

ANNEX II: TERMS OF REFERENCE

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1. BACKGROUND INFORMATION

1.1. Partners

The Signatory Parties of the Central European Free Trade Agreement (CEFTA) 2006 (“Agreement”) (“CEFTA Parties”).

1.2. Contracting Authority

The Secretariat of the Central European Free Trade Agreement 2006 on behalf of the CEFTA Parties (“Secretariat”).

1.3. Background

The Central European Free Trade Agreement (CEFTA 2006) was signed in Bucharest on 19 December 2006.¹ It provides for free trade in industrial and agricultural products and covers trade-related areas such as services, investment, public procurement and the protection of intellectual property. The Agreement has since been deepened through Additional Protocols on trade facilitation (AP 5), trade in services (AP 6) and dispute settlement (AP 7), and through a growing body of Joint Committee decisions and recommendations, for example on electronic commerce, parcel delivery services and the recognition of Authorised Economic Operator programmes. CEFTA instruments are increasingly based on EU rules and standards, which supports the CEFTA Parties in their alignment with the EU acquis.

Implementation of the Agreement is supervised and administered by the Joint Committee, composed of representatives of the CEFTA Parties at the level of ministers responsible for trade. The Joint Committee is assisted by committees, subcommittees and working groups (CEFTA Bodies). The Chairmanship rotates annually among the CEFTA Parties.

The CEFTA Secretariat is the permanent secretariat provided for in Article 40 of the Agreement. Established in Brussels in 2008, it provides technical and administrative support to the Joint Committee and the other CEFTA Bodies under the mandate set out in Joint Committee Decision 1/2018 on the Functioning of the Secretariat, as amended by Decision 10/2024. Its work includes preparing draft instruments and technical input, supporting the Chair-in-Office in organising and following up meetings, monitoring implementation and coordinating technical and financial assistance².

The CEFTA Secretariat's annual budget is approved by the Joint Committee and financed by the CEFTA Parties' contributions and by donor funding. The European Union is the Secretariat's main donor and provides substantial support to its operations and to CEFTA-led actions, including through the EU-funded Action “Support to the Secretariat of CEFTA 2025-2028”.

CEFTA's work has, since 2017, been closely linked to the economic integration agenda agreed by the Western Balkans leaders within the Berlin Process, launched in 2014. The first framework, the Multi-annual Action Plan for a Regional Economic Area (MAP REA), was endorsed at the Trieste Summit on 12 July 2017. It covered trade, investment, mobility and digital integration, and its trade component was taken forward through CEFTA. Building on its results, the leaders adopted the Common Regional Market Action Plan 2021-2024 at the Sofia Summit on 10 November 2020. This

¹ CEFTA legal documents are available at: <https://cefta.int/about/documents/legal-documents/>

² More information on the CEFTA Secretariat is available at: <https://cefta.int/about/cefta-secretariat/>

Plan was organised around four pillars: trade, based on the free movement of goods, services, capital and people; investment; digital; and industry and innovation.

The current Common Regional Market Action Plan 2025-2028 (CRM 2.0)³, adopted at the Berlin Process Summit on 14 October 2024, is structured around six pillars. Three of them fall under CEFTA's responsibility: free movement of goods, free movement of services and horizontal trade measures. The CEFTA-led actions are given effect through CEFTA instruments based on EU rules and standards, adopted by the Joint Committee in which all CEFTA Parties take part. The CEFTA Secretariat prepares and coordinates these actions and, together with the Regional Cooperation Council, monitors and reports on their implementation to the Western Balkans leaders. This work supports the gradual integration of the CEFTA Parties with the EU Single Market, in line with the EU Growth Plans for the Western Balkans and for Moldova.

1.4. Current situation in the sector

The CEFTA website (www.cefta.int) is the main online channel through which the CEFTA Secretariat presents CEFTA, its Bodies and its work to stakeholders and the wider public. It publishes news, events, tenders, vacancies and open calls, together with CEFTA legal documents and other publications, and gives access to the CEFTA Transparency Pack and Statistical Portal, which run as separate platforms. The current website is built on WordPress.

The scope of CEFTA's work has expanded considerably under CRM 2.0, with new Joint Committee instruments and new CEFTA Bodies. The CEFTA Secretariat therefore needs a modern, accessible and user-friendly website that presents this work clearly, makes CEFTA documents easy to find and allows designated Secretariat staff to manage content without routine technical assistance.

1.5. Related programmes and other donor activities

This contract is financed under the EU-funded Action "Support to the Secretariat of CEFTA 2025-2028", which covers, inter alia, the implementation of the CEFTA Communication Strategy and the maintenance and continuous update of the CEFTA website.

The CEFTA Transparency Pack and Statistical Portal are maintained under separate arrangements. The new website will provide access to them, but their maintenance and development fall outside the scope of this contract.

2. OBJECTIVE & EXPECTED OUTPUTS

2.1. Overall objective

The overall objective of the assignment is to strengthen the visibility, accessibility and digital presence of CEFTA through the comprehensive redesign and development of the CEFTA website. The new website should serve as CEFTA's central communication and information platform, presenting CEFTA's work, activities and results in a clear, modern and user-friendly manner for CEFTA stakeholders and the wider public.

³ <https://cefta.int/wp-content/uploads/2024/10/Common-Regional-Market-Action-Plan-2025-2028.pdf>

2.2. Specific objective(s)

The specific objectives (Outcomes) of this contract are as follows:

- **Specific objective 1:** Develop a new concept, structure and visual identity for the CEFTA website, ensuring a modern, accessible and user-oriented digital presence aligned with CEFTA's communication needs and institutional identity.
- **Specific objective 2:** Design, develop, test and deploy a fully functional, responsive, secure and technically sustainable website based on the approved concept and design, which the CEFTA Secretariat fully controls and can operate, maintain and further develop without depending on the Contractor.
- **Specific objective 3:** Ensure that designated CEFTA Secretariat staff are able to independently manage website content, including publishing, editing and updating content, supported by practical training and appropriate user guidance.
- **Specific objective 4:** Ensure the stable and secure operation of the website through maintenance, technical support, updates and troubleshooting from final acceptance until the end of the period of implementation.

2.3. Expected outputs to be achieved by the Contractor

The expected outputs of this contract are as follows:

Output 1 (Specific objectives 1 and 2): New CEFTA website designed, developed and launched

- Review of the existing CEFTA website and development of a new website concept;
- New website structure, navigation and visual design developed and approved by the CEFTA Secretariat;
- New website fully developed and all agreed functionalities implemented;
- Agreed content and materials migrated from the existing website;
- Existing website URLs redirected where relevant, with migrated content and links accessible.
- Website tested and any identified technical issues addressed;
- New CEFTA website publicly launched and operational no later than 1 December 2026, containing the core CEFTA institutional information, news, events/calendar and other priority sections agreed with the CEFTA Secretariat, with all remaining agreed sections, functionalities and content completed no later than 28 February 2027.
- Administrative access rights, credentials, source files and code, configurations, technical documentation and licence information handed over to the CEFTA Secretariat upon final acceptance.

Output 2 (Specific objective 3): CEFTA Secretariat staff trained in website content management

- Practical training provided to designated CEFTA Secretariat staff responsible for website content management;
- Staff enabled to independently publish, edit, update and organise website content;
- Written guidance for website content management provided.

Output 3 (Specific objective 4): Website maintenance and technical support provided

- Maintenance and technical support provided from final acceptance until the end of the period of implementation;
- Technical issues and errors identified and addressed;

- Necessary security and software updates performed;
- Backup and recovery arrangements maintained, where applicable;
- Technical support provided to CEFTA Secretariat staff in relation to website administration and functioning;
- Website functionality, security and performance maintained throughout the maintenance period;
- Technical documentation, configurations, access information and related materials updated to reflect the final state of the website at the end of the maintenance and technical support period

Compliance with the latest Communication and Visibility Requirements for EU-funded external actions shall be ensured under all outputs and reported on as set out in Section 7.1.

The financial offer shall include a breakdown indicating the price for each expected output.

The service will be paid on the basis of the delivery of the specified output(s). Payments might be totally or partially withheld if the contractual result(s) have not been reached in conformity with the detailed terms of reference. Payment(s) is/are based on the approval of this/these deliverable(s). Partial payment has to be determined according to the partial implementation of the output(s).

3. ASSUMPTIONS AND RISKS

3.1. Assumptions underlying the project

- The CEFTA Secretariat provides the Contractor with timely access to the existing website, relevant documentation, existing content and other materials required for implementation;
- The CEFTA Secretariat provides timely feedback and approvals at the agreed stages of implementation;
- Relevant content and materials necessary for migration to the new website available to Contractor in appropriate formats;
- The Contractor allocates sufficient technical, design and project-management capacity to complete the website within the required timeframe;
- Technical solutions proposed by the Contractor allow the CEFTA Secretariat to independently manage routine website.

3.2. Risks

- Delays in meeting deadlines for delivering the results, in particular the Phase 1 launch no later than 1 December 2026, given the short period between the start of implementation and that deadline;
- Delays in the provision of feedback, approvals or content required for implementation;
- Technical constraints of the existing hosting environment, or dependencies on third-party licences and components, affecting the proposed technical solution;
- Security incidents or technical failures affecting the availability or proper functioning of the website.
- Incomplete or delayed handover of access rights, credentials, source files, licences or technical documentation at final acceptance or at the end of the maintenance period, resulting in continued dependency on the Contractor.

4. SCOPE OF THE WORK

4.1. General

4.1.1. Description of the assignment

This Terms of Reference document outlines the scope of work for an external Contractor tasked with the comprehensive redesign and development of the CEFTA website.

The Contractor shall be responsible for both the conceptual and creative aspects of the assignment and its full technical implementation, with the objective of delivering a modern, user-friendly, accessible and technically sustainable website that effectively presents CEFTA's work, activities and results to its target audiences.

The assignment shall be implemented in four phases:

- Phase 1, Concept: design and initial launch: review of the existing website, development of the concept and design, technical development, migration of the relevant content, testing and public launch of the core sections of the new website, no later than 1 December 2026;
- Phase 2, Website completion: completion of all remaining agreed sections, functionalities and content, final testing and submission of the complete website for user acceptance testing by the CEFTA Secretariat no later than 28 February 2027, followed by the correction of any defects identified until final acceptance;
- Phase 3, Training and knowledge transfer: training of designated CEFTA Secretariat staff and provision of written guidance, no later than 31 March 2027;
- Phase 4, Maintenance and technical support: from the date of final acceptance until the end of the period of implementation of the contract, covering corrective maintenance (resolution of any post-launch defects, errors or malfunctions), preventive and adaptive maintenance (security patches, software and component updates, backup and recovery, performance and compatibility monitoring), and technical support to CEFTA Secretariat staff.

4.1.2. Geographical area to be covered

While the assignment will primarily address the needs of the CEFTA Parties and their stakeholders, taking into account CEFTA's wider engagement with the European Union, international partners and other relevant stakeholders, the website itself will remain a publicly accessible platform with no geographical restrictions.

4.1.3. Target groups

The Contractor shall address the following target groups: CEFTA Structures and beneficiary administrations, the CEFTA Secretariat, the business and expert community, chambers of commerce, professional associations, media, international stakeholders, potential tenderers and contractors, civil society and the general public.

4.2. Specific work

The activities below are listed in chronological order. Activities 1 and 2 mainly require website concept and design expertise, while Activities 3 to 7 mainly require web development and technical expertise (see Section 6.1.1). It is up to tenderers to set out their detailed organisation and methodology for delivering these activities.

Activity 1. Review of the existing website and development of the new website concept

Review the existing CEFTA website, including its structure, content organisation, navigation, functionalities, visual presentation and usability. Consult with the CEFTA Secretariat to identify communication priorities, target audiences, needs and required functionalities. Based on this assessment, develop and present a comprehensive concept for the new website, including the proposed website structure, sitemap, navigation and organisation of content.

Without prejudice to the Contractor's assessment and proposed concept, the new website is expected to include sections or functionalities covering CEFTA news and updates, events and an events calendar, tenders and other calls, information on CEFTA and its activities, and a dedicated section for legal instruments, decisions and other relevant documents and publications.

The final structure, organisation and presentation of these sections shall be proposed by the Contractor and agreed with the CEFTA Secretariat. The initial findings of the review shall be presented in the Inception Report (see Section 7.1).

Activity 2. Website design

Develop the visual design and page layouts of the new website based on the concept approved by the CEFTA Secretariat. The proposed design shall be modern, visually engaging, clear and user-friendly, reflect CEFTA's institutional identity and communication priorities, and ensure consistency across the different sections of the website and across desktop, tablet and mobile devices. The design shall be submitted to the CEFTA Secretariat for review and approval prior to technical implementation.

Activity 3. Technical development and implementation

Undertake the full technical development and implementation of the website based on the approved concept and design, including the implementation and configuration of an appropriate content management system and all agreed website functionalities.

The content management system shall enable authorised CEFTA Secretariat staff to independently create, edit, publish, organise and remove content without requiring routine technical assistance from the Contractor. The content management system shall support at least 4 distinct staff accounts with role-based permissions (e.g. administrator and editor roles), the number and structure of which shall be confirmed by the CEFTA Secretariat prior to technical development.

The website shall be responsive and optimised for desktop, tablet and mobile devices and compatible with commonly used modern browsers. At a minimum, the website shall support the current and immediately preceding major version of Chrome, Microsoft Edge, Firefox and Safari, and the current versions of iOS and Android. It shall follow recognised standards and good practices concerning usability, accessibility, cybersecurity, performance, data protection and search engine optimisation.

The Contractor shall set up and configure a standard website analytics tool, such as Google Analytics, to enable the CEFTA Secretariat to monitor basic website usage and visitor statistics. No bespoke analytics solution is required. The Contractor shall ensure that the CEFTA Secretariat has the necessary access to use the analytics tool from the Phase 1 launch onwards.

The website shall be developed and implemented in English and is not required to provide multilingual functionality.

The new website shall be developed for deployment within the existing hosting infrastructure used by the CEFTA Secretariat for its IT systems. The Contractor shall coordinate with the

CEFTA Secretariat regarding the relevant technical requirements of the hosting environment and shall ensure that the proposed technical solution is compatible with that environment.

The CEFTA domain, as well as all related administrative access and permissions, shall remain under the control of the CEFTA Secretariat.

Any licences required for the development and continued operation of the website shall, wherever possible, be registered and maintained in the name of the CEFTA Secretariat. The Contractor shall identify any third-party licences, software or components used for the website, including any applicable recurring costs and conditions for their continued use. Where relevant, the Contractor shall ensure that such licences and related access rights can be transferred or otherwise made available to the CEFTA Secretariat for the continued operation and maintenance of the website.

Activity 4. Content migration

Migrate agreed content, documents and other relevant materials from the existing CEFTA website to the new website, in coordination with the CEFTA Secretariat.

The migration is expected to cover the news archive from 1 January 2022 onwards and the complete archive of CEFTA legal instruments and related legal documentation available on the existing website, irrespective of the date of publication or adoption. For indicative purposes, this is currently estimated at approximately 50 news items and 100 legal and related documents. The final scope of other content to be migrated will be identified and agreed with the CEFTA Secretariat during implementation.

The Contractor shall ensure that migrated content is appropriately organised and displayed and that relevant documents, links and information remain accessible.

The Contractor shall, where relevant, ensure that existing website URLs are appropriately redirected to the corresponding pages or content on the new website in order to maintain access to existing links.

Activity 5. Testing, finalisation and launch

Conduct comprehensive testing of the website prior to launch, including testing of functionalities, navigation, links, forms, responsiveness, compatibility across commonly used browsers and devices, performance and security.

The Contractor shall correct any errors or deficiencies identified during testing and the review by the CEFTA Secretariat prior to the Phase 1 launch.

Following approval by the CEFTA Secretariat, the Contractor shall deploy and publicly launch the new website **no later than 1 December 2026**, containing the core CEFTA institutional information, news, events/calendar and other priority sections agreed with the CEFTA Secretariat, together with the relevant content migrated from the existing website.

Following the Phase 1 launch, the Contractor shall complete the remaining agreed sections and functionalities, migrate the remaining agreed content and conduct final testing of the complete website. The Contractor shall correct any errors or deficiencies identified during final testing and the review by the CEFTA Secretariat prior to final acceptance.

The website shall be fully completed, tested, operational and submitted for final acceptance **no later than 28 February 2027**. The CEFTA Secretariat shall carry out user acceptance testing of the complete website. Final acceptance takes effect on the date on which the CEFTA Secretariat confirms it in writing. For this purpose, identified defects shall be classified as Critical, Major or

Minor. Final acceptance shall not be withheld solely on the basis of Minor defects, provided a correction plan and timeline for these has been agreed with the CEFTA Secretariat. Any delay beyond this date attributable to the Contractor shall not reduce the minimum duration of the maintenance and technical support period referred to in Section 4.1.1.

Upon final completion and acceptance of the website, the Contractor shall provide the CEFTA Secretariat with all necessary administrative access rights and credentials, source files and code, configurations, technical documentation, licences and related information, and any other materials necessary to ensure the CEFTA Secretariat's full control of the website and enable its independent administration, operation, maintenance and further development.

The website and all materials specifically developed for CEFTA under this contract shall become the property of the CEFTA Secretariat, subject to any applicable rights and licence conditions relating to third-party components.

The activities undertaken and results achieved under Activities 1 to 5 shall be presented in the Website Completion Report (see Section 7.1).

Activity 6. Training and knowledge transfer

Provide practical training to designated CEFTA Secretariat staff responsible for website administration and content management no later than 31 March 2027. The training shall be delivered in one online session, lasting approximately half a day to one full day, for up to five designated staff members, and shall be recorded to allow for future internal reference.

The training shall enable staff to independently publish, edit, update and organise website content and perform basic website administration tasks.

The Contractor shall also provide clear written guidance covering the principal website administration and content management procedures. The training provided shall be reported in the Draft Final Report (see Section 7.1).

Activity 7. Maintenance and technical support

In Phase 4, from final acceptance until the end of the period of implementation, provide corrective, preventive and adaptive maintenance and technical support. This shall include technical monitoring and troubleshooting, correction of errors, security and software updates, maintenance of website performance and compatibility, backup and recovery support, where applicable, and technical assistance to CEFTA Secretariat staff concerning website administration. Backups of the website's content, database and files shall be performed at least weekly and retained for a minimum of 30 days.

The Contractor shall ensure timely intervention in the event of technical problems affecting the availability, security or proper functioning of the website. Response times shall follow the severity classification set out in Activity 5: Critical issues response within 1 business day; Major issues response within 3 business days; Minor issues addressed within an agreed maintenance cycle.

At the end of the maintenance and technical support period, the Contractor shall ensure that all relevant technical documentation, configurations, access information and other materials provided to the CEFTA Secretariat are updated to reflect any changes made during the maintenance period and shall provide the necessary cooperation to enable the transfer of future maintenance to the CEFTA Secretariat or another service provider, if required. The maintenance and technical support provided shall be reported in the Draft Final Report and the Final Report (see Section 7.1).

Ownership, control and handover

The CEFTA Secretariat shall have full ownership and administrative control of the website, its source code, configurations, content, documentation and related access rights, so that it can operate, maintain and further develop the website independently of the Contractor after the end of the contract.

The Contractor shall accordingly:

- not make the operation of the website dependent on proprietary tools, components or services exclusive to the Contractor. Where this cannot be avoided, the Contractor shall identify them in the Organisation and Methodology and ensure that the CEFTA Secretariat can continue to use them on transparent conditions;
- hand over, upon final acceptance, all administrative access rights and credentials, source files and code, configurations, technical documentation, licence information and any other materials required for the independent administration, operation, maintenance and further development of the website (Activity 5);
- update that handover at the end of Phase 4 to reflect the final state of the website, and provide the cooperation needed to transfer future maintenance to the CEFTA Secretariat or another service provider (Activity 7);
- document each handover in an inventory listing the items transferred, the third-party licences and components used, their conditions and any recurring costs, and confirming that no access rights or credentials remain solely with the Contractor.

The Contractor shall not retain any exclusive rights or access that would prevent the CEFTA Secretariat from continuing to operate, maintain or further develop the website after the end of the contract.

Communication and visibility

The Contractor shall comply with the latest Communication and Visibility Requirements for EU-funded external actions, laid down and published by the European Commission. Compliance with these requirements forms part of the expected outputs of this contract (see Section 2.3), and the Contractor shall report on the measures taken in the reports referred to in Section 7.1.

4.3. Project management

4.3.1. Responsible body

The Secretariat of the Central European Free Trade Agreement 2006 will be responsible for the management of the contract.

4.3.2. Management structure

The Director will oversee the implementation of the contract. The Trade Officer will be the Project Manager of this project on behalf of the Secretariat.

The Project Manager will be the Contractor's main point of contact, will coordinate the feedback and approvals of the CEFTA Secretariat at the agreed stages of implementation and will approve the reports referred to in Section 7. The Project Manager may issue administrative orders within the limits set out in Article 20 of the General Conditions. Any modification requiring an addendum to the contract is subject to the approval of the Director.

4.3.3. Facilities to be provided by the Contracting Authority and/or other parties

No facilities will be provided by the Contracting Authority. The CEFTA Secretariat will provide all necessary information to the Contractor.

5. LOGISTICS AND TIMING

5.1. Location

The assignment will primarily be carried out remotely. Where necessary for the implementation of specific activities, the Contracting Authority may require the Contractor's presence at a location communicated in advance.

5.2. Start date & period of implementation of tasks

The intended start date is October 2026 and the overall period of implementation of the contract will be 18 months from the signature of the Contract (including 6 months for activities 1-6, and 12 months for maintenance – activity 7).

6. REQUIREMENTS

6.1. Experts

The Organisation and Methodology, together with the supporting documents, shall demonstrate the tenderer's capacities and understanding of the requirements and its proposed approach to delivering the required outputs and results. The tenderer shall demonstrate that it has the necessary internal capacity, expertise and resources to perform the services and achieve the expected results.

The proposed experts shall meet the minimum requirements specified in the Terms of Reference. Their qualifications and experience will be reviewed for compliance with the minimum requirements but will not be separately scored or awarded technical points.

The minimum requirements covered by the team of experts as a whole are detailed below:

Project management and coordination

- University degree in a field relevant to this contract, such as Communications, Design, Digital Media, Information Technology, Marketing, Management or another relevant field;
- Minimum 10 years of professional experience in a field relevant to this contract, such as digital communications, website development, design, project management or related fields, including at least 3 years of experience in managing or coordinating website development or redesign projects;
- Excellent project management, communication, organisational and teamwork skills.
- Excellent written and oral communication skills in English.

Website concept and design

- University degree in a field relevant to this contract, such as Design, Graphic Design, Digital Media, Communications, Marketing or another relevant field;

- Minimum 5 years of professional experience in web design, graphic design, digital design, communications or related fields, including at least 3 years of experience in website concept development and design, covering website structure, navigation, page layouts and visual design;
- Strong knowledge of website concept development, structure, navigation and visual design, and the ability to translate institutional communication needs and identity into a clear, modern and user-friendly website concept and design.
- Excellent written and oral communication skills in English.

Web development and technical implementation

- University degree in a field relevant to this contract, such as Information Technology, Computer Science, Software Engineering, Web Development or another relevant field;
- Minimum 5 years of professional experience in website development, information technology or related fields, including at least 3 years of experience in website development and technical implementation, covering content management systems, website testing, deployment and technical maintenance;
- Strong knowledge of website development and content management systems, and of website security, performance, accessibility, hosting, backups and technical maintenance.
- Excellent written and oral communication skills in English.

6.1.2. Support facilities & backstopping

The Contractor will provide support facilities to their team (back-stopping) during implementation of the contract.

6.2. Office accommodation

Office accommodation for each expert working on the contract is to be provided by the Contractor.

6.3. Facilities to be provided by the Contractor

The Contractor shall ensure that experts are adequately supported and equipped. In particular it must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion.

6.4. Equipment

No equipment is to be purchased on behalf of the CEFTA Secretariat as part of this service contract or transferred to the CEFTA Secretariat at the end of this contract.

7. REPORTS

7.1. Reporting requirements

The Contractor will submit the following reports in English in one original:

- **Inception Report** of maximum 7 pages, to be produced within 10 calendar days from the start of implementation. The report shall present the Contractor's initial findings following the review of the existing CEFTA website, the proposed approach to the implementation of the assignment, and a detailed work plan and timeline for the development, testing, Phase 1 launch and final completion of the new website. The Contractor shall also identify any difficulties or

risks encountered or expected that could affect the timely implementation of the assignment. The Contractor should proceed with his/her work unless the Contracting Authority sends comments on the Inception Report.

- **Website Completion Report** (interim report) of maximum 10 pages, to be submitted within 10 calendar days following the final completion and acceptance of the new CEFTA website. The report shall provide an overview of the activities undertaken and results achieved in relation to the development of the website, including the development of the website concept and design, technical implementation, content migration, testing, Phase 1 launch and final completion. The report shall include, as an annex, the handover inventory referred to in Section 4.2.
- **Periodical progress update** to report on the status and progress including any technical issues encountered and their resolution.
- **Draft Final Report** of maximum 20 pages (main text, excluding annexes), to be submitted no later than one month before the end of the period of implementation of tasks. The report shall provide an overview of the implementation of the contract, including the maintenance and technical support provided, technical issues encountered and resolved, training provided to the CEFTA Secretariat staff, and any recommendations relevant to the continued operation and maintenance of the website.
- **Final Report** with the same specifications as the Draft Final Report, incorporating any comments received from the Contracting Authority on the Draft Final Report. The deadline for submitting the Final Report is 7 days after receipt of comments on the Draft Final Report. The Final Report must be provided along with the corresponding invoice. The Final Report shall include, as an annex, the updated handover inventory referred to in Section 4.2, and shall not be approved until the handover is complete.

All reports shall also set out the measures taken to comply with the Communication and Visibility Requirements for EU-funded external actions.

7.2. Submission & approval of reports

One electronic copy of the reports referred to above must be submitted to the project manager identified in the contract. The reports must be written in English. The project manager is responsible for approving the reports.

8. MONITORING AND EVALUATION

8.1. Definition of indicators

Progress towards the expected outputs will be measured against the following indicators:

- New CEFTA website publicly launched and operational no later than 1 December 2026, with the agreed priority sections and the analytics tool in place;
- Complete website, including all agreed sections, functionalities and migrated content, submitted for final acceptance no later than 28 February 2027 and accepted by the CEFTA Secretariat, and accepted by the CEFTA Secretariat within the timeframe set out in Section 4.2, Activity 5;
- Existing website URLs redirected where relevant, with migrated documents and links accessible;

- Designated CEFTA Secretariat staff trained and written guidance delivered no later than 31 March 2027, with staff able to manage website content without routine technical assistance from the Contractor;
- Technical issues affecting the availability, security or proper functioning of the website addressed within the response times set out in Section 4.2, Activity 7, in a timely manner throughout Phase 4, as documented in the Draft Final Report;
- Access rights, credentials, source files and code, configurations, technical documentation and licence information handed over upon final acceptance and updated at the end of the maintenance period.

8.2. Special requirements

Not applicable.