

Call for Tender No. 2/2026

UX/UI Analysis and User Experience Strategy for the EPOS Platform

Annex A – Technical Specifications

This document outlines the minimum mandatory technical services and requirements to be executed under the Contract. Tenderers must formulate their Technical Proposal strictly in accordance with these criteria. While these requirements constitute the non-derogable baseline for participation, tenderers are encouraged to include enhancement proposals and value-added solutions in their submissions to optimise project outcomes.

Notice is hereby given to all participants that the execution of the contract and the launch of services are scheduled to occur no later than October 1, 2026.



1. Description of Activities and Work Packages

Work Package 1: User Research, Context Analysis & Benchmarking

The Contractor shall conduct an in-depth analysis of user needs, target personas, and specific use contexts.

- **Competitor & Best-in-Class Benchmarking:** Conduct a comparative analysis of leading international scientific data platforms to identify UX/UI best practices, industry benchmarks, and modern design standards.
- **Platform Functionality Mapping:** Audit and document the current functionalities, interaction models, and features of the live EPOS Platform.
- **User & Use Case Mapping:** Define main user personas (e.g., researchers, data scientists, institutional stakeholders) and map their end-to-end use cases, requirements, and user stories.

Work Package 2: User Experience Strategy & Information Architecture

The Contractor shall formalise the new EPOS user experience framework, establishing a solid foundation for future interface development.

- **UX Guiding Principles:** Define the core strategic principles, accessibility requirements, and design philosophies that will govern the platform's interface.
- **Information Architecture (IA):** Re-structure and optimise the organisation, labelling, and categorisation of data, services, and multi-disciplinary products within the platform.
- **Navigation & Information Flows:** Map and design efficient navigation paths, search-to-discovery journeys, and critical user interaction flows to minimise friction.

Work Package 3: UI/UX Recommendations & Implementation Roadmap

The Contractor shall translate the strategic findings into concrete, technical design guidelines and a deployment plan.

- **Intervention Strategy:** Formulate specific UI/UX recommendations, layout improvements, and design system alignment strategies based on the outputs of WP1 and WP2.
- **Prioritisation Matrix:** Classify proposed design interventions based on user impact vs technical effort/feasibility.
- **Development Roadmap:** Establish a phased implementation timeline, development roadmap, and release schedule tailored to fit into EPOS's internal software development lifecycles.

2. Key Deliverables and Delivery Formats

The contract spans a duration of six (6) months from the date of signature. The Contractor shall submit all deliverables in digital format, utilising industry-standard tools that allow for seamless internal review and future implementation by EPOS ERIC. All written text, labels, and documentation must be in English only.

D1.1: Benchmark Analysis & User Requirements Report

- **Due Date:** End of Month 2 from Kick-off.
- **Format:** PDF/A and editable format.
- **Content:** Competitive analysis matrix, user persona profiles, mapped user stories, and a summary of current platform friction points.

D2.1: Optimized Information Architecture & Navigation Flows

- **Due Date:** End of Month 4 from Kick-off.
- **Format:** Interactive diagrams and a functional architectural map.
- **Content:** Visual maps of user journeys, updated sitemap, taxonomy definitions, and low-fidelity user flow diagrams.



D3.1: UI/UX Strategy, Technical Recommendations & Roadmap

- Due Date: End of Month 6 from Kick-off.
- Format: Report + interactive presentation slides + access to the source design/wireframe files.
- Content: Strategic UI guidelines, high-level wireframes/layouts demonstrating the new UX principles, prioritised backlog of design interventions, and a detailed development and release roadmap.

3. Review, Acceptance and Payment Milestones

3.1 Review and Acceptance Procedure

- Draft Submission: For each deliverable (D1.1, D2.1, D3.1), the Contractor shall submit a draft to the EPOS ERIC IT and Communication Units in accordance with the agreed project timeline. Evaluation Period: EPOS ERIC shall review the deliverable and either approve it or issue a written request for amendments, clarifications, or corrections within 15 calendar days of receipt. Revision Window: Upon receiving feedback or rejection from EPOS ERIC, the Contractor shall have five (5) working days to implement the required modifications and resubmit the updated version for final approval.
- Formal Acceptance: A deliverable shall be considered contractually completed only upon formal, written acceptance (by e-mail or official letter) by the designated EPOS ERIC responsible for this activity.

3.2 Milestone Payments Structure

Payments to the Contractor shall be conditional upon EPOS ERIC's formal approval of the deliverables. The financial remuneration shall be divided into milestone payments based on the total contract value awarded, as follows:

- Milestone 1 – 30% of the total contract value: Remunerated upon the formal approval and written acceptance of Deliverable D1.1 (End of Month 2).
- Milestone 2 – 30% of the total contract value: Remunerated upon the formal approval and written acceptance of Deliverable D2.1 (End of Month 4).
- Milestone 3 – 40% of the total contract value: Remunerated upon the formal approval and written acceptance of Deliverable D3.1 and the formal conclusion of all contractual project activities (End of Month 6).

4. Technical Cooperation and Tooling Access

The Contractor is required to maintain output of analysis and strategy in shared, cloud-based environments throughout the entire duration of the contract to grant EPOS ERIC "Viewer" access from day one of the project, which will be upgraded to full "Owner/Editor" access upon final contract closure.

