



**Call for manifestations of expressions of interest for Website Design, Development,  
Maintenance and Support Services**

The European Sociological Association (ESA) is seeking an IT supplier for a set of services as listed in the requirements below. Interested IT companies shall address all requests for additional information, clarification on the contents of this call and all other queries of substance to [esa@europeansociology.org](mailto:esa@europeansociology.org). Offers should be sent to the same email address by January 14<sup>th</sup> by 17:00 (Central European Time).

The European Sociological Association is a non-profit organisation with a membership which is now just around 3,200 sociologists across Europe, organised around 37 Research Networks (RN), and a bi-annual operational cycle marked by a major conference.

This call is linked to the ESA need for *automated interoperability* between the various IT components in use, both in ESA standard function and in its conference mode. As ESA operation grows and its events become more frequent and online, ESA needs to have all its operations integrated without the need to manually match or verify records, and needs to secure smooth bulk communication to segments of its database. ESA also needs to provide voting to its members, and grant Research Networks (RN) specific services like communication to their members. The main objective of this call is therefore to build a system that provides an integrated, interoperable solution to all ESA needs.

ESA invites IT companies to recommend innovative approaches and technical solutions to meet ESA's needs, and to define modular costs with expected timing of delivery for each, including a final deadline for overall completion and delivery (desired timing is end of April 2022).

Hosting, maintenance and support requirements will include the maintenance and support of the website (including upgrades, monthly back-up and security), which will need to interface with hosting security arrangements. For this purpose, a maintenance and support service fee should be specified separately.

Activities include but are not limited to:

1) Provide a dynamic web site where admin role can easily edit page(s)/sections and content, possibly under the current domain ([www.europeansociology.org](http://www.europeansociology.org)), reflecting the current structure/pages, including a section of the website for conferences (with not only a section for current/last conference but also sections dedicated to summary of past conferences). Admin account should easily create and manage pages, create forms, update content, imagery, modular elements, sliders etc.

2) a relational database: with matrices for records of payments, of memberships to ESA (details, new and renewals to ESA, record of subscription to printed journals and variable number of RNs), of members (cluster several emails per person -merge accounts- and keep track of the most recent email for correspondence), of membership to RN...

3a) Different user permissions and roles to access the dashboard such as manager/admin, Social media manager, ExeC member (ca. 20 accounts, comprised among ESA members), ESA members (ca. 3200 accounts), RN coordinators (ca. 80 accounts) to edit their own webpages (i.e. RN specific sections); the managing account should create new and edit user accounts across different levels, assigning different roles

3b) Build in a website section with protected-access functions/areas reserved to the use of Executive members (i.e. privileged access to reserved areas to be associated to a changing pool of users-accounts over time) (Exec. archive)

3c) RN coordinators functions/areas (including bulk-emails for communications to the members of selected RNs, linked to the database). RNs coordinator users (changing, being assigned by the admin account) should be able to access emailing function for their respective RN and visualise corresponding number of members to their individual RN

3d) personal area for members where they can check in real time their membership, recover passwords, change personal details and also renew membership (real time connection with the database, this should be a characteristic of CRM, reflecting what's recorded and payment status)

3e) ability for anonymous users to access form(s) where to leave comments to be directed to esa@ for different purposes (e.g. surveys on changes in the Statute, job offers, opportunities for members, queries, etc)

4) single-sign on accounts for each user (all ESA members, made upon registration), with access to specific website section (allowing users to update their details, access membership renewal, access to ESA services like journals: associate point of entry to Taylor & Francis)

5) Magazine European Sociologist integrated in the platform: the magazine is a periodical that occupies a reserved space on ESA website (notification of new issues are being sent by email to active members): <https://www.europeansociologist.org>

6) setting up the format of a Newsletter to be sent periodically by email to all members in good standing who have not opted out (opt-out option should be integrated at registration/membership)

7) connections to ConfTool in conference periods (biannually for around 6 months) to update the database with new and renewed membership, edit as per the email

8) the website will allow for different payment methods (credit card, bank transfers, and connection to other payment platforms such as Monetico, PayPal, Stripe, Sibs, Satispay or other, to be defined). A status of pending payment should be set as default until payments are being confirmed

9) a section of the website should have a link to ESA presence social media networks (facebook, Twitter, etc), with a mirroring option on a section of the website for ESA admin account's posts

10a) reporting functions: number of members by categories and months, new/renewals, different types of membership (institutional, individual), student/regular, country, country band (1 or 2, depending on GDP-threshold, which is time varying and must be made editable), which mode of payment used, which user type, which product/service (journal, RNS, individual/institutional membership), which members, when bought/paid (both dates should be registered), since when, etc.

10b) reporting on budget for income management: where admin account can follow and get monthly & yearly reports for different segments of the database (RN, membership by type, date, etc)

10c) possibility to extract and export tables and/or selected records as \*.csv or \*.xls formats with a customised decision tree (options to extract by several fields at once, adjustable)

10d) Detailed contribution reports with any available data sort by info such as bands, country, student discounts, etc (many of the column listed in the data-frame)

11a) News flashing on the main page but also under a button of NEWS, and a dedicated section of the website with News archive and search option within. Admin role can post news; RN coordinators can post news pending admin confirmation

11b) An automatic reflection on the NEWS section of the most recent social media content shared by the ESA official account on social media

12) Bulk email service tailored to different groups (to be selected as of needs)

13) Email service (ESA has domain-specific emails as of now under Microsoft @sociology.org). Access should be maintained to all emails historically ever received, sent or drafted

14) voting (reserved to current members and/or subgroups of members, e.g. RNs members) to be flexibly configured as needed (one biannual election @GA for all members in good standing, plus occasional elections, possibly also RNs-specific election). Voting process as from the database of (current) members

15) dedicated website section with user friendly add opportunities (such as news, books, job announcement of job opportunities, seminars, etc) to be edited by members and published online pending admin confirmation (see point 3e)

16) Embed media content (Podcast/video), where ESA Social media manager-user could publish a periodical guest video/voice recorded podcast.



To allow ESA to accurately evaluate tenders please include timing of each module and pricing information in your proposal.

All prices must be quoted in Euro (€) exclusive of VAT.

The cost proposed should be inclusive of all fees, charges or other costs necessary to deliver the services, including project management and website design costs.

Please note that travel costs, travel time, subsistence and other incidental expenses are not reimbursed.

Any other third-party costs must be agreed in advance