

FINANCE AND PROCUREMENT

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Thessaloniki, 31 October 2016

OPEN INVITATION TO TENDER

'Interactive web and mobile applications – IWAMA'
AO/DRS/ASIA/IWAMA/017/16

REFERENCE: *Contract notice 2016/S 210-380184 of 29/10/2016*

Dear Sir/Madam,

We thank you for the interest you have shown in this tender procedure.

The purpose of this call for tenders and additional information necessary to present a tender can be found in the attached Tender Specifications. You should note however the following important points concerning the submission of a tender and its implications.

1. Tenders (and documents included in them) should be submitted preferably in English, but in any case in one (or in any) of the official languages of the European Union.
2. Tenders may be submitted exclusively in one of the following ways:

(a) by post to be dispatched **not later than the date and time specified in the timetable in point 8 below**, in which case the evidence shall be constituted by the date of dispatch on the postmark or the date of the deposit slip, to the following post address of Cedefop :

**European Centre for the Development of Vocational Training (Cedefop),
Attention of Procurement Service
PO Box 22 427
GR – 55102 Thessaloniki, Greece**

Important:

If using a postal service, tenderers must use a registered, reliable one. If no postmark has been stamped or if the postmark is not legible, Cedefop will accept deposit slip issued by the postal service, provided that this clearly indicates the date as filled in by the post office and not by the tenderer.

Tenderers shall inform Cedefop by e-mail (c4t-services@cedefop.europa.eu) or fax (+30 2310 490028)

- ✓ that they have submitted an offer in time, and
- ✓ that they request Cedefop to confirm receipt of the e-mail or fax.

Tenderers should not attach their offer to any of the above informative e-mail or fax.

or

(b1) **by courier service** to be dispatched not later than **the date and time specified in the timetable in point 8 below**, in which case the evidence shall be constituted by the date of dispatch to the address below or the date of the deposit slip,

or

(b2) **delivered by hand** not later than **the date and time specified in the timetable in point 8 below**, in which case a receipt must be obtained as proof of submission, signed and dated by the official in the above mentioned Service who took delivery,

to the following address (for points (b1) and (b2) above):

**European Centre for the Development of Vocational Training (Cedefop),
Attention of Procurement Service
123, Europe Str,
GR-57001 Thessaloniki-Pylea, Greece
Tel: +30 2310 490111 / 490 064**

Please note that Cedefop is open from 09h00 to 17h00, Monday to Friday. It is closed on Saturday, Sunday and Cedefop holidays.

3. Tenders must be submitted strictly adhering to the following.

Tenders must be submitted in a sealed envelope itself enclosed within a second sealed envelope. If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape.

The **outer envelope**, addressed simply to Cedefop (address depending on the means of submission, see point 2 above), should only bear additionally **the name and address** of the sender.

The **inner envelope**, addressed to the Procurement Service as indicated under point 2 above, must bear a self-adhesive label with the indication **“Open Invitation to tender – Not to be opened by the internal mail service”** and all the necessary information, as shown below:

<p>OPEN INVITATION TO TENDER</p> <p>CEDEFOP No: AO/DRS/ASIA/IWAMA/017/16</p> <p><i>‘Interactive web and mobile applications – IWAMA’</i></p> <p>Name of tenderer:</p> <p>NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE</p>

The inner envelope must also contain three sealed envelopes, namely, Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”. The content of each of these three envelopes is described in section 6 of the attached Tender Specifications.

Tenderers should not disclose their financial offer in any part of their tender other than the sealed envelope C, not even disclose the total amount of their financial offer on the cover letter.

4. Tenderers must ensure that their tenders are signed by an authorised representative and that tenders are legible so that there can be no doubt as to words and figures.
5. **Submission of a tender implies acceptance of all the terms and conditions set out in this Invitation to Tender, in the specifications and in the draft contract and**, where appropriate, waiver of the tenderer's own general or specific terms and conditions. It is binding on the tenderer to whom the contract is awarded for the duration of the contract. Therefore, It is mandatory to include in the offer a **Cover Letter, signed by the person/s that is/are authorised to sign the contract in case of contract award, stating that the tenderer accepts in full and without restriction the requirements of these Tender Specifications, and the Special and General conditions governing this contract as the sole basis of this tendering procedure** (see also point 1 of the Tender Specifications).
6. The opening of tenders will take place at Cedefop on the date and time specified in the timetable in point 8 below. Each tenderer may be represented at the opening of tenders by maximum two representatives. The names of the persons attending the opening must be notified in writing by fax (Fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu) at least three working days prior to the opening session. Failing that, Cedefop reserves the right to refuse access to its premises.
7. Contacts between the contracting authority (Cedefop) and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

7.1 Contacts before the final date for submission of tenders:

- At the request of the tenderer, the Cedefop Procurement Service may provide additional information solely for the purpose of clarifying the tender documents. Any request for additional information must be made in writing by e-mail (C4T-services@cedefop.europa.eu) or by fax (fax No +30 2310 490 028).

Requests for additional information/clarification (if any) from potential tenderers should preferably be written in English and should be received by the date and time as specified in the timetable in point 8 below. No such requests will be processed after that date.

Before requesting any additional information, the tenderers are kindly requested to visit the FAQ page on Cedefop website:

<http://www.cedefop.europa.eu/en/about-cedefop/faqs/procurement-procedures>.

- Cedefop may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other clerical error in the text of the call for tenders.

The Answers/Clarifications of Cedefop to the requests for additional information/clarification of the tenderers, including that referred to above, will be published on Cedefop's website under the same link where this Open Tender Procedure is announced (<http://www.cedefop.europa.eu/en/about-cedefop/public-procurement>.) **Tenderers must ensure that they visit regularly the site for updates up to the closing date for receipt of tenders.**

7.2 Contacts after the final date for submission of tenders and before opening:

- Tenderers should not contact the Contracting Authority (i.e. Cedefop) on their own initiative.
- Tenderers are not allowed to amend their offers, e.g. by completing the documents they sent, replacing them with amended ones or sending new documents initially not included in the tender, as this may lead to rejection of the tender at a later stage. Any such need for additional information/document identified by the Evaluation Committee during the evaluation process will be notified to the tenderer concerned at Cedefop's initiative, providing for a reasonable deadline for response (see also the provisions under the heading below).

7.3 Contacts after the opening of tenders:

- Tenderers should not contact Cedefop on their own initiative at that stage.
- If clarification on the compliance with the Eligibility and/or Selection Criteria is required or if obvious clerical errors in the tender need to be corrected Cedefop may contact tenderer/s in writing to obtain further clarification or documents on specific points of the tender or to correct obvious clerical errors.
- If the necessary information and/or supporting documents for the assessment of an award criterion are missing, these may not be requested as clarification if this might alter the proposal. Any requests for clarification in that regard should not lead to amendment of the terms of the tender. Tenderers must not modify their tender or add any new elements to it. The reply must therefore make clear reference to the relevant information already present in the file. This will serve solely the purpose to provide the Evaluation Committee with a clarification regarding the technical proposal provided the terms of the tender are not modified as a result.
- In regards to possible clarifications on obvious clerical errors in the Financial Offer, tenderers must not add any new prices, but only explain the quotation on the basis of elements and prices already present in the offer. In case a tenderer alters his financial offer during a clarification (beyond the correction of any obvious clerical/calculation errors), this offer will be automatically rejected.
- Tenderers should be prepared to reply to such requests for clarification within a short reasonable deadline as it will be stated in the request for clarification.

8. Timetable:

	DATE	TIME
Deadline for request for any clarifications from the Contracting Authority (Cedefop)	12/12/2016	17h00
Last date on which clarifications are issued by Cedefop	14/12/2016	N/A
Deadline for submission of tenders (hand delivered)	21/12/2016	17h00
Deadline for submission of tenders by post / courier	21/12/2016	N/A
Validity of the tenders	20/06/2017	N/A
Tender opening session	09/01/2017	11h00
Estimated contract signature date	February 2017	

9. Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders.

In exceptional cases, before the period of validity expires, Cedefop may ask the tenderers to extend the period for a specific number of days, which may not exceed 40.

The selected tenderer must maintain his tender for a further period of 60 days from the date of notification that his tender has been recommended for the award of the contract. The further period of 60 days is added to the initial period of 6 months irrespective of the date of notification.

10. All costs incurred for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.

11. Up to the point of signature, the contracting authority (i.e. Cedefop) may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. If such decision is taken, the tenderers will be notified accordingly.

12. This invitation to tender is in no way binding on Cedefop. Cedefop's contractual obligation commences only upon:

- the signature of an Order under the Framework Contract, whereby signature of the Framework Contract alone does not commit Cedefop to order.

13. Evaluating your tender and your possible subsequent replies to questions in accordance with the specifications of the invitation to tender, will involve the recording and processing of personal data (such as your name, address and CV). Unless indicated otherwise, such personal data will be processed by Cedefop's Finance and Procurement Service solely for that purpose and pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of data by the Union institutions and bodies and on the free movement of such data. Details concerning the processing of your personal data are available on the privacy statement at:

http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf.

You have the right of recourse at any time to the European Data Protection Supervisor for matters relating to the processing of your personal data.

14. Your personal data may be registered in the Early Detection and Exclusion System (EDES) if you are in one of the situations mentioned in Article 106 of the Financial Regulation¹. For more information, see the Privacy Statement on http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm).
15. Once Cedefop has opened the tender, it becomes its property and it shall be treated confidentially.
16. You will be informed of the outcome of this procurement procedure by e-mail only. It is your responsibility to provide a valid e-mail address together with your contact details in your tender and to check this e-mail address regularly.

Yours sincerely,

signed Michail Christidis
Head of Finance & Procurement

Attached: Tender Specifications

¹ Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25 October 2012 on the financial rules applicable to the general budget of the Union and repealing Council Regulation (EC, Euratom) No 1605/2002 (OJ L 298 of 26.10.2012, p. 1) as amended.

OPEN INVITATION TO TENDER

AO/DRS/ASIA/IWAMA/017/16

‘Interactive web and mobile applications - IWAMA’

Tender Specifications

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Introduction to Cedefop: Europe's agency for training policy

Source: <http://www.cedefop.europa.eu/EN/about-cedefop.aspx>

To provide people with the skills they need, vocational education and training systems (VET) need to adapt quickly to changing demands. European VET policy's central aim is to promote excellence through VET. To make it both an attractive learning option for the brightest and best young people and adults and an effective way of helping those with low levels of qualification to develop their skills.

Cedefop (the European Centre for the Development of Vocational Training), founded in 1975 and based in Greece since 1995, is a European Union (EU) agency. It supports the European Commission, Member States ⁽²⁾ and social partners by helping design VET policies that promote excellence and social inclusion and strengthen European cooperation in VET.

Cedefop's objective and priorities for 2012-16

Cedefop's activities are guided by its strategic objective and medium-term priorities 2012-16. Cedefop's strategic objective is to contribute to designing and implementing policies for an attractive VET that promotes excellence and social inclusion and to strengthening European cooperation in developing, implementing and analysing European VET policy. This objective is supported by three priorities:

- **Supporting modernisation of VET systems**

Modern VET systems must be relevant to individual and labour market needs. They should take into account learning acquired in different ways (for example through work experience) and at different times and allow people to move between countries and sectors.

Member States decide national VET policies and Cedefop monitors and reports on the reforms and changes they make to their systems. Cedefop also works to improve international VET statistics.

European cooperation in VET, led by the European Commission working with Member States and social partners, has agreed shared objectives. As part of this cooperation, Cedefop has helped develop, and is now working to implement, common European tools and principles, which aim to make it both easier to work and study abroad and move between different parts of a national education and training system (for example between general and vocational education).

- **Careers and transitions – Continuing VET, adult and work-based learning**

Today, people are likely to change jobs more often. Cedefop is looking at how continuing training and work-based learning for adults can help people to manage their careers better and improve their job prospects. Cedefop is also examining how work-based learning for adults can help enterprises to deal with technological change, generate innovation and increase competitiveness. New demands are also being made of VET teachers and trainers and Cedefop is looking at their changing roles and their skill and learning needs.

⁽²⁾ Cedefop also works with Iceland and Norway.

- **Analysing skills needs to inform VET provision**

Europe's growth and competitiveness will be held back if people's skills do not meet job requirements. Unemployment currently coexists with skill shortages. Understanding and anticipating the skills required helps ensuring that training meets labour market needs. It helps to promote a better match between individuals' potential and job requirements.

Cedefop's skill needs analysis provides insights into the trends that influence skill supply and demand and the imbalances that may arise both in the EU and individual Member States. Cedefop is also finding out more about sectoral and occupational developments, such as the demand for 'green' skills for sustainable growth and, as the population ages, the potential for jobs creation and impact of skill needs of the 'silver' economy.

Cedefop's information

Cedefop shares its expertise through its publications, networks, conferences, seminars and web portal www.cedefop.europa.eu. The web portal provides news on Cedefop's major themes "Identifying skills needs", "Understanding qualifications", "Analysing policy" and "Developing lifelong learning". All Cedefop publications are available for download. Cedefop hosts and organises conferences and events throughout the year.

In addition to its web portal www.cedefop.europa.eu, Cedefop's work can be followed on Facebook at www.facebook.com/cedefop and Twitter at www.twitter.com/cedefop.

1. OVERVIEW OF THIS TENDER PROCEDURE

In submitting his tender in response to this tender procedure, the tenderer accepts in full and without restriction the requirements of these Tender Specifications, and the Special and General conditions governing this contract as the sole basis of this tendering procedure, whatever his own conditions of sale and terms of business may be, which he hereby waives. No account can be taken of any reservation or disclaimer expressed in the tender as regards the tender dossier's Tender Conditions and Specifications and the Contract's Special and General Conditions. If necessary, clarification may be requested by the potential tenderer concerned while the tender submission phase is open – see point 7 of the Invitation to tender. Any reservation or disclaimer may result in the rejection of the tender without further evaluation on the grounds that it does not comply with the conditions of the Tender Dossier.

Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender dossier. Failure to submit a Technical and a Financial Proposal containing all the required information and documentation may lead to the rejection of the tender.

1.1. Description and type of the contract

- a) *Title of the contract:* **Interactive web and mobile applications - IWAMA**
- b) *Short description of content of this contract:* provision of ICT services related to development and maintenance of web and mobile applications.

Services will be acquired in the form of person-days, categorised in profiles as follows:

- Web and mobile developer
- Senior expert
- Project manager.

A detailed description of the tasks is to be found in section 2.1 and a detailed description of the required profiles is to be found further below in section 2.2.

- c) *Type of contract:* Framework Service Contract.
- d) Framework Service Contract whereby the services will be provided following the signature of Order forms throughout its validity. The number and content of Order Forms will depend on the needs of Cedefop.

1.2. Place of delivery or performance

The tasks must be completed outside Cedefop in the Contractor's premises.

1.3. Division into lots

This tender procedure is not divided into lots.

1.4. Variants

Tenderers may not offer variant solutions to what is requested in the tender specifications. Cedefop will disregard any variants described in a tender, and reserves the right to reject such tenders without further evaluation on the grounds that they do not comply with the tender specifications.

1.5. Value or quantity of purchase

The volume of the services to be provided under the Framework Contract is estimated to **1.300 person-days over 4 years**. The person-days will **not** be distributed evenly over the years.

Tenderers should be aware that the information on volume is purely indicative, shall not be binding on Cedefop and should not be considered as a warranty as to the final value of the contract. The sum of the amounts of the successive Order Forms that will be issued after the Framework Contract is signed may not reach the a.m. estimated value for the Framework Contract. Cedefop will be contractually bound only by the amounts effectively entered in the successive signed Order Forms. The total value of the framework contract will ultimately depend on the orders which Cedefop may place through Orders Forms.

1.6. Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, shall have initial duration of one (1) year and will be automatically renewed up to three (3) times, each for an additional period of one (1) year, covering a total acquisition period of four (4) years (1+1+1+1).

1.7. Main terms of financing and payment

Payments will be made upon completion of specific tasks and after the approval by Cedefop Project Manager, within **30 days** of submission of invoices and at the conditions set out in the draft contract.

2. TERMS OF REFERENCE

2.1. Description of tasks

The subject of the contract will be the provision of ICT services related to interactive web applications: consulting, elicitation of user requirements, construction of web and mobile applications, corrective and evolutionary maintenance (i.e. implement minor improvements and bug fixes), technical support, custom web programming, database development, documentation, and project management. The technologies used are mainly Microsoft .NET on MS SQL databases, Drupal, mobile application platforms (e.g. Android, iOS) as well as some PHP and Java.

Services will be acquired in the form of person-days, categorised in profiles:

- Project Manager (PM)
- Senior Expert
- Web and mobile developer

Profiles are described in section 2.2.

Tasks for maintenance of existing applications and regular consulting will be requested and delivered on a “time and means” basis, i.e. the order forms will reflect Cedefop’s estimates and performed services will be invoiced subject to submission of relevant task completion reports accompanied by any necessary deliverables.

Tasks related to new development / activities will be performed on a “fixed price request” basis. Effort estimation (quote) and its approval by Cedefop will precede the issuance of order forms and execution of the services.

The procedure for task assignment is described in section 2.4.

2.2. Description of profiles of the required experts

Services will be acquired in the form of tasks expressed in person-days, categorised in profiles as follows:

	Profiles	Short
1.	Project manager	PM
2.	Senior Expert	SE
3.	Web and mobile developer	WD

A detailed description of the profiles is provided below. **Note that the paragraph ‘Experience’ of each required profile is referenced at the selection criteria section of the present document.** Also note that for the WD and SE profiles, Cedefop is aware that it would be difficult for one person to be an expert in all mentioned tasks/domains. The tenderer will be asked in the selection criteria to present a set of CVs per profile which as a whole cover all the tasks/domains of the specific profile. The profiles have been grouped in three categories to facilitate the management of the execution of contract for both Cedefop and the Contractor.

2.2.1 Task Profile: Project Manager

➤ Nature of tasks

- Project management including proposals for project strategies, definition and distribution of tasks and deliverables, review of project deliverables, quality control, risk analysis and management, status reports, problem reporting and management systems, change control systems, issue tracking, planning and reporting (establishment of time plan / roadmap, control of progress), administrative follow up and organisation;
- Guidance of team members in charge of project activities and review of their deliverables;
- Participation in functional and technical working groups and progress meetings.

➤ Experience and knowledge

- University degree, or work experience of at least 3 years ;
- In addition to the above, minimum 6 years experience in ICT of which minimum 3 years in Project Management of software construction;
- Excellent knowledge of English (speaking/reading/writing), level C2³.

2.2.2 Task Profile: Senior Expert

➤ Nature of tasks

- Analysis of user requirements, functional analysis;
- Performing market research and producing comparative reports for finding the best technical solution to given user need.
- Assessment of ready-made available software (purchased or open-source) versus developing custom applications (from scratch or based on a given platform).
- Design of applications; drafting technical specifications and technical system architecture;
- Data analysis, data modelling, database design, OLAP cubes;
- Design of high quality, self-explanatory, simple, user-friendly, web-based and mobile user interfaces. Give technical guidance to developers to ensure aesthetics, usability and website standards such as ISO, W3C, and WAI. Expert review of user interfaces and websites in terms of usability and accessibility;
- Validation, deployment and documentation of deliverables;
- Advanced performance management and troubleshooting; optimisations and tuning at the level of the operating system;
- Problem diagnosis, recording and resolution;

³ According to the Common European Framework of Reference for Languages – See also:

<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr/cef-ell-document.pdf>

- Apply web security best practices (cross-site scripting, SQL injection etc.);
- Testing of new or modified software; assist with evaluating and testing products delivered by developers;
- Produce and/or establish quality assurance validation on the relevant technical documentation and user documentation;
- Assist in training the users of the system and designing training sessions;
- Participation in meetings with Cedefop and other stakeholders.

➤ Experience and knowledge

- University degree or work experience of at least 3 years in ICT;
- In addition to the above, minimum work experience of 5 years in ICT, including 2 years at senior analyst level in Microsoft .NET on MS SQL, OLAP cubes, Drupal, PHP, Java, and UX design.
- Excellent knowledge of English (speaking/reading/writing), level C1.

2.2.3 Task Profile: Web and mobile developer

➤ Nature of tasks

- Development of web-based on-line tools and applications as well as mobile applications which will reflect the specifications based on user requirements, using technologies .net and Drupal, mobile application platforms as well as some PHP and Java.
- Modification and creation of stored procedures (transact SQL) and tables in databases, including OLAP cubes, notably in Microsoft SQL Server;
- Creation and modification of processes for the automatic generation of MS Office documents (Word, Excel) and e-mailing;
- Setting up platforms based on open-source software and building prototypes.
- Performance management and troubleshooting;
- Assistance in migrations/upgrades to other operating systems and/or servers.

➤ Experience and knowledge

- Minimum 2 years work experience as developer in Microsoft .NET, mobile application platforms, database development, OLAP cubes, Drupal, PHP and Java;
- Excellent knowledge of English (speaking/reading/writing), level B2.

2.3. Multilingualism

Cedefop, by its very nature, is a multilingual environment. Informatics systems must support at least all the current 27 languages (European Union + European Economic Area + candidate countries), including Latin, Cyrillic and Greek alphabets plus all those additional languages which can be expected in the medium term (5 years).

2.4. Task assignment procedures

2.4.1 The following task assignment procedure will apply, before the signature of a new order form:

- (1) A request for quotation is sent by Cedefop to the Contractor, with the task description and the related technical specifications;
- (2) If necessary, clarifications may be requested by the Contractor through phone conferences or emails. Cedefop will provide clarifications accordingly;
- (3) Within 3 working days, the Contractor shall provide an estimate of the work days the task will require, as well as the delivery date; quotes should take into account testing, documentation and follow-up (quality control of the deliverable);
- (4) If necessary Cedefop will discuss the offer with the Contractor (see (3) above) until an agreement for the undertaking of the task or part of the task is reached;
- (5) An Order Form will be prepared by Cedefop and sent to the Contractor for signature;
- (6) Upon signature by both sides, the Contractor undertakes the task and provides the deliverable(s) within the agreed deadlines.

2.4.2 In case there exists a running specific order form, containing a number of person-days destined to cover various tasks (like e.g. corrective maintenance and second level support over a few months), the following simplified procedure shall apply:

- (1) Cedefop will request (by email or through an issue tracking system) the implementation of a specific task, providing also the related technical specifications;
- (2) Within 3 working days, the Contractor shall estimate the work hours or days the task will require, as well as the delivery date; quotes should take into account testing, documentation and follow-up (quality control of the deliverable); in case the task is less than half day work, the contractor will execute the task. Otherwise the procedure described below in (3) & (4) will be followed;
- (3) If necessary Cedefop will discuss the offer (see (2) above) with the Contractor until an agreement for the undertaking of the task or part of the task is reached;
- (4) Once the effort is accepted by Cedefop, the Contractor undertakes the task and provides the deliverable(s).

The result of the above procedure is reflected in the activity reports and invoices delivered by the Contractor and allows due operational verification by Cedefop.

2.5. Additional requirements, information and implementation provisions

2.5.1 The contractor should be able to ensure the availability and provide the required experts within one (1) month following the signature of the framework contract (expected contract signature in January 2017).

2.5.2 All projects should follow a three stage approach (development, staging, production). The Contractor is solely responsible for the development stage including software licensing (and respective costs) where applicable. The responsibility for the Staging and Production stages will be decided on a per project basis and depending of the final hosting (on premise vs cloud hosting), as follows:

- For on premise projects

Cedefop ICT will be responsible (manage and good operation) for the hardware needed and the Operating System while the contractor will be responsible for the Application or the platform including all ancillary software (for example Java etc.)

- For cloud hosted projects

The Contractor will be solely responsible (manage and good operation) for the whole infrastructure and the Application or the platform.

On both cases the Contractor is obliged to apply all needed patches based on security warnings and vulnerability tests (that will be run by Cedefop's ICT) which prove existing weaknesses. Cedefop's ICT will inform the Contractor on specific security policies that the software developed has to comply with.

2.5.3 The contractor will be able to connect remotely to Cedefop server(s) as appropriate, in agreement with Cedefop information and network security rules and policies. Specifically, the contractor will be given access to Cedefop's VPN under the condition that the contractor owns a private IP address.

2.5.4 For any request or question by Cedefop, the contractor commits to respond with an acknowledgment message within 2 working days, giving short comment and estimate of when the question can be resolved/answered, which must not exceed a maximum of five (5) working days, unless it concerns tasks larger than 5 days. The contractor shall handle larger tasks within a reasonable time, i.e. the tasks should start no later than twice the time it actually takes to execute the task.

2.5.5 The Contractor should always keep Cedefop updated about the names and qualifications of all people participating in each work package, including all subcontractors (if any). Cedefop will accept contractor's experts to carry out the tasks specified only from among the compliant CVs which were part of the tenderer's proposal in regards to the selection criteria. If any of these individuals is unable to perform his/her duties, Cedefop should be informed within two working days. For his/her replacement the Contractor has to submit compliant CV(s) within maximum 5 working days. Cedefop will grant approval for the replacement and appointment of a new individual (other than those originally set out in the proposal), to work on the tasks set out in the Order Form(s) only after the CV(s) and copies of the professional qualifications of the individual(s) proposed are carefully examined and accepted.

2.5.6 The contractor should replace within 10 working days a person involved in the project under the present call for tenders:

- (1) Whose conduct and behaviour are considered to be unsatisfactory
- (2) Whose abilities and/or performance are considered to be unsatisfactory.

2.5.7 The Contractor shall provide 12 months guarantee (free fixes of bugs) for any developed module.

2.5.8 The contractor should resolve problems and bugs that are attributable to them within 1 working day from the announcement of the issue by Cedefop.

2.5.9 All deliverables should first undergo rigid and thorough testing before being submitted for acceptance testing by Cedefop. The Contractor shall ensure that any new code or module developed and integrated with the current system, should not break existing functionality.

2.5.10 The ICT Department of Cedefop is responsible for the contract and will assign one Project Manager to its execution.

2.5.11 The tenderer shall identify a Project Manager within his organisation who will represent the single contact point for all administrative and operational communication in regards to contract implementation.

2.5.12 The contractor will provide monthly activity reports, demonstrating the completed work performed during this period.

2.5.13 Cedefop and the contractor will communicate in English. All the proposed experts are required to communicate in English to a very good standard.

N.B.: Please note, items in this section are binding and are integral part of the future contract. Non-conformance to the tenderer's commitments under this section during the performance of the contract could constitute a ground for Cedefop to terminate the contract.

2.6. Meeting and travel expenses

2.6.1. The contractor will be required to attend scheduled meetings at Cedefop, especially when discussing user requirements or possible solutions. Indicative number is about 24 one-day meetings during the 4 years period. Meetings dates and frequency will be decided upon common agreement between Cedefop and the contractor.

2.6.2. Meetings expenses (i.e. travel and accommodation) will be reimbursed to the contractor on the basis of his Financial Offer (see Annex H, table 2: Costs of meetings/visits in Cedefop).

2.6.3. A kick-off meeting will take place at Cedefop premises. The contractor will be entitled to reimbursement of expenses for the kick-off meeting, whereby two representatives from the contractor should participate, i.e. the project manager and one of the senior experts who will play a key role in the execution of the contract.

2.6.4. Any meeting held to resolve problems manifestly imputable to the Contractor's execution or performance of the Contract will be at the charge of the Contractor.

2.6.5. In case of a specific project, an emergency situation, or a problem not imputable to the Contractor's execution or performance of the Contract, Cedefop will call ad-hoc working meetings. Such meetings or any extra travel and accommodation expenses that might be needed to perform the tasks related to the contract, shall be subject to Cedefop's prior approval and shall be reimbursed by Cedefop separately, according to the travel and accommodation expenses as proposed by the Contractor in his financial offer.

3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

Participation to this tender procedure is only open to tenderers who are in a position to subscribe in full to the “**Declaration on honour on exclusion criteria and selection criteria**”, given in Annex C. All tenderers, all group (consortium) members (if any) and any subcontractor/s (identified as per the two bullet-points in the fourth paragraph of point 4.2 below) **MUST** provide the declaration on honour found in Annex C duly signed and dated.

3.1. Exclusion Criteria

The purpose of the exclusion criteria is to determine whether an economic operator / tenderer is allowed to participate in the procurement procedure or to be awarded the contract.

The exclusion criteria will be assessed in relation to each company individually. In the event of recommendation for contract award, evidence will be requested as described in Annex C (last page).

3.2. Selection criteria

The selection criteria concern the tenderer's capacity to execute similar contracts.

The tenderers **must** submit documentary evidence (or statements, where required) of their economic, financial, technical and professional capacity to perform this contract.

Each and all requirements for economic and financial capacity should be fulfilled by the tenderer - alone (in the case of single tenderers) or as a whole (in case the tenderer is a grouping/consortium). Participation in tendering is open to all legal persons bidding either individually or in a grouping (consortium) of tenderers.

An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which he has with them. He must in that case prove to the contracting authority that he will have at his disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place their resources at his disposal. This obligation may be fulfilled by presenting signed statements from those entities. Please note that natural persons (individuals, freelancers) are also considered 'entities' for this purpose.

3.2.1 Economic and Financial capacity

The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

Requirement:

- The average annual turnover of the tenderer for the last three financial years concerning the type of services covered in this call for tenders should be at least **170.000 €**.

Proof of economic and financial capacity **must** be furnished by the following document:

- Signed Statement (Please fill-in and sign your Statement in Questionnaire 2 of Annex G) of the tenderer's turnover for the last three financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

In case of a consortium (grouping) or subcontracting each member of the consortium and all sub-contractors (in line with points 4.1 or 4.2 below) must provide the required statement for the economic and financial capacity, **but the assessment of whether the minimum requirement is met will bear on the consortium as a whole or the tenderer together with his subcontractors.**

In the event of recommendation for contract award the winning tenderer (single tenderer or in the case of a consortium (grouping) each member of the consortium) will be requested to prove the above by submitting Audited Financial Statements (Audited Profit and Loss Account/ Statement or equivalent) if these are foreseen by the respective national legislation. Should total subcontracting exceed 40% of the work by value, Cedefop reserves the right to request audited financial statements also from the subcontractors. For tenderers or sub-contractors (identified as per any of the two bullet-points in paragraph 4 of Art. 4.2 below) who are natural persons / freelancers, a tax declaration and tax clearance statement for the last two financial years will be requested.

If, for some exceptional reason the winning tenderer (or any consortium member or sub-contractor) is unable to provide one or other of the above documents, they will be required to justify the non-provision and may prove his economic and financial capacity by any other document which Cedefop considers appropriate. Cedefop reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

3.2.2 Technical and professional capacity

The Tenderers are required to have sufficient technical and professional capacity to perform the contract.

Requirements for Technical and professional capacity:

- Be enrolled in the relevant professional register;
- Have the technical know-how, experience, expertise and adequate structure and resources to perform the services described in the Terms of Reference;
- Have provided services in the past 3 (three) years in execution of at least 3 contracts similar to the scope and nature as those required in this call for tenders, with a combined total value of **250.000 €** at minimum;
- Have proposed a suitable team of key experts whose involvement will be instrumental for the successful implementation of the contract, and who have the appropriate profiles, knowledge and experience relevant to the subject of the contract, following the profiles described in section 2.2.

Proofs / Evidences of Technical and professional capacity

The following documents or information must be presented by the tenderer to prove his technical and professional capacity to perform the proposed contract:

- Document for enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established **(please fill-in Questionnaire 6 of Annex G)**;
- Brief company profile to prove the ability, technical know-how, experience and expertise needed for the provision of the required services under this call for tenders, **including a description of the ICT infrastructure (please fill-in Questionnaire 4 of Annex G)**;
- List of at least 3 contracts with services provided by the deadline for submission of offers and within the past three (3) years, that are similar to the scope and nature as those required in this call for tenders and with total amount of min. **250,000 €**, describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer **(please fill-in Questionnaire 3 of Annex G)**;
- Detailed CVs of the **key experts whose involvement will be crucial for performing the contract (please fill-in Questionnaire 5 of Annex G)**. The tenderer must provide at least the following number of distinct CVs:

Profiles		Short	Minimum number of CVs to be provided
1.	Project manager	PM	2
2.	Senior Expert	SE	3
3.	Web and mobile developer	WD	3
TOTAL			8

The CVs must show evidence of proposed experts' experience and knowledge as specified for each of the required profiles in Section 2.2, satisfying the requirements in terms of educational background, length and scope of experience, knowledge. The CVs of the experts proposed for each profile should clearly indicate which work experiences are relevant for the fulfilment of the specific requirements (specifying dates, employer, main activities and responsibilities, and technologies), and clearly present the English linguistic abilities.

Note: for the Web and mobile Developer and Senior Expert profiles, Cedefop is aware that it would be difficult for one person to cover in full all requirements concerning experience and knowledge mentioned under points 2.2.2 and 2.2.3. Therefore, the tenderers are requested to present a set of CVs for each profile (as indicated in the above table) which as a whole cover all requirements and domains concerning experience and knowledge.

In case of consortium or subcontracting, the consortium or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole (please see also 4.1 and/or 4.2 below).

3.3. Legal Position

Tenderers may choose between submitting a joint offer (see 4.1) as a Consortium / Grouping or introducing a bid as a single tenderer, in both cases with the possibility of having one or several subcontractors (see 4.2). Whichever type of bid is chosen, the tender must stipulate the legal status and role of each legal entity in the tender proposed (see also 5th bullet of point 4.1. below). To identify himself (and any other participating entities, if applicable), the tenderer must complete **Questionnaire 1 in Annex G**. In the same Questionnaire each tenderer (and each member of the group in case of joint tender) must declare whether it is a Small or Medium Size Enterprise in accordance with Commission Recommendation 2003/361/EC which can found in the following link: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2003:124:0036:0041:en:PDF>.

Tenderers are also requested to complete a **Legal Entity Form** found in **Annex D**, accompanied by all documents and information indicated in the form.

The Legal Entity Form should be completed and signed by the representative(s) of the tenderer (who sign(s) the cover letter as per point 4 of the Invitation to tender) authorised to sign contracts with third parties.

The Legal Entity Form should not be submitted by sub-contractors (if any).

4. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

Participation in Cedefop tendering procedures is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the Treaties. It includes all economic operators registered in the EU and all EU citizens. Pursuant to Article 119 of the general Financial Regulation the participation is also open to all natural and legal persons from non-EU countries that have a ratified agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Cedefop can therefore accept offers from and sign contracts with tenderers from 36 countries, namely: the 28 EU Member States, 3 EEA Countries (Liechtenstein, Norway, Iceland) and 5 SAA Countries (FYROM, Albania, Serbia, Montenegro and Bosnia & Herzegovina).

The procurement (tender) procedures of Cedefop are **not** open to tenderers from GPA countries.

A legal person can take part (as an individual tenderer or as a member of a consortium submitting a tender) in only one tender. In the opposite case all tenders in which that person has participated may be excluded from the evaluation.

4.1. Joint Offers/ Groupings (Consortia)

- Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. A consortium may be a legally-established permanent grouping, or informally constituted group of tenderers submitting an offer (joint offer) for a specific tender procedure.
- Cedefop does not require consortia (if any) to have a given legal form in order to submit a tender, but reserves the right to require a consortium to adopt a given legal form before the contract is signed (if this change is necessary for proper performance of the contract). This can take the form of an entity with or without legal personality but offering sufficient protection of the contractual interests of Cedefop.
- If awarded the contract, the tenderers of the group (consortium) will have an equal standing towards Cedefop in executing it.
- A grouping (if any) of firms must nominate one party to be responsible for the receipt and processing of payments for members of the grouping, for managing the service administration, and for coordination.
- Tenders submitted by consortia of firms must specify the role, qualifications and experience of each member or of the group (please fill-in the respective Questionnaires in Annex G).
- Each member of the group (consortium) must provide the required evidence for the exclusion and selection criteria. Concerning the selection criteria, the evidence provided by each member of the group (consortium) will be checked to ensure that the consortium as a whole fulfils the criteria.
- The offer has to be signed by all members of the group (consortium). However, if the members of the group so desire they may grant an authorisation to one of the members of the grouping (consortium). In this case they should attach to the offer a power of attorney (see model in Annex I) authorising this company or person to submit a tender on behalf of

the grouping (consortium). For groupings not having formed a common legal entity, Annex I, model 1 should be used and separate legal entity forms (see point 3.3 and Annex D) should be completed and signed by all members. For groupings with a legal entity in place, Annex I, model 2 and one legal entity form (see point 3.3 and Annex D) should be completed and signed only by the single representative of the consortium.

The contract will have to be signed by all members of the group (consortium). If the members of the group (consortium) so desire, they may grant authorisation to one of the members of the grouping by signing a power of attorney. The same model as above duly signed and returned together with the offer (Annex I) is valid also for signature of the contract.

Partners in a joint offer assume joint and several liability towards Cedefop for the performance of the contract as a whole.

4.2. Subcontracting/Subcontractors

Subcontracting is defined as the situation where a contract has been or is to be established between Cedefop and a contractor and where the contractor, in order to carry out that contract, enters into legal commitments with other entities for performing part of the service. If awarded, the contract will be signed by the selected Tenderer (the Contractor), who will be vis-à-vis Cedefop the only contracting party responsible for the performance of this contract. Cedefop has no direct legal commitment with the subcontractor(s).

The contractor retains full liability towards Cedefop for performance of the contract as a whole. Cedefop will treat all contractual matters (e.g. payments) with the contractor, whether or not some tasks are performed by a subcontractor. Under no circumstances can the contractor avoid liability towards Cedefop on the grounds that the subcontractor is at fault. Any subcontracting/subcontractor must be approved by Cedefop, either by accepting the bidder's tender, or, if proposed by the Contractor after contract signature, in writing by an exchange of letters. In the latter case subcontracting/subcontractor will be accepted only if it is judged necessary and does not lead to distortion of competition.

Tenderers are free to choose their subcontractors from both eligible and non-eligible countries. Thus, in principle all economic operators can act as subcontractors of eligible tenderers.

The tenderer must clearly indicate the identity of each Subcontractor and the percentage of work by value that he will perform for this contract (please fill in Annex G).

Only in cases when:

- a Subcontractor undertakes between 10,01% and 40% of the work by value,
- the total subcontracting is above 40% of the work by value, independently of the individual Subcontractor's contribution to the work by value,

the tenderer should submit with the offer:

1. the **“Declaration on honour on exclusion criteria and selection criteria”** (Annex C) filled-in and signed by the respective Subcontractor;

2. the documents related to the economic/financial and technical/professional capacity of the Subcontractor as described in points 3.2.1 and 3.2.2 necessary for evaluating of the combined capacity (as a whole) of the tenderer together with his subcontractor(s);
3. the Form in Annex J (Model of Letter of Intent for Subcontractor/s) duly filled-in and signed by each respective Subcontractor, stating his unambiguous undertaking to collaborate with the tenderer if the latter wins the contract. Also should be stated the roles, activities and responsibilities of the subcontractor(s) and the extent of the resources that the respective subcontractor will put at the tenderer's /contractor's disposal for the performance of the contract

N.B. The subcontractor(s) (if any) have to provide the documents to prove their capacity only for the parts of the contract that are relevant to them. The evidence provided will be checked to ensure that the tenderer alone or with the subcontractor(s) altogether fulfil the criteria.

5. AWARD OF THE CONTRACT

The evaluation of the exclusion, selection and award phase will be done in **NO** particular order. If the tenderer or the tender does not pass a phase, it will not be evaluated under the other remaining phases.

The contract shall be awarded to the tenderer submitting the best price-quality ratio method as represented by the highest Total Score (TS) out of 100.

The Total Score (TS), comprising quality + price score, will be calculated for each tender by applying the formula below:

$$\text{Total Score (TS)} = X \cdot (\text{TQV} / 100) + Y \cdot (\text{Cheapest TFO} / \text{TFO})$$

Whereby:

TQV = Total Quality Value of the tender (as per points 5.1 and 5.2);

TFO = Total Financial Offer of the tender (as per points 5.3 and 5.4);

X is the weighting for quality score (TQV) and for this tender procedure it is fixed to **(50)**;

Y is the weighting for price (TFO) and for this tender procedure it is fixed to **(50)**.

Cheapest TFO is the Cheapest Tender Price of a technically compliant tender (i.e. among those having achieved a minimum of 50% of the possible score for each award (evaluation) criterion and in total a minimum of **65** out of 100 points (TQV) in the technical evaluation – see below).

5.1. Technical evaluation

The assessment of the technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in the tender specifications.

The following Award Criteria for the technical evaluation will be applied to this tender procedure:

Award criteria	Maximum number of points	Information and documentation to be provided in the technical proposal
1. Quality of the methodology approach for ensuring technical support of RECON	30	<p>Description of how technical support and maintenance of RECON will be optimally carried out, including needed resources and number of meetings. The proposal shall include at least: 1) the proposed output in terms of availability of the system and response time; 2) a quantitative estimation of the contractor's resources needed; 3) an estimation for the number of meetings required.</p> <p>The proposal should also include a scenario for: a) familiarisation with the existing technical background of RECON, so as to ensure an optimal take-over from the previous contractor; b) ensuring successful handover of the whole project at the end of the contract (normally in 4 years) to the next contractor and to Cedefop's ICT team, so as to safeguard optimal operation and continuity.</p> <p>The proposal should take into account the current technical environment as described in Annexes K and the specific requirements concerning system availability when there is a job vacancy online.</p>
2. Quality of the communication methodology	30	Description of the methods and tools for communicating with Cedefop on the contract management and monitoring of tasks
3. Quality of the approach to solution provision	40	<p>Description of the methodology to answer to the following two requests by Cedefop. Your proposal should include elements of a make-or-buy, market survey and paid-vs-open-source analysis. For both applications, discuss how you would recommend to make them available to mobile devices.</p> <p>a) provide a solution for a web application which will enable users (which can be other organisations) to order from a list of available Cedefop publications, for a fixed fee per publication, and will enable Cedefop staff to follow-up on delivering and making statistics. Include a rapid analysis of payment methods.</p> <p>b) provide a web-based solution for the access and management (browse, sort, organise, protect with access rights) of ca 5,000 images within Cedefop (image bank)</p>
Overall total score (Total Quality Value -TQV)	100	

In order to guarantee a minimum threshold of quality, offers that

- do not reach a minimum of 50% of the possible score for each award (evaluation) criterion, and
- obtain an overall total score (Total Quality value) of less than the total **65** of a maximum of 100) points against the award (technical) criteria,

will not be considered acceptable and will be eliminated from further evaluation. Only the technically compliant (acceptable) tenders as per the above will be subject to Financial (Price) Evaluation (5.3).

5.2. Technical proposal

The tenderer's technical proposal should consist of a clear and comprehensive response to all requirements as per the Technical Specifications in point 2 above providing a practical, detailed description of the goods or services proposed for performance of the contract.

Tenderers are requested to organise the technical offer in headings or to structure it in such a way so as to ensure that the content of the technical offer meets the requirements set out in the Technical Specifications as closely as possible and to facilitate the subsequent evaluation of tenders against the technical award criteria.

It is up to the tenderer to present in his Technical Proposal a detailed organisation and methodology such that they fulfil (comply in full with) all requirements outlined in the Technical Specifications.

Tenderers are requested to include their technical proposal (envelope B) in one original and three hard copies and in a form of a read access secured CD.

The content of the technical proposal in the hard copies and the one in the CD must be identical.

In case of discrepancies between the hard copies and the CD, the hard copies shall take precedence.

For the evaluation of the technical offer, the tenderer must provide the documentation described in the Award criteria table (*see 5.1. Technical Evaluation above*).

The Technical Proposal should prove that the Tenderer is capable of meeting the tender specifications, by providing all the information related to the scope of this project. All the information and means of proof provided in the tender commit the contractor throughout the duration of the contract.

In addition to the above the tenderer must clearly specify which parts of the work will be subcontracted (if any) and specify the identity of those subcontractors only undertaking more than 10% of the work by value (or of *all* subcontractors if total subcontracting is above 40% of the work by value) as requested in point 4.2.

NB: All the information and means of proof provided commit the contractor throughout the duration of the contract.

5.3. Financial evaluation

Only tenders scoring in total 65 points or more (of a maximum of 100 points) against the technical award criteria and 50% or more of the possible maximum score for each award criterion will [have their financial proposal evaluated. The evaluation will be made on the basis of the **Total Price** offered (**Total Financial Offer TFO**) in the Price schedule table (see point 5.4).

The tenders are awarded points for the Total Price offered by using the following formula:

*Financial score = (cheapest Financial Proposal / Financial Proposal of the tender considered) * Y.*
Where Y = price weighting (see the complete formula under point 5 above)

Information concerning price

- The prices quoted must be fixed and nor revisable for the first year of the contract. From the 2nd year onwards, Articles I.5.2 and II.20 of the Contract shall apply (see draft Framework Contract at Annex B).
- Prices must be quoted in EURO and include all expenses.
 Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges shall therefore not be included in the calculation of the price quoted.
 [For contractors based in Greece, invoices will include VAT which is paid by Cedefop and later reimbursed by the State.]
 [For contractors established in other countries exemption is direct (invoices are submitted without VAT), subject to fulfilling as necessary the requirements of Article 151 of Council Directive 2006/112/EC.]
 [In Belgium, use of this contract constitutes a request for VAT exemption No. 450, VAT exemption article 42, paragraph 3.3 of the VAT code (circular 2/1978), provided the invoice includes: "Commande destinée à l'usage officiel de l'Union Européenne, Exonération de la TVA; art. 42 § 3.3 du code TVA (circulaire n° 2/1978)".]

5.3.1 Evaluation of abnormally low prices

If any tender's price appears to be abnormally low in relation to the *services / supplies* offered, and in order to check if the tender can be considered valid, the evaluation committee will, before it may reject this tender, send a request for clarifications to ask for explanations on the components of the tender which it considers relevant to the presumed abnormally low price and shall verify those constituent elements taking account of the explanations received. If in that relation the tenderer cannot explain his price on the basis of the economy of the services or supplies offered, or the method used, or the technical solution chosen, or the exceptionally favourable conditions available to the tenderer, the tender will be rejected.

A price will be considered abnormally low if the financial offer of any tenderer is lower with more than the acceptable margin of deviation from the average price of the other technically acceptable

offers (please note that definition of which offers are technically acceptable/ compliant is given in points 5, 5.1 and 5.3 above). The actual deviation will be calculated as % as follows:

The difference between the average price of the other technically acceptable offers and the value of the presumably abnormally low financial offer will be divided by the average price of the other technically acceptable offers.

The acceptable margin of deviation is set to **30%**.

The approach of the Evaluation Committee to identify and eliminate abnormally low tenders will be the following:

- a) apply the acceptable margin of deviation from the average price of the other technically acceptable offers and set aside the offers that go beyond it;
- b) check if specific notes or specific items included in the offer justify to some extent the deviation; if not, or if inadequate, send relevant request for explanation(s) to the tenderer concerned;
- c) decide on the acceptability of the offer on the basis of the notes in the tender and/or the clarification reply received.

5.4. Financial Proposal / Financial Scenario

Tenderers should not disclose their financial offer in any part of their tender (technical proposal, cover letter) other than the sealed envelope C.

The financial offer must be clear and in compliance with the tender specifications.

The Financial Proposal should indicate the total price in order to carry out all the activities indicated in the Technical specifications. The tenderers must fill-in the tables in **Annex H as follows:**

Tenderers should fill only the yellow boxes, the green and the blue cells will be calculated automatically.

Concerning the price of meetings:

- a) Accommodation costs (column F of table 2) are all inclusive and cover all daily expenses. This column will be used during the contract life to reimburse meeting costs depending on the actual number of days of the meeting.
- b) Transportation costs will be reimbursed with the fixed price indicated table 2, column C.
- c) The work-days of the contractor's staff participating at each meeting will be paid according to the price of each profile. However travel time will not be reimbursed or paid. The tenderer should take this into account in the transportation cost indicated in table 2, column C
- d) No other expenses will be reimbursed.

Please note that Cedefop estimates for quantities are indicative and do not constitute any kind of legal obligation for the Centre.

6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER

It is important that tenderers provide all documents necessary to enable the evaluation committee to assess their tender. Tenderers should fully respect the instructions indicated under points 2, 3 and 4 of this open invitation to tender.

In addition, below you will find details of the required documentation.

6.1. Envelope A - Supporting documents

One original and one copy of:

- cover letter, signed by the person/s (name and position) that is/are authorised to sign the contract in case of contract award
- the “**Declaration on honour on exclusion criteria and selection criteria**” requested in point 3.1 and standard template found in Annex C;
- the selection criteria documents as requested in points 3.2, 4.1, 4.2
- Questionnaires 1 – 6 as found in Annex G
- Power of Attorney (Model 1 or 2), as required in point 4.1 (if applicable) and found in Annex I
- Model of Letter of Intent for Subcontractor/s as required in point 4.2 (if applicable) and found in Annex J
- the Legal Entity Form as requested in point 3.3 and found in Annex D
- the Financial Identification Form as found in Annex E
- the checklist found in Annex F

In the case of tenders submitted by groupings (consortia) or involving contribution by subcontractors, envelope A should also contain all relevant documentation as requested in points 4.1 and 4.2 respectively (with reference to points 3.1, 3.2 and 3.3).

6.2. Envelope B – Technical proposal

One original signed version and three copies of:

- the Technical Proposal providing all information requested in point 5.2, including information relevant to subcontracting, if any, as requested in point 4.2.
- a read access secured CD containing the submitted in paper form technical proposal

6.3. Envelope C – Financial proposal

One original signed version and three copies of:

- the Financial Proposal in Annex H containing all information requested in point 5.4.

ANNEX A

Contract Notice

(Given as a separate file in *.pdf format)

ANNEX B

Draft Contract

(Given as a separate file in *.pdf format)

ANNEX C

Declaration on honour on exclusion criteria and selection criteria

(Given as a separate file in *.doc format)

ANNEX D

Legal Entity Form

Legal Entity Form to be downloaded, depending on the nationality and legal status of the tenderer, from the following website:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

Legal Entity Form to be completed and signed by a representative of the tenderer (group leader in case of consortium, with indication of entity, name and function) authorised to sign contracts with third parties. It should not be signed by sub-contractors (if any).

ANNEX E

Financial Identification Form

To be downloaded, depending on the nationality of the tenderer, from the following website:

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_fr.cfm

and completed and signed by an authorised representative of the tenderer (group leader in case of consortium, with indication of entity, name and function), but not by subcontractors.

PLEASE NOTE:

Please indicate the BIC (Bank Identification Code) in the REMARKS box of the downloaded form.

ANNEX F

Check list of mandatory documents

The checklist must be used to ensure that you have provided all the documentation for this tender and in the correct way. This checklist should be included as part of your offer.

Please Tick ✓ the boxes provided

Mandatory documents to be included as part of the tender	Reference paragraph	Included		If the document is not included, please explain the reason
		Yes	No	
Envelope 'A' must contain				
one original and one copy of:	6.1	<input type="checkbox"/>	<input type="checkbox"/>	
- Cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award (name and position of the individual(s))	Art. 4 of Invitation to tender; 6.1	<input type="checkbox"/>	<input type="checkbox"/>	
- Declaration on Exclusion & Selection Criteria (including those of consortium members and subcontractors, if applicable)	3, 6.1 & Annex C	<input type="checkbox"/>	<input type="checkbox"/>	
- selection criteria documents (if applicable, including those of consortia and subcontractors)	3.2, 4.1, 4.2, 6.1	<input type="checkbox"/>	<input type="checkbox"/>	
- Questionnaires 1 - 6 (Annex G)	3.2, 4.1; 6.1 & Annex G	<input type="checkbox"/>	<input type="checkbox"/>	
- Power of attorney of partners in joint bid / Consortium (if applicable)	4.1, 6.1 & Annex I (model 1 or 2)	<input type="checkbox"/>	<input type="checkbox"/>	
- Letter of intent of subcontractor (if applicable)	4.2, 6.1 & Annex J	<input type="checkbox"/>	<input type="checkbox"/>	
- Legal Entity Form	3.3, 6.1 & Annex D	<input type="checkbox"/>	<input type="checkbox"/>	
- Financial Identification Form	6.1 & Annex E	<input type="checkbox"/>	<input type="checkbox"/>	
- this Checklist	6.1 & Annex F	<input type="checkbox"/>	<input type="checkbox"/>	
Envelope 'B' must contain				
one original and three copies of:	6.2	<input type="checkbox"/>	<input type="checkbox"/>	
- the technical proposal and a read access secured cd	2, 5.2, 6.2	<input type="checkbox"/>	<input type="checkbox"/>	
Envelope 'C' must contain				
one original and three copies of:	6.3	<input type="checkbox"/>	<input type="checkbox"/>	
- the Financial Proposal	5.4, 6.3 & Annex H	<input type="checkbox"/>	<input type="checkbox"/>	

The tenderers should also ensure that:

<input type="checkbox"/>	the offer is formulated in one of the official languages of the European Union.
<input type="checkbox"/>	both the technical and financial proposals of the offer are signed by duly authorised agent.
<input type="checkbox"/>	the offer is perfectly legible in order to rule out any ambiguity.
<input type="checkbox"/>	the offer is submitted in accordance with the envelope system as detailed in the invitation to tender point 3.
<input type="checkbox"/>	the outer envelope bears the information mentioned in the invitation to tender point 3.

ANNEX G

Questionnaires 1 - 6

(Given as a separate file in *.doc format)

ANNEX H

Financial Proposal

(Given as a separate Excel file)

ANNEX I

Models of power of attorney

(Given as a separate file in *.doc format)

ANNEX J

Model of Letter of Intent for Subcontractor/s

(Given as a separate file in *.doc format)

ANNEX K

Documentation on existing system RECON

(Given as 5 separate files)