

6 Agosto 2021

OGGETTO: Call for offers for service providers as detailed in the present document

Services required: e-democracy tool design and management; configuration, development and and helpdesk for technical maintenance of BiPart Platform

The following services are to be subcontracted as part of the **Mix the Bubbles' project**, of which the **BiPart** is in charge of managing a series of tasks relating to the production of the **participation component** of the training program to be used during the Phase 2 for the discussion and the selection of policy proposals from **October 2021**.

- **Set up and adaptation of BiPart E-participation platform** according to the project's requirements and governance settings to facilitate the participatory process
- **Update and integration of translations** in Polish, Greek, Spanish languages
- **UI & UX design related to the process**, starting from pre-existing materials provided by the project team and other stakeholders who will cooperate to content creation
- **Helpdesk** for technical maintenance of BiPart Platform
- **Online moderation /tutoring** for training sessions

Details on activities and expected timeline

- The organization / person to whom the assignment will be entrusted will have to work in concert with the representatives of BiPart Impresa sociale srl and the other partners who will collaborate in the settings of the participatory process
- **the platform shall be set up** with new dedicated layout of the project and integrated with translations by the end of October 2021
- **The ready-to-use and complete platform** of all materials for workshops must be released within early November 2021
- **Technical Helpdesk** is committed to providing a continuous and reliable service from November 2021 to December 2022.
- **Workshops' moderation and tutoring** must take place from November 2021 to May 2021.

Selection of **service providers** will take place according to best value for money criteria, taking into account the competences and previous experiences of the proposing organization / professional in terms of instructional design and

participatory design / management and a proposal for interpretation / development of the activities indicated above.

The proposers will have to demonstrate that they have full technical ability to carry out all the activities and advanced written and oral knowledge of the English language.

Scores will be attributed as below:

Criteria	Max score
Experience in the development of web oriented solutions in public and / or private structures in the three years prior to the publication of this notice;	From 1 to 10
Quality of the technical proposal	From 1 to 20
Specific experience in designing and developing participatory digital tools	From 1 to 5
Economic offer	From 1 to 5
Total	40/40

Documentation to be enclosed to the offer

- 1) Company CV with full administrative details (Legal and operational premises, VAT and registration numbers) and individual CVs of the team members who will work on the project
- 2) Portfolio of designed web sites
- 3) Proposed project ideas and platform
- 4) Economic offer

Deadline for submitting bids: 2/09/2021 by 6pm

Estimated date for communicating to the selected provider: 6/09/2021

This notice is published on the company's **www.bipart.it** platform.

Any requests for **information and clarifications** must be submitted to the BiPart social enterprise, no later than 30/08/2021 by email to info@bipart.it
Dr.ssa Giulia Barbieri.

E-mail address to send bids: bipart@casellapec.com
(please use as subject: Mix theBubbles_offer)

Maximum available budget: 15.000€

Annexes

Annex 1- Introduction to the Mix the Bubbles project

Annex 2- Desired functionalities list for the platform

Annex 1

Main purpose of the Project

Fostering a sense of belonging to the European Union and stimulating people's involvement in policy-making, providing them with a participatory methodology and a dedicated e-participation software platform.

The project aims to achieve it by promoting the acquisition of social and civic competences and the understanding and ownership of EU fundamental rights and values by the target groups, namely young “passive positive” voters (i.e. citizens that have mid-positive attitudes toward EU, but are not willing to vote) but also activists and engaged citizens, through interactive trainings and collective policy-making exercises; this way, a community is created which collectively contributes to the creation of policy reforms, supported by the advocacy expertise of partnering organisations.

Challenges addressed by the Project

According to the data collected by Alliance for Europe (a network of European civil society groups, academics and other democratic actors), during 2018, there is a “silent majority” of EU-citizens across various countries showing a positive attitude towards Europe: however these citizens are not particularly engaged in the current political debate and were not intended to participate in the European Parliamentary Election. In Alliance for Europe research these citizens are called the “Passive Positives” and they represent a big percentage of that 49,34% of Europeans that didn't vote in the 2019 election (54,32% in Poland, 41,31% in Greece, 45,5% in Italy).

In light of the above, we can see drawing up at least two macro “bubbles”: the Euro- supporters and the EU-passive. These are both bubbles, meaning that they are two distinctive groups which do not speak to each other, do not engage, tend not to listen to each other's arguments and eventually reinforce their convictions by creating a polarised public discussion.

It's essential to effectively reach out and work with these citizens and “mix the bubbles”, connecting experts and pro-Europe active citizens, with those that are doubtful towards the EU institutions and the above-mentioned “passive positive” citizens, giving them a sense of effective agency and the opportunity to think differently and to lobby European Institutions.

Target

Our target group is compound and could have very different needs; so we clustered them in two types:

1. *Young adults (18-30 yo)*: this cluster includes those who are less willing to go to vote and less likely to believe in the power of change. In a recent research carried out by Alliance for Europe, this cluster has been defined as “passive positive”: these citizens are well-educated, younger (aged between 18-45) and mostly live in urban areas; they love to travel and visit Europe and are active on social media. These are the silent majority of the non-voters: they have a positive attitude towards Europe, but are not particularly engaged, and do not vote for the EU election.

2. *Grassroots activists (18-50 yo)* → in order to leverage campaigning and capacity building on the ground. This target group includes individuals engaged in social issues (e.g. environment, corruption, human/civil rights, women rights, LGBTQ+, racism, hate speech); campaigning and political movements members; citizen groups active on local issues; civil society organisations volunteers. More specifically, the Project intends to mix the two target groups and get them to engage with each other. We want to Mix The Bubbles: we believe that it is only by actual real encounters between activists and less active citizens that the latter’s participation and engagement disposition can be impacted, also thanks to the cooperative works required during the interactive workshops with role plays.

With reference to outreach numbers, the project aims at:

- About 30 attendants to each workshop, 150 workshop participants per country, 450 people engaged overall;
- An average of 500 users registered to the Mix The Bubble online voting platform per country, and 1500 people in total;
- 100.000 people reached out by the Project overall across the three countries.

Project Structure

Phase 1: trainings on european citizenship and engagement tools, developing a sense of belonging and efficacy

In the first 6 months of the project the whole consortium will work jointly to design the workshops’ programme and format, the communication & outreach and the community management strategies, the IT tools, and the Project Scientific Committee list.

A series of two-days workshops (5 per country, in 5 different medium-sized cities) delivered by partner organization staff members and experts (on pro bono basis), will be implemented on: a role-playing game that simulates the phases of a decision making process in the imaginary city of Empaville and some relevant topics on EU policy making. Participants will be then grouped out in topic-led interactive sessions in order to foster bottom-up policy ideas on topic-specific and issue-driven discussions on a identified set of current EU policy challenges. The sessions are run with the world-café method led/moderated by an expert on the topic. The expert’s role is to facilitate attendants’ understanding on specific policy

issues, stimulate an open dialogue and help the group draft the policy ideas and proposals. The policy draft will be uploaded on the e-participation software platform in the in-country language.

OUTPUTS of Phase 1:

- The whole Consortium is trained on the use of Empaville and shares a common format and topic-list for the workshops;
- 5 two-days workshops in 5 medium-size cities for each of the three implementation country (Italy, Greece, Poland) for a total of 15 workshop, involving 30 participants each (about 450 participants);
- Adoption and registration of about 450 participants to the e-participation software platform, resulting in a community of trained activists and active citizens;
- Engagement (on pro-bono basis) of national experts of the topic addressed during workshops, promoting debate and networking between citizens and professionals.
- At least four bottom up policy proposals (per workshop) developed by citizens through a bottom-up, participative approach, and uploaded on the e-participation software platform.

Phase 2: participatory process and Project's Scientific Committee

The Project goes now online onto the e-participation software platform. Here, workshop attendants build the initial community; community is animated by the experts and by partners' executive team members. Users can view and modify their proposals, upload new ones, or simply join someone else's proposals and work together. The experts leading the topic-led break-out sessions will have access and be involved onto the e-participation software platform right after the end of the workshop, so to facilitate the debate, provide accurate information and generally give specific and added-valued comments about the proposals.

The experts are members of the Project's Scientific Committee. The PSC is a key player of the Project. They contribute with their expertise to the formation of proposals, facilitating the bottom up creation thereof. They support participants to put into working policy proposals their demands and identified needs. PSC members shall do this on a pro bono basis. Some of them have attended the in-country workshops, and some others are active only on the e-participation software platform. The PSC's role is merely a facilitating role and has no top-down discretion on the content of the proposals. They will help to assess the policy demands, select those which have real potential to be good quality legislation, and deepen them, with the help of the partners.

OUTPUTS of Phase 2:

- About 60 policy proposals are visible on the e-participation software platform (4 proposals x 5 workshops x 3 countries) and participants can comment, modify and vote on the proposals;

- Online debate and further development of the policies, thanks to partners community monitoring activity and the help of the PSC members;
- Experts and project team members' moderation and facilitation activity on e-participation software platform;

Phase 3: dissemination and engagement scale up

The e-participation software platform, populated by 60 bottom-up policy proposals, is now open to the EU wide discussion. Partnering organisations are in charge of the community management of the platform with reference to their local language. All proposals are translated in all partners' languages + in English. Three in-country dissemination campaigns are made in order to reach out to a wider community. The workshops' attendants are nominated as the "Champions" of the e-participation software platform. The Champions, the PSC members and the partnering organisation lead the dissemination campaign which opens up the platform to a wider public; everyone can sign up to the platform and vote for the policy proposals.

- 3 final events (one per country) are organised.
- 2 Champions per workshop (overall 10 Champions per country) are invited to attend (travels and accommodations costs will be covered) in order to present and discuss, together with the PSC local member(s), those policy proposals which have been most agreed on by the community.

OUTPUTS of Phase 3:

- 60 policy proposals translated in partner languages and English, in order to be accessible to all platform users;
- Dissemination campaigns addressing the platform, the project and the most voted policy proposals;
- Increasing of the users subscribes to the e-participation software platform (to reach about 1500 users);
- Identification of 6 of the best and most voted policy proposals;
- 3 final events (one per country), involving 2 participants for each of the past workshop (10 Champions per country) and the PSC members
- An impact report.

Annex 2

BiPart platform is a typical **e-participation** and **e-democracy tool** which enables people to **publish, discuss, follow, support, improve proposals** and turn them into feasible projects to be voted and then implemented.

In addition, it enables organizations and communities to configure a tailored participatory process according to their needs, time and resources: from a simple referendum to complex participatory budgeting.

It has been used in more than 20 hybrid participatory processes.

The platform is **multi-tenant** and **multi-language** so it is suitable for the purposes of the project: people from different countries and languages can gather around the same participatory process.

The platform shall be configured to allow people from different geographical areas to meet, debate and work together online for common purposes.

The platform shall be translated in 4 languages (english, greek, polish, italian)

During the phases of the project (14 months) the service provider shall support BiPart in the configuration, management and technical assistance of the participatory process online and shall help partners to update and manage contents on the console management of the platform.