

Annex: Award criteria: Requirements for the provider

2026_SALTO_016_WebsiteDevelopment

The selection of bidders is based on the minimum selection requirements and the evaluation criteria. Please note: If the minimum selection requirements are not fulfilled, the bidder will be excluded from further assessment. The weighting of the evaluation criteria can be found below.

JUGEND für Europa has the following expectations of the service provider:

1. Minimum selection requirements

1 Minimum selection requirements	
1.1 Availability	The service provider is available and provides support for the entire period from 28.06.2026 to 31.12.2029.
	The service provider is able to deliver the obligatory work packages 1-3 (as described in the Annex02_Description_of_required_service) by 31 December 2026 within the available budget of 46.218€ (NET) for 2026.
	The service provider ensures that a contact person authorised to make decisions is available outside of regular meetings.
	The service provider ensures an equivalent replacement in the event of absence of the responsible employee(s).
	The service provider ensures that the employees who are responsible for this tender can participate in the regular online meetings. These should take place in a frequency agreed together with the Contractor (on average 1 online meeting/week of 1h in duration).
1.2 Staff	The service provider commits to allocating sufficient personnel resources to deliver the mandatory work packages within the contract period, as indicated in Annex02_Description of required service.
	The service provider has named the main person responsible, and the employees deployed for the specific areas of responsibility.
	The person as head of conception for the project has demonstrable experience in leading comparable web development projects.
	The project manager in charge has at least five (5) years of professional experience as a project manager in software development projects.

	The provider ensures that the other dedicated staff has proven qualification and experience in the respective areas of responsibility, including backend and frontend development.
	The provider ensures that at least two staff members dedicated to the project have sufficient competences in written and spoken English as well as ability to lead projects in English.
1.3 Company experience	The service provider has successfully delivered at least two Drupal projects comparable in size and complexity during the last five years.
	The service provider has expertise in user experience (UX) design principles, good practices and implementation, ensuring that responsiveness, cross browser compatibility, and multilingualism are considered.
	The service provider has expertise to create accessible tools conforming to accessibility standards, including accessibility of web environments.
	The service provider assures awareness about the GDPR requirements and can enable compliance with the data protection regulation for the EU institutions.
1.4 Company services	The service provider ensures applying security best practices, including vulnerability audits, a backup, updates, and recovery processes to comply with relevant security standards.
	The service provider ensures performance monitoring and the actions resulting from identifying the bottlenecks and errors.
	The service provider provides the server infrastructure to host the web application and the database in the EU, ensuring security and compliance and scalability of the system. (Only applicable if optional work package 9 is awarded.)
	The service provider offers project management on behalf of the technical team, this including conceptual discussions to elaborate on the business requirements, planning, documentation, and code reviews.

2. Evaluation criteria

Besides the minimum selection requirements, the service provider is expected to convince us by abiding to the following evaluation criteria:

Evaluation criteria	
Technical expertise	Experience with analysis, maintenance, and further development of existing Drupal-based platforms, including complex and partially completed systems - Demonstrated experience in taking over and further developing existing codebases (in particular Drupal 10+ environments)

	- Experience with maintaining and improving database-driven web applications and interactive tools - Experience with system integration (e.g. multi-platform environments, APIs etc)
	Approach, tools, and methodologies used for system analysis, issue resolution, and continuous development - Description of methods for analysing existing systems and identifying technical and usability issues - Tools and workflows used for debugging, testing, and quality assurance - Approach to version control, deployment, and collaboration in ongoing development projects
	Experience with user-oriented development and usability optimisation - Experience in improving user interfaces and user experience in complex web platforms - Methods for incorporating user feedback into iterative development
Coverage of Optional Work Packages	The tender offering the most number of optional work packages, within the framework contract conditions, will be scored higher. Other tenders will be scored proportionally, based on the number of work packages covered.
Budget	The tender offering the most cost-effective overall budget proposal for delivering the mandatory work packages in 2026 will receive the maximum score. All other offers will be scored proportionally in relation to the highest-scoring price proposal.

A prerequisite for consideration in the further evaluation process is achieving a minimum score of 35 out of 55 points for the Technical Expertise evaluation criteria. Only bidders who achieve at least 35 points will proceed to the price evaluation.

2.1 Degree of fulfillment: Evaluation criteria

Here below is further explanation of how the evaluation criteria will be assessed.

Criteria	Points	Target achievement
Experience with analysis, maintenance, and further development of existing Drupal-based platforms, including complex and partially completed systems	16-20	The bidder demonstrates extensive experience with the analysis, maintenance and further development of complex Drupal-based platforms. This includes multiple comparable projects involving database-driven or interactive systems, including cases where existing systems were taken over and further developed. The response shows clear technical depth, defined responsibilities, and well-documented outcomes supported by relevant examples or references.
	11-15	The bidder demonstrates solid experience with Drupal-based systems, including maintenance and further development of existing platforms. At least two comparable projects are described, including relevant technical work on interactive or structured systems. Responsibilities and outcomes are clearly explained, although depth or complexity may vary.
	1-10	The bidder demonstrates limited or only indirect relevant experience. Projects are not clearly comparable, lack focus on Drupal-based systems, or are described in a very general manner without sufficient technical detail or evidence.
	0	No relevant experience is demonstrated, or no response is provided.
Approach, tools, and methodologies used for system analysis, issue resolution, and continuous development	16-20	Clear, structured and well-documented approach to system analysis, maintenance and continuous development in multiple projects. Strong use of relevant tools and proven application in multiple comparable projects.
	11-15	Clear approach to system analysis, maintenance and development. Relevant tools and workflows are described and applied in at least one to two comparable projects.
	1-10	Basic approach described with some relevant tools or methods. Limited practical examples or partial relevance to the requirements.
	0	No clear methodology or only generic statements. Little or no relevant experience or examples provided.
Experience with user-oriented development and usability optimisation	13-15	Extensive experience in user-oriented development and usability optimisation. Clear methods for collecting and using user feedback, strong iterative improvement practice, and multiple highly relevant examples.
	10-12	Solid experience in improving usability and user experience. Clear approach to user feedback and relevant examples from comparable projects.
	7-9	Basic experience with some usability improvements. Some methods or tools are described, but limited depth or limited practical examples.
	4-6	Limited understanding of user-oriented development. General statements with few relevant examples or weak connection to usability improvements.

	0-3	No relevant experience or only generic statements without meaningful examples or methodology.
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<i>Coverage of Optional Work Packages</i>	5	Offers all 6 work packages within the available budget in 2026 and 2027
	4	Offers 5 work packages within the available budget in 2026 and 2027
	3	Offers 4 work packages within the available budget in 2026 and 2027
	2	Offers 3 work packages within the available budget in 2026 and 2027
	1	Offers 1-2 work packages within the available budget in 2026 and 2027
	0	Offers no work packages within the available budget in 2026 and 2027

<i>Budget</i>		The tender offering the most cost-effective overall budget proposal for delivering the mandatory work packages in 2026 will receive the maximum score. All other offers will be scored proportionally in relation to the highest-scoring price proposal. Only bidders who achieve at least 35 out of 55 points for the Technical Expertise evaluation criteria will proceed to the price evaluation. Offers scoring fewer than 35 points for Technical Expertise will not be considered in the price evaluation.
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2.2. Evaluation matrix

The table below summarises the minimum selection requirements and evaluation criteria, together with the related evaluation keys, and the relevant documents that should be submitted with the bid.

Criterion	Weight	Subcriterion	Evaluation key (content specification)	Maximum reachable score	Documents to be submitted, required evidence
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Minimum selection requirements	-	1.1	Availability	-	Catalogue of criteria
	-	1.2	Staff	-	Catalogue of criteria
	-	1.3	Company expertise	-	Catalogue of criteria
	-	1.4	Company services	-	Catalogue of criteria
Evaluation criteria	55%	2.1	Experience with analysis, maintenance, and further development of existing Drupal-based platforms, including complex and partially completed systems	20	Catalogue of criteria
		2.2	Approach, tools, and methodologies used for system analysis, issue resolution, and continuous development	20	Catalogue of criteria
		2.3	Experience with user-oriented development and usability optimisation	15	Catalogue of criteria
Coverage of Optional Work Packages	5%	3	Coverage of optional work packages	5	Catalogue of criteria
Price	40%	-	Budget	40	Price sheet