



**Title:** Negotiated procedure for the provision of user needs assessment, information design and web concept proposals to support an online platform under the EU's Energy Union governance

**Reference:** EEA/COM/18/005

The EEA is planning to develop a web portal for energy and climate information relevant to a wide range of users (from data providers to the general public) facilitating delivery of and access to information relevant to the European Union's 2030 climate and energy policy framework and Energy Union.

The purpose of this contract is to identify and select a provider that can:

- design and conduct user needs surveys,
- assess survey results,
- identify and cluster different user groups and their specific user needs and preferences, based on the survey/research,
- conceptualise a navigation logic and a prototype for a web platform on climate and energy information, based on these insights and the provider's experience.

**Type of contract:**

A direct contract beginning from the date of signature, ending December 2018.

**Estimated value:**

EUR 60.000 excluding VAT.

**Place of delivery or of performance:**

At the contractor's premises.

**Description of the services to be procured:**

The project includes the provision of user needs surveys and assessment of their findings, focusing on different target groups, with different technical and knowledge needs and different levels of understanding of the contents of the portal.

Based on the user intelligence gathered, the provider shall conceptualise, propose and prepare samples of possible site structures, main navigation items, knowledge use cases and develop a prototype of the web portal with a sample navigation structure. Building on in-depth understanding of different user groups, the proposals will also include suggestions for knowledge tools and features targeting the different user groups identified.

**Scheduled starting date of contract (indicative):**

1 May 2018

**Registration of interest:**

Interested candidates shall register their interest **by email** to [procurement@eea.europa.eu](mailto:procurement@eea.europa.eu) **by 4/4/2018** at the latest, quoting the title and reference No of this negotiated procedure in the subject field of the message and providing the following information:

- Name (of individual or organisation/company)
- Address (of individual or organisation/company)
- Contact person
- E-mail
- Description of main area of business / expertise (max. 500 words)

Your personal information above will be processed solely for the purpose of this negotiated procedure in accordance with the rules set in Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by Community institutions and bodies and on the free movement of such data (OJEU L 8/1 of 12.1.2001). For further detailed information, please refer to the privacy statement available on the EEA website at the following address: <http://www.eea.europa.eu/about-us/tenders/index>.

**Description of the tendering procedure:**

On the basis of the pre-assessment of the information provided, the EEA will draw up a list of the most suitable candidates and will forward to all or some of them (at least three candidates) by e-mail an invitation to submit a tender in accordance with the tender specifications by a set deadline. The tenders submitted will be evaluated in accordance with the criteria specified in the tender specifications. During the negotiation phase after the submission of the tenders, selected candidates may be requested to adapt their tender to the requirements set in the tender specifications in order to find the solution offering the best value for money.

Candidates shall note that registration of interest to participate in the above-mentioned procedure entails no obligation on the part of the EEA to send an invitation to candidates or to award them a contract. Please note that no replies will be sent to unselected candidates.