

Annex 02: Requirements for the service

2026_SALTO_016_WebsiteDevelopment

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1. Subject of the tender

JUGEND für Europa (JfE), through the SALTO Training & Cooperation Resource Centre (SALTO TC) invites tenders from **experienced service providers or consortia of service providers, for the continued development, maintenance and technical support of the Drupal-based SALTO website and its interactive databases available at saltonetwork.eu.**

The contract is expected to commence on 20 August 2026 and run until 31 December 2027 with the option to extend the contract by up to two additional one-year periods.

The successful contractor shall provide technical development and support in the following areas:

- supporting the migration of user accounts and associated data from the legacy SALTO website (salto-youth.net), including the resolution of issues identified during and after the migration process;
- completing, correcting and further developing the functionality of the website's interactive databases, with particular emphasis on the European Training Calendar (ETC), Resources and the Trainers (TOY) databases;
- completing the remaining development work required to bring existing functionality to production quality and implementing usability improvements and technical enhancements based on user feedback and operational experience;
- (optional) assuming responsibility for the provision and management of hosting services, object storage and transactional email services.

The scope of work is described in greater detail in the work packages set out below. These work packages are presented in order of priority and identify whether individual tasks are mandatory or optional.

The work packages are not intended to constitute an exhaustive list of all services that may be required during the contract period. Additional development tasks may arise as a result of operational requirements, user feedback or technical developments. Such tasks may be commissioned by mutual agreement between JUGEND für Europa and the Contractor, subject to the availability of project funding.

2. Context

The SALTO Network consists of 11 Resource Centres (SALTOS) located across Europe. Working in cooperation with and on behalf of the European Commission, the Network supports the quality implementation of the EU Youth Programmes. Its main stakeholders include National Agencies (NAs), youth organisations, youth workers, trainers and other practitioners involved in the programmes. For more than 20 years, the SALTO Network has operated the legacy website (**salto-youth.net**) as its central communication platform and as a hub for a range of interactive databases and digital tools supporting programme implementation. To modernise this infrastructure, the Network has developed a new Drupal-based platform (**saltonetwork.eu**) that will replace the legacy website. The project includes

the migration of user accounts and data from the legacy system and the gradual decommissioning of the existing platform.

The majority of the development work was completed during 2024 and 2025. The new website and its interactive databases are operational; however, the public launch is dependent on the successful migration of users from the legacy website and the completion of the remaining development work identified in this tender.

Relationship with the TCA/NET Cooperation Platform

An important aspect of the technical environment is the TCA/NET Cooperation Platform (tcanetplatform.com). The Platform serves as the internal working environment for National Agencies (NA) and SALTO Resource Centres (SALTOs) and provides advanced project and activity management functions.

The Platform and saltonetwork.eu share the same Drupal codebase and technical infrastructure. Consequently, changes implemented in one environment may affect the other. The successful contractor will therefore be expected to consider the impact of all development work on both systems and ensure that the functionality of each environment is maintained.

Reference Systems

The following systems are relevant for understanding the project and preparing a proposal:

SALTO Network website (saltonetwork.eu)	The new Drupal-based website and its interactive databases. The platform is operational but has not yet been publicly launched pending the migration of user accounts from the legacy website.
TCA/NET Cooperation Platform (tcanetplatform.com)	The internal working environment for approved SALTO and National Agency staff. The Platform supports the management of activities, calls for participants and applicants, and shares the same technical infrastructure as the public website. External users currently interact with the Platform primarily through publicly accessible webforms.
Legacy SALTO website (salto-youth.net)	The existing website and database platform, which will be decommissioned following the successful migration of user accounts and the public launch of the new website.

At the time of publication of this tender, technical maintenance is provided by Studio Present GmbH under a limited support contract covering minor bug fixes (up to 30 hours per month). No contractor is currently responsible for the further development of the platform. First-level support to the users is provided by SALTO TC.

3. Technical setup and current status of the project

The SALTO Network website is built on Drupal 10.6.3 and is scheduled to be upgraded to Drupal 11 during late 2026. The platform is available at saltonetwork.eu and consists of two principal components:

3.1 Website Content

The website includes a content management system used by SALTO staff to manage standard informational content, including the [homepage](#), [About](#) and [Resource Centre](#) pages, [Strategic Cooperation](#) pages and other editorial content. This component primarily serves as the public communication platform of the SALTO Network.

3.2 Interactive Databases

The website incorporates several interactive databases serving both external and internal users.

User Groups

Two principal user groups access the system:

- **Internal users:** Internal users comprise staff of National Agencies (NAs) and SALTO Resource Centres. User accounts may be created through either saltonetwork.eu or the TCA/NET Cooperation Platform, but access to the internal functionality requires administrator approval. Once approved, internal users manage activities, publish calls, process applications and administer participants through the TCA/NET Cooperation Platform. Current number of users: approximately 300

Expected after migration: up to 1,000

- **External users:** External users include youth organisations, trainers and other stakeholders who are not affiliated with National Agencies or SALTO Resource Centres. With the exception of the Trainers (TOY) database, external users may register independently and access the public functionality without administrator's approval. The public launch of the website will follow the migration of users from the legacy platform. The legacy system accumulated nearly 500,000 user accounts over more than twenty years. Following migration, the new platform is expected to support several hundred thousand registered users.

Administrative roles

In addition to standard internal user permissions, selected users are assigned administrative roles. SALTO TC staff, and where agreed, a limited number of authorised staff from other SALTOs and NAs, are granted system administration rights to manage the operation of the platform. These responsibilities include approving user registrations, moderating and publishing submitted content (such as calls and resources), and carrying out other administrative tasks related to the management of the website and the TCA/NET Cooperation Platform.

Staff of the SALTO Resource Centres are also assigned content administration rights, enabling them to create, edit and publish editorial content within their respective areas of the website, such as the About pages, Resource Centre pages and other content relevant to their activities.

Interactive Databases

The platform currently includes four principal databases:

- European Training Calendar: <https://saltonetwork.eu/trainings>
- Trainers (TOY): <https://saltonetwork.eu/trainers>
- Resources Library: <https://saltonetwork.eu/resources>
- Partner Finding: <https://saltonetwork.eu/projects>

Depending on the functionality, data and workflows are either shared between saltonetwork.eu and the TCA/NET Cooperation Platform or intentionally separated. Maintaining a clear distinction between the functionalities available to the internal platform users and to the external website users is a key architectural principle and remains one of the primary technical areas requiring further refinement before the public launch.

European Training Calendar (ETC)

The European Training Calendar serves as the central European catalogue of training opportunities organised by both internal users (National Agencies and SALTO Resource Centres) and external organisations.

Each published call includes information about the activity, eligibility criteria and an application process. Applications are managed through Drupal Webforms, supplemented by custom-developed functionality supporting the required business processes.

The functionality differs according to user type.

Internal users can:

- create calls that are published on the European Training Calendar after admin review;
- publish calls that remain visible only within the TCA/NET Cooperation Platform;
- collect participant applications;
- manage participant selection through custom workflows, including country-based allocation of applications; and
- administer participants throughout the lifecycle of an activity.

External users can:

- publish calls for activities organised by their own organisations;
- collect applications through integrated Drupal Webforms or external application forms.

External users do not have access to participant selection or participant management functions, which are reserved for authorised internal users.

Trainers (TOY) Database

The Trainers (TOY) database enables registered users to apply for inclusion in the trainer directory.

Admission requires administrator approval following verification of the applicant's professional experience, including at least three training references.

Approved trainers may apply for trainer recruitment calls published through the platform. Applications are collected through integrated webforms.

Resources Library

The Resources Library enables both internal and external users to submit publications, videos and other learning resources.

At present, submitted resources are published automatically. Future development will introduce editorial approval workflows together with the possibility of maintaining separate public and internal resource collections, allowing selected resources to remain accessible only through the TCA/NET Cooperation Platform.

Partner Finding

The Partner Finding database enables external organisations to publish partnership requests for project development.

The database includes basic content management functionality, including editing and deletion of entries. No additional functionality is currently envisaged.

3.3 Technical Architecture

Although the platform makes extensive use of standard Drupal modules, significant functionality has been implemented through custom-developed code, particularly within the interactive databases and their integration with the TCA/NET Cooperation Platform.

Both saltonetwork.eu and the TCA/NET Cooperation Platform operate on a shared Drupal codebase and technical infrastructure. Consequently, any development work must consider its potential impact on both environments.

In addition to the backend architecture and custom-developed functionality, the website uses a custom-developed Drupal theme and user interface. Development work under this contract may therefore include adjustments to the frontend, user interface and user experience where required to support new functionality, improve usability, maintain visual consistency or ensure compatibility with Drupal core, contributed modules and custom-developed components.

3.4 Current Status

Both platforms are live and operational.

The TCA/NET Cooperation Platform is actively used by approximately 300 internal users and has processed more than 40,000 event applications.

Until the migration from the legacy website is completed, applications are primarily submitted through publicly accessible webforms without requiring user accounts. As an interim solution, links to these webforms are published on the legacy website while the underlying calls are managed through the new platform.

The public launch of saltonetwork.eu will take place following the successful migration of user accounts and associated data from the legacy website. Once migration has been completed, external users will access the interactive databases through authenticated user accounts, enabling the full functionality of the new platform.

4. Work packages

The work packages (WP) below describe the scope of services in order of priority. Each work package is identified as either **mandatory** or **optional**.

The Contractor shall assign a suitably qualified project team with the necessary expertise and capacity to deliver the services under this tender Contract. The tender shall identify the proposed key project roles (e.g. Project Manager, Drupal Developer, Frontend Developer, UX Specialist and QA Engineer) and demonstrate that adequate resources will be available throughout the contract period and respectively indicate this in the presented Price offer sheet.

Tenderers are required to submit an offer covering all mandatory work packages, which are expected to be delivered in 2026. They are also invited to submit pricing for optional work packages, which may be commissioned subject to the available project budget.

WP Title	Priority	Status
0 Onboarding and System Familiarisation	-	Mandatory
1 User Access Rights	High	Mandatory
2 European Training Calendar	High	Mandatory
3 Notifications	High	Mandatory
4 System Documentation	Medium	Optional
5 Trainers Online for Youth (TOY)	Medium	Optional
6 Content Management Enhancements	Medium	Optional
7 Resources Library	Medium	Optional
8 User Interface and Accessibility Improvements	Medium	Optional
9 Managed Hosting and Transactional Email Services	Medium	Optional

Work Package 0 – Onboarding and System Familiarisation

Priority: -

Status: Mandatory

At the start of the Contract, the Contractor shall undertake an onboarding and system familiarisation phase to ensure a sufficient understanding of the existing SALTO platform and its technical and operational context. The purpose of this work package is to enable the Contractor to assume responsibility for the maintenance and further development of the platform while ensuring continuity of service.

The onboarding phase shall include, as appropriate:

- review of the existing codebase and available documentation;

- familiarisation with the technical architecture, repositories, development environment and project tools (including the existing Zoho ticketing system);
- knowledge transfer sessions with representatives of SALTO Training and Cooperation Resource Centre;
- identification of any critical knowledge gaps or technical risks relevant to the delivery of the Contract; and
- confirmation of operational readiness to commence the contracted services.

The Tenderer shall include all effort required for the onboarding and system familiarisation phase in its financial offer (through the Price offer sheet).

Work Package 1 - User Access Rights

Priority: High

Status: Mandatory

Current Setup: Users register either through saltonetwork.eu as external users or through the TCA/NET Cooperation Platform as internal users. While the system includes a role and permission model, inconsistencies currently exist in the way permissions and content ownership are applied across the public website and the internal platform.

Objective: The objective of this work package is to establish a robust and consistent user access and permission model that clearly separates internal and external user environments while supporting the migration of users from the legacy SALTO website.

Tasks: The Contractor shall carry out the following tasks:

1. Review and improve user permissions and content ownership
 - Review the existing permission model for internal and external users.
 - Ensure that permissions reflect the intended separation between the public website and the TCA/NET Cooperation Platform.
 - Resolve cases where actions performed by external users unintentionally affect internal content or workflows.
 - Where necessary, review and adjust the ownership model for submitted content and ensure that content is displayed only within its intended domain (public website and/or internal platform).
2. Import legacy user accounts
 - Implement the import of user account data from the legacy SALTO website.
 - The legacy system developer will provide the required migration dataset, including users' first names, last names and email addresses, in an agreed format.
 - Design and execute the import process into the new Drupal platform, ensuring the integrity and consistency of imported user data.
3. Support user account migration
 - Provide technical support during the migration of external user accounts from the legacy SALTO website.
 - Investigate and resolve technical issues arising during and after the migration process to ensure a stable user registration and authentication system.

Work package 2 – Improvements to the European Training Calendar (ETC)

Priority: High

Status: Mandatory

Current Setup: The European Training Calendar (ETC) is operational and displays training opportunities submitted through both saltonetwork.eu and the TCA/NET Cooperation Platform. While the core functionality is in place, further development is required to improve data consistency, usability and workflow integration before the public launch of the website.

The ETC receives content from two sources:

Calls created through the TCA/NET Cooperation Platform

Internal users create an activity, under which one or more calls for participants can be published. The ETC displays information derived from both the activity and the associated calls. Each call may include a customised Drupal Webform for collecting participant applications. Submitted applications are linked to organisational workflows within the Platform, including applicant allocation and participant selection processes.

Calls created through saltonetwork.eu

External users submit calls through a dedicated website form. The submission automatically creates both the underlying activity and the public call displayed in the ETC, together with the associated participant application form. Some adjustments to the field mapping and data structure are expected to be required during and following the migration of users from the legacy system.

Objective: The objective of this work package is to improve the consistency, reliability and usability of the European Training Calendar while ensuring that data, permissions and workflows operate correctly across both the public website and the TCA/NET Cooperation Platform.

Tasks: The Contractor shall carry out the following tasks:

1. Review and harmonise taxonomy structures

- Review the taxonomy used by both systems, including themes, activity types and target groups.
- Harmonise taxonomy structures and field mappings where appropriate.
- Ensure that taxonomy values can be designated as:
 - shared between the website and the Platform;
 - available only within the Platform; or
 - available only on the public website.

2. Review publication and privacy arrangements

- Review the current publication logic for activities and calls.
- Ensure that privacy settings are consistently respected across both environments.
- Prevent the unintended publication of activities or calls intended to remain internal.
- Ensure that activities and calls can be configured for publication on:
 - the public website only;
 - the TCA/NET Cooperation Platform only; or
 - both systems.

3. Support post-migration application workflows

- Review the application workflow following the migration of external user accounts.

- Adapt the existing custom-developed functionality so that authenticated external users can submit applications through their user accounts.
- Ensure continued compatibility with the Platform's applicant allocation and participant selection workflows.

4. Implement country-based eligibility

- Implement functionality allowing organisers to restrict applications to selected countries.
- The restriction shall be based on the country of residence recorded in the applicant's user profile.
- Ensure that country eligibility rules are applied consistently throughout the application process.

Work package 3 - Notifications

Priority: High

Status: Mandatory

Current Setup: The TCA/NET Cooperation Platform includes an established notification system for internal users. However, equivalent notification functionality has not yet been implemented for external users of saltonetwork.eu.

Objective: The objective of this work package is to establish a consistent and reliable notification framework for external users while maintaining the existing notification functionality for internal users and ensuring a clear separation between the two user groups.

Tasks: The Contractor shall design, implement and configure notification functionality across the website's interactive databases, including:

- the European Training Calendar (ETC);
- the Trainers (TOY) database;
- the Resources Library; and
- the Partner Finding database.

The notification system shall:

- send appropriate notifications to external users, including, where applicable, registration confirmations, submission confirmations, status updates and upon subscription, notifications of newly published content;
- send notifications to administrators and content managers when user actions require review, moderation or publication;
- support different notification workflows for internal and external users, ensuring that each user group receives only notifications relevant to its role and permissions;
- integrate with the existing notification framework where appropriate while maintaining a clear separation between internal and external notification logic; and
- allow future extension to support additional notification types as new functionality is introduced.

Work package 4 – System documentation

Priority: Medium

Status: Optional

Current Setup: The platform is built using a combination of standard Drupal modules and custom-developed functionality. While individual technical specifications and development tickets are documented within the Zoho ticketing system, comprehensive technical documentation describing the overall system architecture, data model and custom-developed components is currently incomplete.

Objective: The objective of this work package is to establish and maintain comprehensive technical documentation that supports the long-term maintenance, further development and transfer of knowledge relating to the SALTO website and the TCA/NET Cooperation Platform.

Tasks: The Contractor shall prepare and maintain technical documentation reflecting the development work carried out under this contract.

The documentation shall include, as appropriate:

- an overview of the system architecture;
- the data model and relationships between key entities;
- documentation of custom-developed modules, integrations and business logic;
- descriptions of user roles, permissions and workflow dependencies where relevant;
- documentation of significant configuration changes and architectural decisions implemented during the contract;
- deployment, maintenance and update procedures where applicable.

The documentation shall be updated throughout the implementation of the mandatory work packages and delivered in a structured and reusable format by the end of the 2027 development activities.

Work package 5 - Trainers Online for Youth (TOY)

Priority: Medium

Status: Optional

Current Setup: The Trainers Online for Youth (TOY) database contains profiles of approved trainers and provides the basis for trainer recruitment within the SALTO and National Agency Network. While the trainer database is operational, several key management and recruitment functions remain incomplete. In particular, the workflow for publishing trainer calls, managing applications and administering trainer profiles requires further development before the system can fully support the intended recruitment process.

Objective: The objective of this work package is to complete the TOY recruitment workflow by improving trainer management, enabling the publication of trainer calls and enhancing communication with registered trainers.

Tasks: The Contractor shall carry out the following tasks:

1. Complete the trainer call functionality

- Review and complete the existing functionality for publishing trainer recruitment calls.

- Ensure that trainer calls can be published following administrator approval.
 - Enable approved trainers to view and apply for published calls through the TOY platform.
 - Ensure that applications are correctly captured and linked to the relevant trainer call.
2. Implement trainer notifications
- Implement a notification component to inform trainers of new recruitment opportunities and relevant system messages.
 - Where feasible, integrate notifications into the user dashboard.
 - Ensure that notifications are targeted to the appropriate users and support future extension of notification types.
3. Implement TOY administration functions
- Develop administrative functionality for managing the TOY database, including:
 - verification and approval of trainer applications;
 - management of trainer profiles;
 - publication and administration of trainer calls;
 - deletion or archiving of trainer profiles and recruitment calls where required.

Work package 6 – Improvement of General Content Management

Priority: Medium

Status: Optional

Current Setup: The website uses a structured Drupal content model with multiple content types supporting the different tools and sections of the platform. Content is primarily created and managed by staff of the SALTO Resource Centres.

The platform also supports dedicated content areas ("mini-sites") for individual Resource Centres, each containing specific page types and content relevant to that Resource Centre.

While the existing content management system is functional, additional editorial features are required to improve content organisation, filtering and the flexibility available to content editors.

Objective: The objective of this work package is to improve the editorial experience by enhancing content organisation, filtering capabilities and page-building functionality within the Drupal content management system.

Tasks: The Contractor shall carry out the following tasks:

1. Improve content categorisation and filtering
 - Extend the content categorisation model to support filtering by:
 - Resource Centre;
 - website or Platform relevance; and
 - free-text keyword search.
 - Implement filtering functionality for both:
 - the administrative interface (backend); and
 - the public website (frontend), where applicable.
 - Ensure that content associated with individual Resource Centres can be efficiently managed and displayed within their dedicated mini-sites.
2. Extend editorial page-building components

- Implement a reusable paragraph component that enables editors to combine text and images within a single content section while maintaining responsive layouts.
- Implement a reusable paragraph component allowing editors to embed external content, including interactive publications, presentations and other supported media sources.
- Ensure that all new editorial components are fully integrated into the existing Drupal content editing experience and are compatible with the website's theme and responsive design.

Work package 7 - Resources Library (medium priority – optional)

Priority: Medium

Status: Optional

Current Setup: The Resources Library enables users to submit publications, learning materials and other resources for publication on the SALTO website. While the core functionality is operational, several important editorial and management features remain incomplete.

Currently, resources can be submitted through separate forms on the public website and the TCA/NET Cooperation Platform. As an interim solution, resources submitted through the website are reviewed and managed through the Platform.

Objective: The objective of this work package is to strengthen the editorial management of the Resources Library by improving content governance, review workflows, ownership management and resource categorisation.

Tasks: The Contractor shall carry out the following tasks:

1. Improve resource categorisation and filtering

- Implement filtering by Resource Centre or contributing organisation for both public users and administrators.
- Enable contributors and administrators to identify resources associated with specific organisations.
- Extend the categorisation model to support filtering by:
 - Resource Centre or organisation;
 - website or Platform relevance; and
 - free-text keyword search.
- Ensure that filtering is available in both the frontend and backend where appropriate.

2. Improve content ownership management

- Implement functionality allowing administrators to transfer ownership of resources between user accounts.
- Ensure that ownership can be reassigned when staff members change roles or leave their organisation without affecting the integrity of published content.

3. Improve editorial workflows

- Review and resolve issues affecting draft and publication status.
- Ensure that draft resources cannot become publicly accessible unless explicitly published through the appropriate editorial workflow.

4. Support internal Platform resources

- Implement functionality allowing resources to be designated as internal-only.

- Ensure that internal resources are accessible exclusively through the TCA/NET Cooperation Platform and remain hidden from public website users.
- Maintain a clear separation between public and internal resource collections.

Work package 8 - Aesthetics and minimal setting improvements

Priority: Medium

Status: Optional

Current Setup: The website is operational but requires further refinement to improve visual consistency, user experience and accessibility. Certain interface components are displayed inconsistently across the platform, and the current accessibility solution appears to interfere with other functionality, including custom-developed components and form layouts.

Objective: The objective of this work package is to improve the consistency, usability and accessibility of the website while ensuring compatibility between the website theme, contributed Drupal modules and custom-developed functionality.

Tasks: The Contractor shall carry out the following tasks:

1. Improve image management

- Implement a consistent image management approach across the website.
- Configure appropriate image styles and display settings for different content types and page layouts.
- Provide editors with appropriate guidance and controls for image cropping, scaling and positioning to ensure a consistent visual presentation.

2. Improve theme consistency

- Review the presentation of the Trainers (TOY) section and align its appearance with the overall website design.
- Review other interface inconsistencies identified during the implementation period and implement minor adjustments where appropriate to improve the consistency of the user experience.

3. Improve accessibility

- Review the current accessibility functionality and identify the causes of conflicts with other Drupal modules and custom-developed components.
- Resolve identified compatibility issues while maintaining or improving compliance with applicable accessibility requirements.
- Ensure that accessibility enhancements do not adversely affect the functionality or usability of the website.

Work package 9 - WP: Hosting server, hosting system and transactional email notifications

Priority: Medium

Status: Optional

Current Setup: The SALTO website (saltonetwork.eu) and the TCA/NET Cooperation Platform are currently hosted using a combination of third-party infrastructure and cloud services.

The current infrastructure consists of:

- virtual private servers (VPS);
- object storage; and
- transactional email services.

These services are procured separately and billed according to the providers' subscription and usage models.

Objective: The objective of this work package is to provide a fully managed hosting environment for the SALTO website and the TCA/NET Cooperation Platform, including infrastructure, object storage and transactional email services.

Tenderers may propose to assume responsibility for these services directly or through subcontracted service providers, provided that all services are hosted within the European Union.

Tasks: The Contractor shall, where this work package is awarded:

- provide and manage the hosting infrastructure required for the SALTO website and the TCA/NET Cooperation Platform;
- provide and manage object storage;
- provide transactional email services;
- perform the migration of the existing infrastructure where required;
- ensure continuity of service during the transition;
- monitor the system and react to the server errors. In case of malfunction, notify SALTO TC immediately; and
- maintain the hosting environment throughout the duration of the contract.

The Contractor may use equivalent infrastructure and service providers provided that the functional and performance requirements described below are met.

The total annual cost of the managed hosting services, including migration, setup and subscriptions, shall not exceed **EUR 9,243.70 (excluding VAT)** per twelve-month period.

Functional Requirements

The hosting environment shall support:

- a multi-domain Drupal 10/11+ installation serving both saltonetwork.eu and the TCA/NET Cooperation Platform;
- frontend and backend functionality;
- user authentication and account management;
- interactive databases and collaboration tools;
- file uploads and object storage;
- measures to ensure security and scalability; and
- future access to the public API by third-party applications.

The infrastructure shall be capable of supporting approximately:

Component	Expected Capacity
Website traffic	180,000 visits/month
Website page views	700,000 page views/month
Internal Platform users	up to 1,000 users
Transactional emails	up to 3 million emails/month

Minimum Infrastructure Requirements

Component	Minimum Specification
Production application/database servers (2x)	8 CPU cores, 32 GB RAM, 100 GB SSD each
Staging server	4 CPU cores, 16 GB RAM, 50 GB SSD
Object storage	500 GB
Transactional email capacity	Up to 3 million emails per month

All hosting, storage and transactional email services shall be provided by service providers established within the European Union.

Third-party licences: For this work package, the Contractor shall identify any third-party software licences or subscriptions required for the proposed hosting solution and include these clearly in the respective parts of the presented Price offer sheet. The Tenderer shall clearly indicate whether such licences are included in the proposed price or require separate procurement by the Contracting Authority.

5. Further Development and Support

The work packages described above represent the anticipated development priorities at the commencement of the contract. However, following the public launch of saltonetwork.eu, additional development and maintenance requirements are expected to arise during the contract period.

These may include, but are not limited to:

- updates required to maintain compatibility with future Drupal core and module releases;
- security updates and technical improvements;
- adjustments arising from changes to legal or regulatory requirements, including data protection and accessibility;
- performance optimisation and technical enhancements;
- improvements identified through user feedback and operational experience; and
- additional functionality agreed between JUGEND für Europa and the Contractor.

Such work shall be commissioned on an as-needed basis, subject to the available budget and by mutual agreement between JUGEND für Europa and the Contractor.

At the time of publication of this tender, routine technical maintenance and minor bug fixes are provided by a separate support contractor. The Contractor awarded under this tender may be requested to undertake medium- and large-scale development tasks that fall outside the scope of routine maintenance.

6. Working Arrangements

The Contractor shall work in close cooperation with SALTO Training & Cooperation Resource Centre (SALTO TC) using a collaborative and iterative development approach.

The cooperation shall include:

- regular coordination meetings to review progress, define priorities and agree on upcoming development tasks. The frequency of meetings shall be adapted to the project's needs and may vary throughout the contract period;
- ongoing communication through the established Zoho ticketing system for task management, issue tracking and documentation;
- planning and prioritisation of development work in agreement with SALTO TC; and
- sufficient flexibility to adapt development priorities in response to operational requirements, user feedback and emerging technical needs.

7. Contract Duration and Budget

The contract is expected to commence on **20 August 2026** and continue until **31 December 2027**, with the option of two one-year extensions as described in Chapter 1.

The maximum available budget for the contract is:

Period	Maximum Budget (excluding VAT)
2026	EUR 46,218.48
Optional Work Package 9 (2026)	Additional EUR 5,042,02
2027	Estimated EUR 20,000–25,000
Optional Work Package 9 (2027)	Additional EUR 9,243.70 per year
2028–2029	Subject to the approval of the SALTO TC mandate, annual work plan and the corresponding budget by the European Commission

Tenderers shall demonstrate that they have sufficient capacity to deliver the mandatory work packages within the available budget.

The successful Contractor shall make available the expertise and personnel necessary to deliver the agreed development tasks throughout the contract period. Additional development work may be commissioned, subject to available funding and by mutual agreement between JUGEND für Europa and the Contractor.

All services and deliverables under this contract shall be provided in the English language.