

Website maintenance provider sought for Interact IV

Specification for a service provider to maintain the Interact IV programme website.

Terms of reference

On behalf of the Interact programme, Interact Office Vienna (hosted by City of Vienna, Municipal Department 27 – European Affairs) is inviting interested service providers to submit a quotation for a contract to deliver services as set out below.

In order to respond to this call for tenders, interested service providers must demonstrate their experience, capacity and suggested approach to carrying out the assignment in view of the specification presented in this Terms of Reference.

About Interact

We are an experienced international team who are passionate about cooperation. Cooperation can be complex; our job is to make it easier.

We ensure the exchange of experience, information and innovation in order to promote best practice and make cooperation easier. We achieve this through targeted events, publications and tools.

Our services are targeted at cooperation programmes under the European Territorial Cooperation (ETC) objective of Cohesion Policy 2021-2027 - known as Interreg. We are co-financed by the European Regional Development Fund (ERDF).

Our work covers the Member States of the European Union, as well as Norway and Switzerland. We also support programmes in pre-accession and European Neighbourhood countries.

Interact's Managing Authority and Interact Secretariat (MA/IS) are based in Bratislava. Four Interact offices, in Turku (Finland), Valencia (Spain), Viborg (Denmark) and Vienna (Austria), deliver services to Interreg programmes and other cooperation stakeholders.

Each of the four implementing offices host specialists in Programme Financial Management, Programme Content and Programme Communication. Each offices also has lead responsibility for certain Operations of Strategic Importance which are important to the Interact programme, and have a significant impact on our target audience, such as keep.eu, EC Day, HIT and Jems.

Full details regarding the aims, objectives, coordination framework and operational strategy for the programme can be found in the Interact IV Cooperation programme, available to download at Interact.eu

Background

Interact is inviting service providers to submit an offer for the annual maintenance of the website, including SSL licensing, as well as for an agreed hourly rate for further developments which may be needed in the future.

The objective of this tender is to find a contractor who can support Interact by ensuring the website continues to run smoothly, securely, and swiftly. They should provide technical support, including additional development, to ensure the site functions fully. Improvements envisaged include, but are not limited to, improving the SEO of the site, general User-Experience (UX) and supporting future needs and requirements that may arise.

Our website and our audiences

About our website

The website was launched in 2024 and has been updated in 2025 to provide the initial development and integration with a wider suite of IT tools, provided outside this contract. The website includes an API link from the IT tools to the website, as well as using authentication services from the IT tools.

Following the successful completion of the initial development phases, a maintenance contract is needed.

The website has been developed using SULU CMS. In addition to core elements provided by SULU, bespoke elements have been coded and implemented for Interact, in particular to provide our news, events (including calendar view) and library services.

In general, the approach has been to ensure that the website content can be managed by Interact directly and independently

About our audiences and who uses the website

The website has been designed for a vast majority (80%) of desktop users, whilst ensuring functionality on mobile and tablets devices. It is used by professionals working in an Interreg context, which usually means working on publicly provided technology and software (i.e. Windows). Website users come from all over the EU and Interreg partner countries.

Hosting of the website and server, and additional technical information

The website is hosted by a separate contractor. They provide access to the server, specifications of which are available on request. Access is provided via an SSH key.

The Interact domain is controlled by the Bratislava Region, which hosts the Interact Managing Authority.

All contacts required by the service provider can be facilitated by Interact.

The chosen supplier will be responsible for pro-actively engaging with Interact to ensure the separate parts of Interact's online offer continues to function correctly.

Scope of work

The contract consists of two elements, General Maintenance, and Additional Development detailed below. It is envisaged that this contract will start as soon as possible and run until the end of programme (2029).

General Maintenance

The service provider must ensure that the website and all its related functionalities remain accessible for external users and for Interact webmasters. The website should be updated regularly to ensure software compatibility with latest versions of most widely used browsers, as well as backwards compatibility with older versions. These updates should be done outside of general business hours upon agreement with Interact staff

A helpdesk (phone number, email address, and/or ticket system) need to be established. Support must be available on working days (Monday - Thursday from 8:00 AM to 5:00 PM CET – Friday from 8:00 AM to 3:30 PM CET). Response times will be adapted to the type of error that occurred, as described in the overall IT contracting conditions of the Republic of Austria (SLA) (https://www.bbg.gv.at/fileadmin/Bibliothek/Vergabekompetenzcenter/AVB-IT_Software.pdf).

In particular, the chosen service provider will be expected to:

- troubleshooting faults or assistance in circumventing them,
- troubleshooting errors in accordance with defined categories (classes 1-4),
- establishing and operating a hotline,
- further development (delivery of new releases; in the case of maintenance obligations, only level updates, i.e., changes to the version number after the point),
- Purchasing the required SSL certificate (and similar) and ensuring they are shared with the required entities in good time.
- Maintenance of a test environment, regularly backup the site, and be able to restore previous versions if needed.
- ensuring functionality and interoperability through necessary adjustments to ensure interoperability and compatibility due to version changes in operating systems, database systems, and carrier systems (new hardware versions, hardware upgrades)
- Coordinating with designated people in Interact on the website and other elements under this contract
- Coordinating, via Interact, any change or requirements that impact interoperability of the linked platforms, such as the API
- At the end of the contract, the winning bidder will be required to transfer control of the website to another company for archiving purposes.

Additional development

When requested, the service provider shall deliver **additional development** on the website, and in support of its functionalities. This shall be based on an approved Time Estimate for the works requested, and with a set hourly rate.

The winning bidder will support Interact in 2026 to improve the overall User Experience on the website, including also the back end of the website. The scope of this work and what can be improved should be detailed between Interact and the winning agency, and be the basis of the first Time Estimate.

It is estimated that there could be up to 250 hours of additional development.

How to apply

Interested bidders are invited to submit:

1. An outline of the Company profile, as well as any subcontractors expected to be involved in the contract.
2. A financial offer for the 'General Maintenance' of the website in the form of an annual lump sum.
3. A financial offer for the 'Additional Developments' in the form of an hourly rate.
4. Proposal for three key amendments to the front-end of the website, which are aimed at improving the User Experience, accompanied by a Time Estimate to implement the proposed changes.
5. CVs of proposed Team members, including any sub-contractors, who will be working on the project.
6. Examples of similar websites that are maintained by the Company, and in particular:
 - a. Those built using the SULU CMS.
 - b. Those where the client works primarily in English

Detailed proposals must be submitted by email to kevin.fulcher@interact.eu by 23:59 CET on Sunday 25 January 2026 and shall be addressed to:

Interact Office Vienna
MA27 – European Affairs
Kirchberggasse 33-35/9
1070 Vienna
Austria

Offers will be assessed according to quality and price. This will include the proposed UX changes and their likely cost.

The services to be provided to Interact shall be directly procured according to Austria Procurement Law (§ 31 Abs 11 BVerG 2018) and will be contracted by the City of Vienna, Municipal Department 27 on the basis of the general contracting conditions of the City of Vienna.

This contract is intended to last four years (until end 2029), and be subject to an option to renew by mutual agreement. All items produced under this contract will be Interact's property, including full and unlimited ownership rights. All items produced under this contract are required to be provided in open format.

Please note, any expenses incurred in the preparation of offers will not be reimbursed.

If you have any questions about the above tender, please email kevin.fulcher@interact.eu.