

Brussels, 02/08/2019

Ex-ante publicity notice - negotiated procurement procedure

Subject : Web usability studies and related services for the Single Resolution Board (SRB) intranet and public website.
Ref : SRB/NEG/30/2019

The Single Resolution Board ("SRB") will soon launch a call for tenders for a service contract of an estimated total amount of EUR 100 000 (one hundred thousand euros). Please note that this figure is given for estimation purposes only and the actual value of the contract will be decided at a later stage.

Purpose of the Tender

The SRB is looking for an economic operator to carry out web usability studies and related services for the SRB intranet and public websites.

The SRB would like to invite the interested economic operators to declare their interest in participating in this tender, as specified below.

Background & scope of the tender

The SRB is engaging in the development of a new intranet and a new public website which are in different implementation phases. Therefore, the purpose of this contract is twofold:

- Intranet: identify and analyse the main user needs and tasks and propose an information architecture and wireframes, as well as insights in the context of the ongoing Intranet development. Moreover, the contractor must propose a visual identity to be used for the new Intranet, as well as an attractive, user-friendly graphical interface.
- Public website: evaluate the existing public website and provide inputs for the new public website to be developed in 2020 in terms of usability, information architecture/navigation scheme and graphical design.

Description of the services

The services will be carried out in two (2) distinct consecutive phases, for each of the projects below. There is a single language version (EN) for both websites.

1.1. SRB Intranet - Purpose and technical description

The SRB has launched the development of the new Intranet in mid-2019 and the main business requirements collection and development will take place during autumn 2019. In this context, the contractor's mission will be to actively engage in the business analysis of the project and to propose guidelines for the new Intranet usability, information architecture, navigation and graphical interfaces.



The SRB Intranet project deliverables will be:

- Recordings/reports of usability or other tests, business analysis workshops and interviews;
- Usability report, including the findings of the usability tests and interviews, the in-depth business analysis for the new SRB Intranet, and practical recommendations for future actions;
- Information Architecture report, proposing a user-friendly information architecture/navigation scheme for the Intranet;
- A visual identity/ graphical design proposal;
- An executive summary of maximum two pages.

1.2. SRB public website - Purpose and technical description

It is foreseen to launch the development of a new SRB public website in 2020. The existing public SRB website will be completely replaced. However, there are information and lessons to be derived from it, in order to feed into the new public website development.

The SRB's aim is to understand the needs of users using the public website and the improvements that can be made from a design, structural and content perspective to improve usability and information retrieval. Moreover, a graphical design will be proposed, based on branding guidelines to be provided.

The SRB public website project deliverables will be:

- Recordings/reports of usability or other tests, workshops and interviews on the existing SRB public website;
- Report on user satisfaction rates;
- Usability report, including the findings of the usability tests and interviews of the existing SRB public website, and practical recommendations for future actions;
- Information Architecture report, proposing a user-friendly information architecture/navigation scheme for the new public website;
- A visual identity/ graphical design proposal for the new public website;
- An executive summary of maximum two pages.

1.3. Timeline

The activities to be carried out for each of the two websites will not exceed a maximum of sixteen (16) weeks, i.e. thirty-two (32) weeks in total. The activities are foreseen to run consecutively for the largest part and will start with the SRB Intranet, except where synergies will be identified between the two websites; in this case, certain activities for the two websites may run in parallel. The contractor should be ready to join the ongoing business analysis activities of the SRB Intranet by the end of October 2019.



Description of the procedure

Interested economic operators can express their interest in participating in the call for tenders until **23 August 2019, 12:00 Brussels time**, in writing, by email to:

SRB-PROCUREMENT@srb.europa.eu

No evaluation is performed at this stage. All the economic operators who have expressed their interest in participating in this procurement procedure before the above-mentioned deadline will subsequently be invited to submit a tender. The SRB, as contracting authority, reserves the right to also invite additional economic operators not included on the list of interested economic operators who responded to this ex-ante publicity notice.

An economic operator may consider submitting a tender as a single entity or in collaboration with other service providers: either by submitting a joint tender with (a) partner(s) (assuming joint and several liability towards the contracting authority for the performance of the contract) and/or through subcontracting. In case of a joint tender with (a) partner(s), all partners must be identified in the expression of interest and cannot be modified at a later stage of the procurement procedure.

Only the economic operators invited by the contracting authority to submit a tender in this procurement procedure will be admissible.

It should be noted that the SRB reserves the right to decide not to launch the negotiated procedure. Such a decision will be communicated accordingly.

SRB Procurement