



Terms of Reference (ToR)

Call for the Procurement of a Specialized Service Provider for the Development, Hosting, Implementation, and Maintenance of a Moodle Platform

Project: EmpowerNEET – Upskilling NEETs through Social and Solidarity Economy

1. Purpose of the Call

These Terms of Reference define the conditions for contracting a specialized service provider (hereinafter “the Contractor”) for the **development, configuration, hosting, maintenance, and technical support of a Moodle-based learning platform.**

The platform will support the implementation of an online training programme in **Entrepreneurship in the Social and Solidarity Economy (SSE)** within the framework of the *EmpowerNEET* project.

The system shall enable full management of a virtual learning environment, including content delivery, user administration, monitoring of learning activities, and assessment of participants.

The contracting authority is **Associació Fons Català de Cooperació al Desenvolupament (Fons Català).**

2. Background

The *EmpowerNEET* project is funded by the Interreg NEXT MED Programme and aims to promote the empowerment of young people and women who are not in education, employment, or training (NEETs) across Spain, Palestine, Greece, Tunisia, Lebanon, and France.

The project supports their integration into the Social and Solidarity Economy (SSE) through:

- Capacity-building programmes
- Practical support mechanisms
- Policy dialogue and ecosystem strengthening

In this context, a **robust and scalable digital learning environment** is required to deliver hybrid training (online and in-person) and ensure effective monitoring of up to **50 participants in Catalonia.**



The Moodle platform will serve as the central infrastructure for the online learning component of the project.

3. Objectives of the Contract

3.1 General Objective

To contract a specialized provider for the development, implementation, and maintenance of a Moodle platform to support the SSE training programme under Work Package 3 (WP3).

3.2 Specific Objectives

The Contractor shall:

- Develop and configure a fully functional Moodle platform
- Provide secure hosting and ensure system performance and availability
- Adapt the platform to the pedagogical requirements of the project
- Enable integration of audiovisual and digital learning content
- Implement user management, monitoring, and assessment tools
- Ensure continuous maintenance, updates, and technical support
- Guarantee compatibility with e-learning standards and mobile devices
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4. Scope of Services

4.1 System Design and Configuration

- Installation and secure deployment of Moodle
- Initial system configuration and course structure setup
- Visual customization aligned with project identity
- Definition and configuration of user roles

4.2 Hosting and Infrastructure

- Provision and/or management of hosting services (cloud or dedicated server)
- Ensuring scalability, security, availability, and performance
- SSL certificate installation and data protection measures
- Automated backups and disaster recovery system

4.3 Functional Development

- Configuration of assessment and tracking tools
- Integration of communication tools (forums, messaging, notifications)
- Activation of e-learning activities (quizzes, assignments, SCORM, etc.)
- Full responsive design for mobile and tablet access



4.4 Content Integration

- Integration of training materials provided by the project
- Structuring of courses and learning pathways
- Compatibility with multimedia and interactive content

4.5 Maintenance and Technical Support

- Corrective, preventive, and evolutionary maintenance
- Regular updates of Moodle core and plugins
- Incident resolution and technical troubleshooting
- Ongoing technical support to the project team
- Inclusion of necessary licenses or tools for platform functionality

4.6 Training and Capacity Building

- Basic training for platform administrators
- Preparation of technical and user manuals
- Knowledge transfer to ensure operational autonomy

5. Deliverables

The Contractor shall deliver:

- Fully operational Moodle platform
- Configured course structure and learning pathways
- Administration manual
- User guides (trainers and participants)
- Technical documentation (architecture and system configuration)
- Maintenance and update plan
- Functional backup and recovery system

6. Expected Outcomes

- Fully functional, secure, and scalable Moodle platform
- Operational e-learning environment for SSE training
- Effective management of users and learning activities
- Integrated multimedia and interactive learning resources
- Continuous monitoring and assessment system
- Guaranteed technical continuity throughout implementation

7. Duration of the Contract

- **Duration:** 8 months from contract signature
- The platform must be fully operational by **end of May 2026**
- Maintenance and support services will continue throughout the project implementation phase



8. Profile of the Contractor

Applicants must demonstrate:

- Proven experience in Moodle development and deployment
- Strong knowledge of web technologies (PHP, HTML, CSS, JavaScript)
- Experience in e-learning and digital education projects
- Capacity to manage hosting infrastructure
- Multidisciplinary technical team

Assets:

- Experience with SCORM and e-learning standards
- Commitment to Social Economy and inclusion values
- Experience in EU-funded projects (an advantage)

9. Evaluation Criteria

Criteria	Weight
Technical quality of the proposal	40%
Relevant experience	25%
Quality of the technical team	15%
Financial offer	20%

10. Budget and Financial Conditions

- **Maximum budget:** €8,400 (all taxes included)

The budget includes:

- Development and configuration
- Hosting services
- Maintenance and updates
- Technical support
- Licenses and tools (if required)

Payment terms:

- 50% upon mid-term delivery
- 50% upon final acceptance

This ToR, once signed, shall serve as the service contract.



11. Intellectual Property

All outputs developed under this contract shall remain the property of the *EmpowerNEET* project, with full rights of use, reproduction, and adaptation without territorial or time limitations.

12. Languages

The platform must be available in:


- Catalan
- Spanish


Additional languages may be added if required by the project.

13. Submission of Proposals

Applicants must submit:

- Technical proposal
- Financial offer
- System architecture and methodology
- CVs of the technical team
- Relevant experience portfolio

 **Submission email:** empowerneet@fonscatala.org

 **Deadline:** 4 May 2026

14. Selection and Notification

- Results will be communicated within **two weeks** after the deadline
- The selection decision is final and based on the evaluation criteria

15. Disclaimer

This activity is funded by the European Union under the Interreg NEXT MED Programme.