



EIGE/2015/OPER/23

TENDER SPECIFICATIONS

Conceptual and Technical Update of EuroGender

OPEN PROCEDURE

These Tender Specifications provide instructions and guidance to tenderers about the nature of the Offer they should submit and serve as the contractor's mandate throughout the project implementation. The purpose of the Specifications is to ensure that the project is properly conceived by the contractor, that the work is carried out on schedule and that resources will not be wasted.

The Tender Specifications will become part of the contract that may be awarded as a result of this tender.

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1 TECHNICAL SPECIFICATIONS

1.1 GENERAL BACKGROUND

The European Institute for Gender Equality (EIGE) was created by Regulation (EC) No 1922/2006 of the European Parliament and of the Council of 20 December 2006. The overall objectives or long-term effects of EIGE's work are defined in the Regulation as:

... "To contribute to and strengthen the promotion of gender equality including gender mainstreaming in all Community policies and the resulting national policies, and the fight against discrimination based on sex, and to raise EU citizens' awareness of gender equality."

The main tasks of the Institute are the dissemination of the collected and analyzed comparable data on gender issues and the facilitation of the exchange of best practices and dialogue among stakeholders in order to raise awareness among EU citizens.

To contribute to the implementation of the above mentioned tasks, EIGE launches this call for tender with a goal to conclude a contract with a professional service provider to update conceptually and technically the European Network on Gender Equality (EuroGender).

Development of EuroGender

EuroGender delivers on tasks and objectives that are written in EIGE's Establishing Regulation, where it states that the Institute shall set-up the European Network on Gender Equality to develop dialogue and cooperation with non-governmental and equal opportunities organisations.

The goal of EuroGender is to **encourage research, optimise the use of resources and foster exchange and dissemination of information.**

In order to determine which would be the most appropriate design for the most suitable network, in 2011 EIGE has contracted a **Feasibility study on effective forms of networks**. During the analysis phase, the contractor benchmarked with five existing networks: European Parliament Facebook page, Second Life, Social Science Research Network, Deloitte community of practice, UNDP gender network) and interviewed EIGE's stakeholders.

Following interviews with EIGE's stakeholders and having analysed EIGE's needs, the result was that an adequate network for EIGE would be online, composed of a repository of knowledge, a forum, a profile (internal or from other network), an agenda, a translator, Skype, a chat tool, a division of website for specific areas. It should take into account different level of knowledge in the use of electronic network and should have someone dedicated to the platform and able to publish content is key for a "living" network.

Regarding functional specifications, the recommendation was for the platform to be based on Drupal content management system.

Following the results of the feasibility study, still in 2011, EIGE contracted a professional service provider for the **design and implementation of the European Network on Gender Equality – in short EuroGender.**

The most important steps of the design and implementation phase were:

1. Definition and analysis the network requirements;
2. Including User Needs Assessment Survey;
3. Conceptual Design & Prototypes;
4. Graphical Mock-Ups and Prototypes;
5. System Design;
6. Implementation and Testing of the Network;

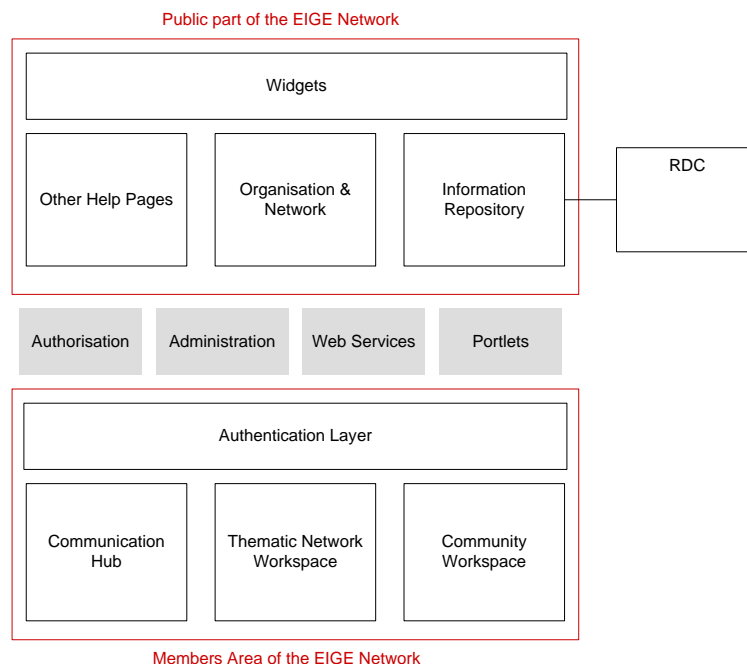
7. Including test groups composed of EIGE Experts' Forum and some of EIGE's thematic networks;
8. Training on back-end management of the network.

The EIGE Network Needs Assessment survey was rolled out to the entirety of the EIGE Stakeholders' database and produced in total, 374 complete answers and 153 incomplete answers with a 12 % response rate.

The key findings are summarised below:

1. EIGE's Stakeholders are committed to gender equality and although they have varying interests in gender equality, **more than 75% confirmed that they will eventually join EIGE Network**. More than 60% that they are interested in assisting with its development.
2. More than **70% of the survey participants are engaged in social networks** maintain a blog or website about gender equality.
3. The most highly ranked needs of the EIGE stakeholders include the **need to participate in events, gender equality thematic projects and web discussion**.
4. Overall, the survey respondents see the upcoming **EIGE Network primarily as a knowledge platform, secondarily as a collaboration area and finally as a networking tool**.
5. When asked about specific features, the study sample considers:
 - a. searching and reading publications,
 - b. viewing information organised around EIGE Thematic Areas, and
 - c. searching and reading news and announcements as the three most wanted features for EIGE's Network.
6. As expected, an **online chat** facility within the EIGE Network is not valued as highly as the rest of the features that were proposed in the survey.
7. Similarly, demanding tasks such as creating and **maintaining a blog** in the EIGE Network were ranked with low scores (60% of the respondents ranked this feature with a score of between 1-5 where 1 is low agreement to the feature and 10 is high agreement).

Following results of the stakeholders' survey and several other rounds of consultation, EuroGender platform was developed. The diagram below illustrates the technology components that make up EuroGender:



In summary, the public part of EuroGender comprises a set of widgets, the information about the Network and the Information Repository. The 'Members Area' includes all the features of the EuroGender that require member authentication and various levels of access authorisation either by the EuroGender administrators. It is worth highlighting that the public and the private areas are not completely distinct between each other; based on an intermediate level of Authentication and Authorisation, registered network members will have access to more collaboration and participation features and functionality than anonymous users.

The current version of EuroGender

In October 2013, EuroGender was launched as EIGE's main consultation platform as well as a collaboration platform that allows all of its 10.000 users to exchange resources, knowledge and good practices on gender equality. It brings together decision-makers, practitioners, researchers and experts from all EU Member States and institutions.

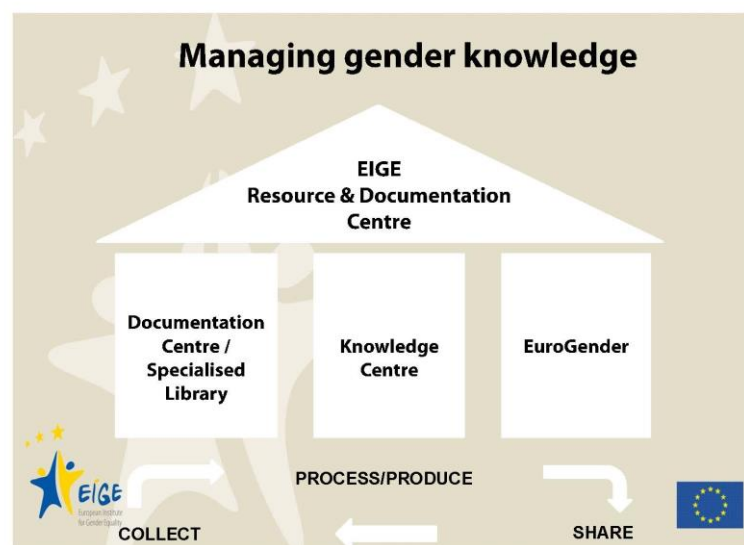
EuroGender allows its registered members to:

- access reports of previous [online discussions](#) or register to take part in the upcoming ones.
- check all other gender-related events listed on EuroGender calendar [here](#);
- find partners for projects and connect with gender experts from all over the world via [stakeholders' directory](#);
- easily update the EuroGender community on your work (publications, films, photographs, etc) and post [news](#) on gender equality developments in your country;
- promote your gender equality projects using EuroGender tools, including calendar, workspaces, opinion polls, surveys or - with some assistance from EuroGender team - **through their own online discussions**;
- share, like, comment, engage and dialogue using **social media tools**.

As EuroGender members, they can **upload news, create events, invite EuroGender members to attend your events - take advantage of this communication channel built to serve gender equality.**

Conceptually, EuroGender was set-up as the third pillar of EIGE's Resource and Documentation Centre, as the virtual space where both EIGE could share information with its stakeholders and its stakeholders could post gender-related news/documents to be further on harvested and catalogued to become part of EIGE's RDC.

The diagram below explains the integration of EuroGender into EIGE's management of gender knowledge.



EuroGender in the future

Since EuroGender evolved from being a collaborative platform into EIGE's main consultation platform, it is now considered a strategic tool among EIGE's communications channels. The update of EIGE's 2016-2018

Communications and Stakeholder's Engagement Strategy will reflect this new role for EuroGender and it is tasked to fully strategize on its potential.

Since strategically EuroGender will be positioned as **a communication tool** to engage EIGE's stakeholders and to respond to their communication needs its future role cannot be accommodated any further by the current Information Architecture and technology of EuroGender website.

Results of EIGE's External Evaluation (Case Study on EuroGender) have shown particular interest of representatives of our Key stakeholders in **community-type of features: Online discussions and Thematic Network Workspaces**, but not in so much in **content-sharing type of features** (news, image galleries, podcasts, surveys, videos, etc).

1.2 GENERAL AND SPECIFIC OBJECTIVES

The general objective of this contract is to update EuroGender conceptually and technically so it meets the needs of its users and target audience and it supports and eases the online communication and cooperation between EIGE and its stakeholders.

The implementation of the current Contract has the following specific objectives:

- Create a Branding strategy for EuroGender.
- Update the Information Architecture and Navigation Flow of EuroGender.
- Produce a concrete and detailed graphical design for EuroGender's new website.
- Implement a new approach for the online discussion, improved features and functionalities, new integrated tools, phasing-out some others.
- Produce a new EuroGender website, web responsive, after multiple cycles of feedback from EIGE.
- Migrate the content from EuroGender's old website and adjust it to the new implementation.
- Extract EIGE's Stakeholders Database hosted on EuroGender and save it separately on EIGE's server.
- Produce animated video presenting the new EuroGender + video tutorials (based on screen cast recordings) on user tools/features/functionalities, workspaces, online discussion.
- Provide training on back-end and front-end management of EuroGender.
- Document the process and deliverables.

1.3 TASKS

The first phase of the project consists of research and needs analysis, brand strategy, (re)positioning for EuroGender Network.

The second phase of the project mainly refers to the implementation of the branding strategy through technical and graphical update of EuroGender.

Overall the contract will be implemented through delivery of the following services:

I. Branding strategy for EuroGender

The branding strategy for EuroGender has the following specific objectives:

- Firmly positions EuroGender internally as an useful tool for project teams.
- Aligns EuroGender with the needs and expectations of EIGE's stakeholders.
- Creates the premises of an increased engagement of EIGE's stakeholder with EuroGender platform.

Taking into account the background information, the Contractor is requested to perform at a minimum the following specific activities:

- **Desk research** to analyse and understand EIGE's requirements and the requirements of EuroGender users. For the analysis, the Contractor is asked to revise all strategic documents (including EIGE's Establishing Regulation) that have contributed to the development of EuroGender (see background information), including EuroGender Case Study prepared as part of EIGE's External Evaluation and EuroGender Analytics. The aim of the analysis is to allow the Contractor to fully understand the reality and the potential of EuroGender. Results of the Desk Research will be submitted to EIGE.
- Consult with **EuroGender users, EIGE Team Leaders** and **EIGE staff** with the aim of collecting ideas on how EuroGender could support the work of project teams. In order to conduct the consultation, a variety of methods is requested including interviews, surveys and any other method that will be appropriate for each group.
- Prepare a **SWOT analysis** with the aim of highlighting key benefits and features of EuroGender. SWOT analysis will be shared with EIGE
- Develop a concise **branding strategy** focusing at a minimum on the following elements:
 - Categories of stakeholders EuroGender aims engaging
 - List the features and benefits of EuroGender
 - Determine which benefits are most important to each of the stakeholders' groups
 - Identify the strongest benefits that should represent EuroGender
 - Write positioning statements that tell the story of EuroGender
 - EuroGender in a nutshell (description of no more than 30 words)
 - Identify colors, fonts and other visual elements that would match the personality of EuroGender and are in line with EIGE's Style Guide¹.
 - Key messages for communicating the EuroGender
 - Strapline
- Participate to the **coordination meeting** organised within the project with EIGE's Management, EuroGender Administrator, EIGE's RDC Officer and any other strategic participants for the process of updating EuroGender. The Contractor is asked to present the results of its desk research, of the SWOT analysis and its proposal of a branding strategy for EuroGender. Contractor will finalise the branding strategy by incorporating EIGE's comments. The costs of participation to the coordination meeting will be borne by the Contractor. The meeting will be held in Vilnius, Lithuania.

Deliverable:

- I.1 Branding Strategy for EuroGender

II. Update the Information Architecture and Design of EuroGender:

Following EIGE's agreement on EuroGender's branding strategy, the Contractor is asked to implement it by having it reflected in the update of the Information Architecture and Design of EuroGender platform.

The Contractor is asked to analyse the homepage design and all internal page designs of the following platforms as we have identified as models:

- <http://www.consumerchampion.eu/page/consumer-professionals-benefits>
- <http://www.includegender.org/about-us/includegender-org/>
- <http://www.marketingmo.com/>
- <http://www.digitalmarketer.com/>
- http://blogs.ec.europa.eu/eu-digital/home_en

¹ <http://eige.europa.eu/content/document/eige-style-guide>

The update of the Information Architecture and Design of EuroGender has the following specific objectives:

- the Eurogender website re-design,
- the Eurogender website Information Architecture redesign

Throughout all the activities performed under this contract, the Contractor is expected to follow the principles of **User Experience Design**. The final products should answer the needs of both EIGE and its stakeholders.

At this stage, the contractor should develop proposals of **Information Architecture** and **Navigation Flow** that matches EIGE's requirements and the requirements of its stakeholders, propose solutions that satisfy these requirements and implement these solutions.

For the successful delivery of the requested services, the following activities are expected to be performed by the Contractor:

- Conceive **user scenarios** (one for individuals and one for organisations) with the focus on EuroGender stakeholders and test these scenarios with specific user groups, analyse and report whether user behaviour per type (individual or organisation) is different.
- Make proposal of a unified the tagging system that would be replacing the three parallel **tagging systems** currently EuroGender is using: for users, for events, for documents, incorporate EIGE comments, finalise it and integrate it within EuroGender platform
- Make proposals of a new **Information Architecture** and **Navigation Flow**, incorporate EIGE comments, finalise it and integrate it within EuroGender platform.
- Make proposals of newly designed icons, menu buttons, illustrations, photographs that will complement the design of the pages,
- Propose the graphical design for all content items (pages). At least three different design concepts are requested per page and at least five cycles of reviews are envisaged per page. Designs for viewing over mobile devices should also be included.
- Propose template designs to be used in connection to the update of notification system (i.e. the notifications sent from EuroGender to its users).
- Take into account the fact that EuroGender platform will have a translation functionality integrated for majority of its pages. The translation functionality requests all text (including for menu and sub-menu) to be readable.
- Validate the proposed design with objective user testing including EIGE and EuroGender stakeholders.
- Implement prototypes of the proposed solutions (icons, menu buttons, illustrations, photographs included) and test/validate these prototypes with specific user groups.
- Implement the solutions accepted by EIGE. The deployment of modules different than what exists in the current website is envisaged.
- Migrate the content from EuroGender current website to the new website.
- Provide two environments of EuroGender website: a production environment that will be accessible to the public and a staging environment that will be accessible to EIGE's web team for testing purposes.

Deliverables:

II.1 EuroGender platform re-designed and web responsive

II.2 Templates for notifications systems designed

II.3 The information Architecture of EuroGender new website implemented

III. Analyse the possibility of developing collaborative writing function within EuroGender and implement it

Considering that research conducted by EIGE has an EU dimension to it, majority of EIGE studies assess aspects of gender equality in all 28 MS and the fact that EIGE strongly cooperates gender equality experts from all over EU in developing its work, the need of collaborative writing of documents within EuroGender has emerged.

Since collective writing on certain documents should be open to certain registered users, this functionality the Thematic Network Workspaces seem to be the best area of EuroGender to host this functionality. Thematic Network Workspaces are secured collaborative spaces to which only members and EuroGender Administrators have access.

Since collaborative writing function is not yet available within EuroGender, **Tenderers are requested to submit their proposal for the development and implementation of the collaborative writing function** as part of the Technical Proposal of their Offer.

Thus, the Contractor is tasked to follow **specific requirements** while implementing co-authoring function.

- Every **registered user of the respective workspace can work on collaborative** documents together at the same time.
- Access to a collaborative document should **not be limited to a number** of registered users.
- Allow collaborators on the document to **see what is in progress** (Draft), what is currently being proofread (Review) and what is really completed (Final).
- Collaborative documents should be **made distinct** from the other type of documents.
- Collaborative writing tool should allow **versions' history**.
- The system must be able to **create, save and review draft versions** of the collaborative document.
- It **must not limit the number of draft documents' versions** created and saved.
- The system must **show only the latest version of the collaborative document** but it must be possible to find and review older versions as well.
- Each **collaborative document in the system must have a corresponding version**.
- When a draft document is opened for editing a **new version must be assigned to it automatically**, if a change in the collaborative document is performed.
- It must be possible to create a **collaborative document name template** with the formula for incrementing document version.
- **Draft collaborative document's versioning** must follow an assigned template.
- It must be possible to **see who are working with the latest version** of the collaborative document.
- The Contractor should propose the best way of **showing status of a document** and - if possible - link status to its level of access. For example, a Final Document may not be editable anymore.
- The **data exchange between users should be made secured** through a strong encryption.

- Collaborative writing **should not raise privacy** or security questions to EIGE's intellectual work.
- The **collaborative writing function will open EuroGender documents on EIGE's servers.**
- The integrated collaborative writing tool **should never open up EIGE's protected** data to third parties.
- The editing of collaborative documents should take place online. The users should not be requested to save the document to their computers and then re-upload it on the server.

For the successful delivery of the requested services, the following activities are expected to be performed by the Contractor:

- Validate the proposed collaborative writing function with objective user testing including EIGE and EIGE's target audience.
- Implement prototypes of the proposed functionality and test/validate these prototypes with specific user groups.
- Implement the solutions accepted by EIGE.
- Provide two environments: a production environment that will be accessible to the public and a staging environment that will be accessible to EIGE's web team for testing purposes.

Deliverable:

III.1 Collaborative writing functionality made available within Thematic Network Workspaces of EuroGender

IV. New approach for the online discussion, improved features and functionalities, new integrated tools, phasing-out some others

For the successful delivery of this requested service, in line with the branding strategy of EuroGender, the following activities are expected to be performed by the Contractor:

IV.1 Integration of new tools

- Integrated translation function (google translate for example) made available within Platform. The **translation functionality** should be made available for all pages unless the Contractor provides reasons for which we shouldn't have it on certain pages.
- **Messaging function** implemented for registered users.

IV.2 General updates (maintenance tasks, user management improvements, content type improvements):

- Currently, there are two parallel search options functioning within EuroGender: one within **Stakeholders' Directory** and another one for the rest of EuroGender, having its search field on **EuroGender homepage**. Contractor is asked to improve the search function within EuroGender and consider integrating of search fields that would allow refinement of search. **Messaging function** should be consistent with branding strategy and with the tagging system.
- The **Registration Form** needs to be updated taking into account conclusions of the branding strategy, especially because the process is heavy, users are confusing username and full name, some are indicating institutional email address for their "individual" accounts and this blocks the organisation from having its own user account on EuroGender.

- Whenever **disabling accounts** be able to do so without being requested to update Time Zone/ Country/Areas of Intervention or any other fields that are marked as compulsory within EuroGender.
- Whenever disabling accounts, always send an email to the user announcing that the respective account has been disabled.
- Create and implement **feedback form** to benchmark with our users on the features, design and content of the EuroGender platform (compulsory fields: Name, Organisation, Feedback + optional field: Yes, please add my email address to the EuroGender mailing list²).
- Allow EuroGender Administrator and all other registered users to **track users' engagement in the platform**.
- Allow new EuroGender members **to request membership for specific Workspaces** (even if they have missed this information while registering)
- The download of the xsl file of selected users doesn't show the full username
- Show the general part of the Thematic Network Workspaces (title + description) even if they are private. Add **request membership button**.
- The Contractor is tasked to provide **support to EuroGender Administrators** in fixing any bugs or as to address any request for improvements throughout the whole duration of the Contract.
- Check and correct the following bugs:
 - One user has received 20 messages just because has updated its profile;
 - The masquerade module for Administrators doesn't function;
 - Whenever introducing a new name within a workspace group, especially from outside of EIGE and using Apple computer, an error is produced;
 - Check and fix broken breadcrumbs.

IV.3 Notification system updated:

The Contractor will receive a description of the current notification system in place for analysis with the request to make proposals for improvements. The update of the notification system needs to be consistent with EuroGender branding strategy and with the new tagging system:

- EuroGender should allow regular request sent out to all its registered users with invitation to update their contact details. The request should allow members to opt-out from such requests and to disable their account on EuroGender.
- Implement the possibility to use template designs for notifications related to online discussions (invitations, notification related to upload of background documents, etc) and also allow the users possibility to opt –out from the implemented notifications.
- Automatic notification should be implemented for new posts made within Thematic Network Workspaces for all types of content.

² To be discussed and decided whether this option is for non-authenticated users. Currently EuroGender allows its authenticated users to opt for receiving notifications from EuroGender platform + notifications on EuroGender online discussions.

- Adjust the notification sent in connection to online discussion (for example a notification is sent out that an online discussion has just started when in fact its duration has been prolonged).
- Allow the possibility for the EuroGender Administrator to create notifications/EuroGender alerts using an already developed template and design.

IV.4 New user-friendly approach for the online discussion module implemented

The online discussion module is one of the most used features of EuroGender. Based on the branding strategy for EuroGender the Contractor should propose a new approach to the online discussion functionality taking into account the following suggestions/errors that have been highlighted by participants/ EIGE Administrators:

- Editing tools need to be refreshed. Some participants complained that it is really difficult to copy-paste text and links within the comments block. Also, quoting and linking feature doesn't work properly and consistently (sometimes it worked and other times it did not during a specific online discussion).
- Highlight (in a different colour maybe) all recently made posts. Several participants may be posting in the same time, commenting and linking their posts to previously made posts and that is difficult to follow. Also, investigate the possibility of having the most recent comments appearing on top and implement the technical solution.
- The online discussions do not list any more the number of its participants. It might be because most of the online discussions organised in 2014 were public. Therefore, the contractor is asked to investigate and implement a technical solution that would allow the listing of number of participants even for public online discussions.
- Private online discussions should not have social media buttons on their pages.
- Breadcrumbs module has been affected, verify that it functions properly for the online discussion module.
- Investigate the possibility of messaging certain online users during the online discussion and implement the technical solution within the online discussion module – if recommendable – throughout all EuroGender.
- If any other errors related to the online discussion module appear throughout the duration of the Contractor, the Contractor is asked to correct them.
- Request to refresh the page of the online discussion to have the latest comments appearing is annoying for all our participants.

Deliverables:

IV.1 Translation function implemented

IV.2 Messaging function implemented

IV.3 Users' management improvements implemented

IV.4 Bugs fixed

IV.5 Notification system updated

IV.6 New user-friendly approach for the online discussion module implemented

V EIGE's Stakeholders Database hosted on EuroGender extracted from the platform and placed on EIGE's server

EIGE's Stakeholders Database currently is placed internally on EuroGender platform (Drupal with MySQL database) and comprises around 11.000 user accounts (both individuals and organizations). For the purpose of future independent use of EIGE's stakeholders' database, the Contractor is expected to provide the following services:

- Extract EIGE's Stakeholders Database from MySQL DB on EuroGender platform.
- Delete dummy/disabled user accounts.
- Import the database into EIGE's Microsoft SQL server.
- Redesign EuroGender platform to use the stakeholders from the new database.

Note that the accounts in EIGE's Stakeholders database are also the users of EuroGender, having an account in Drupal. Therefore, the redesign of the platform should take into account that the accounts (user name/password and profile pages) should continue to exist in the new EuroGender version.

Deliverable:

V.1 EuroGender platform working with EIGE's Stakeholders Database from MS SQL database.

VI. Animated video presenting the new EuroGender + video tutorials (based on screen cast recordings) on user tools/features/functionality, workspaces, online discussion

The purpose of the animated videos is to present the new EuroGender, highlight its user-friendliness, improved features and design.

The objective of the video-tutorials (based on screen cast recordings) is to instruct EuroGender users on how to take full benefit of the user tools they have at their disposal, how to use the workspaces (including collaborative writing tool) and how to engage in the online discussions.

To develop the videos, an iterative process allowing incremental versions of the videos and feedback cycles from EIGE should be followed. It is envisaged that at least 5 cycles of feedback from EIGE, per video, will be necessary to reach each of the intermediate and final stages.

The Contractor is responsible for the full production of the clips in line with EIGE's style guide. While EIGE focuses on the production of infographic-style videos, filming of real persons might be requested for some of the videos.

For the successful delivery of this requested service, in line with the brand strategy of EuroGender and reflecting the update of EuroGender, the following activities are expected to be performed by the Contractor:

- Production Design and refinement of the video scenarios
- Filming of live footage (if requested by EIGE)
- Production of graphics/animation in the videos
- Acquiring the copyright for the music to be used

All rights must be respected and arranged by the Contractor so that EIGE can become full owner.

All clips should be delivered in High Definition quality, specifically H.264/MPEG-4 AVC format, 1080p: 1920x1080p or more. The videos will be shared in YouTube and will also be used in conferences, meetings, on EIGE's webpages, in EIGE's social media and on display screens for example.

Deliverables:

VI.1 Animated video presenting EuroGender.

VI.2 Three video-tutorials (based on screen cast recordings) presenting user tools/features/functionalities, thematic network workspaces and online discussion module.

VII Training on back-end and front-end management of EuroGender

For the successful delivery of this requested service, in line with the brand strategy of EuroGender, the following activities are expected to be performed by the Contractor:

- Develop **training materials** (including brief presentation of the branding strategy, its results, update of EuroGender design, new features and functionalities)
- Provide **1 day training for managing back-end of EuroGender to EIGE staff that are EuroGender Administrators, Content Managers, Facilitators, Thematic Network Workspace Administrators** (approximately 15 people) etc. The training will take place at EIGE premises, in Vilnius. EIGE provides working stations and all technical support for the Contractor to provide the training. All costs of participation are to be covered by the Contractor.
- Provide **1 day training for managing front-end of EuroGender to external users** (approximately 35 people). It is not yet decided whether the training will take place at EIGE premises or in other EU city, therefore the **Tenderer** is asked to foresee costs of its participation for one day training where the venue of the training is an EU city later on to be decided. Participants will have their own working stations, therefore the Contractor needs to be taking into account the variety of the devices with which training participants are going to engage throughout the training. Contractor will receive full technical support for the training.

Deliverables:

VII.1 1 day back - end training (EIGE premises, Vilnius)

VII.2 1-day front-end training (EU city)

After implementing all services, Contractor is tasked to prepare a **Final Report** containing an overview of the implementation process.

EIGE has one month to review implemented services, deliverables, cross check with the Final Report and - if it is the case - ask the Contractor to make any necessary corrections. At the end of the reviewing period, EIGE will issue an acceptance sheet for all services and deliverables submitted by the Contractor and approved by EIGE. Based on the acceptance sheet, the Contractor can issue the Final Invoice (Balance Payment)

1.4 INPUT BY THE CONTRACTING AUTHORITY

EIGE will provide the Contractor all the background information on EuroGender (e.g. the studies mentioned in section 1.1 of the current tender specifications). The contractor will also have access to the current EuroGender platform and will have access to EIGE's web servers. Any other access requested by the contractor will be evaluated and granted by EIGE if necessary for the efficient and effective execution of tasks.

1.5 DELIVERABLES

The following is an overview of the deliverables presented in section 1.3 of this tender specifications:

- I.1 - Branding Strategy for EuroGender
- II.1 - EuroGender platform re-designed and web responsive
- II.2 - Templates for notifications systems designed
- II.3 - The information Architecture of EuroGender new website implemented
- III.1 - Collaborative writing functionality made available within Thematic Network Workspaces of EuroGender
- IV.1 - Translation function implemented
- IV.2 - Messaging function implemented
- IV.3 - Users' management improvements implemented
- IV.4 - Bugs fixed
- IV.5 - Notification system updated
- IV.6 - New user-friendly approach for the online discussion module implemented
- V.1 - EuroGender platform working with EIGE's Stakeholders Database from MS SQL database.
- VI.1 - Animated video presenting EuroGender.
- VI.2 - Three video-tutorials (based on screen cast recordings) presenting user tools/features/functionalities, thematic network workspaces and online discussion module.
- VII.1 - 1 day back-end training (EIGE premises, Vilnius)
- VII.2 - 1-day front-end training (EU city)
- Final report

1.6 DETAILS ON DELIVERABLES

All deliverables should be delivered in English. The specifications for each deliverable are described in section 1.3 of these tender specifications.

1.7 GENERAL GUIDANCE ON METHODOLOGY

For all the activities of the Contract, the Contractor will have to implement an iterative development process.

The Contractor should propose and follow a methodology of work that will allow space for multiple feedback cycles and an incremental development process for all deliverables.

The methodology should be flexible enough to allow changes in the late stages of development and should limit as much as possible the necessity to take fixed decisions at the very early stages of the project.

1.8 PERFORMANCE AND QUALITY REQUIREMENTS

EIGE will monitor the project in technical and administrative terms. The Contractor shall report immediately, in writing, any problems encountered during the implementation of the contract to EIGE.

Deliverables shall be submitted according to the timeline presented in sections 1.9. All deliverables must be delivered in an appropriate layout and they shall meet the requirements listed in section 1.3.

The Contractor shall expect that the European Court of Auditors and the European Anti-Fraud Office (OLAF) have the right to gain access to all documentation relating to the project and, therefore, must keep copies of all relevant and related documents.

1.9 GENERAL DELIVERY TIME AND PROGRESS MEETINGS

The provisional timeline is the following:

Milestone	Week
Branding Strategy	W5
EuroGender platform redesigned	W14
Templates for notifications systems designed	W14
The information Architecture of EuroGender new website implemented	W14
Collaborative writing functionality made available within Thematic Network Workspaces of EuroGender	W18
Translation function implemented	W18
Messaging function implemented	W18
Users' management improvements implemented	W23
Bugs fixed	W24
Notification system updated	W24
New user-friendly approach for the online discussion module implemented	W24
EuroGender platform working with EIGE's Stakeholders Database from MS SQL database	W14
Animated video presenting EuroGender	W25
Three video-tutorials (based on screen cast recordings) presenting user tools/features, thematic network workspaces and online discussion module	W25
Training on back-end and front-end management of EuroGender	W24
Final Report (overview of the implementation process documented)	W26

The provisional timeline can change according to the contractor's proposed methodology and upon approval by EIGE.

The Contract is expected to be signed in October 2015.

2 THE TENDER

2.1 SUBMISSION OF TENDERS

Participation in Tendering procedures is open on equal terms to all natural and legal persons from one of the EU Member States and to all natural and legal persons in a third country which has a special agreement with the European Union in the field of public procurement on the conditions laid down in that agreement.

Being launched by an EU Agency, this procurement procedure is not opened to the countries parties to the plurilateral agreement on government procurement - GPA (except those mentioned in the previous paragraph).

Tenders must be submitted in accordance with the specific requirements of the Letter of Invitation to Tender and, without fail, within the deadlines laid down therein.

Late delivery will lead to the exclusion of the tender from the award procedure for this contract. Offers sent by e-mail or by fax will also be non admissible. Envelopes found open at the opening session will also lead to non-admissibility of the tender. Consequently, tenderers must ensure that their bids are packed in such a way as to prevent any accidental opening during its mailing.

The tender must remain valid for a period of 9 months from the final date for submission of the tenders.

This invitation to tender is intended to be competitive. Any attempt by a tenderer to obtain confidential information, enter into unlawful agreements, collude or make arrangements with competitors, canvass or solicit EIGE staff or influence the evaluation committee or its individual members in any way during the tendering process will render tender invalid.

Submission of a tender implies that the Contractor accepts all the terms and conditions set out in these specifications (including the annexes and the technical specifications) and waives all other terms of business.

Submission of a tender binds the Contractor to whom the contract is awarded during performance of the contract. Once EIGE has accepted the tender, it shall become the property of the Institute that shall treat it confidentially.

EIGE shall not reimburse expenses incurred in preparing and submitting tenders. No compensation may be claimed by tenderers whose tender has not been accepted, including when the Institute (the contracting authority) decides not to award the contract.

The Protocol on the Privileges and Immunities of the European Union shall apply to this invitation to tender.

2.2 CONTENT OF THE TENDER

All tenders must contain all the information and all the supporting documents required by these Specifications. In the absence of the required information or documents, EIGE may disqualify the bid. EIGE reserves the right, however, to request additional evidences in relation to the bid submitted for evaluation or verification purposes within a time-limit stipulated in its request.

Tenders must be clear and concise, with continuous page numbering, and assembled in coherent fashion (e.g. bound or stapled).

Tenders shall be submitted in an official EU language while the working language of EIGE is English.

All tenders must include:

- A. Covering letter signed by the tenderer or his/her duly authorised representative
- B. Table of contents
- C. Five sections:

- Section One: Administrative information,
- Section Two: Documents related to the Exclusion criteria
- Section Three: Documents related to the Selection criteria
- Section Four: Technical offer addressing technical specifications and Award criteria
- Section Five: Financial offer

Standard submission forms are annexed to these specifications

2.2.1 SECTION ONE: ADMINISTRATIVE INFORMATION

The Tenderer must provide the following identification documentation:

- Tenderer identification Form

The tenderer identification form is to be provided in original, signed by a representative of the Tenderer authorised to sign contracts with the third parties

- Legal entity Form

The legal entity form is to be provided in original signed by a representative of the Tenderer authorised to sign contracts with the third parties. This form (individuals, private entities or public entities) is available at:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm#en

- Financial identification Form

The original bank identification form must be filled in and signed by an authorised representative of the Tenderer and his/her bank. A standard form is available at:

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm

The above forms must be accompanied by the evidence as indicated at the bottom of each form (*for private entities*: proof of registration, VAT registration etc; *for individuals*: copy of passport, proof of registration/VAT if applicable; *for public entities*: official document on establishment etc).

Joint Offers

A joint tender is a situation where an offer is submitted by a group of tenderers (consortium). If awarded the contract, each member of the consortium will be jointly and severally liable towards EIGE for the performance of the contract.

A consortium can be a permanent, legally established grouping or a grouping which has been constituted for this tender procedure.

Consortia members in joint tenders may submit only one tender for a single contract. All members of the consortium shall sign the tender or one of the consortium members which is designated as the representative authorised to undertake commitments on its behalf (copy of the authorisation must be provided with the offer).

The tender must indicate which member (lead consortium partner) will represent the consortium in dealing with the contracting authority. The tender must describe the form the cooperation is to take in order to achieve the desired results and how technical, administrative and financial aspects will be organised.

If the tender does not mention that all members are jointly and severally liable, all other parties included in the tender than the party signing the tender (Tenderers) will be considered subcontractors.

In case of submission of a joint offer, the Tenderers are asked to provide an original of filled in and duly signed one of the attached Powers of attorney of the Standard Submission Forms depending on the set up that has been chosen by the Tenderers, and specify the role of the group, as well as who has been appointed by the others as the group leader.

In case of a joint offer, only the group leader must return the financial identification form.

Subcontracting

Subcontracting is the situation where the Contractor in order to implement the contract, enters into legal commitments with other legal or natural persons for performing part of the service (in particular, any work performed by a person who is not an employee of the tenderer will be considered as subcontracted).

The Contractor shall remain bound by his obligations to EIGE and shall bear exclusive liability, sole and fully responsibility for the performance of the contract. EIGE has no direct legal relationship with the subcontractor(s).

If the Tenderer envisages subcontracting, the tender must include, using models in Standard Submission Forms:

- a subcontracting form by Tenderer clearly stating the roles, activities and responsibilities of the proposed subcontractor(s), and the reasons why subcontracting is envisaged;
- a letter of intent by each proposed subcontractor stating its intention to collaborate with the tender if the Tenderer wins the contract and their willingness to accept the tasks and the terms and conditions of the contract.

The Tenderer must indicate clearly in their methodology, which parts of the work will be sub-contracted.

The main contractor retains full liability towards EIGE for performance of the contract as a whole and of each its part. Accordingly:

- EIGE will treat all contractual matters (e.g. payment) exclusively with the main contractor, whether or not the tasks are performed by a subcontractor;
- under no circumstances can the main contractor avoid liability towards the agency on the grounds that the subcontractor is at fault.

Prior written approval from EIGE is necessary in order to replace a subcontractor and/or have work which was not originally subcontracted in the original tender carried out by third parties.

In case the identity of subcontractors is not known at the time of submitting the offer, any future subcontract may be awarded according to the provisions of the contract.

2.2.2 SECTION TWO. EXCLUSION CRITERIA DOCUMENTATION

Tenderers (including consortium members in case of a joint offer) or their representatives, shall provide an original Declaration on honour, duly signed and dated in which they:

- state whether or not they are in one or more of the situations referred to in Articles 106 and 107 of the Financial Regulation and detailed in the SSF;
- undertake to submit to EIGE any additional document relating to the exclusion criteria, that EIGE considers necessary to perform its checks, within seven calendar days following the receipt of EIGE's request.

By returning the above-mentioned Declaration, duly signed, Tenderers confirm that they have been notified of the following points:

- Administrative or financial penalties may be imposed by the Institute on Tenderers who are in one of the cases of exclusion provided for in Articles 106 and 107 of the Financial Regulation after they have been given the opportunity to present their observations.
- These penalties are detailed in Article 109 of the Financial Regulation and Articles 142 and 145 of the Rules of Application (No 1268/2012 of 29 October 2012).

B. The tenderer to whom the contract is awarded shall provide, within 10 days following the dispatch of the letter informing him of the proposed award of the contract and preceding the signature of the contract, the following evidences confirming the statements referred to in the Declaration.

EIGE will accept, as satisfactory evidence that the tenderer is not in one of the situations described

- For situations described in (a), (b) and (e), production of a recent extract from the judicial record is required or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the tenderer is a legal person and the national legislation of the country in which the tenderer is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the tenderer.
- For the situation described in point (d), recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.
- For any of the situations (a), (b), (d) or (e), where any document described in two paragraphs above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

If the tenderer is a legal person, information on the natural persons with power of representation, decision making or control over the legal person shall be provided only upon request by EIGE.

Where they have doubts as to whether tenderers are in one of the situations of exclusion, EIGE may itself apply to the abovementioned competent authorities to obtain any information they consider necessary about that situation.

EIGE may waive the obligation of a tenderer to submit the abovementioned documentary evidence if such evidence has already been submitted to it for the purposes of another EIGE procurement procedure and provided that the issuing date of the documents does not exceed one year and that they are still valid. In such a case, the tenderer shall declare on his honour that the documentary evidence has already been provided to EIGE in a previous procurement procedure and confirm that no changes in his situation have occurred. The tenderer shall indicate in this declaration all the references necessary to allow EIGE to check this evidence.

2.2.3 SECTION THREE: SELECTION CRITERIA DOCUMENTATION

This part of the tender concerns the evidences relating to the economic and financial capacities, as well as technical and professional, capacities of the service provider(s) involved in the bid.

The proper implementation of the contract requires a multiplicity of skills, capacities and different types of expertise to be combined in the performance of the various tasks and activities.

An economic operator may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. It must in this case prove to EIGE that it will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal. EIGE may require that the economic operator and the entities referred to in this paragraph are jointly liable for the execution of the contract.

In the case of joint tender (consortium) or subcontracting, the technical and professional capacity shall be assessed in relation to the combined capacity of all the parties involved in the tender.

EIGE reserves the right to request additional information for the evaluation of the economic and financial capacity of each member of a consortium.

In case a subcontractor receives less than 30% of the contract, and the main contractor does not rely on the subcontractor's economic and financial capacity, that subcontractor does not have to provide the economic and financial capacity form.

EIGE may waive the obligation of a tenderer to submit the abovementioned documentary evidence if such evidence has already been submitted to EIGE for the purposes of another procurement procedure and comply with 2.2.3.1 and 2.2.3.2. In such a case, the tenderer shall declare on his honour that the documentary evidence has already been provided to EIGE in a previous procurement procedure and confirm that no changes in his situation have occurred. The tenderer shall indicate in its tender all the references necessary to allow the EIGE services to check this evidence.

2.2.3.1 Economic and financial capacity

Tenderers must provide EIGE with sufficient proof of their financial standing, and more importantly that they have the necessary resources and financial means to carry out the work involved. The tenderer must prove they are viable for the duration of the contract.

Evidence on compliance with the economic and financial capacity requirement must be provided by the following document:

The tenderer which according to the law of the country in which it is established is required to publish the balance sheet shall complete and include in the offer a statement "Economic and financial capacity" as presented in the Standard submission forms. Please observe the following aspects in completing this financial statement:

It should be presented in original and certified by means of a signature of the chief accounting officer of the tendering organisation.

EIGE has the right during the tendering process and before awarding the contract to request further evidence on the tenderer's compliance with the economic and financial capacity requirement, in which case balance sheets and profit and loss accounts for the past financial years may be requested.

The tenderer which according to the law of the country in which it is established is not required to publish the balance sheet shall provide the extract from the budget.

In the case of a consortium submitting an offer, the consortium may rely on the capacities of members of the consortium. It must prove in its offer that it will have their resources at its disposal.

The statements of Economic and financial capacity should be included in the offer for all consortium partners.

In the case of a physical person the financial statement should be included into the offer for where only two lines on Turnover need to be filled in and the financial statement can be signed by the physical person only.

The average annual turnover of the tenderer must be not lower than EUR 200.000 during the past 3 years.

2.2.3.2 Technical and professional capacity required and their documentary presentation

The technical and professional capacity of the tenderers to provide the services required will be assessed with regard to their know-how, efficiency, effectiveness, experience, reliability in providing the required expertise.

The tenderer needs to demonstrate in the Offer the capacity to

- set up the appropriate organisational structure to carry out all the tasks concerned with this contract and have a proven capacity to manage the administrative and financial aspects of such a contract;
- must demonstrate a high level of competency in written English.

In the case of joint offer (consortium) or subcontracting, the technical and professional capacity shall be assessed in relation to the combined capacity of all the parties involved in the tender.

Evidence of the technical and professional capacity shall be presented as indicated in Standard Submission Forms by the following:

- List of principal services
- Reference list (including contact details) of minimum 5 current and past costumers to whom the Tenderer has supplied the core services, as they are specified in Section 1.3, in the past 3 years; specifying the Tenderer's share in provision of the services and if subcontractors were used for any of the services.
- Samples of minimum one EU and/or international projects implemented during last five years.
- Statement of the average annual workforce (only permanent staff) of the service provider broken down by management staff and staff over the past 3 years.
- The Curricula Vitae (CVs), preferably in a common European format, of the proposed members of the team must be enclosed and must clearly show evidence of the experience and skills required. The form can be downloaded from: <http://europass.cedefop.europa.eu/europass/home/hornav/Downloads.csp>

The successful tenderer may be requested to provide the diplomas and professional qualifications of the persons responsible for providing the services, including any publications and/or studies and/or any other type of relevant work in the field that is the object of this contract.

2.2.3.3 Project team

The projects core team must include at the minimum the following profiles:

Profile: **Project Manager**

Qualification: University degree

Professional experience: 6 years in project management

Profile: **Brand Strategist**

Qualification: University degree

Professional experience: 6 years in Communications

Profile: **Information Architect**

Qualification: University degree

Professional experience: 6 years in web information architecture

Profile: **Senior Web Developer – Drupal**

Qualification: University degree

Professional experience: 5 years in Drupal 7 development

Profile: **Web Developer – Drupal**

Professional experience: 2 years in Drupal 7 development

Profile: **IT Analyst**

Qualification: University degree

Professional experience: 3 years in analysis and design of information systems

Profile: **Tester**

Professional experience: 1 years in website testing

Profile: **Database expert (MySQL, Oracle)**

Qualification: University degree

Professional experience: 5 years in database administration in MySQL and Oracle

Profile: **Web Designer**

Qualification: University degree

Professional experience: 4 years in web graphic design

2.2.4 SECTION FOUR: TECHNICAL OFFER

This section is of a great importance in the assessment of the bids, the award of the contract and the future execution of any resulting contract. Attention is also drawn to the award criteria, which define those parts of the technical offer to which the tenderers should pay particular attention. The technical offer should address the tenderer's approach to and solutions for all matters laid down in the technical specifications while the tenderer should be aware, that a simple repetition of the Technical specification will result in a very low technical score. The level of detail of the tender will be very important for the evaluation of the tender.

To grant equal treatment of all tenders, it is not possible to modify offers after their submission. As a consequence, incompleteness in this section can only result in negative impact for the evaluation of award criteria. Please note also, that offers deviating from the Technical Specifications may be rejected for non-conformity.

The Technical Specifications and the tenderer's bid shall be integral parts of the contract and will constitute annexes to the contract, while in case of contradictions the Technical Specifications prevail.

The technical Offer shall include

1. the **tenderer's methodology** to reach the objectives, perform the tasks and deliver the deliverables described in Section 1. As a minimum, that section should include the methods to be followed for collecting and analysing the needs of EIGE and its target audience, the methods for developing the branding strategy of EuroGender, how the iterations and feedback cycles will be managed by the contractor;
2. the **technical proposal of the collaborative writing tool**: the offer should present in detail how the collaborative writing tool within Thematic Network Workspaces of EuroGender will be implemented according to the requirements specified;
3. the **mock-up of a homepage of EuroGender**: the tenderers should review current EuroGender homepage, analyse the websites referred to as models and their own knowledge on good practices on online communication and develop a high fidelity design of a new EuroGender homepage. The offer should also include an explanation on the benefits of the suggested mock-ups and a description of any creative elements proposed and any functionality the homepage will offer;
4. the **project management work plan**, including all milestones and dates for deliverables and the concrete scheduling of the activities to be undertaken by the contractor. All activities described in the proposal should be presented in the work plan;
5. the **organisation of the project team** presenting as a minimum how the team members will work together to deliver a wide arrange of services in the timeframe of this project.

The Technical Offer should refer to the award criteria described in Section 3 and should enable their application during the assessment procedure.

Tenderers must clearly show in their technical offer how they will ensure that the deliverables will comply strictly with national and EU data protection legislation, especially Regulation (EC) No 45/2001 and Directive 1995/46/EC, as well as Regulation EC No 322/97 on the processing of data for statistical purposes.

If the tenderer intends to subcontract any part of the services, a description of the extent to which tasks will be sub-contracted, as to how subcontracting will be effectively monitored, must be provided.

In the Technical offer, the style and presentation must, as far as possible, be simple and clear, and free of jargon that obscures rather than promotes meaning to readers unfamiliar with it.

VARIANTS

Variants are not allowed.

Variant means a solution technically or economically equivalent to a model solution known to the contracting authority. Variants may relate to the whole contract or to certain parts or aspects of it.

2.2.5 SECTION FIVE: FINANCIAL OFFER

All tenders must contain a financial offer section which shall consist of the Financial Offer Form (template presented in "Standard Submission Forms") indicating a single price for the financial offer.

The maximum amount available for the contract is 120.000,00 EUR, excluding VAT.

Tenders presenting a total price superior to this maximum amount will be excluded.

Tenderers must provide fixed price including all fees and project related costs (project management, quality control, back-up resources, etc) directly or indirectly connected with the provision of the service.

The tenderer must specify the category of staff to be involved in the project and:

- The total number of days (person-days) each member of staff will contribute to the project;
- Professional fees should be expressed as the number of person-days multiplied by the unit price per working day for each expert proposed. The unit price should cover expert's fees and administrative expenditures;
- other costs shall include direct costs such as travel costs, training costs, translation expenses, any expenses for meetings' facilities or other costs relative to the deliverables

The tenderer's attention is drawn to the following points:

- Prices must be quoted in EUROS.
- Prices should be quoted free of all duties, taxes and other charges e.g. free of VAT, as the European Institutions are exempt from such charges in the EU under Articles 3 and 4 of the protocol on the Privileges and Immunities of the European Union of 8 April 1965 (OJ L 152 of 13 July 1967). Exemption is granted to the agencies by the governments of the Member states, either through refunds upon presentation of documentary evidence or by direct exemption. For EIGE the Lithuanian national legislation provides an exemption by means of a reimbursement. The amount of VAT is to be shown separately.

In case of doubt about the applicable VAT system, it is the tenderer's responsibility to contact the national authorities to clarify the way in which the European Union is exempted from VAT.

3 THE ASSESSMENT PROCEDURE

3.1 EVALUATION OF TENDERERS

Stage 1 - Application of exclusion criteria

The (non-)exclusion of the tenderer will be evaluated on the basis of the documents submitted as indicated in Section 2.2.2 Exclusion criteria.

Contract may not be awarded to tenderers (legal or natural persons) who:

- are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information;
- are subject to a conflict of interest in connection with this contract;
- are in one of the situations leading to exclusion, as indicated in Section 2.2.2 Exclusion criteria.

In case of joint offers or/and subcontracting, the exclusion criteria will be assessed in relation to each consortium member and subcontractor individually.

If a member of a consortium is subject to exclusion, the rest of the consortium will be excluded.

If a subcontractor is subject to exclusion, the tenderer shall be excluded.

Stage 2 - Application of selection criteria

The aim is to check the technical and professional capacity and economic and financial capacity of each tenderer who has passed the exclusion stage.

The admissibility of the tenderer will be evaluated on the basis of the documents submitted as indicated in Section 2.2.3 Selection criteria. All tenderers will undergo strict evaluation of conformity to selection criteria laid down in the Tender Specifications. The Tenderers not satisfying the selection criteria will not be selected and their offers will not be further evaluated against award criteria.

In case of joint offers or/and subcontracting:

- For the overall turnover or turnover a consolidated assessment shall be made.
- The selection criteria will be assessed in relation to the combined capacities of all members of the consortium and subcontractors, as a whole.

3.2 EVALUATION OF TENDERS

Stage 3 - Application of award criteria

The aim is to assess, on the basis of the award criteria, the technical and financial offers and establish a ranking list in order of merit.

A. Technical evaluation

The quality of Technical Offers will be evaluated according to the following technical award criteria:

Criteria number	Criteria description	Maximum points per criteria	Minimum required score
1	How the Tenderer responds to all specific requirements	30	20

2	Technical proposal of the collaborative writing tool to be implemented within Thematic Network Workspaces of EuroGender (service III); Detailed presentations on how the Tenderer plans to develop and implement the collaborative writing tool within Thematic Network Workspaces of EuroGender.	30	20
3	Presentation and mock-up proposal of a redesigned homepage of EuroGender including the menu and illustrations to be used: <ul style="list-style-type: none"> • Arguments for the proposed mock-up • Overall feel & look • Creativity of the proposal 	30	15
4	Project management - work plan and organisation of the project team <ul style="list-style-type: none"> • Project planning • Realistic schedule • Integration of feedback cycles • Utilisation of the team members for covering a wide range of services in the timeframe of this project. 	10	5
Total		100	60

Tenders scored either below the minimum score required per criterion and below 60 out of total 100 points will be rejected and thus not be considered for the next step of the evaluation

Tenders should elaborate on all points addressed by these specifications in order to score as many points as possible. If certain essential points of these specifications are not expressly covered by the tender, EIGE may decide to give a zero mark for the relevant qualitative award criteria.

B. Financial evaluation

The evaluation of Financial Offers is based on the total price.

3.3 AWARD OF THE CONTRACT

3.3.1 Award principle

The contract will be awarded to the most economically advantageous offer on the basis of the quality / price ratio, in accordance with the following formula:

$$\text{Final score for Tender} = \text{Technical score} \times 100.000 / \text{Price}$$

The tenderer having the highest score will be awarded the contract under condition of respect of requirements on absence of conflict of interest and other requirements linked to criteria on exclusion from award.

3.3.2 Information to tenderers

After evaluation, all tenderers will be informed about whether their tender has been accepted or rejected.

The information letters will be sent electronically to the e-mail address indicated in the form "Identification of the tenderer".

The tenderer is asked to confirm in writing, by a separate e-mail to procurement@eige.europa.eu the receipt of the information letter.

Certain information may be withheld where its release would impede law enforcement or otherwise be contrary to the public interest, or would prejudice the legitimate commercial interests of economic operators, public or private, or might prejudice fair competition between them.

3.3.3 Standstill period

EIGE shall not sign the contract with the successful tenderer until a standstill period of 10 calendar days has elapsed, running from the day after the simultaneous electronic dispatch of the notification on the award decision and letters to unsuccessful tenderers.

If both the electronic communication and fax fail, the notification will be re-sent immediately by letter, in which case the standstill period of 14 calendar days will apply.

3.3.4 Evidence by Contractor

The tenderer to whom the contract is to be awarded shall provide, within 10 days following the receipt of the letter informing him of the proposed award of the contract and preceding the signature of the contract, the evidence on exclusion criteria, defined in section 2.2.2. If this evidence is not provided or proved to be unsatisfactory, the Institute reserves the right to cancel the award procedure or to change the award decision to the benefit of the next best ranked tenderers on condition that s/he provides the evidence on exclusion.

3.3.5 No obligation to award the contract

The tendering procedure shall not involve EIGE in any obligation to award the contract. EIGE may, before the contract is signed, either abandon the procurement procedure or cancel the award procedure without the Tenderers being entitled to claim any compensation.

In the event of cancellation of the tender procedure, Tenderers will be notified. In no event shall the Institute be liable for any damages in any way connected with the cancellation.

4 THE CONTRACT

4.1 PLACE OF PERFORMANCE

The tasks will be performed on the Contractor's premises or places indicated in the tender. Meetings between the Contractor and EIGE will be held on EIGE premises in Vilnius.

4.2 VOLUME OF THE CONTRACT

The maximum amount available for the contract is 120.000,00 EUR, excluding VAT.

4.3 TERMS OF PAYMENT

Payments shall be made in accordance with Articles I.4 of the Draft Service Contract.

Payments shall be executed only if the Contractor has fulfilled all the contractual obligations by the date on which the invoice is submitted. Payment requests may not be made if an earlier payment has not been executed as a result of default or negligence on the part of the Contractor.

4.4 GUARANTEES

No guarantees are required by the contract.

4.5 DATA PROTECTION

See Section I.6 in the Draft Service Contract and the Invitation to Tender.