

MARKET RESEARCH RULES FOR THE CREATION OF THE VOTING WEBSITE "BALSO.VIDZEME.LV"

I. GENERAL REQUIREMENTS

1. **Client:** Vidzeme Planning Region, registration No 90002180246, address Bērzaines iela 5, Cēsis, LV-4101, XXX
2. **Contact persons:** Vidzeme Planning Region Project Manager XXX
3. **The subject of the market research** is the development of the voting website "VOTSO.VIDZEME.LV".
4. The market research is organised in the framework of the project "Development of the Participatory Budgeting Process in the Baltic Sea Region (EmPaci)" funded by the INTERREG Baltic Sea Region Transnational Cooperation Programme 2014-2020. The aim of the project is to promote the involvement of municipalities and different groups of society in participatory processes, including the participatory budget process, and to strengthen cooperation between municipalities and citizens. **The project aims to provide a pilot project for a participatory budgeting process.**
5. **Information on the subject of the Market Study:**
Develop an easy-to-use online voting site for cultural initiatives and a clear overview of the submitted initiatives.
6. Selection criterion - **lowest price.**
7. **The place of supply of the services is the Republic of Latvia.**
8. **General requirements for service performance:**
 - 8.1 The Contractor shall be bound by the Client's proposals for the preparation and refinement of the Statement of Work. The report shall be agreed with the Employer. The Client shall have the right to request clarification/additions to the report if necessary.
9. The financial offer must include all costs relating to the performance of the contract, including all personnel, technical and material costs, the full cost of all transport costs associated with the provision of the service, all taxes (excluding value added tax) and duties, third party authorisations and any other charges necessary for the full and timely performance of the contract.
 - 9.1 The price offered by the tenderer may not be increased during the term of the contract. Possible inflation, changes in market conditions or any other circumstances cannot be the basis for price increases and the consequences of these processes must be anticipated and calculated by the tenderer when preparing the financial offer.
 - 9.2 The price of the financial offer shall be expressed in *euro* to no more than two decimal places.
10. **Time limits for completion of works (assignments):**

The establishment of the voting website "VOTSO.VIDZEME.LV" must be ensured within a maximum of two months after the conclusion of the contract.

11. The application should be submitted to the Vidzeme Planning Region by e-mail: XXX
12. Payment terms:
 - 12.1 The Customer shall pay for the Services provided by the Contractor in the following amounts and within the following time limits:
 - 12.1.1 The Client shall pay within 10 (ten) working days from the date of mutual signature of the handover acceptance certificate and receipt of the invoice prepared by the Contractor.
 - 12.2 The contract price shall include all costs associated with the performance of the specific assignment, including but not limited to transport costs, taxes, duties, costs of obtaining necessary third party authorisations and other costs associated with the timely and quality performance of the subject matter of the contract.
13. Additional conditions for the provision of services.
14. The successful tenderer will be the tenderer who has submitted the tender which has been prepared in accordance with the requirements of the Market Study and which has the lowest quotation (Price in EUR excluding VAT).
15. The tenderer shall submit its financial offer by XXX, sending it to the XXX electronically to the e-mail address - XXX. Bids submitted after the deadline will not be evaluated.

II. TECHNICAL SPECIFICATION REQUIREMENTS

1. FUNCTIONAL REQUIREMENTS

Develop an easy-to-use internet site where the public can view and vote online on cultural initiatives submitted in a transparent way.

1. For a website, there must be two environments:
 - A public environment accessible to all users of the platform to browse the cultural project ideas, vote, view the number of votes for each initiative, and easily select the initiative projects according to well-defined parameters, such as: applicant; location (municipality represented) and thematic category (if applicable, etc.)
 - An admin environment that will be available for administrators to add information on each draft initiative and provide functionality for face-to-face voting.
2. All published initiatives are available on the website (the project application summary is conveniently manually linked/copied from the submitted initiatives).
3. The site should provide a facility for archiving submitted project ideas.
4. The total number of votes for each initiative must be displayed in a visually clear way on the website. It must be visually visible what status the submitted initiative is currently in (e.g. in ballot/ voting closed, supported initiatives/unsupported initiatives, etc. in agreement with the Customer). The confidentiality of the voter must be ensured during the voting process.
5. Voting via the website is only possible for a user who has authenticated his/her identity using one of the authentication tools of the Single Sign-On Module (hereinafter "SSM") of the www.latvija.lv portal. The user gives his/her consent to the processing of his/her personal data for the purpose of voting; if the consent is not granted, the vote cannot be cast. After clicking the vote button on the selected project application, the user's work session is redirected to the VPM authentication page, according to the VPM requirements and configuration. The VPM authentication page returns the user's name and personal identification number. If the user has correctly completed the steps of the voting procedure, a message appears indicating that the user's vote has been successfully saved and registered.

6. One person should be able to vote on 1-3 initiatives. After voting, the user cannot vote for another initiative, a corresponding message is displayed.
7. The voting rules must state that a person aged 16 or over may vote. The person must indicate that he/she has read the initiative and must certify that he/she is at least 16 years old.
8. The possibility to add a vote on a project application submitted in person, with the possibility to check whether the person has already voted.
9. If the user has already voted for a project on the website or in person, a message will appear after authentication: "Thank you! Your vote has been accepted." and voting again is not possible.
10. Description of the absentee ballot and its requirements:
 - 10.1. The person must appear in person and present an identity document;
 - 10.2. Vidzeme Planning Region specialists and/or municipality staff enter the voter's personal code into the administrator's panel, who checks the person's eligibility for the voting procedure (one voter - 1-3 selected projects/ voter's age);
 - 10.3. If a person does not comply with the voting procedure, a notification will appear in the admin panel;
 - 10.4. If the person complies with the voting procedure, the employee prints out the voting information (voter's details, information about the project and the personal data processing disclaimer, which should be identical to the one the voter sees online) from the admin dashboard;
 - 10.5. The person signs the printed document, which remains with the administrator. If necessary, the employee copies the signed document and gives a copy to the person;
 - 10.6. After signing the vote, the staff member records the person's vote for a specific project in the admin panel (the vote appears in the total number of voters).
 - 10.7. Voting information can be posted by multiple users, with usage rights granted by the administrator.
 - 10.7.1. Authorised user groups:
 - 10.7.1.1. The Public User shall be unauthorised;
 - 10.7.1.2. Group of municipal staff (to take the necessary steps for the registration of the in-person vote);
 - 10.7.1.3. Administrator - manages the administration panel.
11. Service flow:
 - 11.1. The website administration environment must allow for the addition, editing and subsequent publication of submitted initiatives, indicating the selection characteristics (all published initiatives are available on the website) and the addition of annexes (the staff member who enters the information must be able to add the applications approved by the selection panel and the project annex (e.g. *.jpg; *.xlsx; *.xls; *.doc; *.docx; *.pdf; etc. formats, if necessary).
12. The site functionality must work across Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Edge and mobile devices (stable functionality in the last three current versions of each browser).
13. On mobile devices, the website must be easy to read, easy to use and maintain a visually engaging design.
14. When designing your website, you need to keep it up-to-date. The design should reflect the identity of the Vidzeme Planning Region, bearing in mind that the website is part of the image of the Vidzeme Planning Region. The visual design should be consistent with the logo of the Vidzeme Planning Region and its colour tones.
15. Publicity and visual identity requirements of the INTERREG Baltic Sea Region Transnational Cooperation Programme 2014-2020 (https://www.interreg-baltic.eu/visibility_downloads.html)

2. TECHNICAL REQUIREMENTS

1. Analysis of attendance

1.1 The website shall provide the possibility to include code for analysis tools. The website uses the Google Analytics statistics solution.

2. SEO support

2.1 The CMS of the website shall provide a Metatag module or equivalent to ensure that the SEO content requirements of the website are met.

2.2 Each Page or Post must be accompanied by the following SEO relevant information:

- Name of page (Title)
- Page description (Optional)
- Target keywords for analysis
- Compliance analysis.

3. Responsiveness, or adapting to screen sizes

The website should be developed as a single responsive design, which is simultaneously responsible for display on smartphones, tablets, laptops and ultra-wide monitors.

4. Security

All communication between the end-user and the server must be transmitted over HTTPS with a secure version of TLS. Let's Encrypt, a free, automated and open solution, can be used for this purpose.

The site must be protected against unauthorised modification or malicious interference.

5. Site accommodation

The Customer shall provide accommodation for the production environment, the Contractor shall provide accommodation and maintenance for the test environment.

The Customer shall provide the Contractor with a domain name, a virtual server, the performance requirements and a Linux distribution and access to it agreed in advance, the Contractor shall configure the server, host the website on the server and electronically transmit the source codes to the Customer.

6. Documentation and training (consultancy)

The Contractor shall create an Administrator's Manual. The Contractor shall prepare and agree with the Client training material for administrators based on the content of the agreed Administrator's Manual. The Contractor shall provide training (consultancy) to 1 (one) group of administrators. The number of people to be trained will not exceed 3 (three). The training facilities shall be provided by the Client and the training environment shall be provided by the Contractor. The training shall be carried out before the website is submitted for acceptance.

7. Warranty

The Developer shall provide a warranty period of at least 1 (one) year for the developed website, starting from the date of signature of the handover-acceptance certificate. During the warranty period, the Developer shall be obliged to carry out, free of charge, the Customer's applications, including the installation, configuration parameters and software modifications to the delivered software, in order to eliminate errors and data corruption resulting from the Developer's intentional or unintentional actions and which make it difficult to use the website in accordance with the technical specifications of the website as it was when the website was put into operation (the requirement applies to all applications carried out during the website warranty period).

8. Technical support for warranty

The developer must provide technical support on working days from 8:00 to 17:00 during the website development and warranty period. Technical support, assistance and advice may be provided through the following communication channels: telephone, Skype, e-mail and in person.

III. BIDDER OFFER FOR MARKET RESEARCH „SETTING UP A VOTING WEBSITE"

PRETENDENTS, _____,

*(For a legal person - name, registration number, legal address;
for a natural person - name, surname, personal identification number, address)*

kuru pārstāv _____,

(name and surname of the representative/authorised person, grounds for authorisation)

by submitting this application:

applies to participate in the market study DEVELOPMENT OF THE VOTING SITE "VOTSO.VIDZEME.LV" and offers to provide the services referred to in the market study in accordance with the provisions of this Regulation and the technical specification contained therein for the total contract price offered:

Service	Price EUR without VAT	VAT __%	Total Contract Price EUR, incl. VAT __%
CREATION OF THE VOTING WEBSITE "BALSO.VIDZEME.LV"			

- 1) I certify that the proposed contract price includes all costs associated with the performance of the obligations of the contract, including all taxes and duties, as well as other costs for the quality and timely performance of the contract;
- 2) I certify that the price offered will not be increased throughout the duration of the contract;
- 3) I certify that possible inflation, changes in market conditions or any other circumstances do not justify an increase in the contract price and that the consequences of these processes have been anticipated and calculated in the preparation of the financial offer;
- 4) I certify that I have read the provisions of the Technical Specification, the Technical Specification and the Scope of Works of the market research "DEVELOPMENT OF THE VOTING SITE "VOTSO.VIDZEME.LV"", agree with the requirements set out in these documents and have no claims in this regard;
- 5) I certify that I have fully familiarised myself with the terms and conditions for the provision of the service set out in the technical specification of the market research "DEVELOPMENT OF THE VOTING SITE "VOTSO.VIDZEME.LV"", that I have requested information on any unclear issues and that I have a clear and understandable understanding of the provision of the service.

Title, name, signature of representative/authorised person: _____

