

To whom it may concern

Date: July 30, 2026

Request for Tender

Media Monitoring System for Armenia, Moldova, Ukraine and Western Balkans

Dear Sir/Madam,

IMS is inviting interested bidders to offer its services to complete the assignment described in this Request for Tender (RFT). Please note the information on Tender Format and Selection Criteria below.

Please submit your tender clearly marked with:

“RFT IMS-05559” by registered e-mail to: procurement@mediasupport.org

The deadline for receipt of your tender is: 30.08.2026 23:59:59 CET (Central European Time)

Tenders received after the deadline **will** be rejected.

If you do not receive a confirmation from IMS, please contact IMS for verification of receipt.

Your tender shall be composed of technical and financial proposal as per the following instructions and in accordance with the requirements specified in this Request for Tender:

1. Technical proposal, containing:
 - List and CVs of suggested team members
 - Proposed Method of work
 - References
2. Financial proposal, containing:
 - Daily rates for the proposed expert(s) and, where applicable, other relevant personnel categories
 - Any country-specific or regional pricing assumptions, where applicable
 - Any assumptions underpinning the pricing structure
 - Information on applicable taxes and fees

Country-specific assignments under the framework agreement may subsequently be commissioned on a lump-sum basis using the agreed rates and scope of work for each call-off assignment.

Your tender should be valid for no less than 30 days from the deadline for receipt of the tenders. IMS will strive to notify all bidders of the outcome of their tenders by two weeks after the closure of the tendering period.

ADDRESS

IMS
(International
Media Support)
VOX House
Lyngbyvej 100
2100 Copenhagen Ø
Denmark

EMAIL

info@mediasupport.org

WWW

mediasupport.org

The Contract will be awarded to the Bidder offering the best value for money with reference to the selection criteria.

By participating in this tender, the Bidder accepts IMS general conditions for Framework Agreements (Annex I).

IMS reserves the right to reject a bid, if it without reasonable doubt, determines that the Bidder has engaged in corrupt, fraudulent, collusive, or coercive practices.

All enquires and questions should be addressed to ygr@mediasupport.org

Yours sincerely

Yulia Grytsenko

Request for Tender

1. Introduction

International Media Support (IMS) aims at implementing t country-specific and regional initiatives supporting media resilience and information integrity in **Ukraine, Moldova, Armenia, and the Western Balkans** (hereinafter collectively referred to as MIIND which stands for Media Information Integrity and Democracy Programmes). Through its regional components, IMS works to ensure that citizens have access to independent, reliable information and are able to make informed decisions on issues of public interest.

In an increasingly complex information environment, where disinformation and information manipulation undermine social cohesion, democratic resilience, and public trust, the programmes seekto strengthen the sustainability, capacity, and societal role of independent media. Building on the OECD understanding of societal resilience as a society's ability to understand, resist, and recover from threats in the information space, MIIND programmes support independent media as key actors in providing fact-based, pluralistic information that enables citizens to make informed choices and exercise their rights.

A core pillar of the programmes is strengthening the ability of independent media to anticipate and counter harmful information operations before they gain traction. Through coordinated, data-driven approaches grounded in **Do No Harm** principles, media partners are supported in identifying emerging threats, protecting vulnerable audiences, and avoiding the reinforcement of social divisions. The programmes integrates advanced monitoring systems and real-time data analysis to enable timely responses to information threats and to support evidence-based editorial decision-making.

Consistent with OECD recommendations on safeguarding democratic processes and strengthening resilience against disinformation, the programmes emphasize the importance of monitoring emerging information threats and ensuring the timely availability of accurate, relevant information for citizens, particularly those most vulnerable to manipulation. Accessible, high-quality intelligence on the information environment helps independent media address information gaps that can otherwise be exploited by malign actors.

To achieve these objectives, a central component of the MIIND programmes is the provision of comprehensive media monitoring and analysis services, enabling independent media partners across the programmes regions to better understand the information environment, identify and respond to emerging threats, and inform strategic content production and audience engagement efforts.

2. Objectives

The overall objective is that the population of the above-mentioned countries have access to independent information and makes informed decisions on issues of public interest. For this purpose, IMS reinforces local public interest-driven content producers (independent media first of all) to provide timely and strategic response to attempts of domestic and foreign information manipulation and interference (F(D)IMI).

The specific objective of this assignment: The contracted entity will ensure the ongoing awareness of the MIIND teams and partners (independent media in the target countries, and relevant stakeholders) on the meaningful information trends (in line with their strategic priorities) in Ukrainian, Moldovan, Armenian, Western Balkan audiences, covering the websites as well as major social media platforms including websites, Facebook, TikTok, YouTube, Telegram, X, Threads and Instagram. The assignments for different countries may start in different timeframes. IMS reserves the right to enter into more than one framework agreement as a result of this tender.

Outputs

- Strategic maps of the information space of the target countries.
- AI-generated alerts powered by data analytics notifying disinforming messaging before it takes traction.
- A user-friendly data analysis interface to explore trends.
- Regular analyses of the meaningful trends in general and according to the predefined priority topics.
- Ad-hoc incident reports, assessment reports, impact analyses to see how fact-based content of the partners performs compared to disinformation, and how successful it appears in shaping public discourses around important issues.

The scope of work and time-period of the Contract are described in Sections 3-4 below.

3. Scope of Work

- **Baseline Analysis and Strategic Mapping:** the contractor will conduct an annual baseline analysis and update the list of actors, providing IMS with a quantitative overview of the information space of the target countries. This will include an overview of the meaningful sources and channels, reflecting narratives they spread on the priority topics, and their potential connections (based on their behavior).
- **AI-driven monitoring system with alert notifications.** The monitoring system should cover: websites; Telegram; Facebook, Meta; Tiktok; Youtube; Instagram; Threads. The contractor will provide IMS partners with alerts on the most relevant incidents.
- **Customized Dashboard:** The dashboard will provide real-time insights into how messaging of IMS partners performs compared to disinformation messaging, offering valuable metrics and visualizations to help assess the effectiveness of efforts.
- **Monitoring reports:** The contractor will provide a set of the monitoring reports that may include:
 - Weekly overview of the meaningful trends in the information space, with focus on FIMI and DIMI;
 - weekly overview highlighting key trends with regards to the priority topics;
 - incident reports highlighting the efforts of hostile actors to manipulate public opinion, and efforts of public interest-driven stakeholders (including, and specifically of IMS media partners) to deliver fact-based story on the subject;
 - ad-hoc topical reports, including assessment reports of the IMS media partners performance from the standpoint of the information flow.

4. Timing and Duration of the Contract

IMS aims at concluding the tender process by 15.09.2026 and enter into a contract with the Supplier on 30.09.2026. The Framework Agreement will remain in force by 29.09.2027 with the possibility of prolongation for up to 3 (three) years. The date of start of the particular assignments will be set up for each country specifically.

The contract may be subject to prolongation, if deemed necessary to fulfil the objectives of the assignment. IMS and the Supplier will negotiate the conditions of any such prolongation.

5. Method of Work and Approach (maximum 55 points)

The bidder **should** propose a technical solution suitable for informed response to FIMI and DIMI. IMS will assess:

- Reliable monitoring toolbox collecting and aggregating content from all the necessary platforms, in real time
- AI-driven solution to identify trends, narratives, and fluctuations in meaningful domains – flexible enough to be adjusted to IMS needs
- User-friendly interface to analyze trends both at the moment, and retrospectively – with potential segmentation by platform, language, narrative, audience
- Suitable solution for urgent notification of the IMS partners about F(D)IMI and disinformation attacks
- Suitable solution for attribution of F(D)IMI and disinformation attacks.
- Sufficient analytical support – dedicated analytical team to inform IMS F(D)IMI response
- The applicant has a good name and is perceived as trusted and reliable data/analysis provider

A total maximum score of 55 points will be allocated to Method of Work and Approach.

6. Previous experiences (maximum 20 points)

The bidder should submit at least 2 references of completed assignments of the types described in this RFT, meeting the following minimum criteria:

- evidence of operating in the abovementioned IMS priority countries;
- evidence of contributing to resilience-building efforts, or strategic communications done by media, democratic governments, international organizations.

For each reference, the following information **must** be submitted:

- Client
- Time period
- Type of engagement

A total maximum score of 20 points will be allocated to previous experiences.

7. Reporting

All reports under this Contract are to be written in English.

8. Financial proposal

The bidder shall provide daily rates for the proposed expert(s) and, where applicable, other categories of personnel that may be engaged in future assignments under the framework agreement. IMS may commission country-specific assignments based on agreed scopes of work and estimated level of effort, including but not limited to:

- Data collection (websites, Facebook, Instagram, X, Threads, Youtube, TikTok, Telegram) and dashboard maintenance – per 1000 sources per month, 50 active users
- Ecosystem mapping – per country (for Ukraine, Armenia and Moldova)
- Ecosystem mapping – for Western Balkan region
- Early warning alerts subscription (monthly cost per stream/topic)
- Monitoring reports (monthly cost, 8 reports per months)
- Dedicated analyst (data interpretation, ad-hoc reports – daily fee)
- Other costs (user helpdesk, training, tech support etc.)

The financial proposal should clearly specify:

- daily rates for key expert(s) and other relevant personnel categories, where applicable;

- any country-specific or regional pricing assumptions, where applicable;
- any assumptions underpinning the pricing structure;
- all applicable taxes and fees.

The proposed fees shall be inclusive of VAT and all other applicable taxes. Travel and other assignment-related expenses may be reimbursed where expressly approved by IMS and provided for in the relevant country specific assignment and contract provisions. IMS will not reimburse expenditures beyond those explicitly agreed in the Contract.

IMS shall under **no circumstances** be responsible for any payments of social charges, personal income taxes, value added taxes (VAT), and other statutory contributions which may be imposed on the Supplier in relation to this Contract.

9. **Conflict of Interest**

IMS defines a conflict of interest as a situation where a person involved with IMS or acting on behalf of IMS has a direct or indirect personal, financial, or business interest in a decision or action by IMS. Any existing or potential conflicts of interest concerning this RFT must be brought to the attention of IMS. IMS reserves the right to exclude a bid that is subject to a conflict of interest.

10. **Selection criteria and evaluation method**

IMS will apply a combined weighted average scoring method for evaluating the tenders.

The maximum score for the technical proposal is 75 points.

The maximum score of 25 points for the financial proposal will be awarded the lowest priced tender. The financial proposals will be scored in proportion to the lowest price, as follows:

Score for price proposal X = lowest price proposal * maximum score / price of proposal X.

The selection criteria are as follows:

SELECTION CRITERIA	
<u>TECHNICAL CRITERIA</u>	MAX POINTS
1. Technical solution suitable for informed rapid response to F(D)IMI	
a. Reliable monitoring toolbox collecting and aggregating content from all the necessary platforms, in real time	10
b. AI-driven solution to explore trends, narratives, and fluctuations in meaningful domains – flexible enough to be adjusted to IMS needs	10
c. User-friendly interface to analyze trends both at the moment, and retrospectively – with potential segmentation by platform, language, narrative, audience, and appropriation of the actor	10
d. Suitable solution for urgent notification of the IMS partners about F(D)IMI and other types of disinformation and manipulative attacks	5
e. Suitable solution for attribution of F(D)IMI and other types of disinformation attacks	10
f. Sufficient analytical support – dedicated analytical team to inform IMS F(D)IMI, and other types of disinformation and manipulation response	10
2. Applicant's reputation and experience	
a. The applicant has a good name and perceived as trusted and reliable data /	20

analysis provider	
SUB TOTAL 1: TECHNICAL CRITERIA	75
<u>PRICE</u>	MAX POINTS
SUB TOTAL 2: PRICE	25
TOTAL MAX POINTS	100

11. Submission and format of tender

The tender shall be submitted to IMS electronically to procurement@mediasupport.org in any of the following formats: .docx, .pdf, .ppx, marked with **“RFT IMS-05559”**.

Technical proposal, containing:

- List and CVs of suggested team members
- Proposed Method of work
- References

Financial proposal, containing:

- daily rates for key expert(s) and other relevant personnel categories, where applicable;
- any country-specific or regional pricing assumptions, where applicable;
- any assumptions underpinning the pricing structure;
- all applicable taxes and fees.

12. Questions

Questions regarding this request for tender can be sent via email until August 20, 2026. Please send questions to ygr@mediasupport.org with the subject line “Inquiry regarding Request for Tender IMS-05559”. Questions and answers will be distributed among responsive bidders and published on a web-site with original advertisement.

13. Ownership and Intellectual Property

Where the winning bidder’s proposal leads to a Contract between IMS and the Supplier, it is a requirement, that IMS acquire all rights and sole property to any material produced under such a Contract.

14. Confidentiality

IMS acquires and retains the ownership of all tenders received. IMS will maintain the confidentiality of prices, terms and conditions of all tenders received.

15. Exclusion grounds

IMS reserves the right to exclude bids that are:

- Subject to a conflict of interest as defined in the attached General Conditions, article 10;
- Based on a misrepresentation of information required by IMS as a condition to participate in the contract or failure to supply this information;
- Submitted by bidders that are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

- Submitted by bidders that are convicted of an offence concerning their professional conduct by a judgment, which has the force of res judicata;
- Submitted by bidders that are guilty of grave professional misconduct proven by any means, which IMS can justify.

16. Processing of personal data

IMS will process the personal data included in tender documents and communications received from bidders in accordance with the General Data Protection Regulation (EU) 2016/679 (“GDPR”). IMS ensures that all personal data is handled with the utmost confidentiality and security, adhering to GDPR principles. This includes, but is not limited to, the lawful and transparent collection, storage, use, and transmission of personal data. IMS will only process personal data as necessary for the purpose of evaluating and managing tenders, and will ensure that such data is not disclosed to unauthorized parties. All bidders have the right to access, rectify, and request the deletion of their personal data in compliance with GDPR.

17. Attachments

- Draft Framework Agreement – specific and general conditions and call-off order (Annex I)

Annex I**Draft Framework Agreement**

Instructions to candidates: At this stage of the Request for Tender this document is for your information and intended to make you aware of the contractual provisions. The information missing in this document will be filled in when a Contractor has been selected, and the “draft” Contract will then become the “final” Contract” between the Contracting Authority and the successful Contractor.

<i>Between</i>	<i>and</i>
International Media Support (IMS)	[Insert name of person/company]
VOX House	Address
Lyngbyvej 100	
2100 Copenhagen Ø	
Denmark	
CVR No.: 26487013	Registration number:
Telephone: +45 8832 7000	Contact person:
	Mobile phone:
	E-mail:
(hereinafter referred to as “IMS”)	(Hereinafter referred to as “the service provider”)

PART 1. SPECIFIC CONDITIONS**1. ASSIGNMENT**

The service provider is hereby Framework agreed by IMS to fulfil the tasks of [.....]. The scope of work constitutes the following services:

-

Under the provisions of this framework agreement, upon the request of IMS, the service provider shall undertake individual assignments as defined in a call-off order.

This framework agreement does not contain any guarantee for volume or number of assignments.

2. FRAMEWORK AGREEMENT PERIOD

The Framework agreement period is 1 year from the date of signing.

The Framework agreement will be subject to prolongation if motivated by operational reasons for no more than 3 years total.

3. FEE AND ELIGIBLE EXPENSES

If an assignment under this framework agreement contains eligible expenses, these must be reasonable, relate to the agreement, and fall within the agreement period.

OUTPUT BASED

The daily fee foris listed below:

4. PAYMENT CONDITIONS

1. Social charges, taxes, etc.

The service provider shall be responsible for all payments of social charges, personal income taxes, value added taxes (VAT), and other statutory contributions which may be imposed on the service provider in relation to this framework agreement. IMS shall under no circumstances be required to make any such payments.

2. Payment of fee

Payments will be transferred to the bank account of the service provider as follows:

3. Payment of eligible expenses

Eligible expenses to be reimbursed:

Eligible expenses are subject to reimbursement upon submission of the annexed expense report with original receipts, i.e. actual expenses documented by invoices / receipts from a third party for all the items purchased and covered by the IMS funds, including communication expenses. For flight costs to be eligible, boarding card stubs or digital captures of electronic boarding cards must be submitted as proof of travel.

5. TERMS OF ENGAGEMENT

A call-off order will be issued by IMS for each assignment to be performed by the service provider under this framework agreement. The call-off order contains the scope of work for the individual assignment and it can have a terms of reference attached to it. The call-off order will become effective when it has been signed by both parties.

6. ANNEXES

1. Call-off order

PART 2. GENERAL CONDITIONS

I. DELEGATION OF RESPONSIBILITIES

The Service provider may not assign or delegate any of the assignments or responsibilities relating to this Framework agreement to another legal entity, without the written consent of IMS.

It is the responsibility of the Service provider, that any individual or entity, to whom the Service provider delegates the assignments or responsibilities related to this Framework agreement, complies with terms of this Framework agreement.

II. TRAVEL

All international travel for IMS must be approved prior to departure. Upon approval, IMS Travel Guidelines will be sent to the service provider. By signing this Framework agreement, the service provider confirms that the IMS Travel Guidelines, including standards and maximum rates specified therein, will be strictly adhered to.

III. TRAVEL INSURANCE

International travel insurance is provided by IMS. This insurance only covers activities related to this Framework agreement. Travel in current, registered country of residence or employment is not insured by IMS. If the service provider already has separate travel and safety insurance, the service provider must inform IMS thereof.

IV. SAFETY

If the consultancy involves travel IMS will provide information on safety procedures. By signing this Framework agreement, the service provider accepts the IMS safety procedures and any subsequent safety instructions by IMS. Failure to comply with the IMS safety procedures or instructions will constitute a breach of Framework agreement.

V. CONFLICT OF INTEREST

The service provider warrants that there is no separate interest, either current or reasonably foreseeable, which will create a conflict of interest related to this Framework agreement.

Should a conflict of interest arise or be foreseen by the service provider, the service provider must immediately bring this to the attention of IMS and cease the affected activities.

VI. MANDATE

The service provider shall not engage in activities or enter into agreements that commit IMS to any expenses or courses of action without having obtained the prior written consent of IMS. The service provider is liable for any obligations including financial obligations that might pertain from such activities.

VII. ETHICS

No offer, payment, consideration or benefit of any kind, which could be regarded as an illegal or corrupt practice, shall be made, promised, sought or accepted - neither directly nor indirectly - as an inducement or reward in relation to activities funded under this Framework agreement, incl. tendering, award or execution of Framework agreements. Any such practice will constitute a material breach of the Framework agreement and be grounds for such additional action, civil and/or criminal, as may be appropriate. At the discretion of the donor(s), a further consequence of any such practice can be the definite exclusion from any tendering for projects, funded by the donor(s).

VIII. BANK ACCOUNT

To ensure timely bank transfers, IMS requires the service provider to submit an official letter, payment instruction for inward remittances or 'certificate of bank details' from his/her bank. The service provider is

responsible for providing IMS with correct and accurate bank details, including any changes to the bank details that should occur during the Framework agreement period.

Any bank charges related to the return of amounts to IMS or bank search for transferred amounts due to inaccurate information will be deducted from the final transfer to the service provider. IMS is not liable for bank fees deducted by the service provider's bank or corresponding banks, pertaining to the service provider's receipt of transfers.

IX. PAYMENT CONDITIONS

The Service provider shall be responsible for all payments of social charges, personal income taxes, value added taxes (VAT), and other statutory contributions which may be imposed on the service provider in relation to this Framework agreement. IMS shall under no circumstances be required to make any such payments.

X. TITLE TO EQUIPMENT

IMS shall retain ownership of any equipment and/or supplies furnished by IMS. Such equipment shall be returned to IMS in an acceptable condition no later than at the termination of this Framework agreement. The Service provider shall be liable for equipment determined to be damaged or degraded beyond normal wear and tear.

XI. DATA PROTECTION

In this Framework agreement the scope and range of "data processing" is defined by Article 4(2) of the General Data Protection Regulation (EU) 2016/679 ("GDPR"). Where the service provider acts as an autonomous Data Controller, the service provider must ensure compliance with relevant laws that govern data processing.

XII. INTELLECTUAL PROPERTY RIGHTS, CREDITS, AND EDITORIAL RESPONSIBILITY

IMS shall have the ownership of the intellectual property rights (IPR) to any materials produced and/or other results of this Framework agreement, reports and other related documents, notwithstanding the incorporation of IP and/or materials previously produced by the Service provider.

At the request of the Service provider, IMS shall credit the Service provider for the involvement in creating the IPR.

The Service provider warrants that there will be no incorporation of any material that would affect any intellectual rights of third parties.

IMS is not responsible for any opinions, beliefs, or viewpoints expressed by the Service provider.

XIII. CONFIDENTIALITY

Information about IMS' partners, programmes, personnel or financial issues shall be treated as confidential by the service provider. This shall also apply after the termination of the Framework agreement.

Both during and after the Framework agreement period, the service provider will, when asked, return to IMS any confidential information related to IMS and/or any property of IMS.

The above includes any employees, Framework agreementors, sub-suppliers etc. that the service provider has used.

XIV. SOCIAL MEDIA AND ADVERTISING

The Service provider is not to engage in social media as a representative of IMS unless the specific mandate has been given by IMS' Communications Unit or through the job description. Furthermore, the Service provider is encouraged to consider if certain social media activity may reflect negatively on IMS.

The Service provider shall not advertise or otherwise make public the fact that he is a service provider to IMS without specific approval from IMS. Nor shall the Service provider use the name of IMS in connection with his business or otherwise. Non-observance of these conditions shall entitle IMS to cancel the Framework

agreement, or any part thereof, and to hold the Service provider liable for any subsequent damages suffered by IMS.

XV. TERMINATION OF FRAMEWORK AGREEMENT AND FORCE MAJEURE

This Framework agreement may be terminated by four weeks written notice by either party.

In case of material breach of Framework agreement, force majeure or any other unforeseen situation rendering it impossible for either party to perform its obligations according to this Framework agreement, IMS may terminate the Framework agreement with immediate effect.

In the event of termination by either party, all advanced payments as per the date of termination are to be returned to IMS together with complete reporting for services delivered/activities implemented for the period up until the date of termination.

XVI. BREACH OF FRAMEWORK AGREEMENT

In case of non-compliance with the provisions of this Framework agreement, IMS shall notify the service provider in writing - informing the service provider that continuing lack of compliance constitutes a breach of Framework agreement. The notification shall state the nature of the non-compliance as well as what section/provisions of this Framework agreement the breach relates to.

From the date of receiving a written notification stating a breach of Framework agreement, the service provider must - within a period of 10 calendar days - comply with all Framework agreement obligations and produce written documentation to IMS that any error, breach and/or non-compliance with this Framework agreement has been corrected. If the service provider fails to do so, this will constitute a material breach of this Framework agreement that entitles IMS to terminate the Framework agreement with immediate effect according to section XIV below.

XVII. MATERIAL BREACH OF FRAMEWORK AGREEMENT

In case of the service provider's material breach of Framework agreement, willful misconduct or gross negligence of obligations under this Framework agreement, IMS shall have the right to terminate the Framework agreement with immediate effect and the service provider shall indemnify IMS in accordance with general principles of Danish law.

In case of material breach of this Framework agreement IMS shall have any and all remedies available to it under general principles of Danish law. IMS, at its sole and exclusive discretion, shall be entitled to enforce claims (including the right to claim a refund of all payments made and indemnification of losses related to the breach of Framework agreement).

XVIII. SETTLEMENT OF DISPUTES

If any dispute arises relating to the implementation or interpretation of this Framework agreement, the parties shall seek to reach an amicable solution.

Any dispute that cannot be solved amicably shall be settled according to Danish laws and regulations and shall be settled at IMS venue: Copenhagen District Court, Nytorv 25, 1450 Copenhagen K.

Date: [INSERT DATE]

Date: [INSERT DATE]

[Name of IMS signatory]

[Name of Service provider/Signatory]