



REQUEST FOR QUOTATION

Request for proposals for a Website development, updates and maintenance service

The Contracting Authority defined as European Nuclear Education Network aisbl (ENEN) is launching a 'Request for Proposals' in order to establish a new website in the form of a highly scalable communication/IT platform. The platform is to be developed under the project "Towards Optimized Use of Research Reactors in Europe (TOURR)", that has received funding from the Euratom research and training programme 2019-2020 under grant agreement No. 945269, in which ENEN is the coordinator.

In order to comply with the established need of a Project Website, this Bidding Process is established to welcome offering companies to send offers for the maintenance and development of the requested website according to the following:

Definition of contracting Authority (ENEN) and contractor: Company

WEBSITE SPECIFICATIONS

1. Purpose and aim

The requested website will serve as an interactive platform for research reactors (RR) operators and their end-users. It will include:

- a. identification of the available infrastructures
- b. characterization of these infrastructures
- c. continuously updated overview of available capacities for the duration of the present contract
- d. continuously updated overview of corresponding abilities of the RR operators registered in the platform for the duration of the present contract
- e. the communication interface allowing easy contact between potential users and RR operators
- f. information exchange platform between RR and their beneficiaries regarding all fields listed in section 5.

The platform should work like a match maker matrix between RR and end users. Allowing to put into contact the party which 'offers' a service (availabilities) and the party which is looking for that service (end-user).

2. End users

The target audience segments intended to be reached are: the scientific community, technological stakeholders, RR end-users (including medical applications related end users e.g. radio-isotopes users and producers) and the general public.

3. Features

Users of the platform should be able to obtain information in an easy and engaging way from the website. A clear and welcoming structure and format has to be implemented allowing



information to be presented in written, through images and through videos as well as allowing the target audience to interact through the communication channel.

The proposed platform should allow the previous features to be implemented and provide in general a design that is:

- a. Modern, attractive, responsive
- b. The whole content of the website must be in English
- c. Special attention will be given to: safety, backup options and cookie management in compliance with GDPR.
- d. An SSL certificate will be provided, options will be discussed with ENEN.
- e. The website is expected to be responsive i.e. adaptable for reading on tablets and mobile devices.
- f. All the non-strictly necessary elements will be deleted in order to avoid inappropriate browser indexing.

In addition, the following capabilities must be available:

- Clear tracking of the website use statistics
- Search Engine Optimization (SEO)
- A simple editor interface or web content management system to allow the administrators (ENEN) to perform basic website content development additions.

4. Website structure and navigation

The initial sought sitemap for the website consists of a hierarchical structure of website pages that are accessed from the Home page that shows fundamental information of the TOURR Project, giving the users the option to further navigate into other pages of the Website.

From this Home page, that would contain a set of banners, texts, images, logos and links towards the project main website and the corresponding ENEN webpage, the user will be clearly presented options (menu) to navigate to the following pages:

- ABOUT page: where more detailed information about the TOURR Project will be presented along with the Consortium members and the aim of the platform
- RR facilities: where the RR registered on the platform are presented.
- Submission / application system: where user can request specific RR capacity.

5. Pages description (front-end)

ABOUT page

It will provide more detailed information and explanation and instructions about the model on which the platform is based.

The owner of the RR will be able to register the facility on the platform and will find on this page all the necessary reference on how to proceed further.

The user who wishes to request specific RR capacity will be redirected to the user guide (PDF file for download) and Submission / application system.

RR facilities

The overview displays a browsable inventory of RR facilities including:

main identification:

- name
- location
- contact person



characterization & availability:

- ***Science and Technology applications***
 - 1) Neutron Activation Analysis
 - 2) Prompt Gamma Neutron Activation Analysis
 - 3) Radiation Hardness Testing
 - 4) Nuclear Data Measurements
 - 5) Radiochemistry
 - 6) Geochronology
 - 7) Silicon transmutation doping
 - 8) Gamma irradiation
 - 9) Gemstone coloration
 - 10) Actinide Transmutation Studies
 - 11) Neutron Scattering
 - 12) Neutron Radiography/Tomography
 - 13) Material irradiation and testing
 - 14) Positron sources
 - 15) Boron Neutron Capture Therapy
 - 16) Instrument Developing, Testing and Calibration
 - 17) Nuclear Fuels Irradiation and Testing
 - 18) Supporting Nuclear Power Reactor Programs
- ***medical applications***
 - 1) Radioisotopes production in small quantities for research applications
 - 2) Medical radioisotopes production in large quantities for common and established nuclear medicine applications
 - 3) Boron neutron capture therapy
 - 4) Industrial radioisotopes production in large quantities for common and established industries
 - 5) Production of sources
- ***education and training***
 - 1) Public tours and visits
 - 2) Teaching physical and biological science
 - 3) Teaching radiation protection and radiological engineering
 - 4) Teaching nuclear engineering
 - 5) Training (or re-training) Nuclear Power Plant Operators
 - 6) Training (or re-training) nuclear professionals (other than nuclear plant operators)

The “catalogue” of RR can be filtered by all the above mentioned categories (exception of name and contact details).

All RR facilities names will be hyperlink taking the user to a more detailed description (free text / website hyperlink) of the facility in object.

Additional Technical requirements:

The database (front and back end) language will be English. Database text editors should support special characters (e.g. €, @, Ç, Greek alphabet letters...), sub- and superscript.



The front end website should enable a dynamic response: the web interface should automatically adapt according to any screen or device (PC, laptop, tablet, smartphone).

Pages description (BACK-end)

General interface & functions

The back end of the database consists of a **restricted section** where new contributions can be added to the database or existing contributions can be changed. Information in the user profile can be modified as well.

After login, a user interface is visible where different options are available:

- Add a new RR facility
- Edit and delete existing content
- A filtered view to display content added by the organisation
- View/change the user profile of the organisation
- Logout of the back end of the database

User management

Organisations who want to contribute content to the database can request a login. This login consists of a username/email and a password.

An administrator (super user - highest user level) can grant access to a new organisation by mailing them new login credentials. The TOURR project needs to decide whether any user can request a login to this database, or whether certain restrictions are in place.

It is proposed that all partner organisations within the TOURR project receive a login to the database. This can be extended to a wider community, provided that user agreements are setup with terms and conditions on this database (GDPR compliant and no misuse of the platform).

Access to the back end

The login screen of the back end of the database can be reached via a link which is available on the front end (public part). When an organisation has lost their password, an automatic email containing new login credentials can be sent (upon request) to the email which the organisation used for their initial registration (depending on security features, the use of these login credentials may be limited in time). This automatic email can be triggered by activating a link on the login screen and after providing an email or username already coupled to an existing account of an organisation.

Password requirements should be set to currently used security levels:

- Between eight and 64 characters
- Contain at least three, but preferably all of the following:
 - Uppercase letter
 - Lowercase letter
 - Number
 - Special character (such as ?!,@)

Input of data

When selecting 'adding / modify RR facility', users view the different fields to add information on their facility. Some of these fields are mandatory in order to get the content published online. Ideally, an option 'intermediate save of information' should be possible in order to build up new activities before



publishing. A preview button allows the item to be viewed online before it is publicly visible. Publish will allow the item to be published online.

Additional Technical requirements:

The database (front and back end) language will be English. Database text editors should support special characters (e.g. €, @, Ç), sub- and superscript. The front end website should enable a dynamic response: the web interface should automatically adapt according to any screen or device (PC, laptop, tablet, smartphone).

6. Functional requirements

In order to assure an adequate user experience for the target audience that access the site, the website has to be capable of:

- Handling several users simultaneously, in the order of magnitude of the hundreds at the same time.
- Possibly host videos, without reasonably compromising the user experience in terms of response and speed.
- Enable users to subscribe to email notifications if they wish, for example being informed each time a new news post is published.
- Being easily editable and updated for the Administrators (ENEN).

The bid shall propose the corresponding software that allows this operation to be handled mainly by ENEN with the maintenance support of the bidder. In this sense, maintenance is understood as reasonable modifications of the website in time, that are not expected to deeply modify the initial specifications mentioned here, but rather complement them throughout time. This point will be further developed in the next section.

7. Implementation, hosting and maintenance requirements

The service provided will be offered in the scope of a website maintenance contract to be proposed to ENEN. This will include the initial transposal or implementation of these technical specifications into a functioning website, guided by the design criteria, structure and fundamental data provided by ENEN together with a maintenance support service and hosting that will last for the duration of the Project (until 30/09/2023) and afterwards for 3 more years, i.e. **30/09/2026**.

In this regard, maintenance is understood as reasonable modifications to the page structure, technical support in the creation of new spaces (pages) if needed and fixing of detected operation bugs or errors. These additional maintenance interventions after the website is brought live shall be included in the fixed total offered price.

The final price should also include a back-up service of the whole platform, to be provided to ENEN twice a year.

8. Miscellaneous

ENEN is expecting that the Contractor will also provide the following actions as implementation and coordination activity for the developed platform:



- monthly meetings of maximum 2h per month at request of ENEN during realisation and maintenance period.
- SEO for defined keywords (keywords to be defined)
- Developed platform should be attractive/user friendly for the following categories (list not exhaustive):
 - For education and training : researchers and educators
 - For Medical applications: end users of RR radioisotopes
 - For Technological applications: RR end users and operators
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- Monthly support upon ENEN request to update the site with details
- Visual materials to be produced (e.g.: a small video, to be defined by both parties)
- Highly secured access for registered RR and information exchanged
- Promotion on search engines and other channels upon recommendation from company
- Three-Monthly reach-out (emails) to provided end-users to collect information needed for website update. ENEN will provide a contact person information for RR and the contractor shall get in contact with the platform users every 3 months for updates. In case of no response from platform users the Contractor should inform ENEN so that ENEN can implement corrective actions in place.
- A notice will have to appear to the platform to inform the users who are also RR contact persons about this exchange of contacting details between ENEN and the platform contractor.

Furthermore to these technical specifications, the following points are required:

ADDITIONAL DETAILS

The owner and main Administrator of the Website when it is ready to be published live will be ENEN, although the selected offering company shall continue to provide maintenance support.

The expected date to have the website ready to be launched as a preliminary version to be tested by the partners RR is **28/02/2023**.

The initial raw content to display in the pages will be provided by ENEN. The selected offering company will provide the initial Website according to the specifications and further points included in this document. Regular online meetings with ENEN personnel will be scheduled to assure the alignment of ENEN's specifications and expectations and the developments of the service provider.

The offer should provide a fixed total price for the complete service, which shall not exceed the value of the contract unless new requests from ENEN exceed the contracted/requested efforts.

The corresponding payments scheme, once a service provider is selected, can be considered as a time distribution of the previous price in an initial payment upon delivery of the initial Website and further yearly payments for the remaining maintenance services. The offering company will initially propose the distribution of the amounts of these payments, derived from the total fixed price offered.



Finally, in relation to the exploitation rights of the Website:

- ENEN employees will be provided full admin rights to the website and debriefed on how to perform simple actions (publish a new post, minor changes to the structure, etc.) – A synthetic written document shall be provided after each verbal discussions.
- Before acceptance of the final product, ENEN employees will browse the website to check if it complies with what requested (incomplete pages, missing important information, excessive untidy appearance can be cause of need to correct)
- The selected offering company will be authorized to include the product in their portfolio as a reference.
- The chosen company will have a contract with ENEN which covers the duration of the project for which the website has been designed and the above mentioned 2 extra years, in order to assure the maintenance of the website itself.

This webpage will have to comply with the European Commission guidelines for Visual Identities, all necessary information and documentation can be found at this link:

https://ec.europa.eu/info/resources-partners/european-commission-visual-identity_en#documents

FORMAL BID (or OFFER SUBMISSION) INSTRUCTIONS

Offering companies should send an offer including: **the technical description (including timings for the realization of each step), an economic proposal and a set of references of their previous works.** The price should include any updates of the platform used or any updates of the components of the webpage.

The Offers have to be sent to ENEN in the following way:

- By email addressed to: secretariat@enen.eu (including "TOURR platform offer to ENEN" in the Subject) and cc: Roberta.cirillo@enen.eu.
- Deadline for the reception of proposals/offers: **08/01/2023.**

After this deadline, ENEN will select the winning offer according to the 'best value for money' policy established in the Project. Should the offers not comply with the technical specifications outlined previously or propose a too high price (particularly if it is higher than the appointed internal budget), the tender process could initially resolve in no winner. In this case, further rounds of invitations could be considered.

Once an offer is selected, a contract will be drafted between the selected company and ENEN in order to start the services if required, or, alternatively, the offer could be formally accepted and signed by ENEN.

ENEN reserves the right, in the latter case, to propose final modifications prior to signature.

To address questions related to this bidding procedure, you may contact Roberta Cirillo (Roberta.cirillo@enen.eu).