**Terms of Reference (ToR) for the Development of a Website and Interactive Map**

**Project Title**

**Combating Extremism in Kosovo: Trends, Challenges, and Counter-Measures**

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**1. Introduction**

**1.1 Project Background**

The rise of far-right ideologies, right-wing extremism, ethno-nationalism, and related radical ideologies—including anti-gender and anti-LGBTQIA+ movements—poses significant challenges to peace and security in Kosovo. This project aims to address these issues by promoting reconciliation, supporting internal dialogue, and preventing radicalization and violent extremism through civic engagement and stakeholder collaboration.

**1.2 Objectives**

* Promote reconciliation through civic engagement.
* Support internal dialogue.
* Prevent radicalization and violent extremism.

**1.3 Project Approach**

The project adopts an **Early Warning and Action** approach against local and regional extremism by engaging stakeholders at both community and institutional levels to build resilience, raise awareness, and advocate for policy changes. Activities include:

* Working with local communities.
* Engaging youth and educational institutions.
* Collaborating with policymakers and regional partners.
* Building resilience among marginalized and minority communities.

**1.4 End Product**

The project aims to identify and map key trends of extremist ideologies, culminating in the development of a **website featuring an interactive map** to visually represent these findings. This map will serve as an early warning mechanism for policymakers, state and governmental authorities, frontline defenders, youth and women's CSOs, community organizations, the international community, and other relevant stakeholders.

**2. Specific Objectives**

**2.1 Website**

* Develop a simple, inter-active and user-friendly web platform as an online resource for stakeholders dealing with extremism, far-right groups, hate speech, and human rights issues.
* Include a toolkit for community leaders, educators, frontline defenders, local institutions, youth and women community organizations.

**2.2 Interactive Map**

* Create an interactive map to track and display the prevalence and distribution of extremist ideologies, foreign influences, inter-ethnic incidents, hate speech, gender-based violence, anti-LGBTQIA+ violence, and disinformation.

**3. Scope of Work**

**3.1 Website Development**

**Platform**

* The website should be integrated with the existing **Sbunker** website ([sbunker.net](https://sbunker.net)), opening as a separate page when accessed.

**Design**

* **User Interface (UI):** Create a modern, clean, and intuitive design that aligns with the project's branding and objectives.
* **User Experience (UX):** Design an intuitive and accessible website, ensuring smooth easy navigation with a focus on accessibility and encouraging user interaction.
* **Mockups and Wireframes:** Provide initial design mockups and wireframes for review before development begins.

**Development**

* **Responsive Design:** Ensure the website is fully responsive across devices (desktop, tablet, mobile).
* **Content Management System (CMS):** Integrate a user-friendly CMS (e.g., WordPress) to facilitate easy content updates.
* **SEO Optimization:** Implement basic SEO practices to enhance search engine visibility.
* **Multilingual Support:** Ensure the website supports multiple languages, particularly Albanian, Serbian and English.

**Content Integration**

* **Static Pages:** Develop static pages such as Homepage, About, Methodology, Findings, Resources/Toolkit, and Contact.
* **Blog/News Section:** Integrate a section for blog posts or news updates.
* **Media Integration:** Allow for the integration of multimedia content like images and videos.

**Testing and Deployment**

* **Quality Assurance:** Conduct thorough testing to ensure the website is bug-free and performs well across devices and browsers.
* **User Testing:** Gather feedback from users and make necessary adjustments.
* **Deployment:** Deploy the website on a reliable hosting platform with minimal downtime and optimal performance.
* **Hosting and Domain:** Managed by Sbunker in cooperation with the service provider. Access will be provided at the start of the project.

**3.2 Interactive Map Development**

**Design**

* **Map Interface:** Design a visually appealing map interface that matches the website’s overall design.
* **User Interaction:** Implement intuitive features such as zooming, panning, and clickable markers. Allow for user comment and feedback to encourage interaction.

**Development**

* **Geospatial Data Integration:** Integrate geospatial data to accurately represent group locations and ideologies.
* **Filtering and Search:** Implement filtering options to allow users to view data based on specific criteria like ideology and region.

**Examples of filtering criteria:**

* + Far-right and extremist ideologies
	+ Ethnonationalist ideologies
	+ Anti-gender/anti-LGBTQIA+ ideologies
	+ Religious and nationalistic radicalism
* **Marker Details:** Ensure that clicking on markers provides detailed information about the groups, including their ideologies and other relevant data.

**Examples of incident types to include:**

* + Gender-based violence
	+ Anti-LGBTQIA+ violence
	+ Hate-speech incidents
	+ Inter-ethnic hatred and violence
	+ Religious and/or ethnonationalist intolerance and extremism
	+ Extremist and far-right incidents
	+ Extremist and far-right propaganda
	+ Prevalence of misinformation and foreign malign influence

**Data Management**

* **Database Integration:** Use a robust database system to store and manage geospatial data.
* **Data Security:** Implement security measures to protect data from unauthorized access.
* **Regular Updates:** Ensure the system allows for easy updates and maintenance of the geospatial data.

**Testing and Deployment**

* **Map Testing:** Conduct extensive testing to ensure the map functions well across devices and browsers.
* **User Feedback:** Gather feedback to refine the map's features and usability.
* **Map Integration:** Seamlessly integrate the interactive map into the website.

**4. Technical Requirements**

**4.1 Website**

**Frontend**

* **Frameworks/Libraries:** Use modern frontend technologies like **React**, **Angular**, or **Vue.js**.
* **Responsive Design:** Implement CSS frameworks such as **Bootstrap** or **Tailwind CSS**.
* **Browser Compatibility:** Ensure compatibility with major browsers (Chrome, Firefox, Safari, Edge).

**Backend**

* **Frameworks:** Utilize a robust backend framework like **Node.js**, **Django**, or **Ruby on Rails**.
* **CMS Integration:** Ensure seamless integration with the chosen CMS.
* **APIs:** Develop RESTful APIs for interaction between the website and the interactive map.

**Database**

* **Database Management System:** Use a reliable DBMS like **MySQL**, **PostgreSQL**, or **MongoDB**.
* **Data Security:** Implement encryption and security measures to protect sensitive data.

**4.2 Interactive Map**

**Geospatial Technologies**

* **Mapping Libraries:** Use established mapping libraries such as **Leaflet**, **Mapbox**, or **Google Maps API**.
* **Geospatial Database:** Utilize a suitable geospatial database like **PostGIS**.
* **Data Visualization:** Ensure clear data visualization with tools like **D3.js** if needed.

**Performance**

* **Scalability:** Ensure the system can handle increasing data and user traffic.
* **Optimization:** Optimize for fast loading times and smooth interactions.

**5. Deliverables**

* **Designs:** Provide modern, clean, and intuitive UI/UX designs, including mockups and wireframes.
* **Development:** Deliver a fully responsive website and interactive map with integrated geospatial data.
* **Features:** Ensure all required features, such as multilingual support, filtering, and data security, are implemented.
* **Testing:** Conduct and document extensive testing for both the website and the map.
* **User Feedback:** Gather and implement feedback from stakeholders.
* **Deployment:** Deploy the final products on a reliable hosting platform with documentation for future maintenance.

**6. Maintenance and Support**

* **Documentation:** Provide comprehensive documentation for the website and interactive map, including user guides and technical details.
* **Training:** Offer training sessions for the project team on maintaining the CMS and interactive map.
* **Ongoing Support:** Include a support plan for ongoing maintenance and troubleshooting, with options for extended support contracts.

**7. Eligibility Criteria**

* **Legal Registration:** The bidder must be a legally registered IT and technology company in Kosovo.
* **Experience:** Minimum of **3 (three) years** of experience in web development and interactive map creation.
* **Relevant Projects:** Demonstrated expertise in projects related to NGOs, educational institutions, human rights, or extremism.
* **Team Expertise:** Qualified team with expertise in frontend and backend development, UI/UX design, and geospatial technologies.
* **Portfolio:** Strong portfolio showcasing previous work relevant to this project.

**8. Submission Requirements**

Interested bidders are required to submit the following:

* **Technical Proposal:**
	+ Project understanding and approach.
	+ Detailed methodology and technologies to be used.
	+ Work plan with timelines and milestones.
* **Financial Proposal:**
	+ Detailed budget breakdown, including all costs.
	+ Payment schedule and terms.
* **Company Profile:**
	+ Legal registration documents.
	+ Years of operation and organizational structure.
	+ Overview of similar projects completed.
* **Portfolio:**
	+ Examples of previous work, especially related to website development and interactive maps.
* **CVs of Key Personnel:**
	+ Project managers, developers, designers, and other key staff.
* **References:**
	+ At least **three (3)** references from previous clients, including contact information.

**9. Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

* **Technical Proposal (40%):**
	+ Understanding of the project.
	+ Proposed methodology and technical approach.
	+ Quality of the work plan and timeline.
* **Experience and Expertise (30%):**
	+ Relevant experience of the company and key personnel.
	+ Quality of the portfolio and past projects.
* **Financial Proposal (20%):**
	+ Cost-effectiveness and budget feasibility.
	+ Transparency and clarity of the budget breakdown.
* **Timeline (5%):**
	+ Ability to meet the project timeline.
	+ Realistic and achievable milestones.
* **Innovation (5%):**
	+ Innovative approaches and value-added services.
	+ Use of cutting-edge technologies.

**10. Timeline**

* **Release of ToR:** [30.10.2024]
* **Deadline for Submission of Proposals:** [08.11.2024]
* **Evaluation of Proposals:** [15.11.2024]
* **Notification of Award:** [18.11.2024]
* **Project Kick-off:** [25.11.2024]
* **Completion of Project:** [15.01.2025]

**Note:** The project is expected to be completed within **2 (two) months** from the date of signing the contract.

**11. Budget**

* Bidders are required to submit a detailed financial proposal in **Euro (EUR)**, including all costs associated with the project.
* All applicable taxes and fees must be clearly indicated.
* Payment terms and schedule will be negotiated upon selection.

**12. Instructions to Bidders**

* **Submission Method:** Proposals must be submitted electronically via email to **finance@sbunker.net**, with the subject line **"Proposal for Website and Interactive Map Development."**
* **Language:** All documents should be in **English**.
* **Deadline:** Proposals must be received no later than **08.11.2024, 23:59**.
* **Inquiries:** Any inquiries regarding the ToR should be sent to **finance@sbunker.net** before **07.11.2024**.
* **Validity Period:** Proposals must remain valid for **90 days** after the submission deadline.
* **Compliance:** Bidders must comply with all instructions and requirements in this ToR.

**13. Contact Information**

**Email:** info@sbunker.net, finance@sbunker.net

**Additional Notes**

* **Intellectual Property Rights:** All intellectual property rights of the developed website and interactive map will belong to **Sbunker**.
* **Data Protection:** The service provider is expected to comply with all relevant data protection laws and regulations.
* **Right to Accept or Reject:** Sbunker reserves the right to accept or reject any or all proposals without assigning any reason.
* **Confidentiality:** All information provided within this ToR and during the bidding process must be treated as confidential.

**We look forward to receiving your proposal.**