

Terms of Reference

Trans Europe Halles Wagtail CMS Website Management and Optimization

1. About Trans Europe Halles (TEH)

Trans Europe Halles (TEH) is **Europe's largest network of creative and cultural hubs**, connecting 170+ arts, culture and community centres in 40+ countries (of Europe and beyond). We support **innovative, sustainable, and inclusive cultural practices** in repurposed or historic buildings.

TEH operates as a **membership organisation**, offering its members access to:

- **Member profiles** – showcasing cultural centres housed in repurposed buildings, and cultural actors who manage and operate them (together with their staff and audiences).
- **Hubs** – regional or thematic groupings of TEH members (e.g. Nordic Hub, or Sustainable Buildings Hub)
- **Initiatives** – projects and collaborative programmes that TEH members got together for and act on, with topics including sustainability, green transition and solidarity.
- **News & Resources** – relevant updates, tools, and guides, both from TEH members but also generated as results of TEH collaborative projects.
- **Annual offline events** – each happening at TEH member site, in a different country.

The network is funded through **membership fees** and **public funding**, including:

- **Swedish Arts Council**
- **Nordisk Kulturfond**
- **Region Skåne**
- **City of Lund**

- **European Commission** (Creative Europe, Erasmus+, Horizon 2020) etc

The TEH website teh.net is a **membership site** integrating TEH member centre **profiles, hubs, initiatives, news, and resources**. It serves as the **main digital touchpoint** for members, partners, and the public. TEH members are organisations, with 1-2 representatives being added as delegates (who gain access to TEH member access login).

Access Levels / User Roles

The TEH website operates with three main access levels:

- **Public-Facing:** Content accessible to anyone visiting teh.net.
- **Member Access:** Secured area for registered TEH members with personalized cabinets and member-only resources.
- **Admin Access:** Backend CMS interface for TEH staff to manage content, approve member edits, export data, and perform maintenance tasks.

2. Background

The TEH website was **redeveloped and relaunched in December 2023** using **Wagtail CMS (Python + Django)**. While it provides a modern interface, the website **requires further development, constant maintenance, and UX/UI improvements** to meet TEH's full operational and accessibility needs.

3. Scope of Work

The objective of this project is to ensure the **ongoing maintenance, security, performance, usability, and UX/UI development** of the TEH website.

Responsibilities include (required):

- Security updates – manage SSL certificates, log-in credentials, follow best practices.
- Backups – regular data and design backups with restoration capability.
- Performance tracking – monitor page load times, server response, and implement optimizations.
- Broken link repair – identify and fix outdated or broken links.

- UX/UI improvements – redesign elements to enhance usability, accessibility, and inclusivity.

Responsibilities not required:

- Content creation and moderation, SEO strategy – handled by the TEH team.

4. Technology Stack

Backend / CMS

- **Wagtail CMS** – open-source content management system.
- **Python + Django** – programming language and framework.
- **Database:** PostgreSQL (or MySQL depending on setup).

Frontend

- **HTML5, CSS3, JavaScript** – standard technologies.
- **Optional JS libraries:** jQuery or others for interactive features.

Hosting & Domain

- **Hosting:** hetzner.com
- **Domain:** one.com

Analytics

- **Google Analytics** connected for tracking visitor behaviour.

5. Project Duration / Period of Engagement

- **Stage 1 (contracted separately) – Minimal Fixes & Public-Facing Improvements:** mid-March 2026 – mid-August 2026 (funding available: up to 8,000 EUR + VAT 25%)
- **Stage 2 (contracted separately) – Members Cabinet Concept & Full**

Development: September 2026 – December 2027 (dependent on available funding)

- **Total engagement period:** mid-March 2026 – December 2027

6. Deliverables

Stage 1 – Public-Facing Website (mid-March 2025 – mid-August 2026, funding available)

General Requirements

- Security updates, backups, and performance optimization.
- URL mapping and audit, broken link repair.
- Documentation of all changes for TEH internal reference.

Following the UX/UI Design Principles such as:

- **Equity-focused design:** prioritizing accessibility and fairness to all genders, races, and abilities, with special consideration for underrepresented groups.
- **Mobile-first best practices:** CTA buttons front & center, short and simple navigation, intuitive gestures, reduced visual clutter.
- **User-centered design:** solving actual user problems, considering disability, digital literacy, and device access.

Implement the Following Public-Facing Website Improvements Mainly on Public-Facing Level (teh.net) and Admin Access Level (teh.net/admin)

Main page of teh.net:

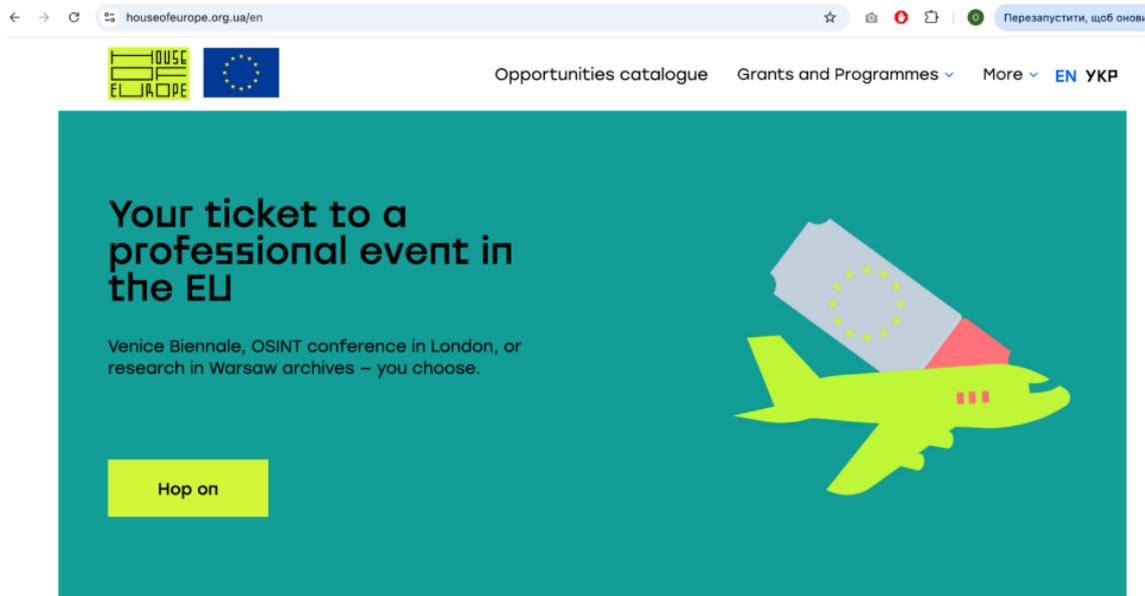
- Header: add accessibility bar (not available, design a new), reference: <https://www.kulturradet.se/>



- First screen (not available, design a new): ***Member login*** – on the upper right corner (inside the navigation bar, but a different design/button), as the

active log-in button for the members to login into their own personal cabinets (now this option is only available in the footer)

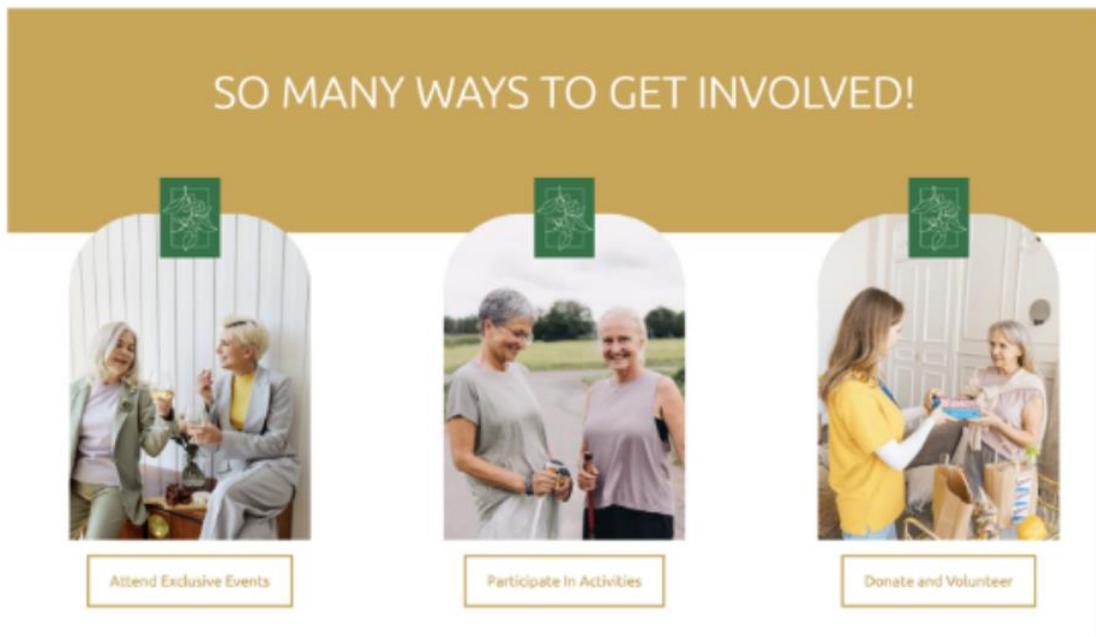
- First screen (available, re-design): a slideshow of static graphic images + a button / alternatively graphic images only (instead of video, as video is not inclusive), reference: <https://houseofeurope.org.ua/en>



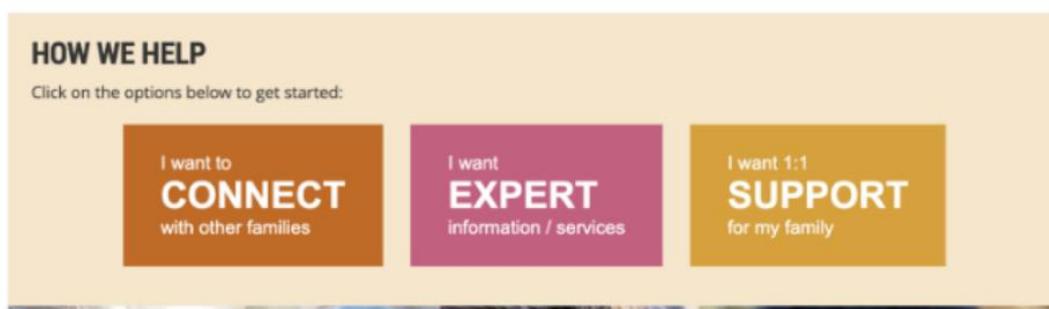
- Second screen (available, re-design): **About us** – vision, mission, short pitch who we are + a button / CTA “Read more” about who we are (that leads to a more engaging storytelling experience at <https://www.teh.net/about-teh/>)
- Third screen (not available, design a new): **About members/Who our members are** – short pitch about the essence of our membership + a button / CTA “Read more” about who our members are (that leads to a more engaging storytelling experience at <https://www.teh.net/membership/> (which is not the same section as members <https://www.teh.net/our-members>)
 - o <https://www.teh.net/membership/> is about our annual membership open call and campaign (to gain more members into the network)
 - o <https://www.teh.net/our-members/> is the database with our members
- Forth screen (available, re-design): **Our news and events**, it should be a nice clear digest of news, events and resources (with tiles as it is now, but the tiles are displayed in a different visual format, when uploaded from the admin side – needs to be fixed)
- Fifth screen (available, re-design): **Our funders**, the list should be completed (option to add more logos should be available from the admin

side)

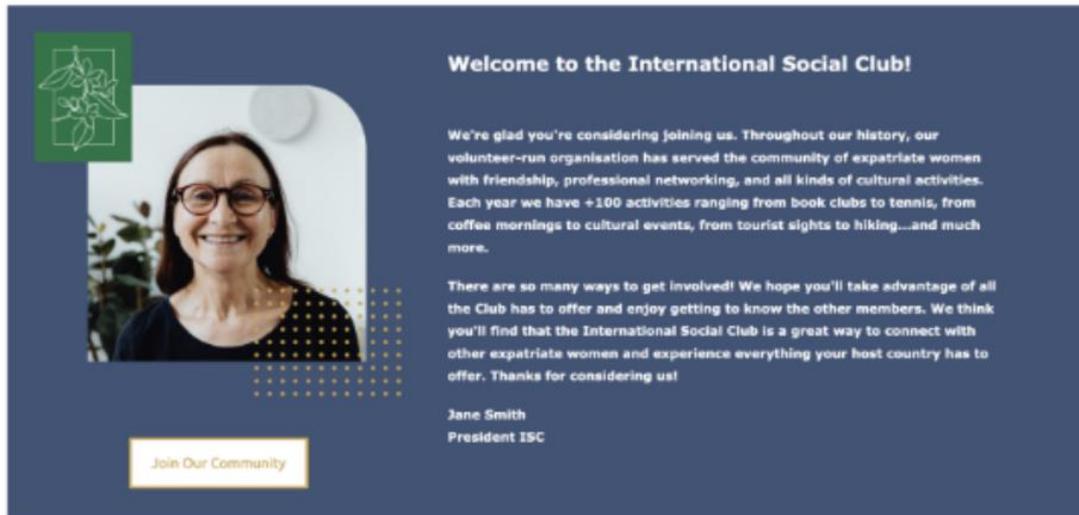
- Other possible sections to add (as sixth screen and on): **Your ways to get involved**, reference: <https://socialclub-ocrelys.wildapricot.org/> + three options / content tiles & CTA (Possible copy: 1) Are you a cultural practitioner in Sweden? Visit our iro.teh.net website 2) Are you interested in meeting Trans Europe Halles members? Visit one of our offline annual events 3) Do you wish to support our cause or TEH members in need? Donate to TEH Solidarity Fund)



Another reference for this is: <https://connectingforkids.org/>



- Other possible sections to add (as seventh screen and on): **Welcome message** from Trans Europe Halles Managing Director (or anyone else like Executive Committee or Coordination Office). Reference:



- Footer: allow admit to change the content (icons: remove Twitter, add Youtube etc), make other social media channels be more actively displayed as CTAs

Next page “Members” teh.net/our-members, first button in the navigation menu

- First screen (available, re-design): a slideshow of static graphic images + a button / alternatively graphic images only (instead of video, as video is not inclusive)
- Second screen (available, re-design): a lead pitch into TEH membership, CTA instead of “Join us” - “Become a member”
- Third screen: MAP of members, currently has **serious UX and data accuracy issues**:
 - o Clicking on countries (e.g. England) or zooming in (e.g. London) does not display all members clearly.
 - o Incorrect associations (e.g. Iceland redirects to Ireland).
 - o Outdated entries (e.g. former members CADS in the UK and Eventbrite in Belgium are still visible).

The map should:

- o Be fully synchronized with the back-end database accessible from the admin access site.

- o Allow users to zoom in and out smoothly, with clear visibility of all members in dense areas (e.g. London, Berlin).
 - o Display member name, location, and a link to the member's individual page when clicking a point.
 - o Include a hover preview or pop-up (short summary and logo).
 - o Allow filters to be applied directly on the map (e.g. show only Nordic members, or only new members).
 - o Add a narrative block above the map ("Explore our members across Europe and beyond") for context and storytelling.
- Fourth screen: LIST of members as content tiles; this section should serve as the main **navigational and storytelling layer** of the Members page allowing users to explore TEH members through intuitive filters, engaging copy, and flexible display options.

The members list should:

- o **View options:** Add the possibility to switch between **tiles (grid) and list view**, to enhance accessibility and browsing comfort for users with different preferences.
- o Each card should include: **logo, organisation name, city/country, and a short descriptive tagline** (1–2 lines max).
- o Add a **CTA "View profile"** leading to the member's dedicated page.
- o Ensure visual consistency: same card height, clear spacing, aligned typography hierarchy (headline → location → short description).
- o Responsive design for mobile and tablet screens.
- o Add filters: by **country, type, size, year joined, and area of activity (and others) + sorting options**.
- o Include a **"Reset filters"** and **"Show all members"** button.
- o Results should update dynamically (no full page reload).
- o Ensure that data displayed in cards matches what's entered in the back-end (currently, some fields like "total surface," "governance," and "funding" are available for admins, but remain hidden from the public).

facing UI).

- Add visibility toggles in admin view (decide which fields appear publicly).
- Separate the *Member Info* (database fields) from *Member Page Content* (storytelling and visuals) to avoid current error messages when incomplete fields block edits.
- Admin/export functions: CSV/Excel export from the admin access page - with selection options.

Next pages (initiatives, hubs, resources) should be redesigned following the same logic as above (with special attention to improved database/list UX/UI, better/more advanced filters and sorting options). More detailed task list with the needed improvements will be provided at the beginning of the service.

Stage 2 – Members Area Full Development (September 2026 – December 2027, pending funding)

- Redesign and create a **new Members Access / Cabinet concept**, including:
 - Membership login and **personal cabinets** – enhanced accessibility, navigation, and data integration.
 - Admin tools – enhanced export options, simplified workflows, backend/frontend data coordination.
- Documentation and training for TEH team on new functionalities.

7. Reporting & Collaboration

- Close collaboration with TEH office and content editors.
- Onboarding support from original developers **for smooth handover**.
- Communication via email, SharePoint, and task management tools as agreed.

8. Project Costs and Financial Provisions

- **Approved budget for Stage 1** : up to 8,000 EUR + VAT 25%
- **VAT considerations:** For cross-border services between VAT-registered entities within the European Union, the place of supply of services is generally deemed to be the country of the customer (the Buyer's country) pursuant to Article 44 of Council Directive 2006/112/EC. Buyer's responsibility: The buyer shall be responsible for reporting and accounting for VAT in its own country, at the applicable rate, and for complying with any local VAT reporting and payment obligations.
- **Invoicing without VAT:** The service Provider shall issue invoices to the buyer without VAT, provided that the buyer's VAT registration number is valid and provided to the service provider.
- **Payment Schedule Stage 1:**
 - **First Instalment:** 40% upon contract signing.
 - **Mid-term Instalment:** 30% upon submission of the first deliverables (tentative: end-May 2026).
 - **Final Instalment:** 30% upon project completion.

9. Expertise Required

- Experience with **Wagtail CMS**, Python/Django, UX/UI design, and accessibility.
- Experience engaging **diverse stakeholders** (members, artists, NGOs, cultural partners).
- Knowledge of **membership-based digital platforms**, CMS, and **data management**.
- Familiarity working with non-for-profits and NGOs.
- Excellent **communication, reporting, and documentation skills**.
- Adherence to **ethical standards** and confidentiality.

10. Selection process

- The selection will be made based on the following criteria:
 - Alignment with ToR requirements.
 - Relevant skills and experience (website, portfolio, relevant cases).
 - Workplan proposals (incl. Use of resources, suggested methodology, timelines).
- A round of interviews with shortlisted proposals will be held by 16th March 2026.

11. Expression of Interest

Proposals should include a brief overview of capacity, relevant experience and cases, suggested methodology and timelines, as well as relevant use of financial resources available. Interested service providers are invited to submit their proposals to jobs@teh.net, with the e-mail subject line “TEH website”.

Deadline for submission: 13th March 2026. In case of additional questions regarding ToR, please send an e-mail to **Olga Zaporzhets, Communications Officer, Trans Europe Halles, at olga.z@teh.net.**