

# Call for Tender: Website Update

July 2024

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### 1. EPF - General Information

The **European Patients' Forum (EPF)** was founded in 2003 to ensure that the patients' community drives policies and programmes that bring changes in patients' lives, empowering them to be equal citizens in the EU.

EPF currently represents 78 members, which are national coalitions of patients' organisations and disease-specific patient organisations working at the European level. EPF reflects the voice of an estimated 150 million patients affected by various chronic diseases throughout Europe.

EPF's vision for the future is to give access to all patients with chronic and/or lifelong conditions in the EU to high quality, patient-centred equitable health and social care.

### 2. Purpose of the Tender

The purpose of this tender is to update the EPF website ([www.eu-patient.eu](http://www.eu-patient.eu)), making it more user friendly, easy to navigate, and easy to update for non-technical staff.

### 3. Description of Services

The successful tenderer will provide high-quality services in the field of website development. The following tasks will need to be carried out:

The selected contractor will be responsible for the following tasks:

**1. User Experience (UX) and User Interface (UI) Design:**

- Design a new, user-friendly UI that aligns with EPF's brand guidelines.
- Ensure mobile responsiveness and cross-browser compatibility.

**2. Content Management System (CMS):**

- Optimizely would be our preferred choice of CMS, due to its accessibility and security features.
- Assess the current CMS and recommend improvements or alternatives.
- Implement a robust CMS that allows easy content updates by non-technical staff.

**3. Accessibility:**

- Ensure the website meets WCAG accessibility standards.
- Conduct accessibility testing and provide a report.

**4. Functionality Enhancements:**

- Optimise the search function.
- Migrate content from the existing website to the new version.
- Enhance customisation and optimise the use of available space.

**5. Performance Optimisation:**

- Optimise website loading speeds.
- Ensure robust security measures and GDPR compliance.

**6. Training and Support:**

- Provide initial training to EPF staff on using the new CMS and website features.
- Provide yearly training for EPF staff using the CMS (or when a new feature is added).
- Offer post-launch support and maintenance services.

## 4. Deliverables

Item	Specifications	Deadline
Detailed project plan with timelines.	<p><b>Project Overview:</b> Clear outline of project objectives, scope, and deliverables.</p> <p><b>Task Breakdown:</b> Detailed list of tasks and activities for each phase with assigned responsibilities.</p> <p><b>Timelines:</b> Gantt chart or similar visual representation showing project timeline and dependencies. Schedule of regular updates, meetings, and reporting mechanisms.</p>	15 August 2024
Wireframes and design mockups.	<p><b>Wireframes:</b> Low-fidelity wireframes for each major page/template. Representation of layout, navigation, and content structure. Annotated wireframes explaining functionality and user interactions.</p> <p><b>Design Mockups:</b> High-fidelity mockups for each major page/template. Visual design elements including colour schemes, typography, and imagery. Interactive prototypes demonstrating user flows and interactions. Mobile and desktop versions for responsive design.</p>	30 September 2024
Fully functional and tested website.	<p><b>Functionalities:</b></p> <ul style="list-style-type: none"> <li>• Integration with existing EPF systems and third-party tools.</li> <li>• Cross-browser and cross-device compatibility.</li> </ul> <p><b>Performance:</b></p> <ul style="list-style-type: none"> <li>• Optimised loading speeds and performance metrics.</li> </ul>	31 October 2024

	<ul style="list-style-type: none"> <li>• Implementation of security measures and compliance with GDPR.</li> </ul> <p><b>Testing:</b></p> <ul style="list-style-type: none"> <li>• Comprehensive testing</li> <li>• Accessibility testing to meet WCAG standards.</li> <li>• Bug tracking and resolution report.</li> </ul> <p><b>Deployment:</b></p> <ul style="list-style-type: none"> <li>• Staging environment for testing and final approval.</li> <li>• Plan for seamless transition from old to new website.</li> </ul>	
Documentation for CMS usage and website maintenance.	<p><b>CMS Usage Documentation:</b></p> <ul style="list-style-type: none"> <li>• Step-by-step guide for managing content, including text, images, videos, and other media.</li> <li>• Instructions for creating, editing, and deleting pages.</li> <li>• Troubleshooting tips and common issues.</li> <li>• Guide to regular maintenance tasks (e.g., updates, backups, security checks).</li> <li>• Instructions for monitoring website performance and analytics.</li> </ul>	30 November 2024
Training sessions and materials for EPF staff.	<ul style="list-style-type: none"> <li>• Schedule of training sessions (in-person or virtual).</li> <li>• Agenda covering key topics such as CMS usage, content management, and website functionalities.</li> <li>• Interactive Q&amp;A sessions and hands-on workshops.</li> </ul>	December 2024 onward

## 5. Participation in the Tendering Procedure

### 5.1 TENDER PROCESS

EPF reserves the right to conduct the tender process and select the successful tender. EPF is not bound contractually or in any way to a bidder to this request for tender until EPF and the successful winner have entered into a written contract.

### 5.2 DOCUMENTS TO BE SUBMITTED

The tender proposal should include:

- An outline of the approach to be undertaken to establishing and delivering the project (concept);
- Details of the individual(s) who will lead, manage and deliver the project and details of their experience;
- Detailed breakdown of costs, with a maximum budget allocation of 15.000 EURO (all-in);
- Timetable for delivery of work;

Additional documentation may be required demonstrating experience and expertise, including:

- Background material / credentials demonstrating previous experience and range of work of the tendering entity) and/or of the specific personnel proposed for the work. This can include descriptions and examples of relevant previous work;
- References;
- A completed Declaration of Interest (DOI).

**Applications must be sent via email (PDF preferred) with the subject heading 'TENDER APPLICATION: Website Update' by 19/07/2024, 23:59 to [info@eu-patient.eu](mailto:info@eu-patient.eu).**

### 5.3 TENDER EVALUATION

Participation in this tendering procedure is open on equal terms to all natural and legal persons fulfilling the abovementioned eligibility criteria and language requirements. EPF may, in its discretion, extend the closing date and time of the tender.

The selection procedure will be based on the principles of equal treatment, fairness and transparency and on expertise (75%) and price (25%).

All applicants will receive acknowledgement of receipt of their tender and will be informed of the outcomes of the selection process within 10 working days following the deadline date. EPF is not obliged to provide reasons for its decision to shortlist; accept or reject any particular tender.

Offers to the tender will be evaluated based on the following criteria:

Qualitative and Quantitative award criteria
Qualitative criteria 1: Concept and approach (30%)
Qualitative criteria 2: Expertise / experience / credibility of the proposal (25%)
Qualitative criteria 3: Project planning (25%)
Quantitative criteria 4: Price (20%)

Applicants must have excellent knowledge of the English language.

## 5.4 EXCLUSION CRITERIA

Candidates or tenderers shall be excluded from participation in this procurement procedure if:

- a) they 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;
- b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- c) they have been guilty of grave professional misconduct proven by any means which the EPF can justify;
- d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the EPF or those of the country where the contract is to be performed;
- e) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Union's financial interests;
- f) following another procurement procedure or grant award procedure financed by the Union's budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

## 5.5 SCHEDULE

The assignment shall start as from the date of signature of both contracting parties and shall be completed by 31 December 2024.

Tender submission and schedule of the work related to website update:

Launch Tender	EPF	05/07/2024
Close of the Tender	Tenderer	19/07/2024
Selection of the tenderer	EPF	05/08/2024
Briefing meeting	EPF – Tenderer	08/08/2024

## 6. Terms of Payment

Prices must be fixed amounts in Euro and will not be subject to revision. The amount of VAT should be shown separately on the invoice.

Costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.

## 7. Quality Issues

In delivering the service, the Tenderer shall ensure the highest quality standards of which EPF shall be the sole judge and should ensure that the deliverables are implemented properly.

## 8. Confidentiality and Conflict of Interest

The Tenderer undertakes that they will not at any time, either before or after the termination of this service, use or disclose or communicate to any person confidential information relating to the affairs of EPF. This restriction shall continue to apply after the termination of the service without limit in point of time.

To ensure the independence of terms of their contract, the winning tenderer will sign a declaration certifying that they have no conflict of interests in relation to the tasks to be undertaken and undertake to inform EPF's responsible staff should this status change.

## 9. Terms and Conditions

EPF reserve the right to reject any and all proposals, in whole or in part, to advertise for new proposals, to abandon the need for services, and to cancel or amend this call for tender at any time prior to the execution of the written contract. EPF reserves the right to waive any formalities in the call for tender process. EPF may respond to questions or provide information from tenderers, and is under no obligation to provide such responses or information to all other tenderers.

By submitting a proposal, the tenderer agrees that:

- EPF may copy the proposal for purposes of facilitating the evaluation of the proposal and agrees that such copying will not violate the rights of any third party;
- It will not bring any claim or have any cause of action against EPF based in any misunderstanding concerning the information provided or concerning EPF's failure, neglect or otherwise, to provide the bidder with pertinent information as intended by this call for tender;
- The deliverables must be carried out in line with the highest ethical standards and the applicable EU, international and national law on ethical principles;



- If applicable, the Tenderer must acknowledge EU support and display the European flag (emblem) and funding statement (translated into local languages, where appropriate) on the deliverables. The correct image and wording will be advised by EPF;
- The Tenderer must keep records, information and other supporting documents to prove the proper implementation of the action until 2030, and must be made available upon request or in the context of checks, reviews, audits or investigations.

The accomplishment of a tendering procedure imposes no obligation on EPF to award the contract. Should the invitation to tender cover several items or lots, EPF reserves the right to award a contract for only some of them. EPF shall not be liable for any compensation with respect to tenderers whose tenders have not been accepted. Nor shall it be so liable if it decides not to award the contract.

The estimated date for the signature of the contract will be 10/08/2024.

## 10. Contact Person and Contracting Authority

For more information, please contact:

Dalila Lopes, EPF's Communications Officer at [Dalila.lopes@eu-patient.eu](mailto:Dalila.lopes@eu-patient.eu)

Contracting Authority:

**European Patients' Forum (EPF)**  
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1040 Brussels – Belgium  
[www.eu-patient.eu](http://www.eu-patient.eu)  
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