

Annex 1: Requirements Specification

Instructions for tenderers:

- A Minimum Requirement is a requirement that must under all circumstances be complied with. The tenderer shall not respond to the Minimum Requirements. When making an offer it is assumed that all minimum requirements are complied with, unless it shows in the offer that this is not the case. If the offer does not comply with one or more Minimum requirements, the offer is rejected.
- A Requirement is a requirement that must be complied with. The tenderer shall not respond to requirements unless otherwise stated below. When making an offer it is assumed that all requirements are complied with, unless otherwise stated in the offer. If the offer does not comply with all requirements, the Contracting Authority can choose to accept the offer anyway, in return for a deduction in the price.
- An Evaluation Requirement is a requirement of which the fulfilment will be subject to evaluation in order to choose the winning offer.

This Contract concerns the design, development, hosting, and maintenance of a new www.interreg.eu website, as well as the training and support of the Customer's CMS users.

General Solution			
No.	Task	Type	Description
0.1	General solution	Requirement	The Supplier will design, develop, host and maintain a new www.interreg.eu website based on the descriptions and requirements included in the "Strategic Digital Communication of Interreg" (Annex 6) and the "Solution Design" (Annex 2). The Supplier will also provide training and support to the Content Management users on the Customer side.
0.2	General Solution	Requirement	The Supplier shall start the work with a "Discovery phase". During the "Discovery phase", the Supplier will review the "Solution Design" and propose any necessary improvements. Any change in the Solution Design (Annex 2) will require the Customer's approval. The Supplier shall deliver Releases 1 and 2 as

			described in the "Solution Design" (Annex 2) as the Delivery of this contract.
0.3	General Solution	Requirement	It is expected that the Supplier will start working immediately after date of the contract. The Supplier shall publish a basic version of the new Interreg website in the shortest reasonable time after date of the contract. Work shall be done based on rapid delivery and continuous integration so that the new functionalities will be added gradually. The Supplier will publish release 2 of the website as described in the Solution Design (Annex 2), no later than seven months of date of the contract.
0.4	General Solution	Minimum Requirement	The Supplier shall keep the same URL (www.interreg.eu) and redevelop the entire website from scratch. The Customer already owns the domain www.interreg.eu
0.5	General Solution	Requirement	The Supplier shall develop Release 1 and 2 according to the contract, as described in the Solution Design (Annex 2). Furthermore, the Supplier shall provide maintenance, hosting and support until the end of contract.
0.6	General Solution	Requirement	The Supplier shall migrate or transfer in other appropriate way any relevant data from the currently existing www.interreg.eu website which is currently hosted on the Customer's server, to the Supplier's server. The relevant data to be migrated or transferred will be decided between the Supplier and the Customer, based on the Solution Design (Annex 2). This will involve, at least, the transfer of the existing map described in the Solution Design (Annex 2), which is expected to be reused, as well as the information about individual Interreg programmes. In case of disagreement, the Customer shall decide on what constitutes relevant data.
0.7	General Solution	Requirement	The Supplier shall allocate an appropriate and sufficient project team for the execution of the tasks and deliverables in this Contract. At the outset of the project, the Supplier shall allocate the following key employees: <ul style="list-style-type: none"> • Project manager • UI/UX designer • Web graphic designer • IT Architect • Front end and back end developers
0.8	General Solution	Requirement	At the outset of the Contract the Supplier shall establish and provide Customer access for a minimum of 5 users to an effective project management tool (e.g. JIRA or similar tool) throughout the duration of the Contract. This tool shall also provide a platform to handle clarifications and reporting bugs in the form of 'tickets'. It is the Supplier's responsibility to set up and update the project management tool according to the agreed

			process and project status regarding both development and bug fixing.
0.9	General Solution	Minimum Requirement	Communication skills are very important for all communication related tasks under the Contract. The members of the team allocated to the tasks shall have an excellent command of English, according to their respective tasks. The level must be CEFR C2 or similar.
0.10	General Solution	Requirement	The Supplier shall include the Customer in all approvals, in accordance with a clear, agreed process, always allowing the Customer sufficient review time.
0.11	General Solution	Requirement	For reviews, the Customer shall have at least 5 business days from receiving the relevant documents. In case of documents of more than 20 pages, several documents or complex matters, the Customer shall have extended review time as appropriate.
0.12	General Solution	Minimum Requirement	The website shall be developed in accordance with relevant European legislation, such as but not exclusively, the Open Data Directive, the Web Accessibility Directive and the General Data Protection Regulation.
0.13	General Solution	Requirement	<p>The tenderer shall submit an offer that will include a Methodology Plan describing their approach to this project in order to fulfill the requirements. The Methodology Plan shall enable the timely publication of the new website. The Methodology Plan shall include:</p> <ul style="list-style-type: none"> - <u>Description of the overall methodology</u> and approach to this project, including the activities to be carried out by the Supplier. - <u>Team structure and expertise</u>. Introduce the key members of the tenderer's project team, including their roles in this project, qualifications, and relevant experience. Highlight any specialized skills or expertise that are essential for project delivery. - <u>Project Management Approach</u>: Outline the project management framework that will be used to plan, execute, monitor, and control the project. Describe how the tenderer will allocate resources, manage timelines, and mitigate risks to ensure project success. - <u>Workflow and Deliverables</u>: Provide a detailed breakdown of the project workflow, including the sequence of tasks, milestones, and deliverables. Clearly define the scope of work and specify the quality standards that will be adhered to throughout the project lifecycle. - <u>Technical Approach</u>: Describe the technical solutions, methodologies, tools, and technologies that will be used to meet the project requirements. Explain how the proposed technical approach aligns with the project objectives and addresses any technical challenges or constraints. This shall include, among others, the software used to build the website.

			<p>- <u>Customer approvals</u>. This shall include a detailed description of the Customer approval process, specifying the stages or milestones at which Customer approvals will be sought. Tenderers must describe the methods, channels, and timelines for obtaining Customer approvals, as well as any documentation or record-keeping procedures associated with the approval process. The description must demonstrate the tenderer's commitment to transparent communication, collaboration, and responsiveness to customer feedback throughout the project lifecycle.</p> <p>- <u>Risk Management Strategy</u>: Identify potential risks and uncertainties associated with the project and outline the bidder's risk management strategy. Describe proactive measures that will be</p> <p>- A proposed <u>time schedule</u>.</p> <p>The Methodology Plan will be used to check if the offer complies with all requirements.</p>
0.14	General Solution	Evaluation Requirement	The Methodology Plan will be evaluated as part of the evaluation of offers. In evaluation, emphasis will be on to what extent it demonstrates a good understanding of the Solution Design (Annex 2)
0.15	General Solution	Evaluation Requirement	<p>The tenderer shall include in the Methodology Plan a description of the <u>workflow and deliverables</u>.</p> <p>A higher score will be given to offers providing a realistic approach to achieving the Release 2, considering the available time and resources.</p>
0.16	General Solution	Evaluation Requirement	<p>The Methodology Plan shall include a <u>time schedule that allows for release 2 of the website to be published within 7 months after signature of Contract</u>. It is expected that the Supplier will start working on the project immediately after date of the Contract. The requirement will be evaluated based on the submitted Methodology Plan. When evaluating this requirement, it will be considered positive if:</p> <p>(a) the time schedule is clear and understandable</p> <p>(b) the time schedule is robust and efficient</p> <p>(c) the time schedule reflects the activities that follow from the Methodology Plan</p> <p>(d) the time schedule and the activities reflect a logical progression</p> <p>(e) the time schedule includes a realistic plan for the publication of a basic version of the new Interreg website in the shortest reasonable time after date of the Contract.</p> <p>(f) Include sufficient time for training alongside the last development and testing of the Website, so that the Customer has sufficient time to upload content to the Website's staging environment prior to its publication date.</p>

			When making the time schedule, the supplier shall assume that the date of the Contract is 27.06.2024.
0.17	General Solution	Evaluation Requirement	<p>The Methodology Plan submitted by tenderers with their offer shall describe their approach to Customer Approvals.</p> <p>It will be evaluated to what extent the approval process reflects all needed approvals and to what extent it includes sufficient time for the Customer to review and approve.</p>
0.18	General Solution	Evaluation Requirement	<p>Tenderers shall include in their offers as a chapter in the Methodology Plan, a <u>mock-up of an inner page for the "News & Stories" section</u>, with an explanation of how the UX elements included in it help engaging a user who is a policy maker and who is trying to understand the impact of Interreg projects on the territory and its citizens.</p> <p>In the evaluation, emphasis will be on how well the proposal demonstrates a good understanding of the user needs outlined in Annex 6 (Strategic Digital Communication of Interreg).</p>
0.19	General Solution	Evaluation Requirement	<p>Tenderers shall include in their Methodology Plan, as a dedicated chapter, a written explanation of how they propose to use AI to improve the user experience on the website.</p> <p>In the evaluation, emphasis will be on to what extent the proposed use of AI aligns with project objectives as described in the Solution Design (annex 2) while remaining feasible within the budget.</p>
0.20	General Solution	Evaluation Requirement	<p>The Tenderer shall submit, as part of their offer, the CVs of the members of the team that will be fulfilling the following roles in this Contract:</p> <ul style="list-style-type: none"> • Project manager • UI/UX designer • Web graphic designer • IT Architect • Front end and back end developers <p>The CVs shall contain a description of their job title, role in the project, allocation in the project from inception until release of the website, education, English language skills, relevant experiences including the entity the experience was performed for, a description of the projects and what tasks the person carried out in this project.</p> <p>In the evaluation, emphasis will be put on the following: Globally:</p> <ul style="list-style-type: none"> - To which extent the description of the offered project organisation demonstrates a sufficient allocation of resources and relevant skills to each role and gives a

			<p>clear understanding of the project team and its governance.</p> <ul style="list-style-type: none"> - Sufficient allocation of time of the listed roles until Release 2. - Years of relevant experience of the team members in similar roles, and in similar projects in size, complexity and recently executed. - Education. - English language skills.
0.21	General Solution	Requirement	<p>The Tenderer as part of their offer will appoint a project manager who will ensure the management of the team to deliver the project and will be the main point of contact for the Customer for the whole duration of the Contract. If the person fulfilling the role changes, his/her replacement shall have an equivalent level of expertise and experience and the Supplier will ensure that there is a smooth handover of tasks and knowledge with his/her predecessor, without harm for the Customer.</p>
0.22	General Solution	Requirement	<p>The Supplier shall deliver the following tasks for the duration of the Contract:</p> <ol style="list-style-type: none"> 1. Discovery 2. UX/Web design 3. Web development 4. Operations and Maintenance 5. Customer training and support 6. On-demand development
Discovery			
1.1	Discovery	Requirement	<p>During the Discovery phase, the Supplier shall analyse the Solution Design provided in Annex 2 and propose any necessary improvements to move forward in the design and development of the website.</p>
1.2	Discovery	Requirement	<p>The Discovery phase shall start with an inception meeting, to take place in person, at the Customer's office, or via video conference. The main purpose of this meeting is to align the understanding of the Methodology Plan. The Supplier shall prepare the agenda for and facilitate this meeting with the Customer after date of the Contract to discuss assumptions, present team members, agree on the detailed time schedule according to holiday-availability restrictions, activities, among others.</p>
1.3	Discovery	Requirement	<p>During Discovery, the Supplier shall deliver an updated and further detailed Methodology Plan (based on the one delivered as part of the offer), including a Detailed Time Schedule. The Customer shall approve or reject the updated Methodology Plan 10 business days after it is received.</p>
1.4	Discovery	Requirement	<p>During Discovery, the Supplier shall analyse the Solution Design (Annex 2) and make any necessary proposal for improvements. All improvements shall aim to achieving the objectives set out in the Strategic</p>

			Digital Communication of Interreg (annex 6) in a more cost-effective manner.
1.5	Discovery	Requirement	The Supplier shall deliver a report with the conclusions of the Discovery, describing any changes proposed for the Solution Design (annex 2)
1.6	Discovery	Requirement	The Discovery shall be finalised when the Supplier has delivered the improved Solution Design and received Customer's approval for the improved Solution Design. This phase is expected to last no longer than 3 weeks, from inception meeting to delivery of Customer's approval of the improved Solution Design.
UX/Web design			
2.1	UX/Web design	Requirement	The Supplier shall produce a revised version of the website's wireframes, based on the wireframes provided by the Customer in source files after signature of Contract. These wireframes are also described in the Solution Design (annex 2).
2.2	UX/Web design	Requirement	The Supplier shall produce a revised version of the website's layout based on the mock-ups provided by the Customer in source files. These wireframes are also described in the Solution Design (annex 2).
2.3	UX/Web design	Requirement	The Supplier shall comply, for the production of the website's layout and for all graphic design work, with the Interreg Visual Identity delineated in the Interreg Brand Manual (annex 5)
Web Development			
3.1	Web development	Requirement	The Supplier shall design and develop the releases 1 and 2 of the website as described on the Solution Design (annex 2) and including any improvement that may be necessary in order to optimise the achievement of objectives set out in Strategic Digital Communication of Interreg (annex 6) and deliver it ready for testing.
3.2	Web development	Minimum Requirement	The website must comply with the requirements laid down in directive (EU) 2019/1024. The Supplier shall in the Methodology Plan describe the technical specifications for the website, including but not limited to the software used.
3.3	Web development	Requirement	The website must be fully responsive and work on all screen sizes.
3.4	Web development	Minimum Requirement	The Supplier shall make sure that the website has an SSL certificate in place.
3.5	Web development	Requirement	The Supplier shall build the back-end of the website so that it accommodates various users with various user rights, such as illustrated on page 164 of the Solution Design (annex 2).
3.6	Web development	Requirement	The back-end of the website must be intuitive and easy-to-use in order to accommodate various levels of competency in users.
3.7	Web development	Minimum Requirement	The Supplier shall ensure that the website requires login details for back-end users.

3.8	Web development	Requirement	The Supplier shall ensure that the user interface is smooth so that any rendering of a web page will take less than 1 second. The proof of such measurement shall be done on a computer of the customer's choice (e.g. on local environment without external variables such network latencies).
3.9	Web development	Requirement	The website shall allow the integration with other web-services – existing or still in development, for the duration of the Contract (for example, with the Keep.eu database). In the Methodology Plan and in the revised Solution Design delivered in Discovery, the Supplier shall explain how this is ensured.
3.10	Web development	Requirement	The Supplier will create the necessary API connections in the new Interreg.eu to get information automatically from the existing database Keep.eu. The Keep.eu database is managed by the Customer through a different contract. The Supplier will ensure that the new Interreg.eu queries Keep.eu to display in Interreg.eu statistical data automatically. The Customer will ensure the required queries are possible from Keep.eu side.
3.11	Web development	Requirement	The website shall be in line with best practice in terms of security – both in terms of login details for users and for data encryption where necessary (data transfers). The supplier shall ensure the solution design will lead to a website that is not vulnerable to different known attacks such as Cross-Site Scripting (XSS), injections (e.g SQL) or attacks of any other nature. The revised Solution Design delivered in Discovery shall describe how this is considered.
3.12	Web development	Minimum Requirement	The website shall be in line with EC Directive (EU) 2016/2102 (Web Accessibility Directive). The Supplier shall create and manage the mandatory web accessibility statement for the website, stating non-accessible content and alternatives as well as contacts; and a feedback mechanism so users can flag accessibility problems or request information published in a non-accessible content. The Supplier shall be responsible for taking any necessary action required by users or the relevant authorities to comply with this EC Directive.
3.13	Web development	Requirement	Before starting the development of the website, the Supplier shall use low-fidelity prototypes to test the navigation and design of the website with potential users as described on page 5 of the Solution Design, Annex 2 and make any necessary adjustments as a result.
3.14	Web development	Requirement	The Supplier shall deliver a website version ready for testing and receive written approval for the Customer before publishing the website.

3.15	Web development	Requirement	The Supplier shall test the website version(s) to ensure quality and functionality work as expected before publication.
3.16	Web development	Requirement	All user manual(s)/ documentation shall be tested as part of the Acceptance test and is subject to approval by the Customer.
3.17	Web development	Requirement	The Supplier shall grant access to the test/staging environment to Customer (5 people) as part of the Acceptance Test.
3.18	Web development	Requirement	The Supplier shall carry out testing of the web solution and all functionalities and fix all bugs found as well as test the user experience.
3.19	Web development	Requirement	The Supplier shall for each publication deliver a detailed Testing and Publication Plan at least 20 business days prior to publication date unless otherwise agreed in writing by the Parties. The Testing and Publication Plan shall include: Description of the test that needs to be done, how these test covers all the functionalities part of the publication as well as testing of the UX and time plan for the tests Selection of users to test the system Dates and time estimate for the testing
3.20	Web development	Requirement	The Supplier shall test the web solution involving the Customer and possibly other stakeholders and users as part of the beta testing.
3.21	Web development	Minimum Requirement	The system must be fully tested prior to publication.
3.22	Web development	Requirement	The Supplier shall deliver a test report after each beta testing iteration and prior to publication.
3.23	Web development	Minimum Requirement	The Supplier shall publish the website only after written approval from Customer.
3.24	Web development	Requirement	The Supplier shall deliver notice of publication of the first version of the website, minimum 10 business days ahead of time to Customer.
3.25	Web development	Minimum Requirement	The Supplier shall deliver a confirmation of publication immediately after publication.
Operations and Maintenance			
4.1	Operations and Maintenance	Requirement	The Supplier shall ensure that the user interface is smooth so that any rendering of a web page will take less than 1 second. The proof of such measurement shall be done on a computer of the customer's choice (e.g. on local environment without external variables such network latencies).
4.2	Operations and Maintenance	Requirement	The Supplier will host the new website in its own server and ensure the website is in top condition for the duration of the contract. For this, the Supplier will provide regular software updates (preventive, adaptive, corrective and perfective), security maintenance, performance optimization and server maintenance.

4.3	Operations and Maintenance	Requirement	<p>The general maintenance and support shall at least cover:</p> <ul style="list-style-type: none"> - Monthly reporting of the status reg. ticketing system and analytics/tracking of KPIs - Archive obsolete versions of the website on the server. - On request of Customer, maintain a continuously updated 12-month plan for the website covering new functionalities, general maintenance, standard upgrades etc. based on input from the Supplier's maintenance tasks and Customer needs. - Every quarter the Customer will invite for a planning meeting in order to discuss any updates to the plan, if such is found necessary.
4.4	Operations and Maintenance	Requirement	The Supplier shall only publish new iterations of the website after Customer approves.
4.5	Operations and Maintenance	Requirement	The Supplier shall deliver notice of publication of any new iteration of the website, minimum 10 business days ahead of time to Customer.
4.6	Operations and Maintenance	Minimum Requirement	The Supplier shall deliver a confirmation of publication of any new iteration immediately after publication.
4.7	Operations and Maintenance	Requirement	The Supplier will set up and put at the disposal of the Customer, a system to track the website's metrics described in the Solution Design (Annex 2, pages 170-175)
4.8	Operations and Maintenance	Requirement	The Supplier will monitor the technical performance of the website and take action to improve it wherever possible
4.9	Operations and Maintenance	Requirement	<p>The Supplier will deliver all the legacy documentation needed for a smooth transition, should a different team need to take over the project after the end of the contract. This legacy documentation shall include:</p> <ul style="list-style-type: none"> • Description of the platform's architecture, including particular modules and their correlations; • Updated README file that includes guidelines for the system's configuration and installation, operating instructions, list of files included, troubleshooting, changelog, detected bugs; • Requirements files (requirements.txt, package.json) that contain the lists of packages to install when setting up the environment; • Description of key algorithms (e.g., calculating the service price or any algorithms that are unusual) and mechanism of importing data from 3rd party systems; • Description of key classes and the application's layers; this simply makes it easier for the new team to find the place that requires changes; • Description of the database structure and in the case of a relational database, a description of their correlations

			<p>should also be included; this can be presented on ERP (Entity Relationship Diagram);</p> <ul style="list-style-type: none"> • Deployment guidelines, which boils down to instruction of how to deploy the source code, database and run the project on a new server, as well as any necessary administrator/test customer login credentials; • Cloud infrastructure design (it can be a description or diagrams); • Environment variables allowing to run the project swiftly; • Access to third-party services used in the project, such as mailing lists, analytics, payments, etc.; • UX and UI designs, be it wireframes or full-blown screens design that show the direction in which the product is going visually and in terms of the user flow.
4.10	Operations and Maintenance	Requirement	<p>Three types of bugs/ errors can be reported in tickets, with the following distinctions, and respective response times:</p> <p>Error type A, ""critical error"": error that results in the interruption of the service, a loss of data, or that other functions that, based on an objective assessment, are of critical importance to the Customer are not delivered or do not function as agreed. For this type of error, the resolution time shall not exceed 24 hours, unless agreed in writing between the supplier and Customer.</p> <p>Error type B, ""serious error"": error that results in functions that, based on an objective assessment, are of importance to the Customer, not working as agreed, and which it is time-consuming or costly to work around. For this type of error, the resolution time shall not exceed 48 hours, unless agreed in writing between the supplier and Customer.</p> <p>Error type C, ""less serious error"": error that results in individual functions not working as intended, but which can be worked around with relative ease by the Customer; or, the documentation being incomplete or imprecise. For this type of error, the resolution time shall not exceed 5 working days, unless agreed in writing between the supplier and Customer. If disagreement between the Customer and Supplier about the severity of the error, decision relies on the Customer.</p>
Customer Training and Support			
5.1	Customer Training and Support	Requirement	<p>The Supplier will provide a Content Management System (CMS) User Guide that is well-organised, with clear sections and headings that make it easy for users to navigate and find the information they need. The CMS User Guide shall include:</p> <ul style="list-style-type: none"> • Role-Based Documentation: Tailor the user guide to different types of users with varying permissions and roles within the CMS. Provide separate sections or chapters for administrators,

			<p>editors, contributors, and other user roles, outlining their specific responsibilities and capabilities.</p> <ul style="list-style-type: none"> • Comprehensive Coverage: The user guide shall cover all essential aspects of using the CMS, including basic functionality, content creation, editing, publishing, user management, permissions, customization options, and any other relevant features. • Step-by-Step Instructions: The user guide shall provide detailed, step-by-step instructions for common tasks and workflows within the CMS, such as creating new content, managing media files, configuring settings, and administering user accounts. • Visual Aids and Examples: The user guide shall include screenshots, diagrams, and other visual aids to illustrate key concepts, processes, and interface elements within the CMS. Use annotations and callouts to highlight important information and clarify complex procedures. • Search Functionality: Implement a robust search functionality within the user guide, enabling users to quickly locate specific topics, keywords, or troubleshooting solutions without having to navigate through the entire document. • Cross-Referencing and Hyperlinks: Include cross-references and hyperlinks throughout the user guide to facilitate easy navigation between related topics, sections, and external resources, such as support documentation or online forums. • Version Control and Updates: Ensure that the user guide remains up-to-date with the latest version of the CMS, software updates, and any changes to features or functionalities. Clearly indicate the version compatibility of the user guide with the CMS. • Accessibility Considerations: Make the user guide accessible to users with disabilities by following accessibility best practices, such as providing alternative text for images, using semantic markup, ensuring proper color contrast, and supporting keyboard navigation.
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			<ul style="list-style-type: none"> • User Feedback Mechanism: Implement a mechanism for users to provide feedback on the user guide, such as a feedback form or comment section, allowing them to report errors, suggest improvements, or ask questions. <p>All user manual(s)/ documentation shall be tested as part of the Acceptance test and is subject to approval by the Customer.</p>
5.2	Customer training and support	Requirement	The Supplier will provide the necessary training for the Customer to ensure the Customer's team of 3 people has a good understanding of the CMS and can effectively use it. This shall include at least an online workshop at an agreed time with the Customer and as soon as possible during the preparation of the first version of the website.
5.3	Customer training and support	Requirement	The Supplier shall provide ongoing support for the duration of the Contract in case any issue arises for the Customer in the use of the CMS.