



## **Call for Offer For a Specialized Web Development Company**

### **Background**

Institute for Development Policy (INDEP) was established in 2011 in Pristina, Kosovo, as a think-tank guided with the mission to strengthen and guide sustainable socio-political and economic development based on the principles of democracy and democratic values, equal opportunities, social and environmental justice and human rights. To fulfill our mission's beliefs, INDEP's work is divided into our three core programmes: Democratic Governance, Sustainable Development, and Regional Cooperation. Hence, matching our vision of a democratic society that is able to run a functional and integrated state. Customer protection is one of the core pre-conditions to fully achieve a just society that protects all members of our society. In terms of means used, INDEP uses advocacy work and research to reach the set objectives.

Starting from January 2022, Institute for Development Policy (INDEP) is implementing the project 'PACT+' funded by European Union Office in Kosovo (EUOK). The overall objective of this project is to enhance and prioritize consumer protection in the development sectors, namely energy, oil and mining, and retail market. This partnership has been ongoing since 2019, at which year, INDEP signed a Framework Partnership Agreement (FPA) with European Union Office in Kosovo to work institutionally on advancing further customer protection in Kosovo and enhance customer rights in general. Up to now, INDEP has managed to successfully transform into the go-to place for the public audience and the media alike for customer protection in Kosovo.

In order to empower the customers and to monitor the implementation of the current legislation on customer protection, this project will be focused in intensifying the awareness raising campaign about customer rights in "Mbrojtësit e Konsumatorëve – Kosovo Consumer Watchdog" social media pages, encouraging citizen's reporting of cases of consumer right violations in the abovementioned sectors – energy, oil and mining, and retail market, and creating synergies between stakeholders in order to build coalitions that protect customers in Kosovo. In particular, through this action, INDEP aims to:

1. To ensure that an interinstitutional approach is being applied to protect customers in the market,
2. To provide practical assistance to citizens in initiating legal actions against second parties, with an emphasis on consumers coming from marginalized groups, and
3. To highlight the need for amendments of the legislation in force in order for the legislation to include substantial protection levels for consumers.

## Description of the assignment

As described above, one of the objectives of INDEP's work in customer protection is facilitating the process of filing complaints. In order to achieve this objective, INDEP is requiring to develop a platform/website that will serve as a bridge for consumers and institutions that handle consumer complaints. The website will be consisting of a questionnaire for consumers. The answers of the questionnaire will automatically redirect the consumer to the specific institutions that handles that complaint.

The contracting party (in collaboration with INDEP), will be in charge of designing, producing, and publishing materials and contents of the website.

## Specification of the assignment

The bidding party is required to research on the work that INDEP has done in customer protection, 'Mbrojtësit e Konsumatorëve' campaign, and be able to present credible information and data on the customer protection in Kosovo.

The bidding party is required to present a concept of the website that will attain the audience to engage in the website. This website should be easily accessible, user-friendly, and efficient. Materials presented from the bidding party are not obliged to match the design of the materials of 'Mbrojtësit e Konsumatorëve'.

The bidding party is required to bring forward a creative idea that has not been used prior in other projects. Any plagiarism from other projects will be disregarded.

The contracted party will be in charge of clear visibility of the logos of INDEP, the donor and the raising awareness campaign.

It is mandatory that all of the content of the website is available in Albanian and in Serbian. Materials should be adapted in desktop, mobile and tablet formats.

## Eligibility of the applicant

The interested parties should meet the following criteria:

1. Have an expertise in developing the requested materials,
2. Be a registered business in Kosovo,
3. Present a portfolio of previously organized similar activities.

## Required documentation

Interested parties that would like to submit their offers must submit the following documents:

- Financial Proposal

The financial proposal should include expenses that match **5,000.00 EUR**.

- Professional Portfolio & Certificate of Registration
- Website concept

### **How to apply?**

All the interested parties are welcome to bid. The interested parties should send all the required documents listed above to the address: [office@indep.info](mailto:office@indep.info) under the subject Line: '[Insert company's / freelancer name] – Bid to develop a website'

However, INDEP reserves the rights to contact the tenderers for further clarifications. Offers must be presented in EUR. The offers will be evaluated based on the substance of the offer provided they are within the financial limitations of this call. Only shortlisted tenderers will be invited for an interview.

### **Deadline**

The deadline for submission of the offers is **16 August 2022 at 23:59hr** at [office@indep.info](mailto:office@indep.info). For any question, please do reach out to [office@indep.info](mailto:office@indep.info).