



INFORMATION AND COMMUNICATION TECHNOLOGY  
SERVICE

**Open call for tender for the provision of a web  
content management system (SaaS) and front-end  
digital services**

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## **CHAPTER I – SCOPE AND DESCRIPTION OF THE PROCUREMENT PROCEDURE**

### **Article 1. Definitions**

‘candidate’ means an economic operator that has sought an invitation;

‘contract’ means a public contract awarded by the EUI for the procurement of services/supply;

‘EUI’ or ‘the Institute’ means the European University Institute, which is the contracting authority entrusting the services that are the subject of these tender specifications to the contractor;

‘contractor’ means to the successful tenderer awarded with the contract;

‘economic operator’ can refer to a ‘work contractor’, ‘supplier’, or ‘service provider’ and means any natural or legal person or public entity or group of such persons and/or entities which offers the execution of works, the supply of products or the provision of services on the market;

‘joint tenders’ means a situation where a *tender* is submitted by a group (with or without legal form) of economic operators regardless of the link they have between them. The group as a whole is considered a *tenderer*;

‘subcontracting’ means the situation where the *contractor* enters into legal commitments with other *economic operators* which will perform part of the *contract* on its behalf. The *contractor* retains full liability towards the *EUI* for performance of the *contract* as a whole;

‘tender’ / ‘offer’ defines the terms upon which the supplier is willing to be bound, which normally include price, date of delivery, payment terms and a description of the services/supplies/works;

‘tenderer’ means an economic operator that has submitted a tender;

‘tender specifications (TS)’ means any documents describing the needs and requirements of the EUI for the purposes of the relevant tender.

### **Article 2. Contracting authority**

This procurement procedure is launched and managed by the **EUI**, that is the contracting authority, through the **Information and Communication Technology Service (ICTS)**.

### **Article 3. Subject**

<b>Subject of the contract</b>	The subject of this procurement procedure is <b>the provision of a web content management system (SaaS) and front-end digital services.</b>
<b>Lots</b>	<p>This procurement procedure is divided into the following lots:</p> <ul style="list-style-type: none"> <li>• <b>Lot 1:</b> provision of a <b>web content management system (SaaS)</b>;</li> <li>• <b>Lot 2:</b> provision of <b>front-end digital services.</b></li> </ul> <p><i>Tenders</i> may be submitted for one or more lots. Each lot will be assessed independently of any other lot. <i>Tenders</i> which cover only part of one lot or are declared as being conditional on the award of any other lots are not permitted.</p>
<b>Type of contract</b>	The procedure will result in the conclusion of the following <i>contract</i> types per lot:

	<ul style="list-style-type: none"> <li>• <b>Service contract for Lot 1: web content management system (saas);</b></li> <li>• <b>Single framework service contract for Lot 2: front-end digital services.</b></li> </ul> <p><i>Tenderers</i> need to take full account of the provisions of the draft <i>contract</i> as the latter will define and govern the contractual relationship(s) to be established between the <i>EUI</i> and the <i>contractor(s)</i>.</p>
<b>Duration of the contract</b>	The <i>contracts</i> to be awarded per each lot shall have a duration of <b>7 years</b> . The details of the initial <i>contract</i> duration and possible renewals are set out in Article I.2 of the draft <i>contract</i> .
<b>Estimated value of the contract</b>	<p>The estimated value of the <i>contracts</i> to be awarded for the whole duration of 7 years per each lot is:</p> <ul style="list-style-type: none"> <li>• <b>Lot 1 - web content management system (saas)</b> <ul style="list-style-type: none"> <li>○ <u>Fixed costs</u>: <b>€490.000,00</b> (four hundred ninety thousand/00)</li> <li>○ <u>Variable costs</u> for services that may be requested by the <i>EUI</i> while the contract is running: <b>€210.000,00</b> (two hundred ten thousand/00).</li> </ul> </li> <li>• <b>Lot 2 - front-end digital services: €700.000,00</b> (seven hundred thousand/00).</li> </ul> <p><u>The volumes referring to variable costs from Lot 1 and to all services included in Lot 2 are estimates only and there is no commitment as to the exact quantities to be ordered. The actual volumes will depend on the quantities which the <i>EUI</i> will order through specific requests for services, for Lot 1, and specific <i>order forms</i>, for Lot 2.</u></p> <p>The <i>EUI</i> may procure additional services from the <i>contractor</i> up to a maximum of 50% of the initial contract value.</p>
<b>Place of performance</b>	The services will be undertaken at the contractor's premises.

#### Article 4. Conditions for participation to tender

If you are interested in this *contract*, you should submit a *tender* in one of the official languages of the European Union (with preference for the use of English) provided you comply with the conditions for participation to tenders as set out in Article 3.4 of President's Decision n. 76/2023 of 20 December 2023 implementing title V concerning procurement of the EUI's Financial Rules (Public Procurement Regulation), available for consultation at: <https://www.eui.eu/en/public/about/procurement/tenders-regulatory-framework>.

#### Article 5. Joint Tenders

Joint tenders are not allowed for this procurement procedure.

## Article 6. Subcontracting

Subcontracting is not allowed for this procurement procedure.

## CHAPTER II – TECHNICAL SPECIFICATIONS

The services that are the subject of this procurement procedure, including any minimum requirements, are described in detail below:

### 7. General overview of the Institutional Digital Services at the EUI, and the key role of the Web Content Management System (WCMS)

#### 7.1 Websites and services powered by the current WCMS

The ICTS Web Unit is currently using a WCMS to run several websites, portals and online services.

The main service is the institutional website, [www.eui.eu](http://www.eui.eu) which has approximately:

- 200K - unique visitors per month
- 1M - page views per month
- 15K live webpages
- 70 structured entities (e.g. Buildings, Courses, People)
- 60 visual components (e.g. Graphs, Cards, Headers)
- 20K documents
- 45K images

The content and structure of the EUI's main website ([www.eui.eu](http://www.eui.eu)) are managed by the EUI Web Unit consisting of a team of 6 staff members.

The services of the WCMS are offered by the Web Unit to a Working Group of 50 in-house web editors.

The EUI Web Unit is responsible for planning and delivering new features and drives the digital strategy behind the website and all the services powered by the WCMS.

#### 7.2 Objectives of the WCMS project, as part of the new digital experience architecture and the digital strategy

The ICTS, through its Web Unit, offers comprehensive web services to around 80 web editors and a community of approximately 10.000 doctoral and postdoctoral researchers, fellows academics and course participants. Our objective is to streamline internal and external digital communications, fostering a unified institutional identity for the Institute.

This is accomplished via the support network of the Web Working Group, structured into various roles including Web Publishers, Editors, contributors and other roles with specific tasks and permissions in each department.

The WCMS is part of a larger technical ecosystem that will be further extended with the Digital Strategy projects and that equips EUI professionals with a user-friendly platform for managing webpages, content (such as documents and images), and structured information pertaining to their respective sections (e.g. content type entries)

Depending on their roles and affiliations, the web editors will edit content, add/remove and configure components and manage specific settings according to the workflows implemented by the WCMS administrators.

This system must be designed to be adaptive, incorporating regular updates to stay abreast of new technologies while providing a feature-rich environment that balances productivity with long-term stability, maintenance, and sustainability within the allocated budget.

The current roles within this ecosystem are defined as follows:

- **Systems administrators:** Possess extensive permissions to manage the system, including data integration, server settings, templates and components.
- **Web Coordinators:** Work as part of the Web Unit under the supervision of the EUI Web Communications Manager ensuring content consistency and continuity within their sections by adhering to official workflows and strategies. They can design new pages and sections and must have permissions to add or remove preset components assigned to specific areas. They can design new content types, implement workflows and design the navigation architecture of specific sections.
- **Web Publishers:** Have the authority to edit and publish specific content types entries, working under the guidance and with the support of Web Coordinators.
- **Web Editors:** Can edit content and submit it for approval to either a Publisher or Coordinator.

The WCMS is a pivotal tool in supporting EUI web professionals towards achieving the Web Working Group's objectives:

1. Enhancing the accessibility of online content and the EUI's outreach on the internet.
2. Promoting and implementing the Digital Strategy adopted by ICTS.
3. Streamlining processes and activities with the support of Digital technology.

The implementation of innovative projects will require additional work and contribution from specialised professionals who will have to deliver parts of important projects in synergy with the WCMS provider and under the coordination of the EUI Web Communications Manager.

This strategic approach not only ensures a cohesive and efficient management of digital services but also aligns with the institute's commitment to fostering a technologically advanced and collaborative academic environment with economy of scales and with full control on available resources.

### **7.3 Enhancing accessibility of online content and the EUI outreach on the internet**

The EUI is committed to ensuring that its wealth of knowledge and resources is accessible to a broad audience according to a well-defined and controlled strategy, transcending the barriers imposed by physical and technological limitations.

The concept of "accessibility" within the EUI's framework goes beyond mere public availability; it is about dismantling the obstacles that separate information from those who seek it. This initiative focuses on enhancing the user experience (UX) through cross-device compatibility, adhering to established standards and compliance, and implementing responsive design. By prioritising search engine optimization (SEO), relevance and speed of content delivery, the EUI aims to make its online presence more visible and engaging to users worldwide. Moreover, incorporating assistive technologies directly, or by offering compatibility by design, ensures that individuals with disabilities can navigate and benefit from the EUI's digital offerings with ease.



Through these concerted efforts, the EUI not only broadens its outreach but also reinforces its commitment to inclusivity and accessibility in the digital realm.

#### 7.4 Promoting and implementing the Digital Strategy adopted by the ICTS

The EUI recognises the critical role of digital independence in fostering an environment where discovery and knowledge dissemination flourish.

The Digital Strategy is a roadmap towards empowering academic departments and units.

The integration of the WCMS with key educational and research platforms — including Learning Management Systems (LMS), new Comprehensive Research Information Systems (CRIS), and a new RAG (AI) technology — is pivotal.

Such integration must ensure a seamless, coherent strategy that enhances the EUI educational offerings, from doctoral programmes and master's programs to executive education.

By producing content that adheres to accessibility standards and fosters interaction with contemporary digital tools, the EUI aims to amplify its online identity and attract a relevant audience, promoting collaboration and new initiatives, thereby making its valuable knowledge readily accessible and visible through centralised and highly interactive digital solutions.

#### 7.5 Streamlining processes and activities with the support of digital technology

The transition towards a modern, headless approach to web content management marked a significant leap forward for the EUI in 2021, signalling its move towards digital maturity.

This evolution facilitated unparalleled opportunities for data integration, interactive services, and the elimination of redundancies in administrative processes.

The ongoing enhancement of WCMS, with new features and components, is a fundamental asset in realising the vision of a fully integrated digital campus at the heart of the EUI digital architecture that is the core mission of the Web Unit.

Supported by a dedicated team of internal experts and external providers / collaborators / consultants, this infrastructure is designed to provide both routine consultancy and specialised services for bespoke projects.

A central tenet of this initiative is the meticulous management of digital information, supported by data protection, transparency, and accessibility.

The **integration with Microsoft Azure AD (now Microsoft Entra ID)** for secure login and permission management is a mandatory requirement and encapsulates the Institute's commitment to a flexible, secure, and user-centric digital ecosystem.

#### 7.6 Information on the current system and structure

The institutional WCMS is currently used to manage the following digital services:

- ✓ **Websites and portals**
  - EUI institutional website\*
  - EUI project websites\*\*
    - Standard research project website
    - Advanced research project website
    - Working group website

- Cluster websites
- EUI custom websites
- Research portal (intranet and public with over 300 dedicated sections)
- EUI institutional intranet portal
- ✓ **Additional Services**
  - Repository for the Web Information System and Web APIs for:
    - Research database
    - Educational offer database
    - EUI people database
    - Photobank for the web
- ✓ **New Services that should be migrated to the Institutional CMS**
  - File sharing platforms
  - MWP alumni database and map
  - Responsibility mapping tool for Human Resources Service
  - The EUI academic course catalogue

\*The main EUI website – [www.eui.eu](http://www.eui.eu) - is currently managed with a web content management system. It's currently split into 2 main branches:

- Classic (legacy): a few administrative sections of the website are using templates and mini templates to generate the website. The EUI Web unit is currently migrating these sections to the new system based on content types and entries.
- Content types and entries: since 2021, EUI data is managed through content types that define the data model. Content types and entries support webhooks, which is a mechanism that sends real-time messages to any third-party application or integration when an event occurs. Through webhooks, data is normalised, enriched with data from other data sources, manipulated and finally fed to a SaaS product (currently Algolia), that empowers and generates search pages (horizontal search sections).

This architecture allows for better control over data and page structures, and it's entirely headless.

\*\* Project websites can have different layouts, components and third-level domains.

## **8. LOT 1 – Provision of a Web Content Management System (WCMS)**

ICTS is in search of a new WCMS under the Software as a Service (SaaS) model and based on a content types approach. This system should enhance and retain the functionalities of the existing one, ensuring performance, security, usability, and complete integration with other existing databases and digital solutions used by the EUI.

It should also ensure compatibility with current online content and align with the EUI existing workflows and structure offering advanced possibilities for granular permissions management through Microsoft Azure Active Directory integration.

The primary objective is to provide the EUI with a comprehensive WCMS solution, complete with thorough documentation, training, and continuous support for the EUI Web Unit, alongside a robust plan for the system's support, maintenance, and future upgrades.

## 8.1 Technical specifications for Lot 1

### 8.1.1 Mandatory attributes for Lot 1

1.	The proposed WCMS should be based on structured entities (content types). With a user-friendly interface, it should enable to design, model and manage content with structured attributes, create relationships between entities and allow collaborative tools, authorisations and permissions structure, separating content management from presentation (headless architecture).
2.	The proposed WCMS should ensure 2 ways interactive capabilities through a modern, documented and supported set of RESTful APIs.
3.	The WCMS must support the implementation of webhooks, which are user-configured HTTP callbacks designed to send immediate notifications to external applications or integrations. This functionality should enable real-time communication of any content or user changes or updates within the WCMS to any designated third-party service or application, ensuring seamless integration and dynamic content synchronization.
4.	The service provider must be a registered ISO 27001.
5.	The proposed WCMS should be able to work within the current architecture of the EUI website, and the relevant roles assigned to all the EUI web professionals (approximately 35 sections, 80 web professionals).
6.	<p>The WCMS and all its features must be accessible to the EUI administrators and users, through an updated and modern internet browser (latest versions of Google Chrome, Safari, Mozilla Firefox and Microsoft Edge), in a secure, fast and easy-to-use way.</p> <p>The WCMS should work with the most modern TSL/SSL security standards.</p> <p>Speed and user-friendliness will be assessed and scored by a selected group of EUI web editors, and when possible, by objective technical tools and instruments available on the market.</p>
7.	Transfer of knowledge supported by appropriate documentation from the contractor is expected to be consistently delivered throughout the contract period for any functionality offered by the WCMS. Furthermore, the documentation must be available in English and in an electronic format.
8.	An initial training of 3 full working days must be included in the tender. The training must be provided in English by an expert to the EUI WCMS administrators (Web Unit). This training must be delivered 'on site' at the EUI premises.
9.	A continuous contact should be ensured by the contractor to guarantee knowledge transfer over time. The contractor must keep the EUI Web Unit fully conversant with the usage and administration of delivered (SaaS based) services, and when possible, advise on best practices and strategic choices to meet the EUI objectives as described in this TS in the best possible way. The tender shall include a detailed description of the strategy that the tenderer will adopt to guarantee continuous knowledge transfer.
10.	The contractor must take care of all aspects related to the software installation, updates, maintenance, and fixes and all the customisation needed to meet the technical specifications described in this chapter.
11.	Full support on a 24/7 basis as well as maintenance services is provided as part of the service, prioritised according to what is described in <b>Article 8.1.11 Support</b> .

### 8.1.2 Contract objectives and scope

12.	<p>An important expectation of the EUI is for the contractor to provide proactive support during the full lifecycle of the project (from setup to work regime) including expert advice to ensure project success.</p> <p>In your tender we expect an estimate based on your experience with your product for the support needed during the entire project.</p> <p>The estimate will be assessed by the EUI, to evaluate the quality and flexibility of the plan described, related examples as well as descriptions of current similar on-going projects with other clients.</p>
13.	<p>The contractor delivers a fully featured and easy to use WCMS to enable the EUI Web Unit to offer the EUI Web Working Group a powerful set of tools to pursue the digital communication objectives.</p>
14.	<p><u>The tenderers must provide a test environment for 4 weeks, starting from the date indicated as a deadline for submission of tenders. The test environment should be pre-populated with a small website made of 10 pages; the content can be taken from the EUI public website.</u></p> <p>A selected team of web editors and web administrators will be testing the usability, user-friendliness, and speed of the WCMS and all the features listed in this document that are made available in the test environment.</p> <p>The features that are not made available will be scored zero.</p> <p>For example (not exhaustive), the following tasks (amongst others) will be tested to assess the security, speed, usability, and user-friendliness of the proposed WCMS:</p> <ul style="list-style-type: none"> <li>- Authentication as described in <b>Article 8.1.4 Authentication methods</b>.</li> <li>- Management of permissions as described in <b>Article 8.1.5 Content and permissions structure</b>.</li> <li>- Creation and editing of a complex content type</li> <li>- Frontend of an entry</li> <li>- Insertion of images, links, documents, videos and other multimedia elements</li> <li>- Search on existing content</li> <li>- Collaborative work on the same page (workflow)</li> <li>- Publication and workflows of content</li> <li>- Creation of a component to automatically list data from an external data source.</li> </ul> <p><u>The test environment must be prepared and fully configured by the tenderer, as close as possible to the environment described in the technical proposal.</u></p> <p><u>It must be accessible (restricted access) on the web, with a login and password clearly indicated in the technical offer submitted by the tenderer.</u></p> <p>The tenderer might use our live website (<a href="http://www.eui.eu">www.eui.eu</a>) as a reference.</p>
15.	<p>The proposed WCMS platform must satisfy most or all the requirements through out-of-the-box features of the WCMS software product, minimising the number of customised features that will need to be maintained specifically for the EUI.</p> <p>The tenderer must define in the technical offer which requirements cannot be met using currently available functionality and indicate when the requirements will be available (no later than the awarding date).</p>

	It is expected that the contractor will work very closely with the EUI Web Unit and when necessary, with the provider awarded with Lot 2 to ensure that the requirements are delivered as expected (one team approach).
16.	The successful tenderer will have to fully install and configure WCMS to meet the requirements described in this document, not longer than 2 months after the awarding of this tender; it must also provide appropriate and complete documentation updates and training in English for administrators and web editors before the go-live of the new platform, that must be no later than 3 months after the awarding of the tender.
17.	Any software licence, hardware or any additional tool needed to meet the requirements are managed by the contractor and are included in the price offered. No additional licence fees will be accepted by the EUI.  Anything that may require additional costs must be formally approved – in writing – by the EUI.
18.	The contractor will support the EUI Web Unit with appropriate training and assistance with creating metadata and content types on WCMS as well as to design, review and implement the page templates, page layouts, stylesheets and any other objects needed to satisfy the branding and content requirements based on initial specifications and the current status of the EUI website.
19.	Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. to include migration of current content, delivery, supply and installation, maintenance, travel, subsistence, etc.). The provider must ensure business continuity for all the services that are operated with the currently used WCMS.  No expenses incurred in the performance of the services will be reimbursed separately by the EUI. VAT should be excluded.
20.	The maximum budget of this assignment during the duration of the entire contract is €70.000 per year.

### 8.1.3 Hosting requirements

21.	The contractor must guarantee high standards of data protection declaring compliance to the EU GDPR and the ISO 27001 formal certification or equivalent, as well as a strategy to prevent DDoS attacks; all the above shall be described in the technical offer.
22.	A full description of the infrastructure, resources and services that will be allocated for the EUI must be provided in the technical offer. The proposed solution will be assessed by a team of EUI members on: <ul style="list-style-type: none"> <li>● Quality of the proposal (Performance, market standards)</li> <li>● Compliance and certifications in the areas of security and data protection</li> <li>● Resilience plan</li> <li>● Disaster/recovery plan</li> <li>● Scalability plan</li> </ul>
23.	Details on the strategy to keep the hardware and software updated with no impact on the end-users (avoid downtime) and to guarantee adequate performance must be provided.
24.	The hosting solution must include a development area to test new functionalities and upgrades. The contractor must be able to clone the live environment within one day

	to allow testing on the dev environment. The capacity of the tenderer to provide cloned dev environment in a fast way (less than one day) will be assessed (ideally: click to create dev environment).
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### 8.1.4 Authentication methods

25.	The following authentication methods must be available: <ul style="list-style-type: none"> <li>• Microsoft Azure Active Directory – now Microsoft Entra ID (mandatory)</li> <li>• Local username/password for systems administrators (mandatory)</li> </ul>
26.	Authentication is based on a ‘cloud’ approach and assigns different levels of permissions based on and mapped to our Active Directory (AD) groups.  Different levels of AD groups may exist and may overlap. A user is granted the ‘sum’ of all authorisations based on group membership.
27.	In order to assign permissions both for CMS activities and for webpage browsing, the only authentication protocols to be used are those the MS Azure Active Directory platform provides: <a href="https://learn.microsoft.com/en-us/entra/identity-platform/v2-oauth2-auth-code-flow">https://learn.microsoft.com/en-us/entra/identity-platform/v2-oauth2-auth-code-flow</a> .  For role-based authorisation the Azure Active Directory Graph API ( <a href="https://docs.microsoft.com/en-us/azure/active-directory/active-directory-graph-api">https://docs.microsoft.com/en-us/azure/active-directory/active-directory-graph-api</a> ) should be used.  Integration with the above-described structure is mandatory.

### 8.1.5 Content and permissions structure

#### 8.1.5.1 Group permissions

28.	The system must provide group-based permissions, defined according to the group(s) assigned during authentication. These permissions grant rights on specific sections/projects/roles within the website and/or WCMS.
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#### 8.1.5.2 Role permissions

29.	The content inside the WCMS is organised with a content type approach, but it must be possible to organise specific content types (e.g. web pages) in folders (or comparable functionality such as tree maps).  The folders are included in the URL as presented in the front-end, defining the navigation and the “breadcrumbs” of the web pages.
30.	The system must offer role-based permissions. Access to editing, creating, deleting, and publishing functionalities in the system is grouped per affiliation, position in the tree map or content type and per action in authorisation profiles.  Multiple authorisation profiles can be assigned to a group or a user. If assigned profiles overlap, the authorisations add up.  These permissions define the rights that specific groups of users (systems administrators, web coordinator, web editor, web publisher, etc.) have on specific content (entries, pages, documents, templates, etc.) located in a specific “location” (e.g. /About/*) or having specific attributes (e.g. affiliation STG).
31.	The system must provide role-based permissions automatically (provisioning), as defined according to the role(s) assigned during authentication in accordance with the



	structure of our AD database as described above or with additional metadata set in WCMS itself or programmatically via APIs.
32.	Different combinations of authorisation profiles can be assigned to a single user for different organisational units. A web editor in one department, may also be web publisher in another department.

#### **8.1.5.3 Content-type permissions**

33.	The system must provide file and content type-based permissions, allowing specific permissions to be defined for different file types (e.g. pdf, doc), as well as content-type specific permissions, based on the type of content-type/template/content (e.g. news, pages, people, building, research project).
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#### **8.1.5.4 Individual permissions**

34.	The system must provide a way to assign specific permissions to individual objects or content items, and provide user-specific permissions.
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#### **8.1.6 Workflows**

35.	The system must provide a way to implement and enforce workflows for collaborative creation, editing and publishing of content (e.g. content type entries).  Multiple users should be able to work (simultaneously or not) on the same content with a clear procedure based on system alerts or notifications.
36.	Content must be approved by users with approval permissions but can also be revoked by the editors for further work, or even declined. If the content is approved, it is published to the live site.
37.	Notifications must be available (opt-in and opt-out) for all workflows available (e.g. email notification if a page is submitted for approval to a web publisher).
38.	The WCMS must support the following preview and publication functions: <ul style="list-style-type: none"> <li>● Save as unpublished (draft)</li> <li>● Preview</li> <li>● Publish immediately</li> <li>● Send for approval</li> <li>● Approve</li> <li>● Unpublish</li> <li>● Publication scheduling</li> <li>● Publication expiration date (automatic unpublish)</li> </ul>

#### **8.1.7 Security and backup**

39.	The service provider must be a registered ISO 27001 company and must allow third party penetration tests on demand, with max 2 weeks of advance notice. The service provider must be available to provide support (e.g. access to logs) within max 24 hours in case of security incidents that require an investigation.  The contractor should ensure the timely adoption of preventive security measures released for generic or specific threats.
40.	The system must provide SSL encryption on all the front-end pages and on the back end with extended validation certificates.

41.	<p>The code of the system and all the software provided (including web servers, operating systems, etc.) may not be publicly accessible, and must be kept updated and constantly monitored, and all appropriate web security standards be adopted to prevent security breaches and data loss.</p> <p>All OWASP top 10 threats must be prevented by the system with efficient preventive measures.</p>
42.	<p>WCMS must provide a versioning system (with compare and restore functionalities) for each individual content accessible to web publishers and editors (the restore action is subject to approval), and provide a versioning system for images, documents, files and assets.</p>
43.	<p>The system (or contractor) must provide backup for the entire installation, with the possibility of restoring the entire website to a previous state (at least up to 1 month, with weekly intervals).</p>
44.	<p>Administrators at the EUI must be able to access or receive, when needed, a set of logs to track activities from all users, or to track any change/manipulation of the configuration files or any configuration of the system.</p>

### 8.1.8 Speed

45.	<p>The system must be able to support caching in such a way that content can be preloaded into front-end memory to avoid database/hard disk requests for every individual page visit. The caching system should allow dynamic management.</p>
46.	<p>The system must provide optimisation methods and data-compression tools to reduce bandwidth consumption, loading times and the number of requests to the server, adopting as much as possible an environment friendly approach.</p> <p>For reference, see <a href="https://www.thegreenwebfoundation.org">https://www.thegreenwebfoundation.org</a>.</p> <p>The speed of the front-end will be assessed with page speed performance tools such as google page speed, Pingdom or similar.</p> <p>The speed of the back end (WCMS) will be assessed by a group of EUI web editors testing some of the features described above, such as but not limited to:</p> <ul style="list-style-type: none"> <li>● creation and editing of a structured page with different components</li> <li>● creation of different and selected content-type entries</li> <li>● search for a specific content/item in the back-end</li> <li>● insertion of a multimedia content in a page</li> <li>● publication of pages or other content types</li> </ul>
47.	<p>Dynamic caching: cached pages and content (e.g. images, CSS files, documents) must be automatically updated when the content changes, is deleted or is varied in any way, and must be configured accordingly in case of pages that show different content to different users. For example, to invalidate the cache only when needed (new content published) or other updates needed on the page (e.g. a referenced component or interactive feature).</p>
48.	<p>WCMS must ensure that pages of the front-end will load in a fast way.</p> <p>For reference, a standard page like our homepage <a href="http://www.eui.eu">www.eui.eu</a>, must have a DOM Content Loaded time of less than 0,5 second without any caching system.</p>

### 8.1.9 System integration: API and structured content



49.	The system must provide modern and documented RESTful APIs to access, edit, create and delete its content programmatically.
50.	API accesses data, properties, metadata and useful information of pages, files and structured content, in JSON.
51.	The data must be available through HTTPS requests, respecting modern security standards such as authentication and session management.
52.	WCMS must allow development of modules, plugins, and custom components, in one or more of the following programming languages: C#, PHP, Ruby, C++, ASP.NET, JavaScript, Python.
53.	The APIs must be documented with a user-friendly manual that allow search capabilities and must be supported by the service provider, ensuring 99.9% uptime. Any service interruption (e.g. for technical maintenance) must be communicated at least 2 weeks in advance, to allow proper preparation.

### 8.1.10 Resources and documentation

54.	The system must be offered with extensive and updated development resources in English on all WCMS functionalities, tools, and API's as well as on any additional components offered.
55.	The service provider should encourage and facilitate communication about use and customisations of the product amongst its clients (e.g. discussion groups, users' groups or working groups).
56.	Updates and developments must be fully documented and accessible for testing before the implementation or update process. Any planned update of the system can be implemented on the live environment only after the ok of the EUI Web Unit, that will have tested the new version on a dedicated dev environment.
57.	The tender shall include 3 full days of one-to-one training for WCMS administrators, to be done in presence at the EUI.

### 8.1.11 Support

58.	Support must be provided on a 24/7 basis, according to an agreed priority label, via email, phone and possibly via direct chat services such as WhatsApp, MS Teams, Slack or Discord.
59.	<p>The designated business contact person for the contractor shall prioritise the EUI support requests (critical, high, medium, low) and the contractor guarantees the following maximum resolution time from ticket to resolution:</p> <ul style="list-style-type: none"> <li>● Critical* – resolved in max 8 hours</li> <li>● High** – resolved in max 2 working days</li> <li>● Medium – resolved in max 5 working days</li> <li>● Low – resolved in max 10 working days</li> </ul> <p>* Maximum response time for critical support requests is max 30 minutes 24/7.</p> <p>** Response time for high to low support requests is max 1 hour during normal working hours (Monday to Friday 9 am to 6 pm CET).</p>
60.	A support request must be marked as critical in the following cases:

	<ul style="list-style-type: none"> <li>● The website or WCMS (front-end or back-end) are not reachable or not usable.</li> <li>● The content of the website is seriously corrupted</li> <li>● A security issue is exposing restricted content or information</li> </ul> <p>High, medium and low labels will be agreed in specific SLA between the contractor and the EUI before the signature of the contract.</p>
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### 8.1.12 Functionalities and other requirements

61.	<p>WCMS must be able to produce content in accordance with the Web Content Accessibility Guidelines 2.0 Level AA requirements (WCAG 2.0 AA):</p> <p><a href="http://ec.europa.eu/ipg/standards/accessibility/index_en.htm">http://ec.europa.eu/ipg/standards/accessibility/index_en.htm</a></p> <p><a href="https://www.w3.org/WAI/WCAG20/quickref/">https://www.w3.org/WAI/WCAG20/quickref/</a></p>
62.	<p>WCMS must have a user-friendly content modelling interface to design and populate content types.</p> <p>Specific elements in selected components or content types may require a WYSIWYG editor and provide standard Word authoring features to enable an editor to add and format text, links and images to content areas, create tabular layouts within a text area and apply styles without the need of HTML skills and in an editor which is fully integrated in the system (no external editing software necessary for the above mentioned markup).</p>
63.	<p>The system shall allow the integration of a well-defined and strictly implemented design style, to render pages with a standard and centralised design without having to apply formatting manually; therefore, WCMS must support the creation, modification, and deletion of templates/components.</p>
64.	<p>Layout and content are managed separately (i.e. it must be possible to create and edit content without having to amend or create a template).</p>
65.	<p>Front-end rendering, markup, stylesheets and all design elements should not mix with the content, and shall be stored in well organised and independent sections inside WCMS, or connected to CMS through external repositories (e.g. Github).</p> <p>The injection of code and design must be prevented by WCMS for anyone, but the administrators.</p>
66.	<p>WCMS must allow fast and smooth design changes, with appropriate planning, without affecting the content.</p>
67.	<p>WCMS must include an image library, with various permission levels to upload, delete, search and use images in the various sections of the website.</p>
68.	<p>The image library should be capable of automatically creating thumbnails or variations of images at predefined sizes.</p>
69.	<p>WCMS must have a preview system to let editors check their content before sending it to the live websites.</p> <p>A preview functionality should allow editors to check their content in a relevant web page that must be identical to the final live result.</p> <p>The preview should be available for most common screen sizes (including mobile devices).</p>

70.	WCMS must be able to integrate third-party tools and make use of third-party services and web services developed internally or externally (e.g. embedding of forms and live feeds, integration of different data sources through specific components).
71.	WCMS shall be capable of storing and categorising documents, images, video and audio files. It must be possible to assign content types and metadata to repositories and to assign metadata values to objects (documents, images, video and audio files).
72.	WCMS shall support uploading and deletion of files in bulk.
73.	It should be possible within WCMS to create metadata for content types entries in a manual or programmatic way, enabling – when required – consistency checks (e.g. mandatory alt text).
74.	It should be possible to bulk manage links to external URLs used in WCMS pages.
75.	Internal links should not be dependent on the URL but be dynamically updated if the target page or item is renamed or its URL changes within the system.
76.	It should be possible to reference a different content types entries from a specific entry, according to a pre-set design of related content types implemented by the system administrators.

### 8.1.13 Technical and professional experience and expertise

77.	<p>The tenderer must have the appropriate technical and professional experience to perform the contract:</p> <ul style="list-style-type: none"> <li>• Experience in developing and implementing websites or digital services based on the proposed Content Management System in an academic and international environment.</li> <li>• Appropriate technical qualifications and expertise of personnel allocated to the performance of the contract, in addition to proven English language skills.</li> </ul>
78.	<p><u>Evidence required:</u></p> <p>The tenderer must include in its technical offer the following documents as evidence of the requested technical and professional experience and expertise:</p> <ul style="list-style-type: none"> <li>• <u>Description of 1 relevant project based on the proposed Content Management System undertaken in the last 3 years.</u></li> <li>• <u>CVs of key personnel allocated to the performance of the contract, covering their work experience, education, qualifications, technical and organisational skills as well as English language proficiency.</u></li> </ul>

### 8.1.14 Obligations (Mandatory conditions)

79.	<p>The following criteria are considered mandatory. Tenders that cannot guarantee them will not be considered. Penalties will be foreseen if the criteria are not met during the provision of the services assigned through this call for tender.</p> <p>-&gt; 99,9% Uptime of the front-end website and for the WCMS.</p> <p>The uptime will be measured on the front-end webpage and on WCMS login page through professional services (e.g. Pingdom)</p>
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	<p>-&gt; full integration with the Microsoft Azure Active Directory (now renamed to Microsoft Entra ID) for login and permissions.</p> <p>-&gt; content types approach, headless architecture and documented RESTful APIs.</p>
80.	<p>A quote for a fixed price for extra days of training and/or custom development must be provided in the financial offer.</p> <p>Extra services will be quoted for specific requests.</p> <p>The quote should be expressed in working days, and the agreed fixed price will apply.</p>

## 9. LOT 2 – Provision of Front-end digital services

ICTS is also looking for professional support, ideally from a web or digital agency with advanced and diverse capabilities to provide professional support for specific projects under a framework contract.

The contractor will support the extra efforts of the Web Unit with the ongoing projects of the EUI digital strategy and with additional requests.

For Lot 2 the services will fall into 3 main categories:

1 - Professional support in the areas of web development with expertise on Node.js environment and modern JavaScript frameworks (e.g. Svelte kit); high level expertise on data integration, headless architectures and front-end optimisation is required.

2 – Professional support in the domain of design systems development, particularly with proven experience with the development of structured design systems and production of wireframes and mock-ups. Extensive expertise on Figma, HTML, CSS, UX, W3C standards for accessibility and modern UX frameworks (e.g. Tailwind)

3 – Professional support for the review and optimisation of code and structured procedures, project management, user manual production, user experience review, reporting using different data sources (e.g. Google Analytics or Siteimprove and similar tools).

The services must be provided by experienced web developers, UX or web designers under the joint supervision of a project manager from the contractor side in accordance with the requests submitted by the EUI Web Unit.

### 9.1 Technical specifications for Lot 2

#### 9.1.1 Mandatory attributes for Lot 2

81.	<p><b>Comprehensive Expertise in Key Areas:</b></p> <ul style="list-style-type: none"> <li>• <b>Web Development:</b> Demonstrable experience in developing robust, scalable, and secure web applications, including familiarity with modern web technologies and frameworks.</li> <li>• <b>Front-end and UI Design:</b> Proven track record in delivering intuitive, user-friendly, and accessible web interfaces, adhering to the latest design standards and best practices for user experience (UX).</li> <li>• <b>Project Management:</b> Proficient in managing projects from inception to completion, ensuring timely delivery, budget adherence, and quality outcomes. Experience with agile methodologies and the ability to adapt to changing requirements is essential.</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>User-Friendly Documentation:</b> Ability to provide clear, concise, and accessible documentation for digital administrators and end users, enhancing the usability and management of web solutions.</li> </ul>
82.	<b>Accessibility Compliance:</b> The tenderer must have experience in creating and managing content that complies with international web accessibility standards, such as the Web Content Accessibility Guidelines (WCAG). This is crucial to meet the EUI's commitment to making its digital content accessible to all users, including those with disabilities.
83.	<b>Integration Capabilities:</b> Experience with integrating web content management systems (WCMS) with various platforms and technologies, such as different data sources or Learning Management Systems (LMS) and Current Research Information Systems (CRIS or RIMS). This expertise is necessary to ensure seamless data flow and functionality across the EUI's digital ecosystem.
84.	<b>Data Protection and Security:</b> The tenderer must be certified ISO27001 or equivalent and must demonstrate a strong commitment to data protection and cybersecurity, with experience in implementing secure web solutions that comply with relevant regulations (e.g., GDPR). This includes providing secure authentication mechanisms, data encryption, and regular security assessments.
85.	<b>Support and Maintenance:</b> The tenderer must offer comprehensive support and maintenance services, including a dedicated team for standard consultancy, as well as the option for additional support on bespoke projects. This ensures the EUI has ongoing access to expertise for managing and enhancing its digital presence.

### 9.1.2 Web development expertise

86.	The tenderer must offer advanced web development services, specialising in JavaScript, Node.js environment and modern frameworks like Sveltekit, to support the EUI digital projects.
87.	High-level expertise in data integration and front-end optimisation is required, ensuring seamless user experiences and efficient data handling.
88.	The team proposed must include at least one senior web developer available to start a project with the time frame described in chapter 9.1.8. A proven track record in developing web applications using modern JavaScript frameworks and data integration techniques is required for the assigned developer(s).
89.	The tenderer must offer extensive experience with Microsoft Graph API for integrating data sources, ensuring secure and scalable solutions.

### 9.1.3 Design systems development

90.	Expertise in developing structured design systems is essential, with a focus on creating consistent and scalable visual languages across digital platforms.
91.	The tenderer must provide extensive experience in producing wireframes and mock-ups, utilizing tools like Figma to facilitate design collaboration and iteration.
92.	A senior UX designer and a senior web designer must be part of the team, demonstrating advanced skills in HTML, CSS, and accessibility standards (WCAG AA).

93.	Proven ability to transform approved Figma mockups into responsive, lightweight, and accessible web pages.
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#### 9.1.4 Code and process optimization

94.	Professional support in code review, development workflows (e.g. GitHub, Docker) and optimization, ensuring that the digital solutions are not only effective but also maintainable and scalable.
95.	Expertise in project management and the production of user manuals, ensuring that projects are delivered on time and stakeholders are well-informed.
96.	Experience in user experience review and the implementation of user tracking systems for UX assessment, including Google Analytics goals and conversions.
97.	The ability to provide reporting using different data sources, such as Google Analytics or Siteimprove, to inform decision-making and strategy adjustments.

#### 9.1.5 Project management and continuous support

98.	The tenderer must assign a senior digital project manager to oversee the delivery of services, ensuring alignment with the EUI digital strategy and objectives. The project manager provided by the contractor must work according to the indications agreed with the Head of the Digital Experience Unit.
99.	Continuous collaboration with the EUI Web Unit is required to support ongoing projects and additional requests effectively.
100.	A strategy for ongoing knowledge transfer and support must be outlined, including the provision of user manuals and training materials in English.

#### 9.1.6 Technical and professional experience and expertise

101.	<p>The tenderer must have the appropriate technical and professional experience to perform the contract:</p> <ul style="list-style-type: none"> <li>• a robust portfolio of successfully completed digital projects within the academic sector, with a preference for projects undertaken for universities or academic institutions.</li> <li>• A proven track record of international experience, with clients from at least three different countries in the past three years.</li> <li>• a team consisting of professionals covering key roles: senior web developer, senior UX designer, senior web designer, senior technical writer or information architect, and senior digital project manager.</li> </ul>
102.	<p><u>Evidence required:</u></p> <p>The tenderer must include in its technical offer the following documents as evidence of the requested technical and professional experience and expertise:</p> <ul style="list-style-type: none"> <li>• <u>List and brief description of the main digital projects within the academic sector undertaken in the last 3 years;</u></li> <li>• <u>List and brief description of the main digital projects with clients from different countries undertaken in the last 3 years;</u></li> </ul>



	<ul style="list-style-type: none"> <li>● <u>CV covering work experience, education, qualifications, technical and organisational skills as well as English language proficiency for each member of the team proposed for the following areas of expertise:</u> <ul style="list-style-type: none"> <li>○ <b>Senior web developer;</b></li> <li>○ <b>Senior UX designer;</b></li> <li>○ <b>Senior web designer;</b></li> <li>○ <b>Senior technical writer or information architect;</b></li> <li>○ <b>Senior digital project manager.</b></li> </ul> </li> </ul>
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### 9.1.7 Compliance and quality assurance

103.	The tenderer must comply with the EUI technical and security standards, including GDPR and ISO 27001 certifications or equivalent.
104.	A commitment to high-quality deliverables, supported by a robust quality assurance process, including code reviews, testing, and user feedback loops.
105.	Proactive communication and reporting mechanisms must be established, ensuring that the EUI is regularly updated on project progress and outcomes.

### 9.1.8 Client support and project initiation

106.	<b>Dedicated Contact Point:</b> The contractor must designate an Account Manager to serve as the primary contact point for the EUI, facilitating effective communication and project initiation.
107.	<b>Initial Consultation:</b> Upon receiving a request for a new project, the contractor must arrange a 1-hour meeting to discuss the project details, free of charge, within 10 working days from the request.
108.	<b>Quote Provision:</b> Following the initial meeting, a formal quote must be provided within an additional 10 working days. This quote should include input from all necessary professionals on the contractor's team to ensure comprehensive planning and accurate pricing.
109.	<b>Preparatory Work:</b> All preparatory work required for providing quotes and work plans must be free of charge unless a specific agreement is made with the EUI for exceptional cases.
110.	<b>Quote Request Limit:</b> To maintain a balanced workload and ensure high-quality service, the EUI is limited to requesting no more than 3 quotes per month from the contractor, unless extra requests are approved by the contractor with the same or different conditions (20 working days to start the project if approved).
111.	<b>Formal Acceptance of Quotes:</b> Quotes are to be formally accepted by the EUI through the issuance of an order form, signifying the commencement of the agreed-upon services.

## CHAPTER III – EVALUATION AND AWARD CRITERIA

The evaluation of the *tenders* that comply with the submission conditions will consist of the following elements:

- Check if the *tenderer* has access to procurement (see Article 4);
- Verification of administrative compliance (if the *tender* is drawn up in one of the official EU languages and signed by duly authorised legal representative(-s) of the *tenderer*);
- Verification of non-exclusion of *tenderers* on the basis of the exclusion criteria;
- Selection of *tenderers* on the basis of selection criteria;
- Verification of compliance with the minimum requirements defined in the tender specifications;
- Evaluation of *tenders* on the basis of the award criteria.

The *EUI* will evaluate the abovementioned elements in the order that it considers to be the most appropriate. If the evaluation of one or more elements demonstrates that there are grounds for rejection, the *tender* will be rejected and will not be subjected to further full evaluation. The unsuccessful *tenderers* will be informed of the ground for rejection without being given feedback on the non-assessed content of their *tenders*. Only *tenderer(s)* for whom the verification of all elements did not reveal grounds for rejection can be awarded the *contract*.

The evaluation will be based on the information and evidence contained in the *tenders* and, if applicable, on additional information and evidence provided at the request of the *EUI* during the procedure. If any of the declarations or information provided proves to be false, the *EUI* may impose administrative sanctions (exclusion or financial penalties) on the entity providing the false declarations/information.

For the purposes of the evaluation related to exclusion and selection criteria the *EUI* may also refer to publicly available information, in particular evidence that it can access on a national database free of charge.

## **Article 10. Exclusion criteria**

The *tenderer* must not be in one of the exclusion situations listed below:

- a. is 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. has been convicted of an offence concerning their grave professional conduct by a final judgment of a competent judicial authority or administrative decision or decisions of international organisations;
- c. is not in compliance with the 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 Italy being the country of establishment of the *EUI* or those of the country where the contract is to be performed. This breach needs to have been established by a judgment or administrative decision having final and binding effect in accordance with the legal provisions of the country in which the economic operator is established or of those of Italy being the country of establishment of the *EUI*;
- d. has been the subject of a final judgment for fraud, corruption, involvement in a criminal organisation, money laundering, terrorist-related offences, child labour or other forms of trafficking in human beings or any other illegal activity, where such illegal activity is detrimental to the *EUI*'s financial interests;
- e. has been in serious breach of a contract financed by the *EUI* or have been the subject of an offense of serious irregularity established by a final judgment of a competent judicial authority or administrative decision;



- f. is subject to an administrative penalty for being guilty of grave professional misconduct, or of having made substantial errors or committed irregularities or fraud or have been declared to be in breach of their obligations under contracts covered by the *EUI's* budget (Article 41 of the *EUI's* Public Procurement Regulation ([President's Decision No.76/2023 of 20<sup>th</sup> December 2023](#))).

In addition to the above, *contracts* cannot be awarded to a *tenderer* who, during the procurement procedure, is proven to be:

- g. subject to a conflict of interest in connection with the *contract* which cannot be effectively remedied by other less intrusive measures;
- h. guilty of misrepresentation in supplying the information required by the *EUI* as a condition of participation in the *contract* procedure or fail to supply this information.

### **Evidence requested:**

The *tenderer* must certify that it is not in one of the exclusion situations by providing in the *tender* a signed and dated Declaration on Honour available in Annex II A.

In addition, the successful *tenderer* shall provide, within 15 days following notification of award and preceding the signature of the *contract*, the following documentary proofs to confirm the declaration referred to above:

- for points (a), (b), (d) and (e): a recent extract from the judicial record of the legal representative of the *economic operator* that submitted the *tender* or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied;
- for the situation described in point (c) above, 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 the paragraph 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.

The *EUI* reserves the right to verify the information and to request further supporting evidence prior to the signature of the *contract*.

In the event that the successful *tenderer* does not promptly execute the fulfilment of the above, fails to present all documentation requested or does not provide proof of possession of all requirements declared in the *tender*, as well as if any checks reveal failure of compliance with the declarations submitted during the tendering period, the *EUI* reserves the right to declare a compliance failure and to award the procedure to the following *tenderer* in the list or to launch a new procurement procedure.

## **Article 11. Selection criteria**

### **General requirements for both Lot 1 and Lot 2:**

The *tenderer* must have the following minimum requirements to perform the *contract*:

- a) being compliant with obligations relating to the payment of social security contributions for workers, according to the current legislation, and application of employment conditions envisaged in the sector's national collective labour agreement;

- b) being compliant with the current labour laws and regulations;
- c) being compliant with the current health and safety laws and regulations;
- d) being compliant with the current environmental laws and regulations;

**Economic and financial capacity for both Lot 1 and Lot 2:**

- e) being in a stable financial position (financial viability) → possession of 1 (one) bank reference issued by major banks or authorised dated after the invitation to the present invitation letter, in which it is shown that the *economic operator* has always met its commitments with regularity and punctuality and to be in possession of the economic and financial capacity to perform the services forming the subject of the *tender*;
- f) having a professional risk indemnity insurance of at least €1.000.000,00 (one million/00);

**Economic and financial capacity for Lot 1:**

- g) having generated a minimum annual turnover in the last 3 (three) financial years for which accounts have been closed of at least € 200.000,00 (two hundred thousand/00);

**Economic and financial capacity for Lot 2:**

- h) having generated a minimum annual turnover in the last 3 (three) financial years for which accounts have been closed of at least € 200.000,00 (two hundred thousand/00);

**Technical and professional capacity for both Lot 1 and Lot 2:**

- i) being authorised to perform the *contract* under national law, as evidenced indicatively by inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organisation, or entry in the value added tax (hereinafter 'VAT') register;
- j) possessing an ISO 27001 certification or equivalent;
- k) providing a list of the principal services provided in the past 3 (three) years (2021-2022-2023) with the sums, duration and if recipients are public or private;
- l) guaranteeing a service offering full integration with the Microsoft Azure Active Directory (now renamed to Microsoft Entra ID) for login and permissions;
- m) guaranteeing a service offering content types approach, headless architecture and documented RESTful APIs.

- ❖ **Evidence to be submitted with the tender as part of Envelope n.1 – Administrative Documents (please, for more details on the submission process, see point 3 of the letter of invitation to tender):**
- a signed and dated Declaration on Honour available in Annex II A;
  - 1 (one) bank reference;
  - a document attesting that the *tenderer* had a minimum annual turnover in the last 3 (three) financial years for which accounts have been closed of:
    - For Lot 1: at least € 200.000,00 (two hundred thousand/00);
    - For Lot 2: at least € 200.000,00 (two hundred thousand/00);
  - a copy of the professional risk indemnity insurance of at least €1.000.000,00 (one million/00);
  - evidence that the *tenderer* is included in a trade or professional register and entry in the value added tax register;
  - a list of the principal services provided by the *tenderer* in the past 3 (three) years (2021-2022-2023) with the sums, duration and if recipients are public or private;
  - copy of ISO 27001 certification or equivalent.
  - A document attesting that the *tenderer* guarantees a service offering full integration with the Microsoft Azure Active Directory (now renamed to Microsoft Entra ID) for login and permissions and it guarantees a service offering content types approach, headless architecture and documented RESTful APIs.

The *EUI* reserves the right to perform sample checks in order to verify the accuracy of the statements submitted by *tenderers*.

*Tenderers* that are not compliant with the applicable minimum requirements shall be rejected.

## Article 12. Award criteria

Only the *tenders* submitted by *tenderers* meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price. The *contracts* for both **Lot 1 and Lot 2** shall be awarded according to the “**most economically advantageous tender**” criterion following the assessment of the best quality/price ratio made by the competent evaluation committee which will assign a score to each *tender* to a maximum of 100 points, based on the following parameters:

<b>MAXIMUM SCORE</b>	
Technical and quality evaluation	60/100
Financial evaluation (price)	40/100

The total score of the *tender* shall be the sum of the technical and financial score obtained.

The *tenderer* obtaining the highest overall score shall be awarded with the *contract*.

### **A - Allocation of points for technical and quality evaluation criteria for Lot 1.**

The *tenderer* shall submit its technical *offer* by carefully addressing all the subjects listed in Table I Lot 1 included below:

<b>TABLE I</b>	
<b>LOT 1</b>	<b>MAXIMUM SCORE</b>

<b>A1</b>	<b>Contract objectives and scope (see Art. 8.1.2)</b>		<b><u>2</u></b>
<b>A2</b>	<b>Hosting requirements (see Art. 8.1.3)</b>		<b><u>3</u></b>
<b>A3</b>	<b>Authentication methods (see Art. 8.1.4)</b>		<b><u>2</u></b>
<b>A4</b>	<b>Content and permissions structure (see Art. 8.1.5)</b>		<b><u>5</u></b>
	<b>A4.1</b>	<b>Group permissions</b>	<b>1</b>
	<b>A4.2</b>	<b>Role permissions</b>	<b>1</b>
	<b>A4.3</b>	<b>Content-type permissions</b>	<b>2</b>
	<b>A4.4</b>	<b>Individual permissions</b>	<b>1</b>
<b>A5</b>	<b>Workflows (see Art. 8.1.6)</b>		<b><u>4</u></b>
<b>A6</b>	<b>Security and backup (see Art. 8.1.7)</b>		<b><u>3</u></b>
<b>A7</b>	<b>Speed (see Art. 8.1.8)</b>		<b><u>3</u></b>
<b>A8</b>	<b>System integration: API and structured content (see Art. 8.1.9)</b>		<b><u>4</u></b>
<b>A9</b>	<b>Resources and documentation (see Art. 8.1.10)</b>		<b><u>3</u></b>
<b>A10</b>	<b>Support (see Art. 8.1.11)</b>		<b><u>10</u></b>
<b>A11</b>	<b>Functionalities and other requirements (see Art. 8.1.12)</b>		<b><u>9</u></b>
	<b>A11.1</b>	<b>Points 61 to 65</b>	<b>3</b>
	<b>A11.2</b>	<b>Points 66 to 70</b>	<b>3</b>
	<b>A11.3</b>	<b>Points 71 to 76</b>	<b>3</b>
<b>A12</b>	<b>Technical and professional experience and expertise (see Art. 8.1.13)</b>		<b><u>12</u></b>
	<b>A12.1</b>	<b>Description of 1 development project based on the proposed Content Management System undertaken the last 3 years by the <i>tenderer</i>.</b>	<b>8</b>
	<b>A12.2</b>	<b>CVs of key personnel allocated to the performance of the contract, covering their work experience, education, qualifications, technical and organisational skills as well as English language proficiency.</b>	<b>4</b>

Each criterion will be assigned scores, whose maximum sum is equal to 60 points, to be awarded by the competent evaluation committee by multiplying the maximum score that can be assigned per criterion by the quality coefficient ranging from 0 to 1, as indicated in the subsequent Table II:

<b>TABLE II</b>		
<b>EVALUATION</b>	<b>JUDGMENT</b>	<b>COEFFICIENT</b>
GREAT	Well-structured technical <i>offer</i> that develops the requested project in a clear, precise, and in-depth manner, adding additional value in respect to the expectations of the <i>EUI</i> .	1.00
GOOD	Suitable technical <i>offer</i> that develops the topic with no particular insights.	0.80
ADEQUATE	Well-organized <i>offer</i> in line with the contracting authority's expectations.	0.60

SUFFICIENT	Acceptable technical <i>offer</i> but poorly structured with limited application to the provisions of the <i>tender specifications</i> .	0.40
LOW	Mediocre project that is not sufficiently developed.	0.20
INSUFFICIENT	Insufficient project technical <i>offer</i> that is generic and inadequate.	0.00

The **minimum score for technical and quality criteria is 35/60**. *Tenders* who fail to achieve this minimum score for the technical *offer* shall not proceed to the point of assessment for the financial *offer*.

In the case of award, the entire technical *offer* shall complete the *tender specifications* and shall form part of the *contract*.

### **B - Allocation of points for financial evaluation criteria for Lot 1**

The maximum points available for Lot 1 for the price (P) are 40 points which shall be assigned to the *tender* proposing the best price for each financial aspects to be evaluated (P=P1+P2), in accordance with the formulas below.

The other *tenders* shall be given scores (rounded to two decimal places, if necessary) proportional to the ratio between the best price offered and that offered by each *tenderer*.

$$P1 = 35 \times \frac{\text{Best price offered for P1}}{\text{Price offered for P1}}$$

$$P2 = 5 \times \frac{\text{Best price offered for P2}}{\text{Price offered for P2}}$$

P1 = points assigned to the *tender* for the **offered price inclusive of all costs involved in the provision of a web content management system (SaaS) – fixed costs**.

P2 = points assigned to the *tender* for the **offered price for extra days of training and/or custom development – variable costs**.

The price considered for the evaluation of Lot 1 will be the total price of the *tender* (P=P1+P2), covering all the requirements set out in these *tender specifications*.

**The *tenderer* shall submit a financial *offer* using the form Annex II B1 - Lot 1.**

### **AA - Allocation of points for technical and quality evaluation criteria for Lot 2.**

The *tenderer* shall submit its technical *offer* including an updated CV for each category of experts listed in Article 9.1.6 Technical and professional experience and expertise and a detailed description of the most relevant digital projects undertaken in the last 3 years within the academic sector.

TABLE I			
LOT 2			MAXIMUM SCORE
B1	Senior web developer		12
	B1.1	At least 5 years of relevant experience	6

	B1.2	More than 5 years of relevant experience	8	
	B1.3	More than 10 years of relevant experience	10	
	B1.4	Proof of experience (e.g. certifications, trainings, etc.)	2	
<b>Senior UX designer</b>				<b><u>6</u></b>
B2	B2.1	At least 5 years of relevant experience	2	
	B2.2	More than 5 years of relevant experience	3	
	B2.3	More than 10 years of relevant experience	5	
	B2.4	Proof of experience (e.g. certifications, trainings, etc.)	1	
<b>Senior Web designer</b>				<b><u>6</u></b>
B3	B3.1	At least 5 years of relevant experience	2	
	B3.2	More than 5 years of relevant experience	3	
	B3.3	More than 10 years of relevant experience	5	
	B3.4	Proof of experience (e.g. certifications, trainings, etc.)	1	
<b>Senior technical writer or information architect</b>				<b><u>6</u></b>
B4	B4.1	At least 5 years of relevant experience	2	
	B4.2	More than 5 years of relevant experience	3	
	B4.3	More than 10 years of relevant experience	5	
	B4.4	Proof of experience (e.g. certifications, trainings, etc.)	1	
<b>Senior digital project manager</b>				<b><u>6</u></b>
B5	B5.1	At least 5 years of relevant experience	2	
	B5.2	More than 5 years of relevant experience	3	
	B5.3	More than 10 years of relevant experience	5	
	B5.4	Proof of experience (e.g. certifications, trainings, etc.)	1	
<b>Completed digital projects within the academic sector undertaken in the last 3 years</b>				<b><u>12</u></b>
B6	B6.1	Less than 5 digital projects within the academic sector undertaken in the last 3 years	4	
	B6.2	At least 5 digital projects within the academic sector undertaken in the last 3 years	8	
	B6.3	More than 5 digital projects within the academic sector undertaken in the last 3 years	12	
<b>Digital projects with clients from different countries undertaken in the last 3 years</b>				<b><u>12</u></b>
B7	B7.1	Digital projects with clients from less than 3 different countries undertaken in the last 3 years	4	
	B7.2	Digital projects with clients from more than 3 different countries undertaken in the last 3 years	8	
	B7.3	Digital projects with clients from more than 5 different countries undertaken in the last 3 years	12	

The minimum score for technical and quality criteria is 35/60. *Tenders* who fail to achieve this minimum score for the technical *offer* shall not proceed to the point of assessment for the financial *offer*.

In the case of award, the entire technical offer shall complete the tender specifications and shall form part of the contract.

**BB - Allocation of points for financial evaluation criteria for both Lot 2**

The maximum points available for Lot 2 for the price are 40 points which shall be assigned to the tender proposing the best price for each of the following financial aspects, in accordance with the formula below.

In evaluating the financial aspects of the offered service, the evaluation committee, shall use the scores shown in Table III, the maximum sum of which is equal to 40 points.

TABLE III		
Financial aspects to be evaluated for Lot 2		Max points
PP1	Senior Web Developer per hour rate	12
PP2	Senior UX Designer per hour rate	7
PP3	Senior Web Designer per hour rate	7
PP4	Senior technical writer or information architect per hour rate	7
PP5	Senior digital project manager per hour rate	7

Maximum score for the parameter PP is 40:  $PP = (PP1 + PP2 + PP3 + PP4 + PP5) = 40$  points.

The maximum score achievable for each criterion from PP1 to PP5 will be awarded to the tenderer who offers the best price (lowest price). The other tenderers will be awarded different scores (rounded off to the second decimal figure, if necessary) calculated in proportion to the ratio between the best price and the price offered by each tenderer.

The following formula will be applied for criteria from PP1 to PP5, in accordance with the max points that can be awarded per criterion as indicated in Table III:

$\text{Example PP1} = 12 \times \frac{\text{Best price}}{\text{Price offered}}$
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The price considered for the evaluation of Lot 2 will be the total price of the tender ( $PP = PP1 + PP2 + PP3 + PP4 + PP5$ ), covering all the requirements set out in these tender specifications.

**The tenderer shall submit a financial offer using the form Annex II B2 - Lot 2.**

## CHAPTER IV - FINAL PROVISIONS

### Article 13. Sanctions and penalties mechanism

#### LOT 1 - Web Content Management System (WCMS)

In instances not specifically covered by law, the EUI maintains the enforcement of agreed clauses within these TS by reserving the right to implement the following penalties, in addition to any reimbursement for costs necessary to sustain its operational continuity and efficacy:

- **Performance Monitoring:** A predefined set of 10 pages, including but not limited to the homepage, login page, and other key interfaces, will be under continuous surveillance. This monitoring excludes periods of planned maintenance, during which an appropriate courtesy page must be established.



- **Monthly Reporting:** The EUI and the contractor will exchange monthly reports to review the performance of the front-end and WCMS.
- **Sanctions for Underperformance:**
  - **For a monthly performance below 99.9%:**
    - **First Month:** issuance of a written warning to the contractor.
    - **Two Consecutive Months:** a financial penalty of €1.000,00 (one thousand/00) will be applied.
    - **Three Consecutive Months:** a financial penalty of €3.000,00 (three thousand/00) will be enforced, with the EUI reserving the option to terminate the contract.
  - **Annual Review:** the EUI may choose to terminate the contract if the annual uptime of the front-end and the back end falls below 99.8%.

### LOT 2 – Front-end digital services

For Lot 2, detailed quotes for each project will be requested, incorporating specific acceptance criteria to ensure project success. The general sanctions for Lot 2 are focused on adherence to the timelines for project initiation and quote provision:

- **Timeliness of Response:**
  - If the contractor fails to schedule an initial project discussion within the stipulated 10 days period or does not provide a detailed quote within an additional 10 days from the meeting, a financial penalty of €300,00 (three hundred/00) may be applied.
- **Sanctions for Delays:**
  - The EUI reserves the right to terminate the framework contract and re-tender the services after three certified instances of delay in scheduling a meeting or providing a quote within the same solar year.

### Article 14. Requirements for the signature of the contract

The successful tenderer, within the date to be communicated by the EUI, must submit the following documents before the signature of the contract:

- a copy of the full criminal record of the legal representative of the successful tenderer;

Please note that should the successful tenderer fail to submit the documents outlined above in due time or, upon testing, is found not to be in compliance with the declarations submitted in the tender, the EUI reserves the right to award the contract to the following tenderer in the ranking or to launch a new call for tender.

### Article 15. Contract management

For the *EUI*, the person responsible for the *contract* management is the following:

- the Director of the Information and Communication Technology Service (ICTS).

For the *EUI*, the reference person for the *contract* management is the following:

- the EUI web communications manager.

### Article 16. List of tender documents



The tender documents of the present procurement procedure are composed of the draft contract, the invitation letter, these *tender specifications* - TS (Annex I) and the contractor's *tender* (Annex II), including the following annexes:

- Annex II A – Declaration on honour;
- Annex II B1 – Financial *offer* Lot 1;
- Annex II B2 – Financial *offer* Lot 2;