

**TENDER FILE / TERMS OF REFERENCE**  
**(Competitive bidding procedure / Framework Contract)**

**Purchase of the services on website support and maintenance, frontend and backend design for the online awareness-raising platform "CEC: prosvita"**  
**Contract N°9337/2025/2**

QUESTIONS/ANSWERS	
1.	<p><i>QUESTION RECEIVED:</i></p> <ul style="list-style-type: none"> <li>The upper budget cap for sum of all 3 lots for 20 months is EUR 55,000?</li> </ul> <p><i>ANSWER:</i></p> <p>As stated in the tender file (Section B. <i>Expected deliverables. Subsection Background of the Project</i>), the total amount of the object of present tender <b>shall not exceed 55,000 Euros tax exclusive</b> for the whole duration of the Framework Contract. As outlined in mentioned tender file (Section A. <i>Tender rules</i>) the Framework Contract is valid until 31 December 2026.</p> <p>Services may be requested by the Council of Europe <u>based on the future needs of the project</u> under respective Lots in compliance with the ordering procedure defined in the tender file (Section D. <i>How will this framework contract work? (ordering procedure)</i>).</p>
2.	<p><i>QUESTION RECEIVED:</i></p> <ul style="list-style-type: none"> <li>There is no specific requirements to estimate and we have to evaluate just the ones capability to do the requested activities?</li> </ul> <p><i>ANSWER:</i></p> <p>The tender procedure establishes strict and specific <b>eligibility and award requirements</b> that tenderers must meet and demonstrate through their submission. As provided in the tender file (Section E. <i>Assessment. Subsection Eligibility criteria</i>), applicants are required to prove their legal capacity to provide the required services, in particular, the tenderer must be duly registered and authorised to carry out activities corresponding to the subject matter of the tender (i.e., website development, support and maintenance, frontend and backend design, and/or provision of cloud services). Additionally, depending on the Lot applied for, each tenderer must have at least 3 years' experience in frontend and/or backend development and/or at least 3 years' experience working with cloud service providers like AWS, as well as respective previous work experience in Ukraine. Tenderers must also demonstrate the successful execution of at least two contracts or projects within the last three years related to the relevant services for each Lot as listed in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>) and "Appendix I – Technical description of the services" to the Act of Engagement. Furthermore, it is mandatory that the tenderer (or at least 1 representative of legal person or consortium) demonstrates an excellent command of English (English knowledge level must be at least C1 of the Common European Framework of Reference for Languages or full professional proficiency).</p> <p>All requirements, including award criteria and the necessary supporting documentation, are set out in detail in the tender file (Section E. <i>Assessment. Subsection Award criteria</i> and Section G. <i>Documents to be provided</i> respectively) (available in the tender announcement upon the following link: <a href="#">Call for tender – Purchase of the services on website support and maintenance, frontend and backend design for the online awareness-raising platform "CEC: prosvita" - Council of Europe Office in Ukraine</a>).</p> <p>The tenderer is required to indicate in the Act of Engagement (Section A. <i>Terms of reference/Table of unit fees. Subsection Fees</i>) <u>daily fees</u> for the services under the Lot(s) for which the tenderer applies. The fees should reflect the tenderer's assessment of the resources, expertise, and effort</p>

	necessary to deliver the required services at the highest professional standard, as described in the tender documentation and in "Appendix I – Technical description of the services" to the Act of Engagement.
3.	<p><i>QUESTION RECEIVED:</i></p> <ul style="list-style-type: none"> <li>• Could you please confirm the preferred currency for the tender response? Would it be acceptable to submit our proposal in USD?</li> </ul> <p><i>ANSWER:</i></p> <p>As provided in the Act of Engagement (Section A. <i>Terms of reference/Table of unit fees. Subsection Fees</i>) the Provider shall indicate its proposed fee(s) in Euros.</p>
4.	<p><i>QUESTION RECEIVED:</i></p> <ul style="list-style-type: none"> <li>• Is the platform expected to be developed from scratch, or should it be integrated into the existing CEC: prosvita system?</li> </ul> <p><i>ANSWER:</i></p> <p>As provided in the tender file (Section B. <i>Expected deliverables. Subsection Background of the Project</i>), the CEC online learning and awareness raising platform about elections "CEC: prosvita" (hereinafter - ("the "CEC: prosvita" online Platform")) was developed and launched in 2020, with the support of the Council of Europe, upon the request of the Central Election Commission of Ukraine. Throughout 2021-2024 the Council of Europe ensured the maintenance and development of the "CEC: prosvita" online Platform.</p> <p>The present tendering procedure is aimed at selecting Providers to maintain <b>further functioning and development</b> (of additional features/components or improvement of existing ones) of the "CEC: prosvita" online Platform, who therefore shall perform the services on frontend design (lot 1), backend design (lot 2) and website support and maintenance.</p> <p>More information is provided in "Appendix I – Technical description of the services" to the Act of Engagement (available in the tender announcement upon the following link: <a href="#">Call for tender – Purchase of the services on website support and maintenance, frontend and backend design for the online awareness-raising platform "CEC: prosvita" - Council of Europe Office in Ukraine</a>)</p>
5.	<p><i>QUESTION RECEIVED:</i></p> <ul style="list-style-type: none"> <li>• Which specific new features are expected to be implemented?</li> </ul> <p><i>ANSWER:</i></p> <p>As stated in the tender file the Council of Europe is looking for a Provider(s) for the provision of services on website support and maintenance, frontend and backend design <b>to maintain further functioning and development</b> of the CEC online platform to be requested by the Council <b>on an as needed basis</b> in compliance with the ordering procedure defined in the tender file (Section D. <i>How will this framework contract work? (ordering procedure)</i>).</p> <p>Detailed description of the services pre-selected Provider(s) may be asked to are specified in the "Appendix I – Technical description of the services" to the Act of Engagement (available in the tender announcement upon the following link: <a href="#">Call for tender – Purchase of the services on website support and maintenance, frontend and backend design for the online awareness-raising platform "CEC: prosvita" - Council of Europe Office in Ukraine</a>).</p> <p>However, as provided in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>), the Council reserves the right to request deliverables not explicitly mentioned</p>

	in the list of expected services, but related to the field of expertise object of the present Framework Contract for the lot concerned.
<b>6.</b>	<p><i>QUESTION RECEIVED:</i></p> <ul style="list-style-type: none"> <li>• What gamification scenarios are being considered?</li> </ul> <p><i>ANSWER:</i></p> <p>As provided in the "Appendix I – Technical description of the services" to the Act of Engagement (Section <i>Methodology</i>), the "CEC: prosvita" platform has an integrated gamification system that offers achievements on online courses completion represented by the frames around the avatar. The whole avatar achievements is displayed as a popup which appears upon clicking the achievements icon on the top toolbar.</p> <p>At the same time, the overall objective of the "CEC: prosvita" online platform defined in the "Appendix I – Technical description of the services" to the Act of Engagement (Section <i>Overall objective of the "CEC: prosvita" online platform</i>) is aimed at developing a modern and inclusive online electoral ecosystem for multiple-format creation, editing and hosting of online courses, educational blogs, games, etc. which will be developed further by the Central Election Commission of Ukraine with the support of the Council of Europe and other international and national partners of the CEC in the future.</p> <p>Accordingly, the Provider(s) may be requested to further develop or enhance gamification elements as needed following the ordering procedure defined in the tender file once respective need arises (Section D. <i>How will this framework contract work? (ordering procedure)</i>).</p>
<b>7.</b>	<p><i>QUESTION RECEIVED:</i></p> <ul style="list-style-type: none"> <li>• Will access be provided to the current codebase, database, and admin panel of the CEC: prosvita platform?</li> </ul> <p><i>ANSWER:</i></p> <p>Provider(s) engaged by the Council of Europe for the performance of services under any of the Lots will be granted the necessary access and instructions for the utilization and management of the "CEC: prosvita" online platform.</p> <p>In accordance with the technical requirements set out in the "Appendix I – Technical description of the services" to the Act of Engagement, the Provider(s) to be engaged by the Project under the current tender procedure is/are also required, upon completion of the work, to hand over to the Council of Europe all source codes of any changes or developments made to the design and functionality of the platform, together with comprehensive documentation and guidelines for system use and management.</p>
<b>8.</b>	<p><i>QUESTION RECEIVED:</i></p> <ul style="list-style-type: none"> <li>• How are courses currently created? Is there an internal course builder?</li> </ul> <p><i>ANSWER:</i></p> <p>As provided in the "Appendix I – Technical description of the services" to the Act of Engagement (Section <i>Methodology</i>), course creation and editing happens in the WYSIWYG (what you see is what you get) way, meaning that the course administrator sees everything as it is displayed to the user, basically editing all the course information in online mode.</p>

9.	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>Is an advanced course editor required to create online lessons (texts, quizzes, videos, interactive blocks)?</li> </ul>
	<p><b>ANSWER:</b></p> <p>As stated in the "Appendix I – Technical description of the services" to the Act of Engagement (Section <i>Methodology</i>), the "CEC: prosvita" online platform currently uses a WYSIWYG (what you see is what you get) editor for course creation and editing, allowing course administrators to build and modify courses directly in online mode, with all content displayed as it will appear to end users. This editor supports the integration of texts, games, videos, and interactive blocks, enabling the creation of dynamic and engaging online lessons.</p> <p>At the same time, as defined in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>) the Provider(s) are encouraged to improve the online platform and develop ideas for new implementations or features.</p> <p>It should be noted that all courses placed on the "CEC: prosvita" platform were developed by the provider(s) engaged by the Council of Europe under separate specific tender procedures. In the event that new online course content is developed and finalized, it would then be provided to a selected Provider(s) from the pool established under this Framework Contract solely for the purpose of placement and publication on the platform and therefore development of respective features and/or components of the platform as the need may be. Herewith, the selected Provider(s) from the pool under this Framework Contract might be consulted at the early stage of the development of the content of respective online training course or educational material in order to make sure that the technical component of the platform could be respectively developed/adjusted to the needs of such a planned training course or educational material.</p>
10.	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>Are there any plans to integrate e-learning standards (SCORM, xAPI)? If yes, which ones?</li> </ul> <p><b>ANSWER:</b></p> <p>While the detailed description of the services pre-selected Providers may be asked to perform specified in the "Appendix I – Technical description of the services" to the Act of Engagement does not include any plans to integrate e-learning standards (SCORM, xAPI), the Council of Europe, as it is defined in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>), reserves the right to request deliverables not explicitly mentioned in the list of expected services, but related to the field of expertise object of the present Framework Contract for the lot concerned.</p> <p>Moreover, as provided in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>) the Provider(s) are encouraged to improve the online platform and develop ideas for new implementations or features.</p>
11.	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>What is the envisioned format of the games? Are they separate modules/scenarios or browser-based mini-games? Could you provide an example?</li> </ul> <p><b>ANSWER:</b></p> <p>As provided in the "Appendix I – Technical description of the services" to the Act of Engagement (Section <i>Methodology</i>), the "CEC: prosvita" platform has an integrated gamification system that offers achievements on online courses completion represented by the frames around the avatar. The whole avatar achievements is displayed as a popup which appears upon clicking the achievements icon on the top toolbar.</p>

	<p>At the same time, the overall objective of the "CEC: prosvita" online platform defined in the "Appendix I – Technical description of the services" to the Act of Engagement (Section <i>Overall objective of the "CEC: prosvita" online platform</i>) is aimed at developing a modern and inclusive online electoral ecosystem for multiple-format creation, editing and hosting of online courses, educational blogs, games, etc. which will be developed further by the Central Election Commission of Ukraine with the support of the Council of Europe and other international and national partners of the CEC in the future.</p> <p>Therefore, as defined in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>) the Provider(s) are encouraged to improve the online platform and develop ideas for new implementations or features.</p>
<b>12.</b>	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>Should games store user progress, or are they intended to be single-use activities?</li> </ul> <p><b>ANSWER:</b></p> <p>Initially, it is expected that the user progress is stored with regard to different online training courses placed/to be placed on the platform.</p>
<b>13.</b>	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>Will the platform be fully migrated to Microsoft Azure, or will AWS remain the hosting base?</li> </ul> <p><b>ANSWER:</b></p> <p>As stated in the "Appendix I – Technical description of the services" to the Act of Engagement (Section <i>Lot 2: Backend design services related to the development and maintenance of the "CEC: prosvita" online platform. Subsection 2.1. Context and Subsection 2.3. Technical description</i>; Section <i>Lot 3: Website support of the "CEC: prosvita" online platform (daily backups, system upgrades, security protection. Subsection 3.1. Context and Subsection 3.3. Technical description)</i>, both the backend and frontend components, as well as the platform's databases (MySQL and DynamoDB), are deployed and maintained within AWS infrastructure.</p> <p>While the current technical details as regards services to be provided under each Lot, specified in the "Appendix I – Technical description of the services" to the Act of Engagement do not include any plans regarding migration of the "CEC: prosvita" online platform to Microsoft Azure, the Council, as it defined in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>), reserves the right to request deliverables not explicitly mentioned in the list of expected services, but related to the field of expertise object of the present Framework Contract for the Lot concerned.</p> <p>Moreover, as defined in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>) the Provider(s) are encouraged to improve the online platform and develop ideas for new implementations or features.</p>
<b>14.</b>	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>What user roles should the platform support: administrator, instructor, student, content editor, viewer?</li> </ul> <p><b>ANSWER:</b></p> <p>As provided in the "Appendix I – Technical description of the services" to the Act of Engagement (Section <i>Lot 2: Backend design services related to the development and maintenance of the "CEC: prosvita" online platform. Subsection 2.1. Context</i>), the "CEC: prosvita" online platform provides two kinds of access for users: unauthorised access to get not restricted and public information and authorised access only for registered users and user specific information. The Appendix to the Act of</p>

	<p>Engagement (Section <i>Additional requirements for Lots. Subsection Data/privacy/security/intellectual property regulation</i>) also defines that all users (including system users) shall have access only to the information that is necessary for their operations.</p> <p>The platform's access control is managed through OAuth 2.0 authentication, with database-level restrictions ensuring differentiated rights and permissions for each user category.</p> <p>More information is provided in "Appendix I – Technical description of the services" to the Act of Engagement (available in the tender announcement upon the following link: <a href="#">Call for tender – Purchase of the services on website support and maintenance, frontend and backend design for the online awareness-raising platform "CEC: prosvita" - Council of Europe Office in Ukraine</a>)</p>
<b>15.</b>	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>Should Single Sign-On (SSO) integration be implemented (e.g., with Diia, government portals, the Unified State Register)?</li> </ul> <p><b>ANSWER:</b></p> <p>As stated in the "Appendix I – Technical description of the services" to the Act of Engagement (Section <i>Additional requirements for Lots. Subsection Data/privacy/security/intellectual property regulation</i>), user authentication and access control are managed internally through OAuth 2.0 protocol, with authentication data stored in a dedicated DynamoDB database.</p> <p>While the current technical details as regards services to be provided under each Lot, specified in the "Appendix I – Technical description of the services" to the Act of Engagement do not include any plans with regard to the Single Sign-On (SSO) integration, the Council of Europe, as it is defined in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>), reserves the right to request deliverables not explicitly mentioned in the list of expected services, but related to the field of expertise object of the present Framework Contract for the Lot concerned.</p> <p>Moreover, as defined in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>) the Provider(s) are encouraged to improve the online platform and develop ideas for new implementations or features.</p>
<b>16.</b>	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>What specific reporting functionalities are expected in the future: dashboards, data exports, API access to analytics, or others?</li> </ul> <p><b>ANSWER:</b></p> <p>As provided in the "Appendix I – Technical description of the services" to the Act of Engagement (Section <i>Additional requirements for Lots. Subsection User analytics and monitoring</i>), the system should provide the following information per each user, per each course and per lecture: the number of enrolled users; the number of users who received course certificate; the time needed for the course completion). It should be possible to drill down the information by time (weeks, days, hour). Additionally, the provider should install Google Analytics to the project subpages and digital blog.</p> <p>At the same time, as defined in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>) the Provider(s) are encouraged to improve the online platform and develop ideas for new implementations or features.</p>
<b>17.</b>	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>Should the automated generation of PDF/Excel reports for administrators be implemented?</li> </ul>

	<p><b>ANSWER:</b></p> <p>While the current technical details as regards services to be provided under each Lot, specified in the "Appendix I – Technical description of the services" to the Act of Engagement, do not include the requirements of the automated generation of PDF/Excel reports for administrators, the Council of Europe, as it is defined in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>), reserves the right to request deliverables not explicitly mentioned in the list of expected services, but related to the field of expertise object of the present Framework Contract for the Lot concerned.</p> <p>Moreover, as defined in the tender file (Section B. <i>Expected deliverables. Subsection Scope of the Framework Contract</i>) the Provider(s) are encouraged to improve the online platform and develop ideas for new implementations or features.</p>
<b>18.</b>	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>Is there any chance the deadline for submission might be prolonged? We need more time to process the legal side.</li> </ul> <p><b>ANSWER:</b></p> <p>As provided in the tender file (Section A. <i>Tender rules</i>) the deadline for submission of tenders/offers is 19 May 2025 23h59 Kyiv time.</p> <p>Tenders received after this deadline are not admissible.</p>
<b>19.</b>	<p><b>QUESTION RECEIVED:</b></p> <ul style="list-style-type: none"> <li>Are there any additional requirements describing technical requirements to the future platform?</li> </ul> <p><b>ANSWER:</b></p> <p>The current technical details as regards services to be provided under each Lot are specified in "Appendix I – Technical description of the services" to the Act of Engagement (available in the tender announcement upon the following link: <a href="#">Call for tender – Purchase of the services on website support and maintenance, frontend and backend design for the online awareness-raising platform "CEC: prosvita" - Council of Europe Office in Ukraine</a>)</p> <p>Services may be requested by the Council of Europe based on the future needs of the project under respective Lots in compliance with the ordering procedure defined in the tender file (Section D. <i>How will this framework contract work? (ordering procedure)</i>).</p>