Clarification 1. Updating and Modifying the KWN Website

This clarification responds to requests for clarification sent to the Kosovo Women's Network (KWN) by parties interested in submitting a bid for "Updating and Modifying the KWN Website", published on 14 March 2025. This Clarification 1 has been published on the KWN website on 28 March 2025 and is available to all bidders.

Question 1. Website Platform / Technology: Could you confirm the underlying CMS or framework? (We noticed some WordPress-like characteristics, but would appreciate confirmation.)
Yes, the current KWN website is currently built using WordPress.

Question 2. If it is WordPress, is it a custom-developed theme or a pre-built theme modified for KWN?
It is a pre-built theme that has been modified to meet KWN's needs.

Question 3. Hosting and Environment: Who currently hosts the site? Would you prefer to stay with the same hosting provider, or are you open to recommendations?
To date, a company has hosted the KWN website. In line with our procurement policy, as stated in the Terms of Reference (ToR), we foresee that "The selected service provider will commit to providing website hosting and maintenance services for a period of three years following the completion of the redesign of the website". Therefore, individuals/companies submitting bids should state in their proposal what they recommend.

Question 4. Do you have a staging environment or version control system in place for testing new features and updates before going live?
No, to our knowledge, there is no dedicated staging environment at the moment.

Question 5. Design Direction / Brand Guidelines: Are there any updated brand guidelines, color palettes, or visual identity documents that we should follow for the redesign?
Yes, KWN has branding guidelines, including a specific color palette and visual identity, including fonts, that should be followed in the redesign. KWN will provide the selected bidder with these.

Question 6. Membership & Donation Pages: We note you already have membership and donation pages. Would you like to keep the current functionality (e.g., membership forms, donation methods) or do you want an enhanced user flow (e.g., new payment gateways, easier membership sign-up)?
We would like to improve these pages and their functionality, as indicated in the TOR Tasks/Deliverables to:

- Make updates to the application for membership, based on KWN's specific instructions
- Update the volunteer's section by providing a registration form

- Ensure all forms are linked to KWN's email, info@womensnetwork.org, so KWN receives automatic notifications of forms and can download data into excel file form.

Individuals/companies submitting bids should state in their proposal what they recommend.

Question 7. Automations & Staff Updates: The TOR mentions simplifying the process of adding new members, staff, or board members. Could you confirm if you need a fully automated system or a more user-friendly admin interface for manual updates?

KWN has specified that we are looking for a more user-friendly admin interface where staff can update these sections without requiring advanced technical knowledge. Partial automation (e.g., automatically adjusting formatting when new members are added) would be welcome.

Question 8. Accessibility & Compliance: Do you have any specific guidelines for accessibility (e.g., WCAG standards) or data privacy regulations (beyond general best practices)?

KWN does not have any specific guidelines for accessibility. KWN does have some data privacy policies. These will be shared with the selected bidder.

Question 9. Key Deadlines and Dependencies: The TOR suggests about one month after contract signature for the primary site revisions. Are there any milestones (campaigns, events, or publication releases) that might affect the timeline?

There are no fixed events that would impact the timeline. KWN welcomes a clear project plan with milestones to ensure smooth implementation.

Question 10. Can we propose .NET Core development for your web page with SQL Database (we will make sure to migrate everything from the current web page)?

KWN is open for proposals from bidders with clear justifications for to their proposals. However, KWN would like to note that in Kosovo WordPress is more familiar for most users. Therefore, if bidders propose any other software, they would need to include in their offer costs for fully training KWN employees to use other software so that they could do so independently without the need for support from the service provider. KWN is also open to exploring performance optimizations and security enhancements within the WordPress framework.

Question 11. Hosting and domain: Will these be provided by you or are they expected to be handled by the development company?

Please see the response to Question 3.

Question 12. Planned budget: Could you please inform us about the estimated budget allocated for this project?

As this is an open procurement process that considers the proposed cost as part of the evaluation criteria, KWN cannot provide an indication of the estimated budget.

Additionally, KWN welcomes all bidders to include in their offers information pertaining to their capacities for security, including preventing potential attacks and their ability to respond quickly any potential attacks on the KWN website and its related functions.