

Open Call for Tender for a web interface development and maintenance

Starting date: 2025-12-19

Deadline for tenders: 2026-01-23

(= publication date + 35 calendar days)

1 Introduction

CEN and CENELEC (often referred to jointly as CEN-CENELEC) are a pair of associations that bring together the National Standardization Bodies and National Committees of European countries, collectively called the “Members”. We provide a platform for the development of European Standards and other technical documents in relation to various kinds of products, materials, services and processes. They support standardization activities in relation to a wide range of fields and sectors including air and space, chemicals, construction, electromagnetic compatibility, accumulators, primary cells and primary batteries, insulated wire and cable, etc.

This tender is being run in the context of a project that will, amongst other things, support the European Commission in its conformity with Regulation 1049 regarding citizen access to documents.

2 Objectives

The objective of this tender is to select a contractor who will be responsible for:

- Development of a web interface (“readability platform”) which will be offered to CEN and CENELEC Members as a white label solution
- Support and maintenance of this white label solution until March 2029

3 Execution

3.1 General tasks of the contractor

The contractor will be responsible for delivering a solution that meets the requirements described in Annex B Readability platform white label requirements.

3.2 Timeframe

The proposed schedule for the development of the white label solution is:

- Selection of contractor: February 2026
- Developments expected to be delivered in June 2026
- Release: September 2026

4 Financial support

The European Commission has decided to provide financial support for the development of a white label readability platform for harmonized standards-related documents for the benefit of CEN and CENELEC Members. The financial support from the European Commission is based on the Single Market Programme Regulation (SMP) (including its Financing Decision) and the Multi or Mono beneficiary(ies) Grant Agreement (MGA). In this case, costs of external subcontractors are funded at 100%, with 95% being borne by EC and 5% by CEN-CENELEC. Costs have to qualify as eligible as defined in MGA N° 101225485 and also in compliance with [EC Financial Regulation](#), and be justified. The payment is usually divided into several

instalments after completion of defined milestones and approval of the interim/final reports and the justification of costs. The subcontractors shall fulfil the conditions of the *MGA N° 101225485*, including those relating to liability, ownership of results, confidentiality, conflict of interests, publicity, evaluation, assignment, checks and audits.

The subcontractors' costs shall be justified with copies of the relevant invoices. All relevant evidence shall be kept in view of future payments (reports, work, drafts and deliverables, contracts & invoices, time sheets, purchase orders, etc).

Costs incurred before the selection procedure is finalized shall not be considered as eligible for EU financial support.

5 Selection criteria

The applicants shall comply with the following requirements which are scored out of 100 points:

- a) The contractor takes all the specified requirements into consideration into its proposal (maximum 40 points)
 - User journey steps to be developed (maximum 20 points)
 - Administrative interface requirements (maximum 10 points)
 - Service agreement (maximum 10 points)
- b) Price (maximum 30 points)
- c) Respect of Timeframe above (maximum 10 points)
- d) Quality of the SLA proposal for maintenance (maximum 10 points)
- e) Documented skills and experience (maximum 10 points)
 - Internal resources: analysts, developers and architects have the relevant skills and experience
 - Experience and results with comparable projects regarding:
 - Development of web-interfaces & UX design
 - Deliver project on a fixed price basis
 - Creation of white label solutions
 - Maintenance of white label solutions

The candidate/offer with the highest score will be considered the best value for money and hence selected to perform the activities (except in case of force majeure).

6 Eligibility criteria

The following candidates will be excluded:

- Candidates whose offer does not meet all requirements in Annex B Readability platform white label requirements
- Candidates who were the subject of a non-likely judgment of recourse for a professional infringement
- Candidates who are in an irregular tax situation or in an irregular special taxation situation
- Candidates who provide incomplete or erroneous information
- Candidates who submit their application after the submission deadline
- Candidates with any conflict of interest
- Candidates that are CEN and/or CENELEC Members cannot apply to the call

7 Tenders

Tenders shall be sent to Alexandre BERTRAND, Project Manager, abertrand@cencenelec.eu, as soon as possible, to be received at the latest by **[2026/01/23]**. The tender shall be in English and contain:

- Curriculum Vitae of each relevant person participating in the project, demonstrating the necessary expertise for the work to be done
- A schedule and description of the execution of the tasks which will be carried out in the project as described in Annex B Readability platform white label requirements
- A table in the format given in Annex A with detailed information on the costs
- Appropriate documentation to prove the economic and financial capacities of the candidate
- Any further documents to prove the qualification required in clause 5 Selection criteria
- A signed declaration, by which the candidate(s) certifies not to be subject to one of the exclusion criteria as described in clause 6 Eligibility criteria and the veracity of the adjoining documents.

Please note that, to ensure equal treatment of all tenders, it is not possible to modify offers after their submission in relation to the technical and financial proposals. Therefore, incompleteness in this section can only result in negative impact for the evaluation of award criteria. Please note also that proposals deviating from the technical specifications may be rejected for non-conformity.

Tenders should be sent by a legal representative, i.e. to be considered, any possible association has to be formalized according to the local legislation before submitting the tender. Working teams, partnerships and other groups of people, particularly under the aegis of an institute qualify as contractors for the service contracts awarded in the course of this Call for Tender (CfT). Partnerships or joint ventures and other legally binding co-operations regardless of their organizational form qualify as well, provided they are recognized entities under the applicable national laws. Potential candidates may come from the public sector as well as from the private industry. It is essential however that the qualifications and experience of the individuals fulfilling the tasks are properly described.

For questions concerning the information provided in this call for tender or in case of need for clarification or additional information please contact:

Alexandre BERTRAND

Project Manager

abertrand@cencenelec.eu

Rue de la Science 23 - 1040 Brussels, Belgium

If, due to queries or other reasons, supplementary information to this call for tender is required, this will be published on the website: <https://www.cencenelec.eu/news-and-events/news/?News+types%5B%5D=7466&tags%5B%5D=&page=1>

Please send your application to:

Alexandre BERTRAND

Project Manager

abertrand@cencenelec.eu

Rue de la Science 23 - 1040 Brussels, Belgium

8 Annex A Cost Template

The following table shall be used in the tender to give detailed information on the costs regarding the work of the contractor expressed in euros.

Organisation / Staff level	Daily rate (€)	Effort (person-days)	Sub Total (€)	Travel budget (€)	Other (Supplies, Consumables) (€)	Total (€)
Delivery of the solution as described in Annex B Readability platform white label requirements (please detail the cost & number of person days per role)	0,00	0	0,00	0,00	0,00	0,00
Maintenance licence cost per year	0,00	0	0,00	0,00	0,00	0,00
Maintenance hosting per year	0,00	0	0,00	0,00	0,00	0,00
Maintenance bug fixing per year	0,00	0	0,00	0,00	0,00	0,00

9 Annex B Readability platform white label requirements

9.1 Interpretation

Note there are multiple ways to meet the requirements stated in this document, and we are open to hearing your lowest cost proposal.

All the requirements in this document are “must have” and not “nice to have”.

9.2 Actors

CEN and CENELEC are a pair of associations, described in clause 1 Introduction, which will offer a white label solution developed by the contractor to their Members.

The **contractor** oversees the development of the solution & maintains it over a period of 10 years.

The **Members** are national organizations which will benefit from the white label solution.

The **Users** are individual people of two types:

- Frontend users – citizens who can access standard content offered via the readability platforms, whose experience is described in section User journey
- Administrative users which are described in the Security section.

9.3 General context of the project

The purpose of this tender is to procure the development of a secure web interface for displaying files including homegrown European Harmonized Standards (hENs) as a white label solution to be utilized by a subset of our [34 CEN Members](#) and [34 CENELEC Members](#).

Note: For general information on Harmonized Standards, please consult the European Commission's webpage: [Harmonised Standards - Internal Market, Industry, Entrepreneurship and SMEs](#).

Security and Access Control

It is paramount that the document display mechanism strictly **prevents any downloading or copying** of the standards. These Harmonized Standards are typically sold to the general public by our Members; access via this interface will be granted only to specific, authorized requestors.

Critical Requirement: Voluntary Adoption/Decentralised distribution

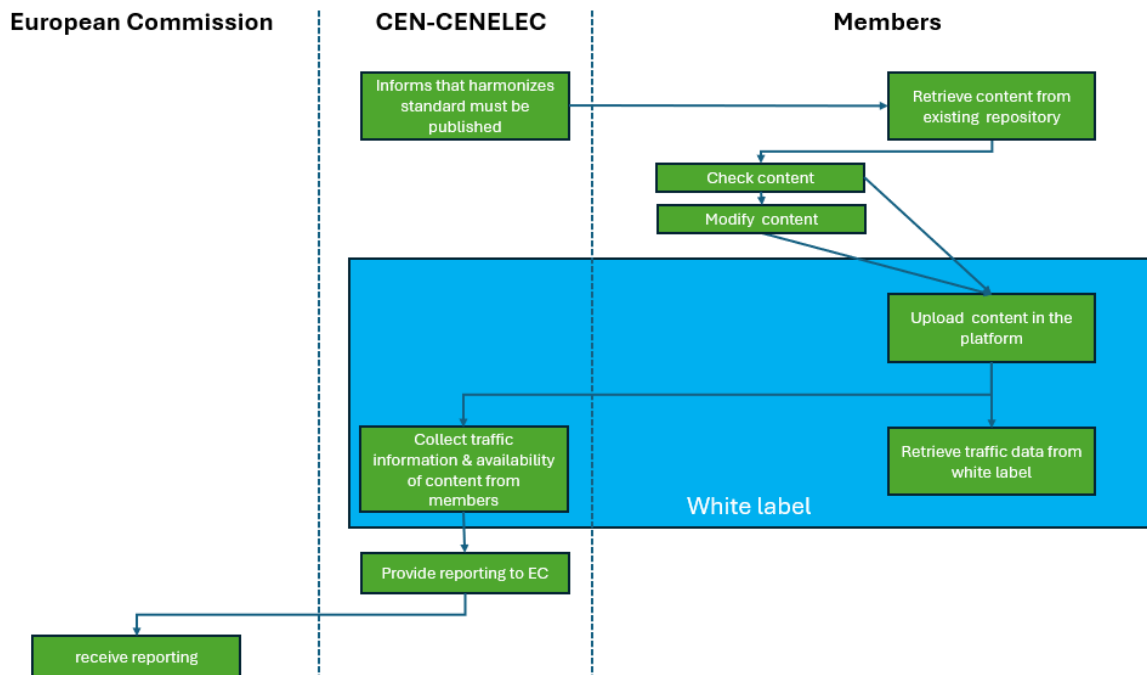
The web interface will be offered to our Members on a **voluntary basis**. It is vital to understand that some Members will continue to use their own existing solutions, while other Members will choose to switch to this new white label solution. Either way, all Member solutions must be accessible via the user journey described, notably via a link to the respective solution from the CEN-CENELEC landing page. In effect, it is required to maintain the **decentralised** distribution model: citizens access documents via many national platforms, not via one central platform.

CEN & CENELEC is seeking a provider to both **develop and maintain** this interface independently.

9.4 Process

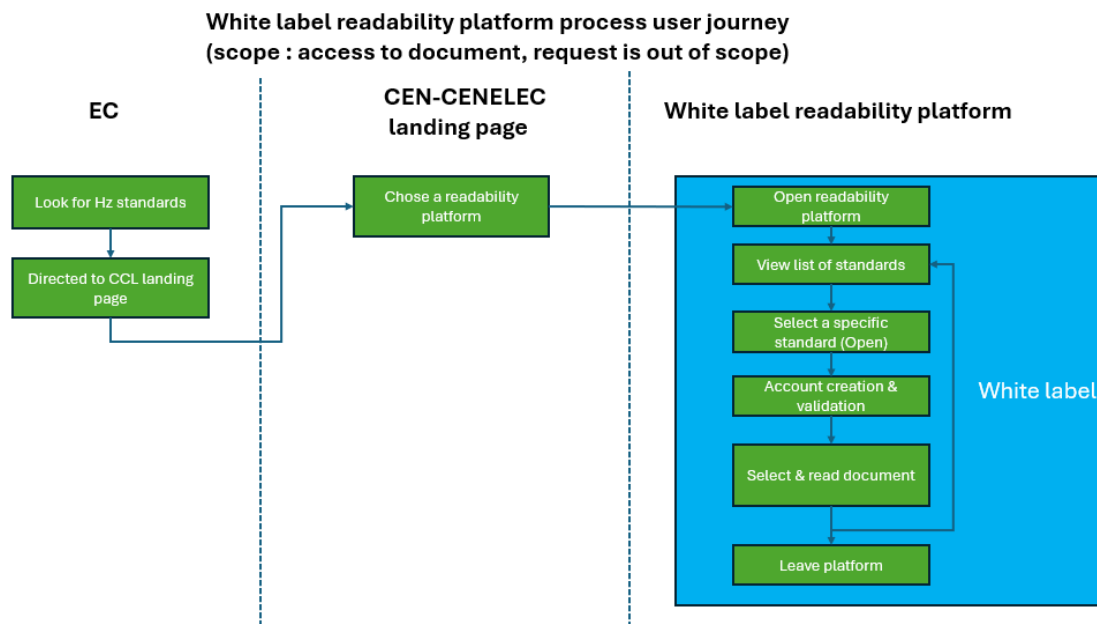
a) High level process in which the white label is embedded:

White label readability platform publication of documents process



- b) The Members will be informed by CEN-CENELEC that they must publish a set of documents related to a standard.
- c) Each Member will retrieve the documents (filtered view, summary, harmonized standards, etc..) and associated metadata from the existing solutions provided by CEN-CENELEC (FTP, API & E-Trans).
- d) The Member will be able to modify some or all the documents.
- e) The Member will upload the documents and associated metadata in the white label solution and publish them.
- f) The Member will be able to retrieve traffic data from the white label solution.
- g) CEN-CENELEC will be able to receive information about traffic & availability of content from the white label solution.
- h) Part of this information will be used by CEN-CENELEC to provide reporting to the European Commission.

9.5 User journey




9.5.1 Open readability platform

This page described in this clause already exists. The contractor does not need to develop it; it is described here for context.

The user can select and open the readability platform of a Member from the **existing** landing page (harmonizedstandards.eu)



The user can select a country in this list and then click on one of the links which corresponds to a language. In the following example the user has the choice between English & Finnish for the Finnish member.

 Finland

Organisation
Acronym
Geoblocking
Language(s)
Link

Finnish Standards
SFS
No
English
[English version](#)

[Suomenkielinen versio](#)

The link selected by the user will drive the language of the front end of the Member’s readability platform.

CEN-CENELEC maintain this landing page, including the list of Members and links. If a given Member chooses to opt-in to the white label solution and if their URL changes, then CEN-CENELEC will update the link on this landing page.

9.5.2 **View list of standards**

- a) All harmonized standards should be presented in a list:
- i. The list should display a limited number of standards at once

ii. The standards should be ordered according to their date of publication (oldest to newest)

iii. A search & filtering function should be available

iv. An example of the main page containing the list of harmonized standards is available below:

Frontpage / Information services / Portal for access to specific harmonised standards

Portal for access to specific harmonised standards

Published 3.7.2024 - modified 29.11.2024

The purpose of this portal is to make the content of specific harmonised European standards (national adoptions) available for European public access.

The present access to the standards is granted under applicable legal frameworks. Please note that these frameworks can change and may impact your access.

Standards available for access

In order to access the standards, you must have a personal user ID. Click 'Open' on the catalogue below and log in to SFS Webstore (the user ID must be your email address) or register using your email address. After you have logged in, you can access the publication on this page by selecting 'Open' next to the publication.

The publications cannot be downloaded, their contents copied or the link shared.

The standards available for access in English are as follows:

SFS-EN 13043 + AC:en Aggregates for bituminous mixtures and surface treatments for roads, airfields and other trafficked areas	Open
SFS-EN 12620 + A1:en Aggregates for concrete	Open
SFS-EN 13450 + AC:en Aggregates for railway ballast	Open
SFS-EN 13242 + A1:en Aggregates for unbound and hydraulically bound materials for use in civil engineering work and road construction	Open
SFS-EN 12380:en Air admittance valves for drainage systems. Requirements, tests methods and evaluation of conformity	Open
SFS-EN 14511-2:en Air conditioners, liquid chilling packages and heat pumps with electrically driven compressors for space heating and cooling. Part 2: Test conditions (withdrawn)	Open

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Portal for access to specific harmonised standards

- b) Table presenting the data to be displayed in the main page containing the list of standards:

Data Name	Description	Origin
Standard title	Official name of the standard in the selected language	Meta data provided by Member
Standard reference	Official reference of the standard adopted in the Member’s country	Meta data provided by Member
Type de standard	EN, etc..	Meta data provided by Member

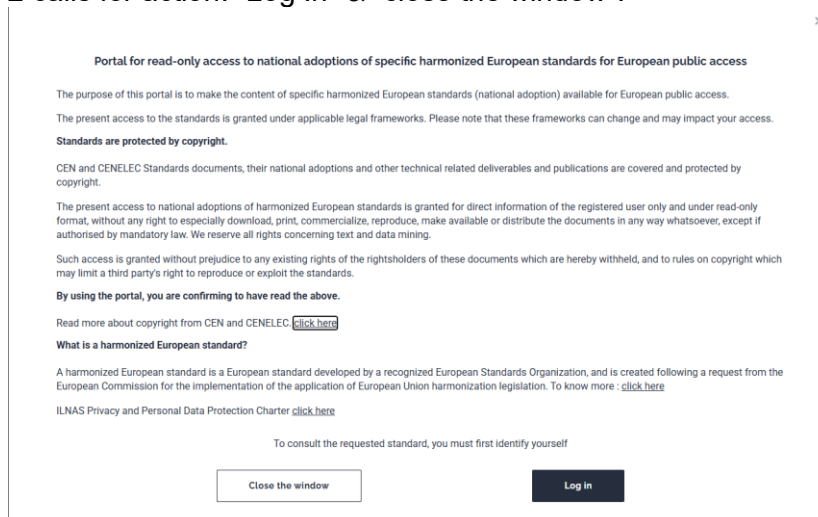
Legislation reference	Legislation supported by the standard	Meta data provided by Member
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9.5.3 Select a specific standard (Open)

- a) When a user clicks on the call for action entitled “Open”, if already logged in skip to the section 9.4.5 Select & read document, otherwise a pop-up opens as per section 9.4.4 Account creation & validation.

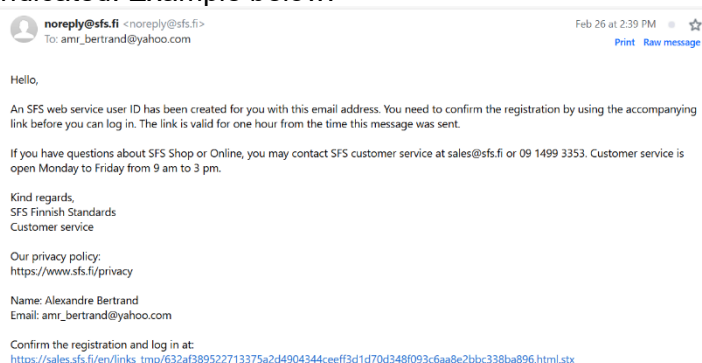
9.5.4 Account creation & validation

- a) The popup for account creation contains the following elements:
 - i. the static text shown below
 - ii. a link to a page explaining the copyright (text provided by CEN- CENELEC)
 - iii. a link to a page presenting the Privacy & data protection charter (text to be provided by the Member)
 - iv. 2 calls for action: “Log In” & “close the window”:

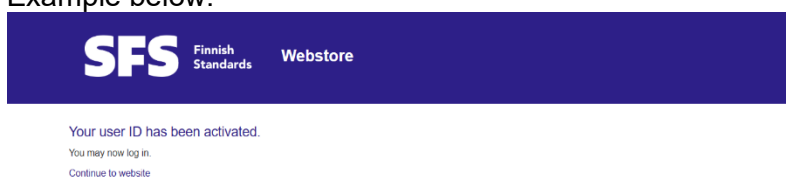


- b) After clicking Log In, the user must either log in or create an account. The name (No distinction between first and last name; users can interpret it as they wish (first or last or full name)), email address and password must be filled in.
- c) The tick box indicating that the users have reviewed the charter about data privacy must be either compulsory or not. A page linked to the tick box will contain the text explaining the privacy policy (text to be provided by CEN-CENELEC).

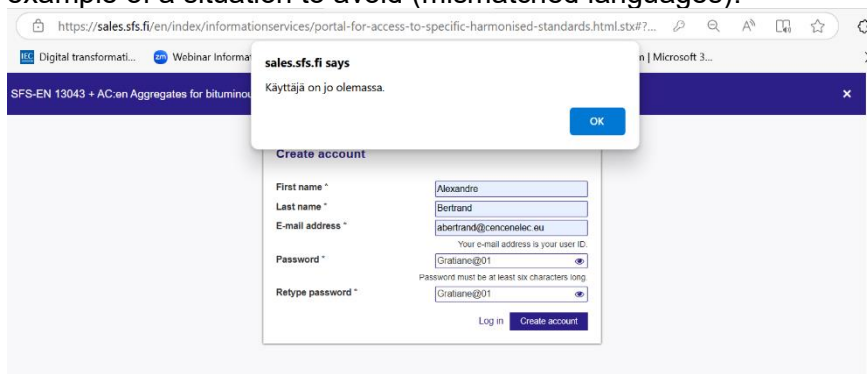
- d) The user will receive an email and a link on the email address which was previously indicated. Example below:



- e) The user must click the link in the email to confirm the creation of the account. Example below:



- f) Error messages must be in the interface language selected by the user. This is an example of a situation to avoid (mismatched languages):



- g) The following error messages must be foreseen:
- Passwords do not match
 - Password does not comply with format requirements (to be suggested)
 - Account already exists
 - Etc...

9.5.5 Select & read document

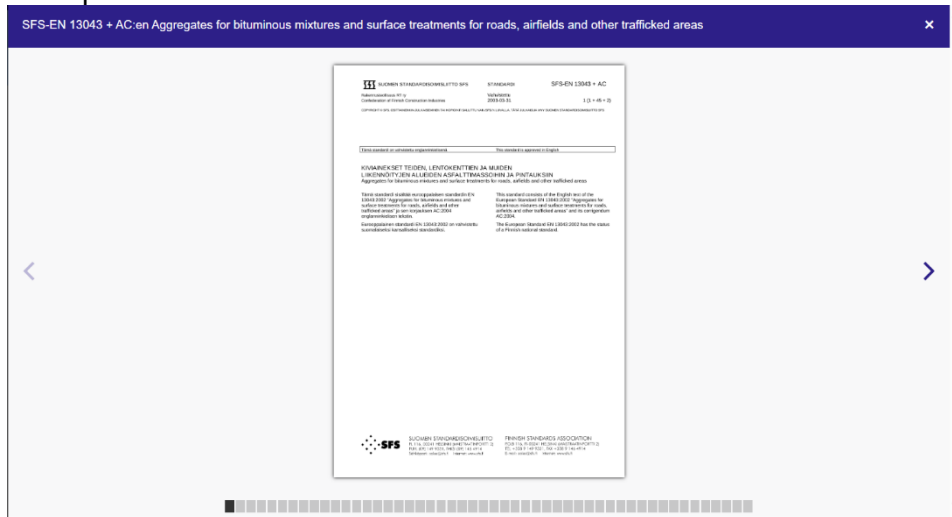
- a) Table presenting the data to be displayed in the **dedicated page** containing the content of a specific standards previously pick up in the list:

Data Name	Description	Origin
Standard title	Official title of the standard in the selected language	Meta data provided by Member
Standard reference	Official reference of the standard adopted in the Member's country	Meta data provided by Member

Legislation	Official title of the European legislation in the selected language	Meta data provided by Member
Type of standard	EN, TS, etc...	Meta data chosen by Member from a list (updatable by the admin)
Type of content linked to the standard	<ul style="list-style-type: none"> • Summary • Filtered view • Full content • Etc.... 	Meta data chosen by Member from a list (updatable by the admin)
Date of publication on the platform of a content	Date	Automatic when a Member publishes the content on its platform
Standard content	Actual content of the full standard	File provided by Member
Summary content	Content of the summary of the full standard	File provided by Member
Filtered view content	Content of the filtered view of the full standard	File provided by Member

- a) A user cannot access a document if they are not logged in to a confirmed account.
- b) Once identified the user can see the different documents linked to the standard and choose to consult each of them.
- c) It should be possible to display several documents for the same standard:
 - i. Full standard
 - ii. Filtered view
 - iii. Summary
 - iv. Others
- d) For each one, it should be possible to have multiple language versions.
- e) The document displayed should be in read only. **It must not be possible to copy-paste, print or save a part of the full content of the document.**
- f) The user can read the document without having to install any specific plugin or software.
- g) The viewer should support PDF format as the source files.

h) Example:



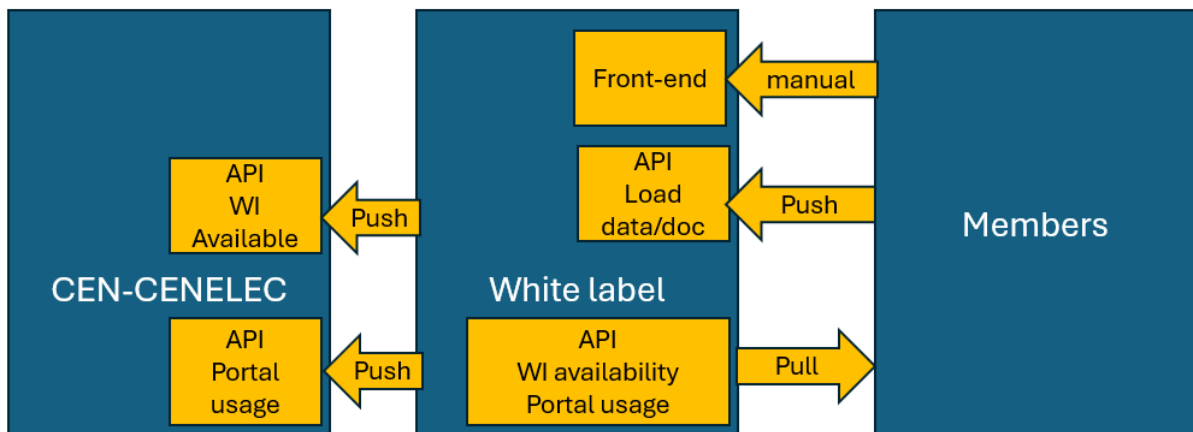
9.5.6 Leave the platform

- The account and password of the user are registered and the user can reuse their account to access documents in the future.
- The user is automatically logged out as soon as they close the browser window. There is no “remember me” function.

9.6 Administration interface

9.6.1 High level architecture

- The intended architecture is:



Data exchanges between White label and CEN-CENELEC

API Work Item Available – white label pushes to CEN-CENELEC	9.6.6 Data & reporting segregation points a) & d)
API Portal Usage – white label pushes to CEN-CENELEC	9.6.7 Data exports

Data exchanges between White label and Members

White label front end – Members push changes manually	9.6.3 Management of documents point a)
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API load data doc – Members push to white label	9.6.3 Management of documents point a) 9.6.6 Data & reporting segregation point c)
API WI Availability & Portal Usage – Members pull from white label	9.6.7 Data exports

9.6.2 URL of the readability platform

- a) It should be possible to customize the URL of the readability platform according to the name of the Member. The solution should allow as many subdomains as the number of Members using the solution (today we estimate this number at 30).
For example: today the Member from Luxembourg which is called ILNAS uses a solution provided by another Member called AFNOR and the URL that users can see is: <https://www.boutique.afnor.org/en-gb/harmonized-standards-consultation-ilnasNS>. We would expect instead: <https://www.ilnas.org/en-gb/harmonized-standards-consultation>.

9.6.3 Management of documents

- a) Members will have the possibility to upload the data/documents on the white label solution via a **user interface** or through **API**,
- b) CEN-CENELEC & Members should be able to modify or remove metadata/documents,
- c) Members will control whether a given document is published or not via specific flag,
- d) All the above operations must be recorded and kept in logs with no ability to delete or modify the logs.

9.6.4 Language management

i. At Interface level (field and button labels, etc...)

- The labels must be available in all 24 European Union official languages
- The values of the drop-down lists (document types, etc...) must be translated as well.
- Copyright must be the exact same text for all platforms, translated into the 24 languages
- The administrative interface only needs to be in English (other languages are acceptable but not required)

ii. At Member level

- A member can choose one or more languages in which it wants to display its content, for example Belgium might use Dutch, French, German & English. It should be possible for the user to select their preferred language from amongst the ones the Member has chosen to make available.
- One Member may display the same customized text (e.g.: a welcome paragraph) in the different languages previously selected. If the customized text is not translated into all selected languages, it will default to another language that is available.
- English is the default language if no other language is selected by the Member.

iii. **Language of the documents** (standards, etc)

- Members will upload the documents of its choice on its own platform. There may be multiple language versions of each standard. The user (Member Editor) must be able to indicate the language as a metadatum of the document.

9.6.5 Security, Below the list of roles envisioned:

- **CEN-CENELEC Administrators:** have full access to all administrative functions across the platform, including managing member instances, user accounts, customization settings, standard data, and audit logs. They can also export publication and traffic data.
- **Member Administrators:** represent individual national members. They manage their own instance, including user accounts (editors and users), customization settings, and standards data. Their access is limited to their own data and configurations.
- **Member Editors:** operate under the supervision of member administrators. They are responsible for creating, updating, publishing, and exporting standards metadata and files within their own member instance.
- **Logged-in citizens:** individuals accessing standards data via the landing page. They can view a list of standards with the option for entering search parameters. Only after account creation and login, they can view standard details and documents. Their access is strictly read-only and limited to viewing content provided by the selected member.
- **Not-logged-in citizens:** They can view and search lists of standards (metadata) but not the documents themselves (content).

9.6.6 Data & reporting segregation

- a) The data (eg, number of users, date of document publication, etc...) of all Members are accessible by CEN-CENELEC, both through manual export (xls) and posted by the white label solution Contractor on an **API** provided by CEN-CENELEC
- b) The data of a Member A are not visible / accessible to a Member B
- c) A Member can access its own data through manual export (xls) and **API**
- d) Information on the availability of the standards will be posted by the white label solution Contractor on an API provided by CEN-CENELEC

9.6.7 Data exports

- a) The data (eg, number of users, date of document publication, etc...) of all Members are accessible by CEN-CENELEC, both through manual export (xls) and posted by the white label solution Contractor on an **API** provided by CEN-CENELEC
- b) The data of a Member A are not visible / accessible to a Member B
- c) A Member can access its own data through manual export (xls) and **API**
- d) Information on the availability of the standards will be posted by the white label solution Contractor on an **API** provided by CEN-CENELEC

9.6.8 Design of the Front end & administration interface:

- a) CEN-CENELEC is responsible of the text of the user interface except the special fields which can be customized by the members.
- b) The Members could customize the following elements of the front end via the administration interface:
 - i. adapt the colours of the front ends,
 - ii. add their own logo,
 - iii. indicate the contact details (eg: contact information such as phone, addresses, etc...)
 - iv. add a few special content elements/pages eg term & conditions, news articles,
- c) Members should have the choice of their website being either:
 - i. with header/footer/sidebar, to be used as a standalone website
 - ii. without header/footer/sidebar, to be embedded within a separate website..
- d) The front end should comply with the European accessibility act ([European accessibility act - European Commission](#))
- e) The front end should be responsive (for PC & Smart phone)
- f) The admin interface for Members & CEN-CENELEC should contain:
 - i. Access management
 - ii. Customization of the platform
 - iii. Extract figures regarding the traffic (monitoring)
 - iv. Manage documents (add/remove / replace them)

10 Service agreement

- a) The contractor will propose in its answer to the tender an SLA (list of services for support and maintenance) based on the following requirements which will be further discussed in the final contractual agreement to ensure the handling of outages, bugs and change requests.
- b) Support is not necessary outside business hours (business is across all member states of the EU)
- c) The support is expected to be provided in English,
- d) The Contractor will ensure the hosting of the platform preferably using cloud based solutions and hosted in the European Union
- e) The Contractor will ensure the hosting in a secured manner in order to ensure proper protection of the confidentiality and integrity of the client's content and data
- f) The contractor shall ensure the reversibility of the services delivered and document it, allowing a swift hand-over by the client in case of termination of the hosting contract,
- g) In the context of the call for tender the contractor will provide a high level description of the architecture and technologies intended to be used.
- h) Upon notification by the client, the contractor shall return the content and data in electronic format and within a delay of 10 working days and eventually erase the client's content and data hosted on their side on request.
- i) In case of downtime of the service, the contractor will ensure guaranteed service restoration of 4 hours.