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**Greece-Thessaloniki: 'Support and development services for Europass Web resources'
2015/S 127-231313**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

Cedefop — European Centre for the Development of Vocational Training
PO Box 22427

Contact point(s): Mr Yancho Sirakov

For the attention of: Mr George Paraskevaidis

551 02 Thessaloniki

GREECE

E-mail: c4t-services@cedefop.europa.eu

Fax: +30 2310490028

Internet address(es):

General address of the contracting authority: <http://www.cedefop.europa.eu/>

Address of the buyer profile: <http://www.cedefop.europa.eu/>

Electronic access to information: <http://www.cedefop.europa.eu/en/about-cedefop/public-procurement>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Education

I.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

'Support and development services for Europass Web resources'.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 7: Computer and related services

Main site or location of works, place of delivery or of performance: The services must be rendered and the tasks completed both in the contractor's premises and in Cedefop's premises, Europe Street 123, Pylea, Thessaloniki, GREECE.

NUTS code GR122

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in months: 48

II.1.5) Short description of the contract or purchase(s)

The subject of this contract will be the provision of the following services related to the Europass Web resources (Europass Web portal and online editor) for the next 4 years: design and development, hosting, support, maintenance, service desk, service management.

The selected contractor is expected to ensure an optimal level of performance (maintenance and support) of the highly visible Europass platform and to provide hosting services to host production, staging and development environments.

II.1.6) Common procurement vocabulary (CPV)

72200000, 72250000, 72320000, 72591000

II.1.7) Information about Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): no

II.1.8) Lots

This contract is divided into lots: no

II.1.9) Information about variants

Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The estimated volume of the required services described in this call for tenders, that should be provided under the framework contract, is of the order of 4 500 person-days over a 4-year period.

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 aforementioned estimated volume. 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.

II.2.2) Information about options

Options: yes

Description of these options: Initial contract duration will be 1 year, which will be automatically renewed up to 3 times, each for an additional period of 1 year, covering a period of up to 4 years (1+1+1+1).

Important note:

Estimation is based on experience so far and the prospected new activities. However, due to the nature of Europass, political decision-making at EU level may result in unexpected obligations for new developments or, on the other hand, decisions may be modified and the volume of tasks (including funding of the project) reduced. Tenderers are advised to take into account this project pattern in formulating their proposal.

Therefore, Cedefop cannot exclude the possibility that the estimated total volume of services might need to be increased, due to external requirements for new services consisting in the repetition of similar services entrusted to the economic operator awarded the initial contract (issued from this open tender procedure).

In such case, Cedefop may decide to use a negotiated procedure without prior publication of a contract notice, whatever the estimated value of the possible amendment to this FWC could be but up to a maximum increase of 50 %, provided that these new services conform to the basic project that was the subject of the initial contract awarded under this open procedure. Such procedure may be used only during the 3 years following conclusion of the original contract.

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 3

II.3) Duration of the contract or time limit for completion

Duration in months: 48 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

Not applicable.

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:

Payments will be made within 30 days of submission of invoices and at the conditions set out in the draft contract. Invoices shall be issued only after the explicit acceptance by the Cedefop project managers of the received deliverables under the respective order form.

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded:

Participation in 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.

Tenderers may choose between submitting a joint offer as a consortium/grouping or by introducing a bid as a single tenderer, in both cases with the possibility of having 1 or several subcontractors. Whichever type of bid is chosen, the tender must stipulate the legal status and role of each legal entity in the tender proposed.

Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition.

For more information please refer to the tender documents.

III.1.4) Other particular conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Subcontracting is allowed and 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).

For more information please refer to the tender documents.

III.2) Conditions for participation

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

Information and formalities necessary for evaluating if the requirements are met: Tenderers must meet the exclusion and selection criteria and have the legal position to allow them to participate in this tendering procedure.

Participation in this tender is only open to tenderers who are in a position to subscribe in full to the declaration on exclusion criteria and absence of conflict of interest in Annex C of the tender documents.

Each and all requirements for economic, financial and technical capacity should be fulfilled by the tenderer — alone (in the case of single tenderers) or by the consortium (grouping) as a whole (in case the tenderer is a 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 it 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. For more information please refer to the tender documents.

III.2.2) **Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met: The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

Minimum level(s) of standards possibly required: Requirements:

— the average annual turnover of the tenderer for the last 3 financial years concerning the type of services covered in this call for tenders should be at least 300 000 EUR.

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

— signed statement (fill-in and sign your statement in questionnaire 2 of Annex G in the tender documents) of the tenderer's turnover for the last 3 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 subcontractors (in line with points 4.1 or 4.2 in the tender documents) must provide the required statement for the economic and financial capacity (Questionnaire 2 in Annex G of the tender documents), 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.

If, for some exceptional reason the winning tenderer (or any consortium member or subcontractor) is unable to provide one or other of the above documents, he or she will be required to justify the non-provision and may prove his or her 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.

III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

The tenderers are required to have sufficient technical and professional capacity to perform the contract. They must demonstrate qualifications, knowledge, skills and the ability to perform the tasks outlined in the terms of reference (only for studies).

Failing to respond duly and convincingly to the requirements set out in this section may imply the rejection of your tender at this stage.

Minimum level(s) of standards possibly required:

Requirements for technical and professional capacity:

1. enrolment in the relevant professional register of the tenderer;
2. adequate structure and resources (trained and certified technical staff) of the tenderer to perform the services described in the terms of reference;
3. at least 3 contracts performed by the tenderer in the past 3 years similar to the scope and nature of the services provided as those required in this call for tenders (Section 2.4). The required total value (invoiced financial value) of these at least 3 contracts should be at minimum 900 000 EUR;
4. the tenderer's experts, whose involvement will be instrumental for the implementation of the contract, must have the profiles, knowledge and experience relevant to the subject of the contract for its successful implementation:
 - the 3 required CVs for profile 1 below (Web developer) should collectively cover the experience in the different domains of Drupal, J2EE, front-end Web development and tablet-compatible Web development,
 - the 2 CVs for profile 2 below (senior Web developer) should collectively cover the experience in the different domains of Drupal, J2EE and tablet-compatible Web development.

In particular, the proposed experts for each profile must comply with the minimum requirements for education, experience and knowledge described below:

a 1.

Web developer (WD):

- post-secondary degree or equivalent background and experience of at least 2 years in relevant subject,
- additional minimum 2 years' work experience as Web developer in a) Java/JSP/J2EE; b) Drupal; c) front-end technologies Javascript/HTML/CSS/Ajax; d) tablet-compatible Web development,
- good knowledge of English (B2) for speaking/reading/writing.

b 2.

Senior Web developer (SW):

- post-secondary degree or experience of at least 3 years in relevant subject;
- additional minimum experience of 5 years in IT and at least 3 years with Web development in a) J2EE and XML (both are required), b) Drupal, c) tablet-compatible Web development;
- good knowledge of English (B2) for speaking/reading/writing.

b 3.

Senior analyst and engineer (SA):

- ICT university degree or equivalent ICT professional experience of at least 4 years,
- additional minimum 3 years' work experience in projects involving Drupal, J2EE, XML and tablet-compatible implementations (all 4 should be covered by the 2 submitted CVs),
- excellent knowledge of English (C1) for speaking/reading/writing.

b 4.

Senior user experience designer (SU):

- university degree (undergraduate or postgraduate) or equivalent professional experience of at least 4 years on the field, i.e. user experience, fine arts, usability, human-computer interaction,
- additional academic or professional experience of at least 4 years in related projects of the specific field (including period of studying),
- participation in at least 3 projects with the role of user experience designer,
- excellent knowledge of English (C1) for speaking/reading/writing.

b 5.

Test engineer (TE):

- post-secondary degree or at least 3 years' experience in relevant subject;
- additional minimum 3 years as quality assurance test engineer, working with automated testing frameworks and tools such as Selenium, writing test case scenarios and doing regression testing,
- excellent knowledge of English (C1) for speaking/reading/writing.

b 6.

Project and quality manager (PM):

- university degree or equivalent background and experience of at least 4 years in a relevant subject,
- minimum 8 years' experience in ICT of which minimum 3 years in project management of Web systems and minimum 3 years dealing with quality assurance and quality control procedures,
- excellent knowledge of English (C1) for speaking/reading/writing.

d 7.

Onsite product manager (BA):

- university degree or at least 4 years' experience on ICT relevant subject,
- minimum 4 years working as product manager in the ICT sector, with tasks including business analysis,
- minimum 2 years working as customer support service manager or an equivalent, client-facing post,
- experience with Web technologies (Drupal, J2EE/Java, XML, Javascript/HTML/CSS, tablet-compatible websites),
- excellent knowledge of English (C1) for speaking/reading/writing.

e 8.

Service desk (HD):

- minimum 2 years working as technical support, help/service desk, specifically for Web-related applications,
- excellent knowledge of English (C1) for speaking/reading/writing.

Proof/evidence 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:

1. document for enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established;
2. brief profile of the tenderer (please fill in Annex G) to prove the ability, technical know-how, experience and expertise needed for the provision of the required services under this call for tenders;
3. list of at least 3 contracts (up to max. 5) performed in the past 3 years (by the deadline of submission of offers) that are similar to the scope and nature as the services required in this call for tenders (Section 2.4 of the tender documents) and with total amount of min. 900 000 EUR (invoiced financial value), describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer (please fill in Annex G of the tender documents);
4. detailed CVs per profile of proposed personnel whose involvement will be crucial for performing the contract, indicating to which profile they correspond. The tenderer must provide at least the following number of distinct CVs, as required in the table:

Profile # of CVs required:

1. Web developer (WD) 3;
2. senior Web developer (SW) 2;
3. senior analyst & engineer (SA) 2;
4. senior user experience designer (SU) 1;

5. test engineer (TE) 1;
6. project and quality manager (PM) 2;
7. onsite product manager (BA) 2;
8. service desk (HD) 2.

Besides submitting the required CVs, tenderers are also required to complete the related checklists in Annex F1 of the tender documents.

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

III.2.4) **Information about reserved contracts**

III.3) **Conditions specific to services contracts**

III.3.1) **Information about a particular profession**

Execution of the service is reserved to a particular profession: no

III.3.2) **Staff responsible for the execution of the service**

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: yes

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated below

1. Quality of the proposal for migrating the Europass website to Drupal. Weighting 20
2. Quality of the proposal for assuming full service responsibility for Europass services. Weighting 30
3. Quality of the proposal for a new technical architecture for the Europass Web applications online editor. Weighting 15
4. Quality of the proposal for setting up an enhanced support service for Europass visitors. Weighting 15
5. Coverage of quality assurance and testing. Weighting 10
6. The overall presentation of the offer (overall understanding of the nature, scope and criticality of the project; general conformance to the requirements, terms and conditions of the present call; clarity, precision and thoroughness of the proposal). Weighting 10
7. The above 6 award criteria are with a weighting of 70 %, i.e. the total quality value (TQV), i.e. maximum total scores (weighted) that could be obtained are $100 \times 70 \% = 70$. Weighting 70
8. Price weighting. Weighting 30

IV.2.2) **Information about electronic auction**

An electronic auction will be used: no

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting authority:**

AO/DSI-RS/PHT-ASIA/EuropassServices/007/2015.

IV.3.2) **Previous publication(s) concerning the same contract**

no

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4) Time limit for receipt of tenders or requests to participate

27.8.2015

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up

Any EU official language

IV.3.7) Minimum time frame during which the tenderer must maintain the tender

until: 27.2.2016

IV.3.8) Conditions for opening of tenders

Date: 7.9.2015 - 11:00

Place:

Cedefop's premises.

Persons authorised to be present at the opening of tenders: yes

Additional information about authorised persons and opening procedure: Each tenderer may be represented at the opening of tenders by 1 person. The name of the person attending the opening must be notified in writing by fax (+30 2310490028) or by e-mail (c4t-services@cedefop.europa.eu) at least 2 working days prior to the opening session.

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about European Union funds

The contract is related to a project and/or programme financed by European Union funds: no

VI.3) Additional information

The full set of tender documents for this open tender procedure and any additional information can be found on Cedefop's website:

<http://www.cedefop.europa.eu/about-cedefop/public-procurement>

Cedefop's website will be updated regularly, therefore tenderers must ensure that they regularly visit the site for updates up to the closing date for receipt of tenders.

VI.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures

General Court

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

E-mail: cfi.registry@curia.europa.eu

Telephone: +352 4303-1

Internet address: <http://curia.europa.eu/>

Fax: +352 4303-2100

VI.4.2) Lodging of appeals

Precise information on deadline(s) for lodging appeals: Within 2 months of the notification to the plaintiff, or, in absence thereof, of the day on which it came to the knowledge. A complaint to the European Ombudsman does not have as an effect either to suspend this period or to open a new period for lodging appeals.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

Same as in point VI.4.1.

VI.5) **Date of dispatch of this notice:**

24.6.2015