustive list below:

*I. Web hosting (per year):*

- Service desk hours of operation: Monday through Friday from 9h00 to 18h00 (Central European Time);
- Hosting website, daily backup, 24/7 monitoring of server;
- High quality software services to ensure good performance and use of the website, i.e. release Wordpress software updates, front-end maintenance of the website when a new version of an Internet browser is released, etc.
- SEO (Search engine optimisation) strategy;
- SSL certificate;
- Traffic Statistics.

*II. Maintenance (rate per hour):*

- Service desk hours of operation: Monday through Friday from 9h00 to 18h00 (Central European Time);
- Compliance with EU and Belgian privacy and data protection regulations;
- Leverage from existing custom codes as needed; Set up of RSS feed;
- Synchronisation with ZWE's CRM database (Zoho) for any mailing list subscription features;
- Synchronisation with Social Media, if required;
- Adjustments to the Library database as needed;
- Adjustments towards user-friendly experience (such as: print friendly view or export of search results);
- Adding search options/engine to section publications;
- Recommendations for higher search engine rankings;
- In case of content migration, ensure proper documentation through migration scripts, etc;
- Adjustment of users' permissions;

*III. Web design activities (rate per hour):*

- Creation of new elements of website structure;
- Graphic editing/creation;
- Creation of new page layouts (in the eventuality that the existing layout options are not suitable);
- Installing plugins/scripts;
- Website makeover/redesign instances (if needed);

For all above-described services, it is desirable that the solutions jointly developed provide ZWE's staff with the possibility to self-service and self-enhancement of the features, mainly through the CMS. Also, given that our Website is built on Wordpress (and will remain so in the long-term), the provider shall demonstrate extensive experience in that field.

Contract Duration:

The contract between ZWE and the selected contractor will have the duration of 3 years, effective from 1 January 2023 and valid until 31 December 2025.

## Your response

Your response should include:

- Examples of previous similar activities carried out by your organisation;
- A Financial Offer with a full breakdown of the costs of undertaking the services, as per the different alineaes listed on the “Services to be provide” section above;
- A list of Risk and Mitigation measures for the tasks expected to be carried out during the contract;
- The chosen process to ensure a solid communication and liaison between the contractor and the ZWE staff, namely its Communications team;
- A description of the team that will manage and deliver the work, including the skills and experience of the team members, as demonstrated by the CVs of those who would undertake the work.

Prices (services fees):

- The contract currency is the euro (EUR).
- All contract and service fees should be provided excluding VAT.
- Prices must be firm and not subject to revision during the duration of the contract. Any revisions must be previously discussed and agreed between the chosen contractor and ZWE.

Additional requirements and information:

- All proposals must be submitted through the adequate form on the ZWE website (“[Work With Us](#)” page, [Call for Tenders section](#)). Proposals submitted through other means will not be accepted or considered.
- All submissions must be uploaded as a single PDF file (1 file in total), obeying to the “CompanyName\_ZWE\_CfP\_WebsiteServices” naming structure. Please do not create several PDF files for different parts.
- In case of need for clarification of this Call for Proposals’ Terms of Reference, bidders can send an email to [news@zerowasteurope.eu](mailto:news@zerowasteurope.eu) with the subject “CfP Website Services - Request for Clarification”.
  - To comply with transparency and equal treatment procedures, any answers will be published on the ZWE website (“Work With Us” page, Call for Tenders section) as a Q&A document. This document will be updated on a regular basis to reflect any new questions and answers. Bidders should check that given page and document regularly, and should not expect a direct answer via email.

## Selection and Award Criteria

Exclusion criteria

You should have the necessary financial, technical and professional capacity to perform its obligations under the contract. In particular, you must:

- Be a company duly established either in the EU or equivalent timezones, under the laws of the country of its incorporation;
- Have at least 8 years of experience in website development and maintenance, and synchronisation activities between websites and external databases;
- Working fluency in English (the working language o ZWE);
- Knowledge on the latest Wordpress versions, Zoho CRM (for mailing lists subscription synchronisation purposes only), and other relevant IT tools and skills;



- Guarantee availability of service and contact during Central European Time business hours.

#### Award Criteria

The candidates determined to be consistent with the requirements laid down in the exclusion criteria and selection criteria above will be evaluated according to the following points:

<b>Award Criteria</b>	<b>Maximum scoring (per member of the evaluation committee)</b>
Best Price-Quality ratio of Products/Services offered	10
Experience with similar services (e.g. development/maintenance activities with Wordpress)	10
Best guaranteed response time	10

The Evaluation Committee will add the individual scores for every submission received, and select the contractor with the highest overall evaluation rating.

## Timetable

The deadline for the receipt is 30 September 2022, 23:59 CET.

The selection and evaluation process will be carried out between October and November 2022.

The contract between ZWE and the selected contractor will be signed by the end of November 2022, and effective as of 1 January 2023.

If necessary, ZWE will ensure a handover session between the previous contractor and the winner of this Call for Proposal.

## Responses

Please submit your proposal on the adequate form on the ZWE website ( [\[“Work With Us” page, Call for Tenders section\]](#)).