Terms of Reference for a subscription service to an online open innovation platform

14th May 2021

1.Background

The Regional Activity Centre for Sustainable Consumption and Production (hereinafter SCP/RAC) is a centre for international cooperation on development and innovation based on the sustainable consumption and production approach (hereinafter SCP).

The Centre is one of the Regional Activity Centres established in the framework of UNEP/Mediterranean Action Plan (hereinafter UNEP/MAP)[1], the programme of UN Environment established to support the member countries of the Barcelona Convention. Under that institutional framework, SCP/RAC has an official mandate from the countries as centre that engages in international cooperation with Mediterranean countries on development and innovation in the business sector.

The Centre is based in Barcelona and it is legally hosted by the Catalan Waste Agency, a public service agency considered a reference organization in waste prevention and management and the promotion of circular economy.

SCP/RAC is an implementing partner of the SwitchMed initiative, a regional programme made up of several components financed by the European Union under the regional cooperation with the Mediterranean Region. The SwitchMed initiative aims to stimulate the creation of new greater business opportunities and decent employment while reducing the environmental footprint of existing economic activities in the Southern Mediterranean. The participating countries are Egypt, Morocco, Tunisia, Algeria, Israel, Palestine, Jordan and Lebanon.

In the framework of Output 5.2 of the SwitchMed II, SCP/RAC will develop activities aiming at creating demand for sustainable products and services from both companies and public entities. A way of fostering this demand is through the promotion of eco-innovation as a way of supporting organisations to incorporate new green and circular solutions in their business models.

SCP/RAC wants to develop a specific online platform to facilitate the identification and adoption of eco-innovations by companies. This platform will also be the communication window through which we'd give visibility to the solutions available in the market or to be developed and the innovation needs from third actors.

2.Objective

The objective of this contract is to provide a subscription service giving access to and use a pre-existing open innovation platform on a software-as-as-service basis that will contain the innovation services of SCP/RAC.

This platform should be customizable and include a content management system allowing us to:
 a) Identify, create and disseminate eco-innovation needs and challenges based on the business and public institutions green and circular needs
 b) Collaboratively manage this process through the registration of users and the ideas' submission
 c) Follow-up and manage the applications
 d) Showcase eco-innovative solutions/innovations proposed by individuals, start-ups, companies or other actors tackling sustainability and circular challenges
 e) Create specific informative and training contents about open innovation
 f)) Allow interaction between users through a community based space.

The subscription service and the platform with its functionalities should be active for 36 months.

Users

There will be 3 types of users:

 A) Business support organisations such as incubators, accelerators or other organisations providing sustainable business development services or innovation agents
 B) Innovation seekers: companies, public entities (national, regional, local governments), industry and business associations
 C) Providers of solutions: entrepreneurs and start-ups, SMEs and academic, research institutions, individuals and technology centers among others.

Platform's main elements:

The front-end structure and the main elements of the platform are the following:

- Navigation bar: About us; Open innovation, Transfer of technology (ToT) Marketplace, Radar of solutions, Training, News, Company, Community
- About: information about us and the platform
- Open Innovation section: it should include the following information:
  o Banner; Active challenges; How the challenges work?
  o Two or more entry points based on the sector addressed (tourism, textile, agrofood)
  o Challenge information: it could include fields such as background information, challenge journey, support provided, evaluation criteria, requirements to participate, partners involved.
- ToT Marketplace: space similar to the open innovation section but addressed to the technology of transfer
- Radar of solutions: a space to explore stories and already developed solutions will be showcased
- Training: a space where training content will be displayed
- News: a space where news items will be displayed
- Company/sponsor: a space with information for business support organisations or actors interested in solving open innovation challenges
- Community: a space where users can interact in groups or privately

3.Description of Work

The consultant shall develop the following work:

- Provision of an already developed open innovation platform as a Software as a service.
- Customize the structure of the platform based on the contents provided by the SCP/RAC.
- Design of the website based on [The Switchers](#) visual identity.
- Programming and integration of forms and functionalities. Checking and testing of the functionalities.
- The first load of content in the different languages (English and French) which will include newly created content. The platform should allow an Arabic version.
- Consultancy and advisory services to ensure the technical support and incident management necessary for the creation and launch of the website, as well as its maintenance and the improvement of some of its features or functionalities, during 36 months.
- Technical support to the SCP/RAC in the management of the website; security and recovery copy service, if needed.
- A user manual should be provided.

Technical and functional specifications:

- Branding: the platform should have a similar branding to the one of https://www.theswitchers.org/ (e.g. use of colours, fonts)
- Responsive design: The platform must be compatible in its navigation, display and functionality with the principles of an adaptive web design (Responsive Web Design) that allows a perfect view on desktop, tablet and mobile devices.
- Multi language: the development of the web should be in 2 languages, English and French
- Content: The platform must support the upload of content (texts, nodes, taxonomy, etc.) and files (JPG, DOC, PDF, etc.).
- Good SEO search engine positioning practices should be incorporated to ensure proper visibility of the web portal.
- Navigation should be agreed with the SCP/RAC project manager. The successful tenderer will make a proposal for the implementation of the suggested navigation. The SCP/RAC will make available to the bidder the human resources necessary to guide the design process of the navigation and the sketches (wireframes) to speed up the customisation of the platform (web Saas).
- User management: The portal must have a Single Sign On / Lightweight Directory Access Protocol (SSO / LDAP) service that allows for centralized user management. The SSO service must allow registration and login (login) using its own system, based on email (username) and password (password).
- Users: the platform will have an administrator and it should allow the access to around 1000 users.
  - o Admin: The SCP/RAC is the administrator user who must have the necessary permissions to view the information, intervene in the customizable elements, authorize credentials to other users and sub-administrators and validate content upload. It should be able to

manage content in a simple way, by incorporating management applications and training its staff.

- o Business support organisations (BSOs): BSOs will have a sub-administrator authorization to create a profile and operate on the platform. The BSOs should be considered a sub-administrator who can insert the content of challenges and animate the communities.
- o Users: Users will be all the actors solving a challenges, posting solutions or other persons interested in taking part to the community. These users will have to register in the platform.

Content management system:

- o It should be simple and flexible to manage the information and upload contents.
- o It should facilitate the integration of content with the most used search engines on the Internet, so that searches are facilitated.
- o The manager will allow the definition of basic approval workflows (minimum statuses: draft, pending review, published), define responsibilities and the capacity for approval and/or rejection at different moments in the evolution of the contents (e.g. posting of challenges, posting solutions)
- o Functionalities of the CMS:
    - It must provide an easy and intuitive management of the contents and hosted services with which all aspects of the platform can be controlled.
    - Full compatibility with different web browsers (Firefox, Safari, Chrome, among others);
    - It should allow the division of tasks between users with different capabilities. To do this, you must provide a profile manager that allows you to create users and profiles with different action capabilities.
    - The system must have a production environment, which can be updated in real time from the CMS, and a development and pre-production environment, where new applications, functionalities, new developments, revisions and tests can be carried out. The transition from one environment to the other will be made by means of a system of cascade approvals by the different web managers;
    - Writing, editing, publishing and administration actions must be reflected on the platform in real time. There must be a system for making content versions and editing rich texts of the WYSIWYG type, and there must be the preview option. URLs of pages in the respective language to facilitate SEO indexing;
    - It must make it easier for the portal to be multilingual, so that it must allow the integration of its contents in several languages (English, French and Arabic), incorporating the necessary functionalities for carrying out translations, controlling pending translations, etc.
    - It must allow the development of sub-webs or micro-sites.
- o Each web element must have the option to be shared on social networks (Facebook, Twitter, Linkdin, Google+, Flickr, etc);
- o Multimedia files: there should be a system to manage multimedia files (e.g. images, videos, documents). It must be possible to upload multimedia content in any format that can take up all the space. Carrousels will also be created.

4.Deliverables and calendar

The Consultant's team will start the work after the validation of their offer by the contractor.

Deliverable	Deadline
#1. First proposal of the design or wireframes	2 weeks after notification
#2. Platform active and functional for 12 months	5 weeks after notification
#3. User manual	7 weeks after notification
#4. Subscription and technical support for incidences and its management and maintenance for 24 months more	12 months of the start of the subscription

All the deliverables will have to be presented in English and validated by the Contractor, within 1 week after the submission, before moving to the next step of the assignment. Failure in submitting deliverables or not reaching enough quality may result in a reduced budget allocation. In addition, regular calls will be organized with the contractor.

5.Means of work and eligible costs

The offer will include the costs of the licenses (if any) of the proposed tools and their maintenance during the term of the contract.

6.Eligibility

Applicants must fulfill the following requirements:
- Be an individual consultant, firm or association. Note: This ToR is not a subvention but a provision of services.
- Be able to comply with national fiscal context and rules for receipt of international funds.
- Have a bank account whose holder name must be the same as the applicant.
- Partnership and subcontracting are allowed, provided that the legal applicant entity has a substantial role in implementing the assignment. The applicant will be the only legal entity with which the contract relation will be established.
- Availability of an already developed open innovation web as service software.
- Proven track-record in designing and customizing open innovation platforms.

7. How to apply and selection process

Candidates should submit the following documents:
- Technical (maximum 5 pages, see form as Annex): the consultant should propose a specific software as a service platform on open innovation and a demo (wireframe or online demo) with a structure and functionalities based on the content suggested in the previous sections. An implementation calendar should be delivered.
- Financial offer: the consultant(s) should state the subscription cost including the personnel dedication in the design and assistance and maintenance as well as a lump sum for other costs related to the implementation of work.
- Profile and project references (maximum 2 pages): the consultant(s) should submit a brief explanation of the candidate and project references on the topic.
- Bank form filled in, signed and stamp by the bank (see form as Annex).

Offers must be sent to Anna Ibañez (aibanez@scprac.org) with the subject "Subscription service to an open innovation platform" until 26th May 2021 (included).

Important :

The header of the **technical and financial offers** must clearly note the candidate data (Name, address, country, telephone, email and fiscal identity number or other official number) and those of the Contractor: « Regional Activity Center for Sustainable Consumption and Production / Agència de Residus de Catalunya / Carrer Dr. Roux nº 80 / 08017 Barcelona, Spain / NIF: **Q-5856373-E** ».

The maximum amount per offer is 14.900 Euros (+VAT).

All candidates will be notified at the reception of the offers.

Offers will be assessed according to the following criteria and scores:

Points	Criteria
Maximum 50 points	Quality of the technical offer to meet the work objectives and the demo
Maximum 50 points	Financial offer

The Contractor may contact candidates to convene an interview to facilitate the evaluation

If you have questions concerning these ToR, please contact: aibanez@scprac.org.

8.Selection and payments

The winning candidate will be notified by email and post on the selection of the offer. From that moment on work can start according to the calendar.

Payments will be done in two installments:
- Submission of deliverables 1, 2 and 3: 7.400 Euros.
- Submission of deliverable 4: 7.500 Euros.

Payments will be done in a period of 60 days after reception and validation of the invoice. The Contractor is not responsible for banking costs that might be applied by the consultant(s) bank, neither for changes in currency exchange.

Annex Offer template and bank form

From:

Name: XXXXXX

Address: XXXXXXXXXXX

Country: XXXXXXXXX

Phone:

VAT nº or Tax ID: xxxxxx

To:

Regional Activity Center for Sustainable Consumption and Production

Agència de Residus de Catalunya

C/Dr. Roux núm. 80

08017 Barcelona, Spain

NIF: Q-5856373-E

1) **Tasks description**
   a. **Description of methodology to elaborate the guidelines**
   b. **Potential stakeholders to be consulted**

2) **Implementation schedule**

3) **Financial offer**

Request of payment (Bank details)

CREDITOR DETAILS

TAX ID   **NAME**

STREET   **PD**

CITY   **COUNTRY**

PAYMENT DETAILS

NAME OF BANK

IBAN NUMBER

Country
code

SWIFT CODE

ADDRESS OF BANK

PD   **CITY**

Hereby I declare that I'm the holder of the account
above stated.

With the agreement of the Bank

CITY AND DATE   **SIGNATURE/ STAMP**

SIGNATURE/ STAMP