

**Ireland-Dublin: Service Design and User Experience Services**  
**OJ S 193/2020 05/10/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

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**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](mailto: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.4. Type of the contracting authority**

European institution/agency or international organisation

**I.5. Main activity**

Other activity: Social Policy

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**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

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The aim of the 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.1.6. Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 200 000,00 EUR

## **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**

Quality criterion - Name: Quality of the proposed methodology regarding user experience and service design / Weighting: 30

Quality criterion - Name: Quality of the proposed approach aiming at supporting Eurofound in the area of user experience and service design / Weighting: 30

Quality criterion - Name: Management approach in terms of organisation, workflows, flexibility and service orientation / Weighting: 20

Quality criterion - Name: Quality of the assurance measures proposed to be employed to assure the quality of deliverables under this contract / Weighting: 20

Price - Weighting: 50

### **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 IV: Procedure**

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### **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

#### **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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 093-221181](#)

#### IV.2.8. Information about termination of dynamic purchasing system

#### IV.2.9. Information about termination of call for competition in the form of a prior information notice

## Section V: Award of contract

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**Contract No:** 20-3000-04

**Title:**

Service Design and User Experience services

A contract/lot is awarded: yes

### V.2. Award of contract

#### V.2.1. Date of conclusion of the contract

27/09/2020

#### V.2.2. Information about tenders

Number of tenders received: 11

Number of tenders received from tenderers from other EU Member States: 10

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 11

The contract has been awarded to a group of economic operators: no

#### V.2.3. Name and address of the contractor

Official name: Trinidad Wiseman OÜ

National registration number: 11244225

Postal address: Akadeemia tee 21/4

Town: Tallinn

NUTS code: EE0 Eesti

Postal code: 12618

Country: Estonia

E-mail: [ander.tenno@twn.ee](mailto:ander.tenno@twn.ee)

Telephone: +372 5263652

Internet address: [www.twn.ee](http://www.twn.ee)

The contractor is an SME: yes

#### V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 200 000,00 EUR

Total value of the contract/lot: 200 000,00 EUR

#### V.2.5. Information about subcontracting

## Section VI: Complementary information

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### **VI.3. Additional information**

### **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](mailto: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**

28/09/2020