

# Call for Tender: EPF Website

---

18/07/2017



## Contents

|     |   |   |
|-----|---|---|
| 1   | Purpose of the Tender .....                   | 3 |
| 2   | Details of the Project .....                  | 3 |
| 2.1 | EPF Website .....                             | 3 |
| 2.2 | Timeline.....                                 | 4 |
| 3   | Description of Services.....                  | 4 |
| 4   | Participation in the Tendering Procedure..... | 4 |
|     | Tender process.....                           | 4 |
|     | Tender evaluation .....                       | 5 |
|     | Exclusion criteria .....                      | 5 |
|     | Schedule.....                                 | 6 |
| 5   | Terms of Payment.....                         | 6 |
| 6   | Quality Issues .....                          | 6 |
| 7   | Confidentiality and Conflict of Interest..... | 6 |
| 8   | Terms and Conditions .....                    | 7 |
| 9   | Contracting Authority .....                   | 7 |

## 1 Purpose of the Tender

The purpose of this tender is to select an agency to provide a service of designing and developing the new website of the European Patients' Forum, hereafter referred to as 'EPF'.

The website arises from the EPF 2017 Work Programme, which has received funding from the European Union, in the framework of the Health Programme.

The website is accessible at the following address: [www.eu-patient.eu](http://www.eu-patient.eu)

## 2 Details of the Project

### 2.1 EPF WEBSITE

Our current website is responsive, stable and with a high level of accessibility, which is crucial for us, as an organisation working with patients.

However, we feel it is time to refresh the design and layout, to have a website that is more in line with the current trends. The idea is to have a lot of space for videos and visuals, to increase the clarity and readability of the main topics. The webpages and menus have to be as simple as possible (no duplication), always keeping in mind a high level of accessibility for our audience.

The website must be 100% responsive on high resolution displays (as well as laptops, tablets, smartphones).

We would also like to integrate our [Blog](#) into the website to improve its visibility and coherence of our online tools.

We would need a flexible and stable CMS allowing us to easily upload large files, add/remove/modify content, as well as editing of the website (pages, sections, menus, header and footer creation for instance).

EPF' social media channels should be given visible space (Twitter, Facebook, YouTube, LinkedIn).

Hosting of the website should be fast and reliable, as well as reliable technical support and maintenance.

Here are some inspirations for the desired EPF's website:

<https://www.one.org/international/>

<https://epha.org/>

<http://eeb.org/>

The visual identity and branding of EPF should be reflected into the design of the new website, it should be recognised as EPF's.

## 2.2 TIMELINE

### Deadline:

- First briefing meeting for strategy and site map should start in September 2017.
- Two different graphic templates with examples for November 2017.
- Start of the technical process in January 2018.
- New website should be up and running from December 2018.

## 3 Description of Services

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

- Task 1: Meet the EPF Communications Officer and IT Manager to understand the project's briefing and the direction of concepts desired by EPF. Establish sitemap and screen blueprints (wireframe) following that meeting.
- Task 2: Propose at least two different graphic templates and visual identity with examples of homepage and content pages, based on the wireframe.
- Task 3: Coordinate with the EPF Communications Officer and the IT Manager the technical development of the website to ensure on-time delivery and coherence with EPF's requests. Multiple corrections and adjustments should be possible during technical process, and website in progress should be visible on a temporary web address (for instance).
- Task 4: Place content on new website in coordination with EPF Communications Officer and IT Manager.
- Task 5: Deliver new website, stable and ready to be run.

## 4 Participation in the Tendering Procedure

### 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.

## 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 (60%) and price (40%).

All applicants will receive acknowledgement of receipt of their tender and will be informed of the outcomes of the selection process within one week 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 award criteria

1: A cost proposal - Most economically advantageous tender offer (in Euro €).

2: A list of references - Quality of the technical and professional capacity proposed by the tenderer in terms of website creation. The tenderer is requested to provide at least three examples of website done for other clients that are similar to EPF's request.

3: Quality of the assurance mechanisms proposed by the tenderer to ensure the production of high quality products.

4: Congruence of proposal with the timeline - Measures in place to ensure timely delivery of the services concerned.

---

Applicants must have excellent knowledge of the English language.

## 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.

## SCHEDULE

The tender is open from 18/07/17 to 01/08/17.

The assignment shall start in September 2017 and shall be completed by 01 December 2018.

## 5 Terms of Payment

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

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

## 6 Quality Issues

In delivering the service the tenderer shall ensure the highest quality standards of which EPF shall be the sole judge.

## 7 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 communications officer should this status change.

## 8 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 accomplishment of a tendering procedure imposes no obligation on the 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.

## 9 Contracting Authority

European Patients' Forum (EPF)

Chaussée d'Etterbeek 180

1040 Brussels

[www.eu-patient.eu](http://www.eu-patient.eu)

In witness whereof this Contract has been entered into the day and year set out below:

Signed by the European Patients' Forum:

on the day ..... of ..... 20.....

Signed by the Tenderer:

on the day ..... of ..... 20....