

Ref. HCK/01

TERMS OF REFERENCE

PART A: INFORMATION FOR APPLICANT

This document contains the following parts:

- Instructions to applicant
- Technical specifications / required services



INSTRUCTIONS TO APPLICANTS

1. INFORMATION ON SUBMISSION OF THE APPLICATIONS

The subject of the contract:

We are looking to contract a qualified company/individual for providing professional IT services to develop three prototype ideas into real products. The prototype ideas aim to contribute towards addressing reconciliation and conflict transformation issues as well as forms of working on peacebuilding topics in the youth context.

The prototypes have been developed by IT and Youth Workers during the Hackathon activity which has been organized this October in Peja. The solutions are digital web application platforms that aim to improve the gaps in existing features and online tools.

Therefore, LENS is looking to hire an experienced service provider to:

1. **Provide professional IT services for developing prototype ideas into real products/services**

Deadline for submission of the applicants:

The deadline for submission of applicants is before **NOVEMBER 18th 2022**. Any tender received after this deadline will be automatically rejected.

Address and meanings for submission of the applicants:

The applicants will submit their application using the:

- **The technical offer (Available in Part B);**
- **Copy of work references and CV;**
- **The financial offer (Available in Part C).**

In addition to the offer, the applicant is required to provide the following supporting documentation:

- **Copy of legal registration (if applicable);**
- **Bank account details to which the payments shall be made.**

The applicants will be submitted via **email**, containing the following information:

- Title of Email: **IT services for developing prototype ideas into real services – HCK - 01**

The applicants must be submitted the offer to the following address:

application@ngolens.org

The applicants are reminded that to be eligible the applicants **need to be received by the contracting authority** by the deadline indicated above.

2. TECHNICAL INFORMATION

The applicants are required to provide services as indicated in the part “Required services / Technical specifications” of this document. In the applicant’s technical offer, the applicants will indicate more details on the deliveries, referring back to the below table.

3. FINANCIAL INFORMATION

The applicants are reminded that the maximum available value of the contract is **4,500.00 EUR**.

4. ADDITIONAL INFORMATION

The award criteria:

- Best value for money, weighting 80% technical quality, 20% price.

The estimated time of response to the applicants is 5 days from the deadline for submission of applicants.

The quality of each technical offer will be evaluated following the award criteria and the weighting detailed in the evaluation grid in Part of this tender dossier document. No other award criteria will be used. The award criteria will be examined following the requirements indicated in the Terms of Reference.

TECHNICAL SPECIFICATIONS/REQUIRED SERVICES

TECHNICAL SPECIFICATIONS	
Item Number	REQUIRED SERVICES/ TECHNICAL SPECIFICATIONS
<p>1. Provision of professional IT services for developing prototype ideas into real products/services</p>	<ul style="list-style-type: none"> • To provide professional IT services for creating startup youth work initiatives. • This assignment consists of the following services: shaping three prototype ideas into real products/services: <ul style="list-style-type: none"> ○ Provision of infrastructure services like hosting and domain for running the web and online applications; ○ Provision and purchase of hosting, domain, and SSL certificates for at least one year; ○ Develop the features and application services of the prototype ideas; ○ Facilitate and design user-friendly interfaces for the applications; ○ Creation of web-based applications by using open-source solutions; ○ Support the teams to select the adequate infrastructure for their prototypes. • The final prototype products should reflect the needs of the youth workers and shall be digital tools such as independent solutions of add-on features of existing internet digital web applications; • Conduct proactive services by engaging, instructing, having discussions, and meeting with all team members; • Be strongly committed and help to the success of the participants; • To help the project team to further encourage the digital youth work community; • Team members have experience in the field of Coding, Youth work, Social Sciences, and Visual arts. Therefore, the contracted party should ensure that beneficiaries have an active role in learning and researching content and reflect their interests, needs, and enthusiasms;

	<ul style="list-style-type: none"> • Cooperate and work closely with the contracting authority during all phases. <p>Experience:</p> <p>General professional experience:</p> <ul style="list-style-type: none"> • Relevant working experience in the field of IT and web application development. • Track record of previous IT web application projects during the last 3 years. <p>Specific professional experience:</p> <ul style="list-style-type: none"> • Preferably at least 3 years of experience in fields of Computer Sciences, IT, and relevant to this assignment. While Master Degree Academic level will be an advantage (where a university degree has been awarded on completion of a study in a university) in Computer Sciences, or IT; • Rich experience with practical teaching skills; • Excellent interpersonal, communication, and motivation skills, including experience in the facilitation of activities. • Fluency in the English language, both spoken and written, and Computer literacy. <p>Methodology</p> <ul style="list-style-type: none"> • The methodology to be used for the services, details for each stage, together with a preliminary working plan. <p>Expected results</p> <ul style="list-style-type: none"> • Three prototype ideas have been developed into real products/services and are approved by the contracting partner. • Facilitation of meetings with the team members who are part of the prototype ideas program; • Final report for conducting and finalizing all tasks of the services that fall under this call. • Warranty of the IT solutions, at least two years.
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Duration/Timeframe

The intended start date is **November-December**. It is expected two months to complete all tasks.

Delays in meeting requirements and/or lack of quality of services will be considered as a reason for interruption. All products will be considered completed at the time when the Customer declares satisfaction with the results.

Location/ Logistics and administration

It is expected that mainly the activities will be organized online since our partner organizations are located in different Western Balkan Countries.