Terms of Reference

Service Provider

Development of a Monitoring Matrix Website

Balkan Civil Society Development Network (BCSDN) is a regional network of 14 local civil society organizations (CSOs) from 10 countries in the Balkan region (Albania, Bosnia and Herzegovina, Croatia, Kosovo, Macedonia, Montenegro, Romania, Serbia, Slovenia and Turkey). The network was initiated in 2001 and between 2003 and 2007 functioned as an informal network of civil society development organizations in the Balkan region, becoming a formal entity in 2009. Its **mission** is to empower the civil society and influence European and national policies towards more enabling environment for civil society development in order to ensure sustainable and functioning democracies in the Balkans. **Our goals and objectives are to:**

1. Increase the role of civil society by strengthening its voice in policy- and decision-making at national, regional and EU level;
2. Promote the civil dialogue between the civil society actors, state institutions and the European Union in order to influence the public policies;
3. Develop advocacy knowledge and skills among civil society actors as a base for greater impact;
4. Strengthen communication, coordination and cooperation between the civil society actors in the Balkan region.

Background

In 2012, BCSDN with support of its members, partners, ICNL and ECNL developed the first **Monitoring Matrix on Enabling Environment for CSDev** aiming to define the main principles and standards comprising an environment that is considered enabling for the operations of CSOs in the Western Balkan region and Turkey. It underscores the fact that enabling environment is a complex concept, which includes various areas and depends on several factors and phases of development of the society and the civil society sector.

The Matrix covers 3 areas divided in 9 sub-areas: (1) Basic Legal Guarantees to Freedoms (Freedom of association & Related freedoms (assembly and expression); (2) Framework for CSO's Financial Viability and Sustainability (Tax regime, state funding and human resources); (3) Government-CSO Relationship (Framework for cooperation, involvement in policy-/decision-making and service provision). The development of the principles, standards and indicators (explained in detail in the Monitoring Matrix Tool-kit) has been done with consideration of the internationally guaranteed freedoms and rights and best regulatory practices at the European Union level and in European countries.

As a research tool for measuring the health of the legal, regulatory, and financial environment in which CSO in WBT operate, the Matrix aims to respond to the need of CSOs to have evidence-based research products and capacities to advocate for policy changes towards a more enabling civil society environment. The research conducted under the MM aims to provide for shadow reporting on the enabling environment for CSDev and influence Enlargement policy and funding support towards sustainable and strategic development of the sector, including the Guidelines for EU Support to Civil Society in Enlargement Countries, 2014-2020.

The **assessment of the enabling environment for civil society development with the categorization/coding system** (from fully disabling to fully enabling environment) was created in order to address the need for 'compressed' and effective visual communication of findings and systematic presentation of changes in the enabling environment for CSDev on the level of standards across countries and years. Moreover, the categorization system enables standardization of quality of the country and regional reports and contributes to more effective evaluation of indicators with the Monitoring Matrix Tool-kit. The coding system was developed by BCSDN and its members and it directly derives from the Monitoring Matrix methodology therefore the copyrights also are defined by the Monitoring Matrix tool owners.

The **new Monitoring Matrix website** should present the comprehensive MM tool and extensive research findings more visually in order to engage the audience and capture the visitors' interest. It should presents a snapshot of the current state of the enabling environment for CSDev in the region, focusing on key findings and recommendations aimed at improving this environment.

Services Requested

The Service Provider will be assigned the following tasks:

1. Design the front and back-end platform of www.monitoringmatrix.net taking into account the futures listed in the **Features of the Platform**;
2. Develop the platform upon validation of the design;
3. Provide initial support (for up to minimum 1 year) in adjusting and managing the Monitoring Matrix website, as well as support to the users including developing a Guide/ Manual with instructions for use.
4. Provide one year support for BCSDN website: www.balkancsd.net

Features of the Platform

1. A comprehensive, systematic and reliable CMS should enable the overview of data gathering, analysis, and publishing at one place, at any time;
2. The platform/CMS should enable simultaneous use by several different types of users with different access. The CMS will be used by designated representatives (authors) from all member organization to enter both textual data and assign categories (evaluating individual findings on a scale);
3. The use of the platform/CMS should allow for easy entering/updating of information, not requiring specialized skills on web development;
4. A help tool and/or a discussion/comments box should be integrated to provide immediate assistance in the process of entering data;
5. The interactive map of the Western Balkan countries and Turkey on the homepage should be designed, and it should contain the latest findings on the enabling environment in the countries, linking the map with the country pages.
6. The categorization system fully disabling environment to fully enabling environment code to be inserted with different colors (as demonstrated below);

7. After all data is entered and the categorization/evaluation is finished, the CMS should generate a front-end visualization of the quantitative data, providing an interactive visual presentation of progress/regress in different areas by country and throughout the years;
8. The platform should have a Dashboard section providing different filter options (by countries, years, areas, subareas and standards) to search the full MM database. Through the filters, users can narrow the search results to the data they are interested in.

Deliverables

- Create (design, develop, test) implement and manage a standalone website for the Monitoring Matrix;

- The website should be English;

- Develop a user manual on how to perform content upload, system maintenance and administration;

- Administrative and technical support, quality control;

- Website maintenance and hosting.

Qualification and Requirements

- Minimum 5 years of work experience in a related field work, i.e. capacity to develop and maintain webpage;

- Familiarity and relevant experience in using different Content Management Systems (CMS), particularly WordPress;

- Have a broad knowledge of current web development technologies and design tools in the field, and new software and other web programming languages and programs including use of HTML, XHTML, CSS, XML, XSLT;

- Demonstrate the ability to create innovative and visually appealing design (interactive map, infographics);

- Demonstration of successful accomplishment of previous projects;

- Solid knowledge on website security and website hosting service

The Service Provider is expected to submit both a **Technical and Financial Proposal**.

The technical proposal should consist of a portfolio on previous work on websites, backup and hosting, description of the experience and short biography.

The financial proposal should contain budget breakup (website designing, domain purchasing, annual charges to retain domain name, costs for additional software and plugins (If applicable), and costs for one-year backup period.

Timeline

Deliverables	Deadline
Development of a Monitoring Matrix Web Platform, with a user manual for the support staff and system administrators to perform content upload and basic website administration.	30 June 2020
Support and maintenance: Administrative and technical support, quality control for 1 (one) year after the final delivery	30 June 2021

Criteria

The proposals received will be evaluated according to the following criteria:

- Relevant Education/Degree: 20

- Relevant Work Experience (Minimum 5 years):25

- Experience in developing same quality website designing: 30

- Price Offer (Financial Proposal): 25

Ownership and Intellectual Property

Upon payment agreed by BCSDN and the Service Provider, BCSDN shall acquire ownership of all assignment deliverables in their tangible form (both hard and soft copies) and the right to use

them as deemed fit. The deliverables thus must not be published or used without the permission of BCSDN.

Deadline for application

The applicant must submit the required documents no later than 18 May 2020 on the following e-mail: executiveoffice@balkancsd.net with subject line Website Design and Delivery_Monitoring Matrix.

Meeting could be scheduled for clarifications and negotiations before signing the contract.