

## Terms of Reference

<b>Services:</b>	Local IT Company for the Upgrade of SHUKALB websites
<b>Grant Agreement:</b>	81272853
<b>Project Title:</b>	Delivering Capacity Development Products for Water Supply and Sanitation Utilities in Albania
<b>Location</b>	Tirana, Albania
<b>Type of Contract:</b>	Service Contract
<b>Contract Duration:</b>	15 June – 29 August, 2022

### I. Background

The Water Supply and Sewerage Association of Albania (SHUKALB), which was established in 2000, is a professional, not-for-profit Association of water supply and sewerage professionals, who wish to improve the management of the Water Supply and Sewerage Sector in Albania, making it efficient, sustainable and effective in accordance with the current laws and regulations in Albania.

The Water Supply and Sewerage Association of Albania has received financing for a Grant titled “Delivering Capacity Development Products for Water Supply and Sanitation Utilities in Albania” in the frame of the project Regional Capacity Development Network (RCDN) for Water and Sanitation services in SEE commissioned from the German Federal Ministry of Economic Cooperation and Development (BMZ) and Swiss State Secretariat for Economic Affairs (SECO), and it is administratively embedded in the GIZ Project “Open Regional Fund for Southeast Europe - Modernization of Municipal Services (ORF MMS)”. The project “Regional Capacity Development Network (RCDN) for Water and Sanitation Services” aims at increasing the effectiveness and efficiency of the water utilities in the Western Balkans, contributing to better service provision with larger numbers of population groups getting access to drinking water and sanitation services and meeting the EU environmental Acquis Communautaire.

In this framework, the overall objective of the project implemented by SHUKALB is to support PUCs, municipalities and other relevant stakeholders contributing to providing better water supply and sanitation services to citizens, through the delivery of high-quality regional capacity development programmes, and enabling the environment for strengthening the CD delivery. The specific objectives of the Project are to:

1. Further developing SHUKALB organizational capacities, through implementing priority measures, and training and participation of staff in RCDN trainings, networking events and meetings.
2. Organizing regional CD programmes for PUCs, municipalities, and other relevant stakeholders in Albania, particularly related to the topics of Capital Infrastructure Investment Projects and Water Safety Plans and Crisis Management.
3. Enabling the environment for strengthening the CD delivery on the topics of capital investment, asset management and wastewater, through engagement of the national authorities, IFIs and Donor Organizations in the process.

In accordance with the first objective, in order to strengthen organizational capacities and facilitate more effective customer services and relationship management, SHUKALB is seeking to contract a local IT Company

for the for the upgrading of its websites ([www.shukalb.al](http://www.shukalb.al); <https://balkansjointconference.org>), including the graphic representation and organization of content and knowledge, and interface with CRM. Other improvements expected are the integration with other partner organization websites and social media.

## II. Aim of the Assignment

The services of a local IT Company are required to provide technical support to SHUKALB in the process of upgrading the existing websites ([www.shukalb.al](http://www.shukalb.al); <https://balkansjointconference.org>) including the graphic representation and organization of content and knowledge, interface with SHUKALB CRM, partner organization at the national level and regional level websites and SHUKALB social media (Facebook, LinkedIn, Instagram, YouTube).

## III. Scope of Work

The IT Service Provider will undertake the following scope of work:

- Propose several website wireframes and graphic representations for upgrading the [www.shukalb.al](http://www.shukalb.al) and implements the upgrade
- Integrate SHUKALB CRM with the upgraded websites.
- Interface the upgraded websites with all SHUKALB’s national and regional partner organization websites.
- Interface the upgraded website with SHUKALB social media (Facebook, LinkedIn, Instagram, YouTube).
- Propose several website wireframes and graphic representations for upgrading the <https://balkansjointconference.org> and implements the upgrade.
- Ensure on the job training of the responsible staff uploading content on the website.

## IV. Expected Deliverables

The following deliverables are expected to be delivered by the of the IT support company:

- Propose and Implement [www.shukalb.al](http://www.shukalb.al) Website Design
- Propose and Implement <https://balkansjointconference.org> Website Design
- Training of responsible staff
- Integrated CRM
- Finalize testing for both websites
- Websites Launch

## V. Deliverables and Time Frame

When?	What?	Who?
15/06/2022	Signing of contract with SHUKALB /initial meeting	SHUKALB, Contractor
16/06/2022	Project Kick-off / Work Plan meeting with contractor for consultations, as needed	SHUKALB, Contractor

end of July, 2022	Propose and Implement <a href="http://ww.shukalb.al">ww.shukalb.al</a> Website Design	Contractor
end of July, 2022	Propose and Implement <a href="https://balkansjointconference.org">https://balkansjointconference.org</a> Website Design	Contractor
end of July, 2022	Training of responsible staff	Contractor
mid of August, 2022	Integrate other partner organization websites information	Contractor
mid of August, 2022	Integrate CRM	Contractor
end of August, 2022	Finalize testing for both websites	Contractor
end of August, 2022	Websites Launch	Contractor
29/08/2022	End of the contract	SHUKALB, Contractor

This timeline is indicative; the IT Company is expected to provide a timeline of the activities per each set of activities in their proposal. The contract between SHUKALB and the company will be signed under the Laws of Albania.

## VI. Selection Criteria and Basis for Evaluation

The proposals will be evaluated based on the following criteria:

Evaluation Criteria	Weight
Demonstrated experience and ability in websites design. <ul style="list-style-type: none"> <li>The company has prior successful experience in designing and developing website pages over the past five years.</li> <li>Experience with NGOs is preferred.</li> </ul>	40%
Demonstrated experience and ability in integration of CRM and social media with websites.	20%
Price/Cost Proposal, including implementation and on-going support.	40%

## VII. Duration of the Assignment

The selected Company will enter into a contract for the period from 15 June, 2022 and will complete the assignment within 29 August, 2022.

## VIII. Proposal

The Local IT Company is asked to submit a proposal by **07/04/2022**. The proposal has to be submitted in the English language by e-mail, at [member@shukalb.al](mailto:member@shukalb.al). In order to achieve a uniform review process and to obtain the maximum degree of comparability, SHUKALB is seeking the following list of items be included in the proposal:

1. General Information indicating experience in similar conditions, such as:
  - a. Company's general experience and expertise, related to websites design,
  - b. and relevant experience working for NGOs.
2. Relevant experience and ability in integration of CRM and social media with websites.
3. Pricing/Cost Proposal for all proposed deliverables.

**IX. Reference Person**

The reference person for this assignment is SHUKALB's Manager of Member Services and Administration, Alban Kushi, Email address: [members@shukalb.al](mailto:members@shukalb.al).

**X. Modification of Terms**

SHUKALB reserves the right to modify the terms of the ToR at any time at its sole discretion.

**XI. Acceptance and Rejection of Proposals**

SHUKALB may not necessarily accept the lowest priced proposal or any proposal. At its sole discretion, SHUKALB reserve/s the right to reject any or all proposals received and to accept any proposal which it considers advantageous, whether or not it is the lowest priced proposal. SHUKALB is not under any obligation to award a contract, and reserves the right to terminate the request for proposal process at any time, and to withdraw from discussions with all or any of the local IT companies which have responded. SHUKALB reserve/s the right to accept the proposed offer in total or in part, to reject any or all offers, to waive any minor informalities, irregularities, or technicalities, and to accept the offer deemed most favourable to the association and the RCDN.

**XII. Evaluation of work**

After the award of the contract the Manager of Member Services will monitor the quality of the ongoing technical support provided by the IT Company.