

Ireland-Dublin: Service Design and User Experience Services

OJ S 93/2020 13/05/2020

**Contract notice
Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Eurofound — European Foundation for the Improvement of Living and Working Conditions

Postal address: Wyattville Road, Loughlinstown

Town: Dublin

NUTS code: IE061 Dublin

Postal code: D18 K65

Country: Ireland

Contact person: Sandra Brudenell-Bruce

E-mail: OSUTenders@eurofound.europa.eu

Telephone: +353 12043100

Fax: +353 12826456

Internet address(es):

Main address: <http://www.eurofound.europa.eu>

Address of the buyer profile: <https://www.eurofound.europa.eu/about-eurofound/procurement/opportunities/open>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6446>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6446>

Tenders or requests to participate must be submitted to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=6446>

I.4. Type of the contracting authority

European institution/agency or international organisation

I.5. Main activity

Other activity: Social policy

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Service Design and User Experience Services

Reference number: 171306/5387

II.1.2. Main CPV code

72421000 Internet or intranet client application development services - JA21

II.1.3. Type of contract

Services

II.1.4. Short description

The aim of the framework contract resulting from this call for tenders is to enlist a provider that can support Eurofound in the user experience component of its web management programme and in developing online services that add create value for the end users.

II.1.5. Estimated total value

Value excluding VAT: 200 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72413000 World wide web (www) site design services

II.2.3. Place of performance

NUTS code: IE061 Dublin

Main site or place of performance: The tasks are to be performed at the premises designated by the contractor and agreed by Eurofound.

II.2.4. Description of the procurement

The areas of operations included in this contract are:

- service design,
- user experience.

The overall goal is to contribute to the high-quality, scalability, timeliness and effectiveness of Eurofound web products and services.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 200 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13.

Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement
Framework agreement with a single operator

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 26/06/2020 Local time: 23:59

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English, Bulgarian, Danish, German, Greek, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Latvian, Lithuanian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Swedish, Czech

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 5 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 29/06/2020 Local time: 11:00

Place:

Meeting Room No LH4 at Eurofound premises.

Information about authorised persons and opening procedure: One person representing the tenderer may be present at the opening, participation will be restricted to an observer role.

Please communicate the full name and ID or passport number of your representative to OSUTenders@eurofound.europa.eu at the latest 2 working days in advance by 25 June 2020.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic payment will be used

VI.3. Additional information

Please note that English is the working language of Eurofound. We would appreciate if the tender proposal is in English. Calls for tender are open to natural and legal persons from European Union member states and from countries which have signed a special agreement with the European Union in the field of public procurement. For more detailed information, please consult the following link: <https://www.eurofound.europa.eu/about-eurofound/procurement>

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court of the European Union

Postal address: rue du Fort Niedergrünwald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

E-mail: cfi.registry@curia.europa.eu

Telephone: +352 4303-1

Fax: +352 4303-2100

Internet address: <http://curia.europa.eu>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Within 2 months of notification of the outcome of the procedure (award decision), tenderers may launch an action for its annulment. Any request tenderers may make and any reply from Eurofound or any complaint for maladministration, will have neither the purpose nor the effect of suspending the time-limit for launching an action for annulment nor open a new period for launching an action for annulment. The body responsible for hearing annulment procedures is indicated under heading VI.4.1) of the contract notice.

VI.5. Date of dispatch of this notice

06/05/2020