

## FAN PLUS Description and Draft Specifications

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## I. Context and presentation

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### 1. Context

The CNUE (Conseil des Notariats de l'Union Européenne asbl / Notaries of Europe asbl - <http://www.cnue.be/>) is in charge of the Find a notary Plus project, financially supported by the European Commission.

The main objective is to modernise the Find a Notary website (<http://www.notaries-directory.eu/>) to make it more accessible and user-friendly for any EU citizen. This goal can be achieved by offering new functionalities and a technical update, including:

- Make the tool compatible with mobile devices
- Facilitate access for people with disabilities
- Identify and implement a geolocalisation tool
- Create a "contact-a-notary" form
- Modernise the mechanism for securing data
- Give more visibility to notaries' language
- Provide an option for special qualifications
- Explore the simplification of the upload procedure
- Integrate other resources into the webpage
- Integrate the modernised layout and rebranding of the website
- Organise a training of the national contact points: 22 partners have to regularly update the national information in order to ensure a smooth and responsive tool for the users

NB: 22 national directories (Chambers of Notaries) implement different solutions and contain different information. This multitude of IT solutions and different legislative environments from one member notariat to the other requires the website developer to adopt an adapted approach. Therefore, 22 different partners have to regularly update the national information in order to ensure a smooth and responsive tool for the users.

### 2. Target audiences

As mentioned in the above section, the public part of the website shall be accessed by all citizens.

The Admin access shall be reserved to the CNUE staff and to the chosen candidate provider, who shall also be responsible for the maintenance of the website under CNUE's supervision. An admin interface for content management shall be provided to CNUE to enable configurable and editable information on the webpages. Finally, the secured access to the page for contact upload shall be reserved to each one of the 22 national directories.

## II. Project timeline and activities description

### Project Timeline





## Project Activities Description

Activity	Timeframe
1st Steering Committee Meeting: Agreeing on proposed selection process and basic documentations for the selection process	Meeting of 1st February 2018
1st draft of specifications 1st draft of relative answering template Set up of transparent and objective evaluation criteria	Proposal from CNUE ready by 1 <sup>st</sup> February Discussed on 1st February
Final version of specifications Final version of answering relative template Final evaluation criteria	For 15th February
Development of the visual identity	2 <sup>nd</sup> February – 30 <sup>th</sup> April
Opening of call for tender Round for questions from 16 <sup>th</sup> February until 9 <sup>th</sup> March	16 <sup>th</sup> February – 23 <sup>rd</sup> March
CNUE to conduct the objective evaluation and to share the results with the Steering Committee members	Week of 25th March
2nd Steering Committee Meeting: selection of the provider based on the call for tender feedbacks, immediately followed by the contract signature	Thursday 5 <sup>th</sup> April
Web development and production	April – December 2018
3rd Steering Committee Meeting: Presentation of the new tool (BETA version?) and 1st feedbacks collection from Steering Committee members=Rapport d'étape	Week of 16 <sup>th</sup> July
Survey on the new tool	July 2018
Improvement and adaptation based on survey's feedbacks	July-September 2018
Training session	October 2018
4th Steering Committee Meeting (combined with the training session?)	October 2018
Go online	January 2019
Information leaflets, press releases on notarial website, articles, tweets	January – April 2019

### III. Deliverables

*Distribution of deliverables as announced to the European Commission*

Del No	Title	Description	Dissemination Level	Estimation Del Date
D1	Meeting of the project implementation team	4 meetings with 10 participants (Invitation, Agenda, presences lists, minutes, presentations)	Confidential, only for members of the consortium (including the Commission Services)	15-Jan-19
D2	Training session	1 day training event with 27 participants on the new features of the FAN + tool and the upload procedure (Invitation, Agenda, signed presence list, Presentations etc)	Public	15-Oct-18
D3	Final Report	Financial and Narrative report with all the required supporting documentation	Classified Information: RESTREINT UE (Commission Decision 2015/444/EC)	15-Oct-18
D4	Survey on the new tool	e-survey for the attention of notaries in FR/EN	Public	15-Aug-18
D5	mobile responsive, barrier-free version of the FAN page	70 percent barrier-free solution, available in 23 EU languages	Public	15-Jan-19
D6	FAN app	FAN app - For Android and iOS, barrier-free, available in 23 EU languages	Public	15-Feb-19
D7	geolocalisation solution	geolocalisation solution - For the desktop and mobile version, available in 23 EU languages	Public	15-Feb-19
D8	"contact-a-notary" form	"contact-a-notary" form - Available in 23 EU languages	Public	15-Feb-19
D9	Data securing mechanism	Mechanism alternative to captcha	Public	15-Feb-19
D10	Adapted database and layout	adapted database and layout - Html format, online version	Public	15-Feb-19
D11	manual on the upload procedure	manual on the upload procedure - PDF, in English language	Public	15-Feb-19
D12	Banners/links to CNUE information portals and material	Banners/links to CNUE information portals and material - In English and French	Public	15-Feb-19



D13	visual identity	1 new visual identity for the FAN website and apps - In Jpg eps format	Public	15-Apr-19
D14	Information leaflets	2000 information leaflets - In PDF, in the different languages of the CNUE member notariats; 1000 leaflets will be printed in English, 1000 leaflets will be printed in French	Public	15-Apr-19
D15	Press releases, information on national notariat websites, articles, tweets	In French and English, possibly in other languages if deemed necessary by CNUE's member notariats for distribution at national level	Public	15-Apr-19

## IV. In detail

### 1. Description of the existing website

Question	
	European Directory of Notaries
<b>Development</b>	<a href="http://www.notaries-directory.eu">http://www.notaries-directory.eu</a>
What programming language is used (e.g. PHP, ASP, etc.)?	Java EE
Will databases be used (e.g. MySQL, liteSQL, PostgreSQL, etc.)?	Oracle
Is dedicated software used (e.g. Wordpress, Joomla, Drupal, Typo3, Fork, etc.)?	no
Does the software develop an MVC Framework through dedicated platforms (e.g. CakePHP, Laravel, Zend, Symphony, Seagull, PhpDevShell, Yii, etc.)?	Spring Framework / Tomcat / Java 7
Is it possible to develop the CMS in view of generating content, features and management in a dynamic way?	not applicable. It is a web application, not a CMS
Is it possible to make upgrade features directly from the CMS interface?	not applicable
What technologies are used to develop the dedicated user interface (e.g. HTML, HTML 5, CSS, CSS 3.0, JS, JSON, AJAX, etc.)?(p.e. HTML, HTML 5, CSS, CSS 3.0, JS, JSON, AJAX, etc.) ?	HTML, CSS, AJAX, JSON, REST
Compatibility with the various browsers	Internet Explore 8,9,10,11 Firefox Chrome Safari Opera
Possibility to show different content on systems that have different resolutions (auto scaling)	optimised for 1024 / 768 format, but consultable and usable from 480/340 pixel format via the use of vertical and horizontal scrolling tools.
Possibility for applications to be used on tablets and smartphones with the automatic reconfiguration of the interface .	non-responsive interface. The website can be consulted on 430/340 pixel format (horizontal and vertical scrolling)
Do you provide a QAP (Quality Assurance Plan)?	QA plan is operational. The software supplier is ISO 9001-2008 certified. QM processes are operational; checklists present.
How is the transfer of ownership of the developed product carried out?	The source code is property of the client
Availability of a helpdesk: hourly rate	Helpdesk is available during regular business hours Monday to Friday for free

<u>Hosting, exploitation, maintenance</u>	
What hosting conditions do you propose (space, hardware configuration, location of servers, minimum guaranteed uptime, etc.)?	<p>The web application server is installed on a failsafe and load balanced virtual machine (vmware) cluster.</p> <p>The oracle database is installed on a separate physical machine which is shared among different webapplications.</p> <p>The hardware is hosted by a professional hoster in Germany (Würzburg) redundantly distributed among different locations in high secure and certified environment</p> <p>Characteristic of the server CPU: Intel(R) Xeon(R) CPU E5-2640 0 @ 2.50GHz OS: Ubuntu 12.04.1 LTS (GNU/Linux 3.2.0-32-generic x86_64) RAM: 1GB DISK: 10 GB</p>
What guarantees do you provide regarding the level of security (data protection + access)?	The system is imbedded into the hardware infrastructure of the Bundesnotarkammer in a highly secured and professional environment. A Firewall is operational, administrative access is restricted internal network. The software provides means to protect the data by captchas. Automatic monitoring tools are operational.
What guarantees do you propose regarding download speed and accessibility?	Internet connection bandwidth is 1GB/s. The backbone networks are fully redundant
What is the maximum number of databases and the maximum space allocated?	1
Assigning of a digital certificate for the server / servers that provide identity verification?	Yes
Possibility to upgrade programming language when there is a new version?	yes
What content management program is used for the account on server/servers (e.g. Cpanel for interface , phpMyAdmin for DB)?	not applicable
SQL SSD is held on hard SSD	No
What guarantees does the company provide for the continuity of applications? Is there a takeover/portability plan?	No
What conditions are proposed in the event of technical failure (time taken for implementation, potential costs, etc.)?	<p>Reaction time (critical) Reasonable Reaction time (non critical) Reasonable Recovery time (critical) Reasonable</p>
End of contract management (reversibility, takeover of data and all documentation)	The source code, data and documentation is property of the client

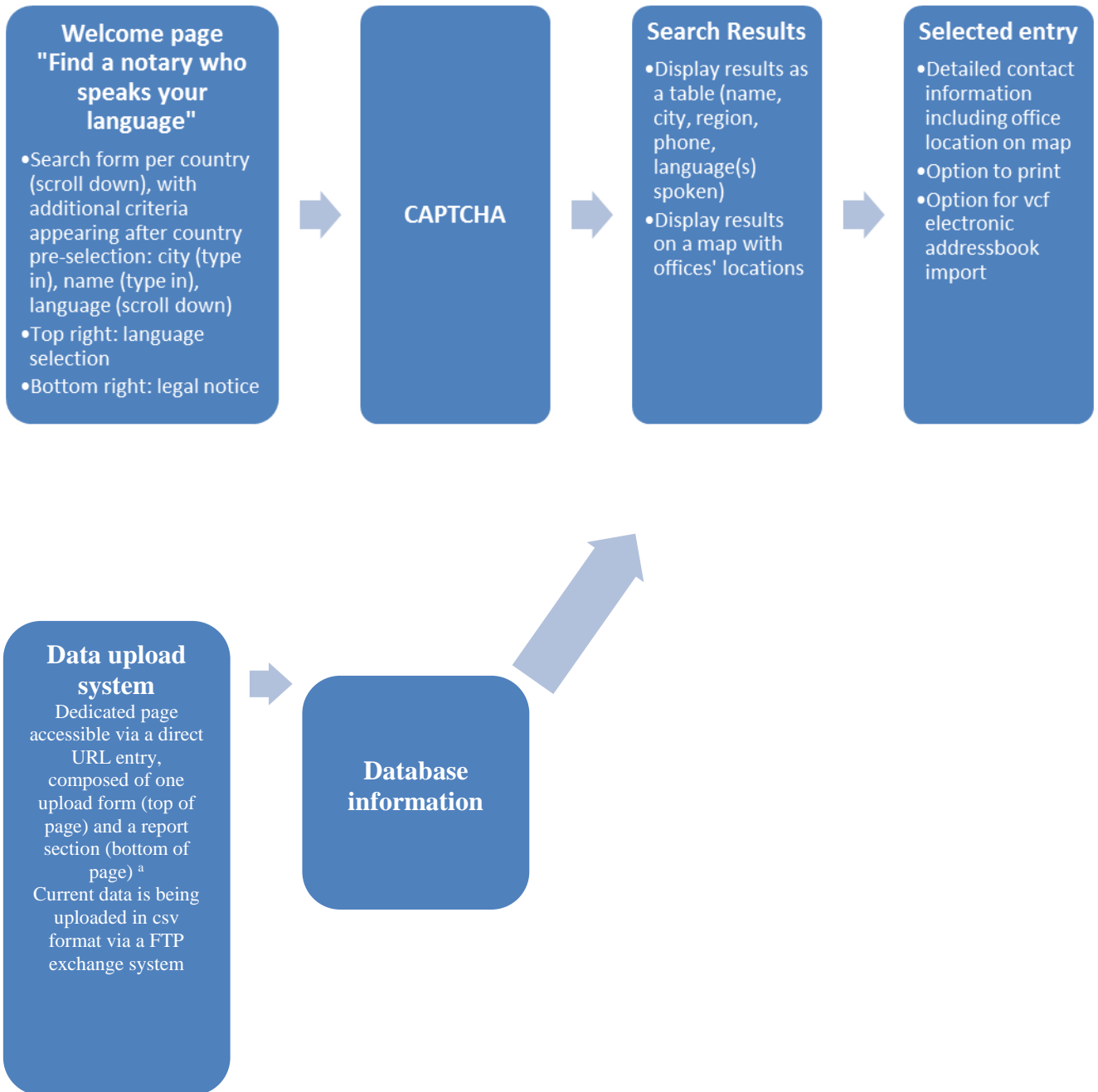
In addition, the Find a Notary website is operated on the European e-Justice Portal located here: [https://e-justice.europa.eu/content\\_find\\_a\\_notary-335-en.do](https://e-justice.europa.eu/content_find_a_notary-335-en.do)

The tool has been developed by the European Commission and operates in real-time by leveraging the JSON REST service exposed by the current implementation of the Find a Notary website available here <https://www.notaries-directory.eu/edn/service/external/notary/>

Communication between the e-Justice Portal and the EDN is over HTTPS (TLS) with HTTP Basic Auth authentication. We have been provided with credentials to query the service on the side of the e-Justice Portal (see point IV. h. below).



## 2. Current Site Map



Additional information on the current upload procedure:

The import logic reads out all data and extends it with further fields (like geographic coordinates). If the

<sup>a</sup> After the import has finished, the user immediately sees an information message while receiving an e-mail. The report of the upload can then be found on the upload page. This upload system ensures that there is no direct data retrieving from the national directories but that national directories fill in the data. 22 different partners have to regularly update the national information in order to ensure a smooth and responsive tool for the users.

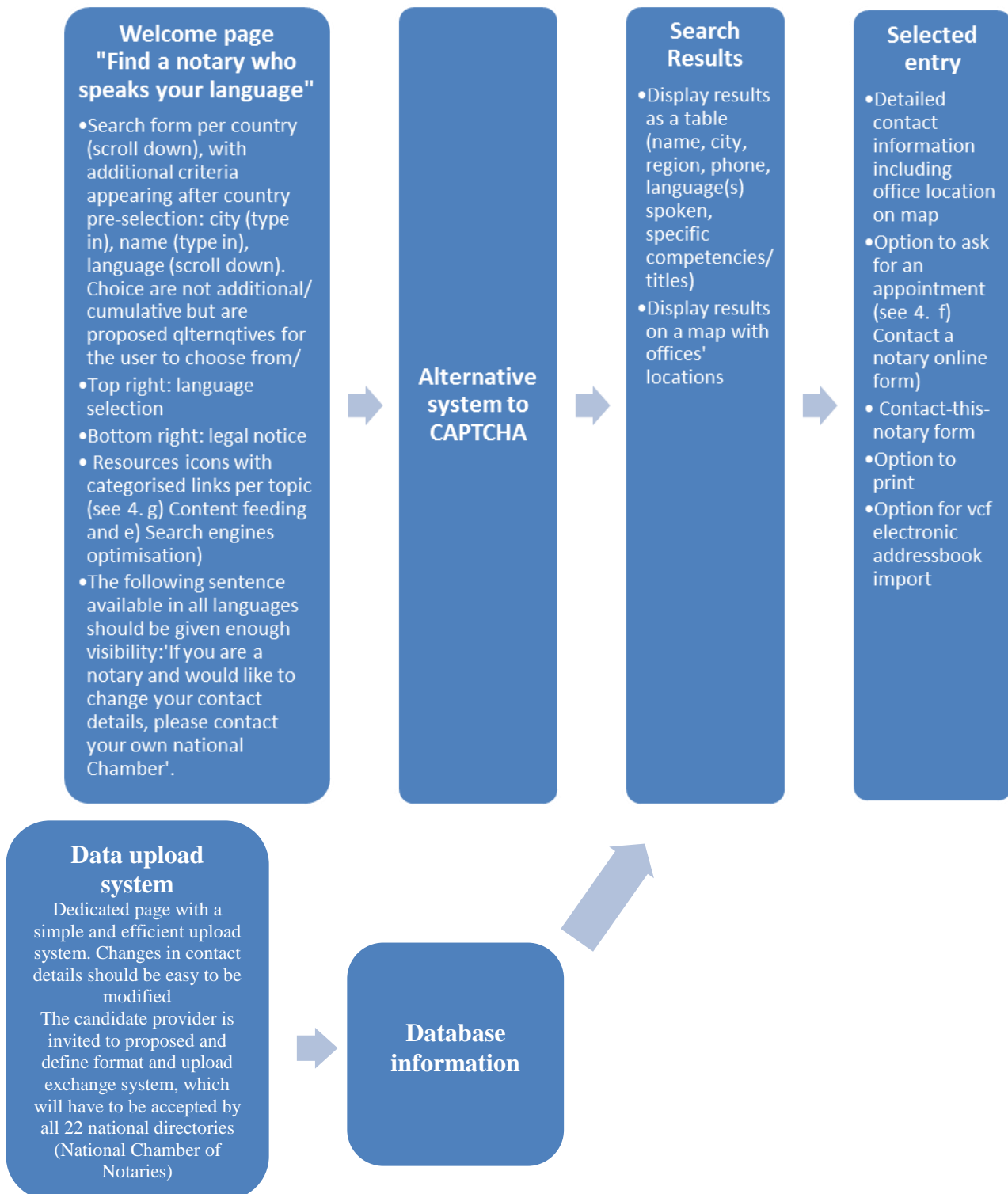


CSV explicitly define those information, they won't be overwritten by the import tool but taken over from the CSV.

Administrators of the national chambers can update the information on two different ways:

- Using the upload page on the FAN webpage itself
- Calling a REST API interface with the CSV file as a parameter to upload it. The REST API is secured with HTTP Basic Authentication, meaning that the national admins need to enter their username and password
  - Each account is connected to a country the administrator is responsible for. The admin can only upload data for his/her own country
  - There is no registration functionality, but the few admin accounts are maintained in a simple configuration file (username, password, country)
  - The account information should be stored in a more secure way in the FAN+ software, as it is done today. Probably in the database and surely with no clear-text passwords, but instead a hash value of them. This transformation might be the objective of a migration. All other data could probably be imported on the standard way and should therefore not necessarily be subject to a migration.

### 3. Future Site





## 4. *Technical Specifications*

### a) Basic features

- The current features and functionalities should remain absolutely identical. To these features, the following below aspects should be revamped and/or added to the already existing features and functionalities.

### b) Mobile responsive version of the FAN page

- Improvement of the user interface through a **responsive web design** in terms of display size and functionalities with great speed, usability and consistency between all the devices
- The desktop website shall be usable on any browser as well as on any mobile device
- **FAN application for Android and iOS**, barrier-free, available in 23 EU languages to ensure its compatibility with mobile devices such as smartphones, tablets, Iphone, Ipad, etc. Ideally, we would favour a conversion of the website into an app, meaning that the application interface would automatically redirect the user to the mobile-responsive website, as there is no necessity to develop a dedicated application (i.e.: HTML5 mobile application, instead of a dedicated app created for this only purpose). The user should be able to download the application from any existing app stores and to use the application on any specific operating system (iOS, macOS, Windows, or Android).

### c) Languages

- The availability in **23 EU languages** should be given more and better visibility<sup>1</sup>
- **Similar structure, look and feel, features and functionalities** shall be available in all languages
- An automatic switch to the user's language based on language used for the search should be implemented (e.g. based on the used national search engine)
- There should be the possibility to change languages without sending the user back to the homepage
- The full-stack support (meaning all components from the user interface through backend and to the database) of UTF-8 is necessary, in order to have all characters displayed correctly

<sup>1</sup> Bulgarian (Cyrillic UTF8 table with additional storage in LATIN format), Czech, Danish, Dutch, Croatian, English, Estonian, Finnish, French, German, Greek (Greek UTF8 table with additional storage in LATIN format), Hungarian, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish, Swedish



#### d) Geolocation

- Identify and implement a geolocation tool/solution, in line with the existing legal framework for desktop and mobile version and available in 23 languages
- Such solution shall enable the user to find the closest notary from his/her current location
- Collection of users' number and location – for internal statistics purposes and reporting to the European Commission only – could be conducted through a statistical tool, only available on the administrator page
- A pop up window with a prior authorisation message shall appear to the user who shall be able to validate or not the access to the geolocation service

#### e) Search engines optimisation (SEO)

- SEO shall be prioritised in ensuring the highest possible ranking for the FAN website for searches on any browser and any device. Specific attention shall be paid to including mobile searches
- SEO as described above shall be implemented for the 23 languages
- Ensure the FAN website's conformity with national search engines (e.g. gearing the Directory's search criteria to national search criteria)
- If not yet done, the registration of a domain name with a top level domain for the EU shall be implemented, taking into account the target market (all EU citizens). If not yet done or if renewal is needed, the CNUE can buy the necessary domain names to ensure a good referencing of the website
- If possible, web hosting shall provide a local IP address to improve SEO
- The resources (links to other tools and websites) should also be used to support SEO. These websites shall add a direct link to the FAN webpage as reciprocity.

#### f) Contact-a-notary online form

- Create a « contact-a-notary-form » available in 23 languages which shall be sent as an email to the recipient notary, as described here below:



Name\*:  
Surname\*:  
Email address\*:  
Phone number\*:  
House number\*:  
Street\*:  
Zip\*:  
City\*:  
Topic\*:

- Scroll down menu:
- Company Law
  - Inheritance/Succession Law
  - Property Law
  - Matrimonial Regime
  - Vulnerable minors and adults

Depending on the chosen topic, additional questions will appear with box ticking options:

**Ie. Inheritance/Succession Law**

- I wish to prepare/modify my wills and/or the documents for my succession
- I wish to understand my rights as a beneficiary of a will/succession

Your message

.....  
.....

Tick box  
Send

yourself a copy(with email sending to notary and user functionality)  
Tick box 'I understand and accept the Terms and Conditions'

Spam stopper alternative to CAPTCHA

Potential option for attachment could be provided, with a size limit for such file (Pdf, word formats).

Some optional fields shall be added:

- Adding specific competences/titles such as notary-mediator, EUFides-notary, etc.
- Adding the possibility to take up appointments online at a specific notary office (or link to a national online appointment website when existing)



### g) Content feeding

- The existing content should remain and it might be necessary to foresee the conduction of a migration from the already existing database
- The content will be provided by the individual national Chambers of Notaries, maintaining the full exclusive control and management of their data (*see Training section below*).
- Integrate other resources/links to other websites which might be of interest to the user on a dedicated page, such as:
  - o Notaries of Europe - <http://cnue.eu/>
  - o Successions in Europe - <http://www.successions-europe.eu/>
  - o How to make/find a will : <http://www.arert.eu>
  - o Couples in Europe - <http://www.couples-in-europe.eu/>
  - o Vulnerable Adults - <http://www.vulnerable-adults-europe.eu>
  - o Assess possibilities for interconnection with platforms such as ARERT, EUFides, etc.
  - o Assess possibilities to make use of existing tools such as developed by e-CODEX etc. to include in the Directory (e.g. by linking it to a connector gateway which allows it to be easily linked with other platforms in the future)

### h) Integration with the e-Justice portal

Ideally, the current JSON service shall be maintained with minimal modifications, preferably maintaining backwards compatibility, as to allow a seamless continuity of the e-Justice Portal FAN service following the implementation of the FAN+ project.

However, at least the following new FAN+ features would require extensions to the present JSON service:

- User geo-localisation support – in case we would need to pass the user's GPS coordinates/localisation information from the e-Justice FAN tool in order to receive a list of nearby notaries;
- Contact a notary form – in case we should also develop a similar feature on the FAN tool of the e-Justice Portal.

If backwards compatibility cannot be ensured, perhaps a Version 2 service should be developed simultaneously so that we can make the switch to the new FAN+ service easily in due course.

## 5. Non-functional Requirements

### a) Usability and Accessibility

For facilitating access for people with disabilities:

- The website **must respect WCAG 2.0 (Web Content Accessibility Guidelines 2.0, level AA-worldwide standard - <http://www.w3.org/TR/WCAG20/> )**
- The candidate provider shall have a **familiarity with assistive technologies**
- The candidate provider shall prove that its staff has been properly trained (diploma to be included when answering the call for tenders)
- The candidate provider **shall have been labelled** by AnySurfer or equivalent label for the development period (label AnySurfer valid for 2 years - <http://www.anysurfer.be/en> )
- The chosen provider shall **provide a training** respecting the WCAG 2.0 rules for webpage and content development to the in-house staff and any colleague responsible
- The candidate provider could enlist disability groups to test the webpages for ease of use and use the feedback they provide to increase the accessibility of the website
- If the project budget allows, the CNUE will conduct an accessibility audit of the website through Anysurfer (following the European Disability Forum advice - <http://www.edf-feph.org/> ) and will ask for a certification (the Anysurfer quality label for this website)

### b) Security

- Modernise and explore the simplification of the mechanism for securing data by finding an alternative mechanism to the current used system (CAPTCHA)
- Ensure data security against any fraudulent or malicious cyber activity, such as – but not limited to – spammer, data hacking or bot
- Demonstrate security and non-vulnerability to external attacks of the website, hosting, web server and database server, as well as the potential migration of the database from the current to a new system. This proof should at least be based on the passage of this software in a static analyzer (example: HP Fortify SCA) demonstrating that the minimum security standards (resistance to very high impact vulnerabilities) have been respected. This demonstration can be done by the third party alone, if it has the capabilities, or by appealing to a specialized agency in the field. These standards are the Top Ten OWASP<sup>2</sup> (10 vulnerabilities) and the CWE<sup>3</sup> (44 vulnerabilities). A reduced list of very high impact vulnerabilities is given below.

<sup>2</sup> OWASP: Open Web Application Security Project (OWASP) is a community working on the security of Web applications. His "Top Ten OWASP" project aims to provide a list of the Ten Most Critical Web Application Security Risks. Today this ranking is a reference in the field of security.



OWASP	CWE id.	Vulnerability Categories	Vulnerabilities number	Impact	Probability	Risk
A2	79 80	Improper Neutralization of Input During Web Page Generation ('Cross-site Scripting')		Very high	High	Very high
A1	117	Improper Output Neutralization for Logs		Very high	High	Very high
A4	566	Authorization Bypass Through User-Controlled SQL Primary Key		Very high	High	Very high
A6	288	Authentication Bypass Using an Alternate Path or Channel		Very high	High	Very high
A8	285	Improper Authorization		Very high	High	Very high
A3	613	Insufficient Session Expiration		Very high	Low	High
A6	7	J2EE Misconfiguration: Missing Custom Error Page		Very high	High	Very high
A9	5	J2EE Misconfiguration: Data Transmission Without Encryption		Very high	Low	High
A7	330	Use of Insufficient Random Values		Very high	High	Low

### c) Loading times

- Ideal loading time shall be within 2 seconds.
- Loading time tracking could be done through statistical tool

### d) Layout and rebranding

- The visual identity shall be chosen by the CNUE and its accessibility compatibility as well as web development compatibility checked before launching the rebranding and web development processes
- Full cooperation will be necessary for the implementation of the website rebranding, which will be conducted by a third party.

<sup>3</sup> CWE: Common Weakness Enumeration (CWE) is a community aiming at creating a dictionary of vulnerability categories for all types of software. Its dictionary is populated by research groups, universities and institutions such as Fortify, Klockwork or Oracle.



### e) Legal requirements (Terms and Conditions for Users)

- The current Terms and Conditions might need to be revised. The current text is available in Annex I
- Update the information related to the respect of EU data protection laws

## 6. Training

- A training session provided and led by the web agency shall take place for one full day **in October 2018** to train the in-house staff and any colleague responsible for the national Chambers of Notaries
- The provision of an adapted user manual on the upload procedure (Pdf, English) is required

## 7. Roles, copyrights and financial aspects

### a) Roles' definition and process

A detailed definition of roles, copyrights and financial aspects will be agreed through a contract proposed by the CNUE. Such contract will fix the terms of cooperation between the parties, their rights and their respective obligations applicable in the development of the IT solution(s) requested by the CNUE, including support, updates and maintenance services.

During the development period, the CNUE and Steering Committee members of the project require an Agile Project Management in order to regularly receive sprints of the on-going work via a dedicated online access to the on-going development. CNUE and the Steering Committee would then be able to provide useful comments on what has been achieved and to share directions on further steps. However, this process is not a full implementation of the AGL methodology, given that all technical requirements already presented in these technical specifications.

In that framework, the price estimation proposed by the candidate provider shall include a maximum price for the entire project, and the agreed price will be mentioned in the contract between the chosen candidate provider and CNUE. It is requested that the candidate provider provides **an estimated quote for the support, updates and maintenance services of the website and its applications for a period of 3 years.**

During the 5 weeks tender process, the candidate providers will be able to ask questions to CNUE and the Steering Committee for a period of 3 weeks. The questions and their relative answers will then be shared with all the other candidate providers in view of ensuring a full transparency and a fair competition.



## b) Copyrights

Upon full payment of the agreed price as part of the contract, the copyright, source codes and respective Documentation of the IT Application(s) and Solution(s) developed on the CNUE's behalf will belong fully to the CNUE.

## c) Use of the developed solution(s) and their functionalities

Upon full payment of the agreed price as part of the contract, the CNUE will benefit from a non-exclusive and non-transferable right to use the standard applications and their functionalities specifically developed for all countries and with no time limit to the extent that this is necessary for the website to operate, and for the subsequent modifications and adaptations necessary that the CNUE may wish to make or require the Provider or a third party to make.

The Provider shall guarantee the CNUE against any potential claim by a third party claiming to have an intellectual right over all or part of the website and/or specific functionalities developed by the Provider.

## d) Acceptance and guarantee period

Provisional acceptance by the CNUE takes place when the website is set up and the staff trained. Final acceptance by the CNUE takes place after provisional acceptance, once the website is publicly online. During the period between provisional and final acceptance – the guarantee period – the Provider shall undertake to correct functional errors in the provided solution(s).



## ANNEX I

### Current Terms and Conditions

#### EDN – Terms and Conditions<sup>4</sup>

#### Terms and conditions

##### Website objective

The European Directory of Notaries (EDN) is a single website ([www.notaries-directory.eu](http://www.notaries-directory.eu)), the national directories of notaries already being available to the public in several countries of the European Union. The aim of this directory is to enable European citizens to find a notary in Europe easily. This information is available in all the languages of the European Union.

##### Website publisher

The website ([www.notaries-directory.eu](http://www.notaries-directory.eu)) is the property of the Council of the Notariats of the European Union (CNUE asbl)

Avenue de Cortenbergh, 52

B-1000 Brussels

Tel: +32 (0)2 513 95 29

Fax: +32 (0)2 513 93 82

Email: [info@cnue.be](mailto:info@cnue.be)

The content of information is communicated and updated by the national chambers of notariats, under the CNUE's supervision.

The website was designed and realised by

Westernacher Products & Services AG

Königstr. 26

D-70173 Stuttgart

Tel: +49.711 722 595 00

Fax: +49.711 722 595 99

Email: [wps@westernacher.com](mailto:wps@westernacher.com)

The website is hosted by

Bundesnotarkammer

Mohrenstrasse 34

D-10117 Berlin

<sup>4</sup> As currently displayed at <http://www.notaries-directory.eu/>



Tel: +49.30 38 38 66 0  
Fax: +49.30 38 38 66 66  
Email: bnotk@bnotk.de

## **Intellectual property and right of use**

The European Directory of Notaries, its specifications, its technical and operational specifications, its development and sources are the property of the CNUE.

## **Creation of links to [www.notaries-directory.eu](http://www.notaries-directory.eu)**

The website authorises the implementation of a hyperlink to its content, provided the technique of 'deep linking' is not used, unless express authorisation has been granted. In other words, the pages of the website ([www.notaries-directory.eu](http://www.notaries-directory.eu)) must not be interleaved in pages of another website but be accessible by opening a window. The source must be mentioned and a hyperlink will point directly to the targeted content. The information is only for personal use or the use of associations or professionals; use for commercial or advertising purposes is not allowed.

Warning! This authorisation does not apply to websites that disseminate polemical, pornographic or xenophobic information or information that a majority of people would find offensive.

The publisher declines any responsibility for the practices and policies for the protection of the confidentiality of the data of websites to which we may be linked through hyperlinks and we commit you to take due note of this.

## **Scope of content**

The publisher is not responsible for the information contained on the website, this being the sole responsibility of the author.

The publisher cannot give any implicit or explicit guarantee nor accept any responsibility regarding the use of this publication.

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#### **Allemagne:**

#### **The German Federal Chamber of Notaries**

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Tel: +49.30 38 38 66 0  
Fax: +49.30 38 38 66 66  
Email: [bnotk@bnotk.de](mailto:bnotk@bnotk.de)

#### **Autriche:**

#### **The Austrian Chamber of Civil Law Notaries**

Landesgerichtsstrasse 20  
A-1010 Wien  
Tel: +43.1 402 45 09 0  
Email: [kammer@notar.or.at](mailto:kammer@notar.or.at)

#### **Belgique:**

#### **La Fédération Royale du Notariat Belge (F.R.N.B)**

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#### **Bulgarie:**

#### **Chambre des notaires de Bulgarie**

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Fax: +359.2 986 77 35  
Email: [chamber@notary-chamber.org](mailto:chamber@notary-chamber.org)

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- Croatie:** **Croatian Notaries Chamber**  
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HR 10000 Zagreb  
Tel: +385.1 45 56 566  
Email: hjk@hjk.hr
- Espagne:** **ANCERT-Agencia Notarial de Certificación C/O Consejo General del Notariado Español**  
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Email: internacional@notariado.org
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Email: kodar@notar.ee
- France:** **Le Conseil supérieur du Notariat**  
60 Bd de la Tour Maubourg  
75007 Paris- France  
Email: CIL-CSN@notaires.fr
- Grèce:** **Le Conseil National du Notariat Hellénique**  
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- Hongrie:** **The Hungarian Chamber Of Civil Law notaries**  
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- Italie:** **Le Consiglio Nazionale del Notariato**  
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Email: Cnn.mpensato@notariato.it - Cnn.segrintern@notariato.it
- Lettonie:** **The Council of Sworn Notaries of Latvia**  
20-8 Kr.Valdemara Str.,LV-1010 Riga



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- Lithuanie:** **The Lithuanian Chamber of Notaries**  
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- Luxembourg:** **La Chambre des Notaires Du Grand-Duché de Luxembourg**  
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## ANNEX II

### Evaluation Criteria Table

The below table provides the criteria's list used by the CNUE IT Committee Members to assess the answers to the call for tender.

<b>1. Candidate provider profile (weight: 25%)</b>
a. How effective is the web developer's own website?
b. Are there spelling mistakes, typos and poor grammar usage in their written materials?
c. Are there components of their website that are out of order? Are there inconsistencies, broken links, or confusing layouts? Are there any technical issues or indicators of poor quality assurance (QA)?
d. Does the web developer's own website respect the WCAG 2.0 guidelines and standard?
e. How diverse is the web developer's portfolio?
f. Does the web developer have the experience in the type of the website we need?
g. Does the web developer have a proven track record?
h. How long has the web developer been in business?
i. Do the organisation, qualification and experience of staff assigned to performing the contract seem appropriate and reliable (this includes qualification for accessible website)?
j. Does the offer appear professional, credible and knowledgeable?
k. What is their turnaround time for returning calls and e-mails? Are they prompt with feedback to our questions? A good indicator of their future availability throughout the project is their responsiveness during the tender process.
l. How good is their global understanding of the assignment? Do they have a thorough understanding of the objectives?
m. Did they communicate clearly? Did we achieve a mutual understanding? Were they attentive to our comments and ideas? Are we able to envision a productive relationship with them and realise a successful website?

n. Did they ask us the right questions, and were the inquiries relevant and insightful? A web developer who has few or no questions will most likely not produce great results.
o. Did they show a process or methodology for structuring the project and reach the deadlines? Are the proposed delivery conditions such as delivery date, delivery process and delivery period or period of completion matching our timeline? Most reputable firms do have processes in place to achieve this goal.
p. Is the proposal complete? Does the proposal address all the points and requirements listed in our technical specifications document?
<b>2. Conformity assessment of the technical specifications (weight: 65%)</b>
a. Have they identified and offered adequate solutions to our specific needs, issues and concerns?
b. Assess the solution proposed by the web developer for keeping the current features and functionalities identical
c. Is the proposed solution for a mobile responsive, barrier-free version of the FAN page suitable?
d. Assess the solution proposed by the web developer for languages availability and improved visibility
e. Assess the solution proposed by the web developer for geolocalisation
f. Assess the solution proposed by the web developer for Search Engines Optimisation
g. Assess the solution proposed by the web developer for the «contact-a-notary» online form
h. Assess the solution proposed by the web developer for content feeding and its coordination
i. Is the candidate provider familiar with assistive technologies (design for all)?
j. Has the candidate provider been already labelled for respecting the Web Content Accessibility Guidelines 2.0 (for its own website or produced websites)?
k. Is the security and non-vulnerability demonstration/explanation to external attacks of the website, hosting, web server and database server acceptable?
l. How good is the proposal for ensuring data security against any fraudulent or malicious cyber activity, such as – but not limited to – spammer, data hacking or bot?
m. How satisfying is the proposed alternative mechanism to CAPTCHA?

n. How satisfying is (are) the proposed loading time(s)?
o. How reliable does the future cooperation with the design third party (who will work on the rebranding and new website layout)?
p. How proactive does the candidate provider appear for the training session?
q. Assess the proposal for the production of an adapted user manual on the upload procedure
<b>3. Price (weight 10%)</b>
a. How realistic is the manpower estimation of the candidate provider for the assignment?
b. Assess the required global price for the assignment
c. Assess the clarity of pricing estimation for the required tasks and related manpower



## ANNEX III

### Developing a visual identity

The CNUE wishes to put several agencies in competition in order to develop a new visual identity for the European Directory of Notaries. We want a strong visual identity for citizens living in the EU. The European Directory of Notaries is concrete proof of our commitment to building a Europe of justice for businesses, citizens and their families. We are pursuing this objective through a series of initiatives, details of which can be found on our [website](#).

The agencies participating in the call for tenders must first submit an estimate for the creation of the visual identity and make one or more proposals, in French and English, which can be transposed to a website. The design must be in line with the other CNUE information websites: [www.successions-europe.eu](http://www.successions-europe.eu), [www.the-vulnerable.eu](http://www.the-vulnerable.eu), etc. Thus, for the homepage, the following elements must be placed:

- Creation of a header including: the visual identity of the project, the words "European Directory of Notaries " and the tagline "Find a notary who speaks your language".
- Language choice at the top right (23 available)
- Underneath, place the words "A website proposed by:" and the "Notaries of Europe" logo (the various components of the logo and the graphic charter will be transmitted to the provider). Allow for an introductory text (3-5 lines).
- Place the search form on the left. Place on the right the map of the EU with the 22 CNUE member countries highlighted and clickable.
- Underneath, place a menu of scrolling banners listing all the CNUE websites.
- In the footer, place the disclaimer, privacy policy and copyright. Include a mention of EU funding.
- The header and footer must appear on all the pages of the website (5 pages)

Other factors to consider:

- The desktop website shall be usable on any browser as well as on any mobile device
- For facilitating access for people with disabilities, the website must respect WCAG 2.0 (Web Content Accessibility Guidelines 2.0, level AA- worldwide standard - <http://www.w3.org/TR/WCAG20/> )

The CNUE will then evaluate the possibility for the selected agency to collaborate with the technical provider in charge of developing the website. For this reason, the agency is asked to provide two scenarios in his quote: a cooperation at a minimum level (transmission of all the elements to the IT agency) and at a maximum (integration into the website). For this purpose, the agency is also asked to specify its hourly rate.

The agencies in competition are required to submit one or more visual identity projects. These will have to be available in several formats (roll-up, leaflet cover, web banner, etc.) as an example.

As part of the project, the agency will also be asked to create a leaflet in two versions: French and English. The leaflets will be printed in 1000 copies in each language. The characteristics are as follows:

- Closed: 99 x 210 mm - Open: 297 x 210 mm
- 6 pages



- Paper: Couché Machine Gloss Blanc 150 gr
- Recto / Verso: Quadri
- Finition: coupe au format – pliage

The creation and the printing must be included in the quote.

#### **Timetable**

- Presentation of the briefing: end of January 2018
- If desired, oral briefing between 1 and 9 February
- Submission of proposals (drafts of visual identity + quotation for the creation of the identity) before 28 February
- Selection of the agency before 15 March
- Web development and production: April – December 2018

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