



CEDEFOP

European Centre for the Development
of Vocational Training

Thessaloniki, 18/07/08
RS/PRO/2008/774

OPEN INVITATION TO TENDER
AO/Cedefop/ITK/Livlink-RedDot-Services/018/08
‘Livlink services – RedDot services’

Dear Sir/Madam,

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

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

1. Tenders should be submitted in one of the official languages of the European Union.
2. Tenders may be submitted:
(a) either by post to be dispatched not later than **11/09/2008** in which case the evidence shall be constituted by the date of dispatch, the postmark or the date of the deposit slip, to the following address:

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

Important:

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.*
- Do not attach your offer to the confirmation email or fax.**

(b1) by courier service to be dispatched not later than **11/09/2008**, in which case the evidence shall be constituted by the date of dispatch, or the date of the deposit slip,

or

(b2) delivered by hand not later than **17h00** on **11/09/2008**, 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:

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

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 style="text-align: center;">OPEN INVITATION TO TENDER</p> <p style="text-align: center;">CEDEFOP No: AO/Cedefop/ITK/Livlink-RedDot-Services/018/08</p> <p style="text-align: center;">‘Livlink services – RedDot services’</p> <p style="text-align: center;">Name of tenderer:</p> <p style="text-align: center;">NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE</p>
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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 **point 6** of the attached tendering specifications.

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.
6. The opening of tenders will take place at Cedefop on **23/09/2008, 11h00** (local time). Each tenderer may be represented at the opening of tenders by one person. The name of the person 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 two working days prior to the opening session.
7. Contacts between the contracting authority (Cedefop) and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

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 tendering documents. Any request for additional information must be made in writing by fax (fax No +30 2310 490 028) or by e-mail (c4t-services@cedefop.europa.eu).

Request for additional information received less than five working days before the closing date for submission of tenders will not be processed.

- The contracting authority 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 tender.

Any additional information, including that referred to above, will be published on Cedefop's website. Please ensure that you visit regularly the site for updates.

After the opening of tenders:

- If clarification is required or if obvious clerical errors in the tender need to be corrected, the contracting authority may contact the tenderer provided the terms of the tender are not modified as a result.
8. This invitation to tender is in no way binding on Cedefop. Cedefop's contractual obligation commences only upon signature of the contract with the successful Tenderer.
 9. All costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.
 10. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. This decision must be substantiated and the tenderers notified.
 11. All tenderers will be informed in writing of the results of this tender procedure.

Yours sincerely,

G. Paraskevaïdis
Head of Finance and Procurement

Attached: Tendering Specifications

OPEN INVITATION TO TENDER

Cedefop/ITK/Livelihood-RedDot-Services/018/08

‘Livelihood Services – RedDot Services’

Tendering Specifications

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Introduction to Cedefop

The European Centre for the Development of Vocational Training (Cedefop) is an agency of the European Union. Created in 1975 with a tripartite Governing Board, it provides services for the European Commission, the European Union Member States and the social partners as well as for the associated countries of Norway and Iceland. The candidate countries are also associated with its activities.

As the European Union's reference centre for vocational education and training, Cedefop provides policymakers, researchers and practitioners with information to promote a clearer understanding of developments and so enable them to take informed decisions on future action. Cedefop assists the European Commission in encouraging, at Community level, the promotion and development of vocational education and training.

The main tasks of Cedefop as defined in its founding Regulation are to:

- compile selected documentation and analysis of data;
- contribute to the development and coordination of research;
- exploit and disseminate useful information;
- encourage and support a concerted approach to vocational training development issues;
- provide a forum for a wide and diverse audience.

Cedefop's medium-term priorities for 2006-08 concentrate on the priorities set out in the Maastricht communiqué, which has been agreed by 32 countries, the European Commission and the European social partners:

- a) 'promoting the image and attractiveness of the vocational route for employers and individuals to increase participation in VET;
- b) achieving high levels of quality and innovation in VET systems to benefit all learners and make European VET globally competitive;
- c) linking VET with the knowledge economy's requirements for a highly skilled workforce and especially, because of the strong impact of demographic change, the upgrading and competence development of older workers;
- d) addressing the needs of the low-skilled (about 75 million people aged between 25 and 64 in the EU) and disadvantaged groups so as to achieve social cohesion and increase labour market participation.'

More information about Cedefop can be found on its website: <http://www.cedefop.europa.eu>

1 Overview of this tender

1.1 Description and type of the contract

- a) The purpose of this call for tenders is the provision of services related to Livlink and to RedDot: analysis, consulting, development, maintenance, technical support, project management, as well as provision of software modules and licenses and associated maintenance fees.
- b) Services for analysis, consulting, development, maintenance, technical support and project management will be acquired in the form of person-days, categorised in profiles as follows:

Profiles: Project management

Analysis, design of applications and consultancy off-site and on-site

Web and database development off-site and on-site

Training services

A detailed description of profiles is to be found in point 2 (Technical Specifications).

- c) Provision of licenses and modules, and annual maintenance fees.
- d) Type of contract is a framework contract. Orders will be placed by means of order forms attached to the framework contract. Specific agreements or Order Forms will be issued throughout the validity of the framework contract. Their number will depend on the needs of Cedefop. Each order form/specific contract will specify the kind of services to be acquired under this order form.

1.2 Place of delivery or performance

The tasks must be completed mainly at the contractor's premises (extra-muros, off-site) and partly at Cedefop's premises (intra-muros, on-site).

1.3 Division into lots

This invitation to tender is divided into the following 2 lots:

- **Lot 1: Livlink services, licenses and maintenance fees**
- **Lot 2: RedDot services, licenses and maintenance fees**

Tenderers may submit tenders **for one or more** lots. Please note that in the case where you tender for more than one lot, a separate tender must be made for each lot. Each lot will be examined separately.

1.4 Variants

Tenderers **may not** offer variant solutions to what is requested in the technical specifications.

1.5 Value or quantity of purchase

Estimated expenditure per Lot:

- **Lot 1 – Livlink services, licenses and maintenance fees**

Services - Estimated person-days: 600 person-days over 4 years. The person-days will not be distributed evenly over the years.

Provision of licenses, modules and annual maintenance fee: Euro 380.000,00 over 4 years.

- **Lot 2 – RedDot services, licenses and maintenance fees**

Services - Estimated person-days: 1100 person-days over 4 years. The person-days will not be distributed evenly over the years.

Provision of licenses, modules and annual maintenance fee: Euro 230.000,00 over 4 years.

The above estimations are indicative and are not binding on Cedefop.

1.6 Validity of tenders

Tenderers must maintain the validity of their tender for at least **6 months** following the tender submission date.

1.7 Duration of the contract

The framework contract shall enter into force on the date of signature of the last contracting party; it shall be valid for a period of **1 year** and may be 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)**. Any renewal will be subject to an amendment to this contract.

1.8 Main terms of financing and payment

Payments will be made within **30 days** of submission of invoices and at the conditions set out in the draft contract.

2 Technical specifications

2.1 Technical specifications - LOT 1 – Livelihood

2.1.1 Provision of licenses, modules and annual maintenance fees - Livelihood

Cedefop will use this framework contract to acquire licenses and modules (e.g. skills management module, web reports module) and pay the annual maintenance fee. The contractor, together with Opentext Inc., shall take all necessary steps to ensure the smooth provision of requested items.

2.1.2 Services - Tasks to be performed - Livelihood

The contractor will provide services related to the maintenance of the Livelihood installation in Cedefop: upgrades to new versions, administration, consulting, performance measuring and improvement, etc.

In addition, the contractor will be requested to provide services for the construction and maintenance of applications in Livelihood: project management, analysis, designing, consulting, development, testing, deployment, corrective and evolutionary maintenance, performance measuring and improvement, documentation, training of administrators and super-users.

Cedefop has installed Livelihood 4 years ago. A description of the current configuration of Livelihood in Cedefop is in Annex G. Cedefop is employing a full-time Livelihood administrator/developer.

Cedefop has implemented several custom applications. Developments on Livelihood have been done using

- livelihood workflows,
- xml exports and xsl transforms
- javascript, java
- Livelihood LAPI
- Livelihood SDK custom modules.

Maintenance, improvement and troubleshooting services must be provided for the above technologies.

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

- Project management
- Analysis, design of applications and consultancy off-site
- Analysis, design of applications and consultancy on-site
- Development of Livelihood applications off-site
- Development of Livelihood applications on-site
- Training services

A detailed description of profiles is to be found in points 2.1.4 to 2.1.7.

2.1.3 Place of delivery or performance

The place of delivery of services will be mainly at the contractor's premises (extra-muros, off-site) and partly at the Centre's premises (intra-muros, on-site). The decision on whether the tasks should be performed on-site or off-site will be made based on what is the most efficient.

2.1.4 Task Profile: Project Management - Livelink

➤ **Nature of tasks**

- Project management including proposals for project strategies, definition of tasks and deliverables, review of project deliverables, quality control, risk analysis and management, status reports, problem reporting and management systems, change control systems, project planning, follow up and organisation
- Guide team members in charge of project activities and review their deliverables
- Participate in functional and technical working groups and progress meetings

➤ **Experience**

- University degree, or equivalent background and experience, in a relevant subject
- Minimum 6 years experience in IT
- Minimum 2 years experience in Project Management of computer software construction. Practical hands-on experience with most stages of the system development life-cycle is desirable
- Minimum 1 year experience in a project management tool
- Excellent communication skills (spoken and written) in English

2.1.5 Task Profile: Analysis, design of applications and consultancy (off-site and on-site) - Livelink

➤ **Nature of tasks**

- Analysis of user requirements, functional analysis
- Design of applications, specifications
- Information architecture
- Data analysis, data modelling
- Database design
- Feasibility studies, cost/benefit analysis
- Consulting, proposing and discussing appropriate solutions
- Consulting on presentation of information and proposals for layout
- Usability testing
- User experience design
- Give technical guidance to developers to ensure aesthetics, usability and website standards such as W3C, WAI
- Testing of new or modified software
- Produce the relevant technical documentation and user documentation
- Review of performance and optimisation
- Problem diagnosis, recording and resolution
- Assist in training the users of the system and designing training sessions
- Assist with evaluating and testing products delivered by developers
- Participation in meetings with the users

➤ **Experience**

- University degree, or equivalent background and experience, in a relevant subject
- Minimum 5 years in IT, including 2 at senior analyst level and 2 related to Livelink. These last 2 requirements are not excluding each other; the experience may also be in the form of proven 2 years working at senior analyst level related to Livelink
- Excellent communication skills (spoken and written) in English

2.1.6 Task Profile: Development of Livelink applications (off-site and on-site)

➤ **Nature of tasks**

- Development of Livelink applications which reflect the specifications based on user requirements
- Set-up, installation and administration of Livelink systems
- Performance management and troubleshooting
- Assistance in migrations/upgrades
- Testing and validation, deployment, documentation

➤ **Experience**

- Post-secondary degree, or equivalent background and experience, in relevant subject
- Minimum 2 years as developer and/or administrator in Livelink
- Knowledge of Livelink workflows, xml exports and xsl transforms, javascript, java, Livelink LAPI, Livelink SDK
- For on-site services: excellent communication skills (spoken and written) in English

2.1.7 Task Profile: Training services

➤ **Tasks**

- Training of Cedefop technical staff on Livelink products
- Training of end-users on Livelink products and on the applications constructed and/or maintained
- Training of administrators and super-users on Livelink products and on the applications constructed and/or maintained

➤ **Experience**

- Minimum 1 year experience in training
- Training and technical experience certified by Opentext
- Excellent communication skills (spoken and written) in English

It is estimated that some of the training sessions will take place at Cedefop's premises. Cedefop possesses all needed facilities.

2.1.8 Meetings – Lot 1 - Livelihood

The contractor should be prepared to visit Cedefop for the following meetings throughout the 4 years:

- For the task profile “Project Management”, **6 meetings** in Cedefop are foreseen, specifically 3 meetings of 1 working day and 3 meetings of 2 working days;
- For the task profile “Analysis, design of applications and consultancy – off-site”, **9 meetings** in Cedefop are foreseen, specifically 6 meetings of 2 working days and 3 meetings of 4 working days;
- For the task profile “Development of Livelihood applications– off-site”, **4 meetings** in Cedefop are foreseen of two working days each;
- For the task profile “Training Services”, **8 meetings** in Cedefop are foreseen of two working days each.

Meetings dates and frequency will be decided upon common agreement between Cedefop and the contractor. Meetings expenses will be reimbursed to the contractor on the basis of the contractor’s financial offer.

2.2 Technical specifications - LOT 2 – RedDot

2.2.1 Provision of licenses, modules and annual maintenance fee - RedDot

Cedefop will use this framework contract to acquire licenses and modules and pay the annual maintenance fee. The contractor, together with Opentext Inc and RedDot, shall take all necessary steps to ensure the smooth provision of requested items.

2.2.2 Services - Tasks to be performed - RedDot

Cedefop has decided to use RedDot for its Content management System (CMS), combined with Microsoft .NET.

Cedefop has installed Livelihood 4 years ago (see Annex G), for a description of the Livelihood installation in Cedefop. Cedefop has no experience in RedDot, neither in .NET. Cedefop employs a full-time experienced Livelihood administrator/developer and two web developers, with extensive experience in Microsoft ASP development (see also Annex J for a complete profile of Cedefop ICT).

The contractor will provide services related to the implementation of RedDot in Cedefop: project management, analysis, designing, consulting, development, testing, deployment, corrective and evolutionary maintenance, performance measuring and improvement, documentation, training of administrators and super-users.

Specifically, in the first order, the contractor is expected to implement the first phase of a revamped web-site for Cedefop based on RedDot CMS, as described in the technical specifications of Annex I.

Thereafter, the contractor will provide services related to the maintenance, including upgrades to new versions, administration, consulting, performance measuring and improvement, further development and customisations, etc.

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

- Project management
- Analysis, design of applications and consultancy off-site
- Analysis, design of applications and consultancy on-site
- Development of RedDot solutions off-site
- Development of RedDot solutions applications on-site
- Training services

A detailed description of profiles is to be found in points 2.2.4 to 2.2.7.

2.2.3 Place of delivery or performance

The place of delivery of services will be mainly at the contractor's premises (extra-muros, off-site) and partly at the Centre's premises (intra-muros, on-site). The decision on whether the tasks should be performed on-site or off-site will be made based on what is the most efficient.

2.2.4 Task Profile: Project Management - RedDot

➤ Nature of tasks

- Project management including proposals for project strategies, definition of tasks and deliverables, review of project deliverables, quality control, risk analysis and management, status reports, problem reporting and management systems, change control systems, project planning, follow up and organisation
- Guide team members in charge of project activities and review their deliverables
- Participate in functional and technical working groups and progress meetings

➤ **Experience**

- University degree, or equivalent background and experience, in a relevant subject
- Minimum 6 years experience in IT
- Minimum 2 years experience in Project Management of web sites construction and content management systems. Practical hands-on experience with most stages of the system development life-cycle is desirable
- Minimum 1 year experience in a project management tool
- Excellent communication skills (spoken and written) in English

2.2.5 Task Profile: Analysis, design of applications and consultancy (off-site and on-site) - RedDot

➤ **Nature of tasks**

- Analysis of user requirements, functional analysis
- Design of applications, specifications
- Information architecture
- Data analysis, data modelling
- Database design
- Feasibility studies, cost/benefit analysis
- Consulting, proposing and discussing appropriate solutions
- Consulting on presentation of information and proposals for layout
- Usability testing
- User experience design
- Give technical guidance to developers to ensure aesthetics, usability and website standards such as W3C, WAI
- Testing of new or modified software
- Produce the relevant technical documentation and user documentation
- Review of performance and optimisation
- Problem diagnosis, recording and resolution
- Assist in training the users of the system and designing training sessions
- Assist with evaluating and testing products delivered by developers
- Participation in meetings with the users

➤ **Experience**

- University degree, or equivalent background and experience, in a relevant subject
- Minimum 5 years in IT, including 2 at senior analyst level and 2 related to RedDot. These last 2 requirements are not excluding each other; the experience may also be in the form of proven 2 years working at senior analyst level related to RedDot
- Excellent communication skills (spoken and written) in English

2.2.6 Task Profile: Development of RedDot web-based solutions (off-site and on-site)

➤ Nature of tasks

- Development of RedDot solutions, which reflect the specifications based on user requirements
- Set-up, installation and administration of RedDot systems
- Develop solutions to integrate RedDot with other third-party software, databases, legacy systems and applications, using mainly Microsoft .NET and RedDot extension and development capabilities
- Performance management and troubleshooting
- Assistance in migrations/upgrades
- Testing and validation, deployment, documentation

➤ Experience

- Post-secondary degree, or equivalent background and experience, in a relevant subject
- Minimum 2 years as developer and/or administrator in RedDot and/or web developer in Microsoft .NET
- Experience in RedDot extension technologies (RQL)
- For on-site services: excellent communication skills (spoken and written) in English

2.2.7 Task Profile: Training services

➤ Tasks

- Training of Cedefop technical staff on RedDot products
- Training of end-users on RedDot product and on the applications constructed and/or maintained
- Training of administrators and super-users of the applications and systems constructed and/or maintained

➤ Experience

- Minimum 1 year experience in training
- Training and technical experience certified by RedDot
- Excellent communication skills (spoken and written) in English

It is estimated that some of the training sessions will take place at Cedefop's premises. Cedefop possesses all needed facilities.

2.2.8 Meetings – Lot2 - RedDot

The contractor should be prepared to visit Cedefop for the following meetings throughout the 4 years:

- For the task profile “Project Management”, **8 meetings** in Cedefop are foreseen, specifically 3 meetings of 1 working day and 5 meetings of 2 working days;
- For the task profile “Analysis, design of applications and consultancy – off-site”, **12 meetings** in Cedefop are foreseen, specifically 6 meetings of 2 working days and 6 meetings of 4 working days;
- For the task profile “Development of RedDot web-based solutions– off-site”, **4 meetings** in Cedefop are foreseen of two working days each;
- For the task profile “Training Services”, **10 meetings (trainings)** in Cedefop are foreseen, specifically 6 on-site trainings of 2 working days and 4 on-site trainings of 4 working days.

Meetings dates and frequency will be decided upon common agreement between Cedefop and the contractor. Meetings expenses will be reimbursed to the contractor on the basis of the contractor's financial offer.

2.3 Provisions applicable for both LOT 1 and LOT 2

2.3.1 On-site services

Services will be acquired in the form of person-days at Cedefop's site. One person-day is defined to be 8 hours – lunch break not included. The services shall be provided mostly within the normal working hours of Cedefop (08h00 to 19h00 - weekdays). It might be required exceptionally to provide services outside normal working hours or during week-ends, in special cases (e.g. migrations). In this case there will be a written mutual consent.

Working time shall not comprise: lunch breaks, breaks for purposes with no relation to the activities under the present call for tenders, and meetings with the company or the physical person acting as a company that are convened to tackle problems and issues related to a) the pre-sales and post-sales market activities b) any problems resulting from the service(s) provision by the company/physical person. Cedefop disposes of a clock-in and clock-out electronic system which the contractor or his staff shall be bound to use.

The contractor's staff will be provided with a proper working environment at Cedefop premises.

The Centre is situated about 800m from the Praktiker crossroads at Pylaia, Thessaloniki (see official address on this document). Access to the Centre is by bus on a limited schedule. The contractor undertakes to cover the cost of transport and to get to work on time. The Centre operates a staff canteen serving lunch from 13:00 to 15:00. The cost of meals, which ranges from 4.00 – 5.50 € shall be covered by the Contractor.

The most widely used language in the Centre is English. The second most widely spoken language is Greek, followed by French and German. All internal written information is generally communicated in English (followed by French). Contractors are expected to communicate in writing exclusively in English.

Cedefop observes most Greek holidays and is closed for an additional 6 days every year (5 days on Christmas/New Year, Schumann Day on May 9th). It is however possible that the Centre may be open during some Greek public holidays during which the person providing on-site services shall be bound to perform work, if required.

Orders of on-site services will always have a minimum of 20 consecutive working days. Exceptionally, this may not be respected if there is a more suitable solution for both Cedefop and the Contractor.

2.3.2 Task assignment procedure

The usual procedure when Cedefop needs a specific task is the following:

- Cedefop requests a task, supplying also the related technical specifications;
- The Contractor provides an estimate of the work hours or days the task will require (this could be a range), as well as the delivery date;
- Cedefop negotiates the offer with the Contractor, if necessary, until there is agreement for the undertaking of the task or part of the task;
- The Contractor undertakes the task and provides the deliverable(s).

2.3.3 Additional requirements and information

- a) Cedefop works in a multilingual environment. Informatics systems must support at least all the current official languages of the Community. Most Cedefop web applications are multilingual.
- b) The ICT Department of Cedefop is responsible for the contract and will assign one Project Manager for the management of the contract. Cedefop may assign an additional responsible for the technical execution of some specific orders.
- c) Cedefop and the contractor will communicate in English. The contractor must have the capacity to communicate well in English.
- d) For any request or question by Cedefop concerning off-site tasks, the contractor commits to respond with an acknowledgment message, giving short comment and estimate of when the question can be resolved/answered, which in no case must exceed a maximum of two (2) working days. (Working day: 09h00-17h00).
- e) The contractor will be asked to resolve problems and bugs that are attributable to the contractor within 1 week from the announcement of the issue by Cedefop. In case of mission-critical service requests (e.g. down-time of the system), the resolution should not exceed 24 hours.
- f) The Contractor will provide 6 months guarantee (free fixes) for any developed module.
- g) The contractor will connect remotely to Cedefop server(s) as appropriate.
- h) Cedefop will have a test environment, however the contractor should have his own test & development server, and must ensure that he is compliant with software licensing.
- i) The contractor will provide monthly activity reports.

3 Exclusion and selection of tenderers

Tenderers must meet the exclusion and selection criteria and have the legal position to allow them to participate in this tendering procedure.

3.1 Exclusion criteria

Participation to 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. Therefore all tenderers, all consortium members (if any) and all subcontractors (if any) shall provide the self-declaration found in Annex C duly signed and dated.

3.2 Selection criteria

The tenderer must submit evidence of their economic, financial, technical and professional capacity to perform the contract.

3.2.1 Economic & Financial capacity

Requirement:

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

Proof of economic and financial capacity may in particular be furnished by the following documents:

- balance sheets or extracts from financial statements (i.e. profit and loss accounts, tax declarations) for at least the last two years for which accounts have been closed (where publication of the balance sheet is required under the company law of the country in which the economic operator is established); one of these documents must show evidence of a minimum yearly turnover of **700.000,00 Euro**.

3.2.1.1 The following paragraph applies only to subcontractors and/or consortium members:

Only for subcontractors or consortium members, proof of economic and financial capacity may in particular be furnished by **one or more** of the following documents:

- balance sheets or extracts from balance sheets for at least the last two years for which accounts have been closed (where publication of the balance sheet is required under the company law of the country in which the economic operator is established);
- a tax declaration for the last two years (for natural persons / freelancers).

In case tenderers and/or subcontractors/consortium members are unable to furnish such documents they are required to provide justification for non provision.

3.2.2 Technical and professional capacity

Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract. Evidence of the technical and professional capacity must be furnished on the basis of the following documents:

- Proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established;
- Detailed company profile, demonstrating the ability to provide services similar to those described in this call for tenders;
- Additionally for lot 1: evidence of certified partnership with OpenText for services and reselling of Livelink;
- Additionally for lot 2: evidence of certified partnership with RedDot for services and reselling;

- List of at least 3 contracts performed in the past three (3) years similar to the scope, size and nature as those required in this call for tenders, indicating the subjects, a brief description of the project, the amounts, the dates, the technology used, and the name of the consignees i.e. public or private;
- an indication of what proportion, if any, of the contract the tenderer may intend to subcontract and, if applicable, proof of the professional capacity of the intended subcontractors (see also 4.2); if applicable describe use of freelancers;
- detailed CVs that must indicate to which profile they correspond. The tenderer must provide at least the following number of CVs :

Profile	Nbr of CVs
Project management	1
Analysis, design of applications and consultancy	2
Development	2
Training services	1

The CVs must show evidence of staff qualifications as requested under Technical Specifications, points 2.1.4 to 2.1.7 and 2.2.4 to 2.2.7.

Note: Concerning the profile “Analysis, design of applications and consultancy”, CVs might address different fields of expertise within the profile (i.e. either design of applications, or troubleshooting or performance of optimization). However, the proposed set of at least 2 CVs should cover all fields.

The same logic applies to the profile “Development” that should also cover all types of tasks and required technologies (e.g., for Lot 1 – Livelink: knowledge of Livelink workflows, xml exports and xsl transforms, javascript, java, Livelink LAPI , Livelink SDK)

3.3 Legal Position

Tenderers are requested to complete the Legal entity form found in Annex D and to provide the documents requested in the form. Tenderers must ensure to include the name and function of the individual(s) entitled to sign on behalf of the organisation in the case of contract award.

4 Additional information concerning participation to this tender

4.1 Participation of consortia

Groupings of suppliers (or consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. Such groupings (or consortia) must specify the company or person heading the project and must also submit a copy of the document authorising this company or person to submit a tender.

In addition, each member of the consortium must provide the required evidence for the exclusion and selection criteria. In particular concerning the selection criteria “economic and financial capacity” each member of the consortium must provide the evidence as indicated in point 3.2.1.1, and concerning the “technical and professional capacity” the evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfil the criteria.

If awarded, the contract will be signed by the company or the person heading the project who will be vis-à-vis Cedefop, the only contracting party responsible for the performance of this contract. Tenders from consortia of firms or groups of service providers, contractors or suppliers, must specify the role, qualifications and experience of each member or group.

4.2 Subcontracting/Subcontractors

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. The subcontracting/subcontractor will be accepted only if it is judged necessary and does not lead to distortion of competition. If awarded, the contract will be signed by the Tenderer, who will be vis-à-vis Cedefop, the only contracting party responsible for the performance of this contract.

The tenderer must indicate clearly, which parts of the work will be sub-contracted, and the identity of all subcontractors undertaking more than 10% of the work by value.

In addition, each subcontractor must provide the required evidence for the exclusion and selection criteria. In particular concerning the selection criteria “economic and financial capacity” each subcontractor must provide the evidence as indicated in point 3.2.1.1, and concerning the “technical and professional capacity” the evidence provided by the subcontractor(s) will be checked to ensure that the tenderer with the subcontractor(s) as a whole fulfil the criteria.

Where no sub-contractor is given, the work will be assumed to be carried out directly by the bidder.

5 Award of the contract

Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price.

The contract shall be awarded to the tenderer submitting the tender that offers the best-value-for-money (best quality-price ratio).

A quality-price ratio will be calculated for each tender by dividing the total points for quality by the price, thus indicating which tender represents the best value for money.

5.1 Technical evaluation – Lot 1 - Livelink

The following technical award criteria will be applied to this tendering procedure:

- (1) Quality of the methodology approach for the following project scenario: develop a Livelink application “from Request to Response”. The project is described in annex H. **(45 points)**;
- (2) Quality assurance for the present contract. Quality of the measures foreseen by the contractor to ensure availability of services (including on-site when required) and business continuity **(25 points)**;
- (3) Quality of the work organisation foreseen for management of the contract and communication with Cedefop **(20 points)**;
- (4) Quality of the proposal for connecting remotely to Cedefop servers **(10 points)**.

Tenders scoring **less than 65 (of a maximum of 100)** points against the total technical criteria and/or **less than 50% for each of the criteria**, will not be considered acceptable and will therefore not have their financial proposal evaluated.

5.2 Technical proposal – Lot 1 - Livelink

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 technical specifications. To this end, the tenderer must provide the following documents and/or information to allow evaluation of their offer according to the technical criteria mentioned above:

- Description of the methodological approach (work plan, project structure, team composition, technical proposal, technical equipment and tools) for the project scenario described in award criterion (1)
- Description of the measures foreseen by the contractor for quality assurance and to secure permanent availability of services (including on-site when required during the entire life of the contract (award criterion (2))
- Description of the method and means for monitoring the contract and communicating with Cedefop (award criterion (3))
- Substantiated technical proposal for connecting remotely to Cedefop servers (award criterion (4)).

NOTE : the tenderer must clearly specify which parts of the work will be sub-contracted (if any) and the identity of all subcontractors undertaking more than 10% of the work by value as requested in point 4.2 (second paragraph).

5.3 Technical evaluation – Lot 2- RedDot

The following technical award criteria will be applied to this tendering procedure:

- (1) Quality of the methodology approach for the following project scenario: Construction of a revamped version of Cedefop's web site using RedDot CMS, see annex I for specifications **(50 points)**;
- (2) Quality assurance for the present contract. Quality of the measures foreseen by the contractor to ensure availability of services (including on-site when required) and business continuity **(20 points)**;
- (3) Quality of the work organisation foreseen for management of the contract and communication with Cedefop **(20 points)**;
- (4) Quality of the proposal for connecting remotely to Cedefop servers **(10 points)**.

Tenders scoring **less than 65 (of a maximum of 100)** points against the total technical criteria and/or **less than 50% for each of the criteria**, will not be considered acceptable and will therefore not have their financial proposal evaluated.

5.4 Technical proposal – Lot 2 - RedDot

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 technical specifications. To this end, the tenderer must provide the following documents and/or information to allow evaluation of their offer according to the technical criteria mentioned above:

- Description of the methodological approach (work plan, project structure, team composition, technical proposal, technical equipment and tools) for the project scenario described in award criterion (1)
- Description of the measures foreseen by the contractor for quality assurance and to secure permanent availability of services (including on-site when required during the entire life of the contract (award criterion (2))
- Description of the method and means for monitoring the contract and communicating with Cedefop (award criterion (3))
- Substantiated technical proposal for connecting remotely to Cedefop servers (award criterion (4)).

NOTE : the tenderer must clearly specify which parts of the work will be sub-contracted (if any) and the identity of all subcontractors undertaking more than 10% of the work by value as requested in point 4.2 (second paragraph).

5.5 Financial evaluation

Only tenders scoring **65 points** or more (of a maximum of 100) points against the total technical award criteria and **50% or more** in each of the criteria will have their financial proposal evaluated.

The financial offer is based on a scenario for evaluation purposes only and that is not binding on Cedefop.

5.6 Financial proposal

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 Financial Offer found for Lot 1 in Annex K and for Lot 2 in Annex L and present a detailed breakdown of the price offered.

5.7 Information concerning price

- The prices quoted must be fixed and not revisable for the first year of the contract. From the second year of the contract prices may be revised as specified in the draft contract.
- 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 may not therefore be included in the calculation of the price quoted. The VAT amount/percentage must be indicated separately.
- Please note that travel time will not be reimbursed or paid.
- Accommodation costs per day and travel costs per meeting are all inclusive and include all expenses. Columns V and VI from the Financial Offer will be used during the contract life to charge such expenses depending on the actual number of days of the meeting.
- On-site price for profiles C and E should include any kind of travel and accommodation expenses. Please note that orders of on-site services for profiles C and E will always have a minimum of 20 consecutive working days (exceptionally, this may not be respected if there is a more suitable solution for both Cedefop and the Contractor).

6 Information on presentation and content of tender

It is extremely important that tenderers present their tender in the correct format and provide all documents necessary to enable the evaluation committee to assess their tender. Tenderers should fully respect the instructions indicated under points 2 and 3 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:

- the checklist found in Annex F
- the exclusion criteria declaration as requested in point 3.1 and standard template found in Annex C
- the selection criteria documents as requested in point 3.2
- the legal entity form as requested in point 3.3 and found in Annex D
- a statement containing the name and position of the individual(s) entitled to sign the contract
- the financial identification form as found in Annex E

6.2 Envelope B – Technical proposal

One original signed unbound version and three bound copies of:

- the technical proposal providing all information requested in point 5.2 and/or 5.4 including information relevant to subcontracting as requested in point 4.2

6.3 Envelope C – Financial proposal

One original signed version and three copies of:

- the financial proposal containing all information requested in point 5.6 (Annex K and/or L)

ANNEX A

CONTRACT NOTICE

ANNEX B

DRAFT CONTRACT

ANNEX C

Declaration of honour with respect to the Exclusion Criteria and absence of conflict of interest

The undersigned.....[*name of the signatory of this form, to be completed*]:

- in his/her own name..... (*if the economic operator is a natural person or in case of own declaration of a director or person with powers of representation, decision making or control over the economic operator*)

or

- representing..... (*if the economic operator is a legal person*)

official name in full (*only for legal person*):.....

official legal form (*only for legal person*):.....

official address in full:

VAT registration number:

declares that the company or organisation that he/she represents / he/she:

a) is not bankrupt or being wound up, is not having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, and is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

b) has not been convicted of an offence concerning professional conduct by a definitive court judgement;

c) has not been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;

d) has fulfilled all its obligations relating to the payment of social security contributions and the payment of taxes in accordance with the legal provisions of the country in which it is established, with those of the country of the contracting authority and those of the country where the contract is to be carried out;

e) has not been the subject of a definitive court judgement for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity detrimental to the Communities' financial interests;

f) is not the subject of administrative penalty for being guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the procurement procedure or failing to supply an information, or being declared to be in serious breach of its obligation under contract covered by the budget.

In addition, the undersigned declares on their honour that:

- g) they have no conflict of interest in connection with the contract; a conflict of interest could arise in particular as a result of economic interests, political or national affinities, family or emotional ties or any other relevant connection or shared interest;
 - h) they will inform the contracting authority, without delay, of any situation considered a conflict of interest or which could give rise to a conflict of interest;
 - i) they have not made and will not make any offer of any type whatsoever from which an advantage can be derived under the contract;
 - j) they have not granted and will not grant, have not sought and will not seek, have not attempted and will not attempt to obtain, and have not accepted and will not accept any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal practice or involving corruption, either directly or indirectly, as an incentive or reward relating to award of the contract;
 - k) that the information provided to Cedefop within the context of this invitation to tender is accurate, sincere and complete;
 - l) that in case of award of contract of a value greater than 133,000 Euro, they shall provide the evidence that they are not in any of the situations described in points a), b), d) and e) above.
- Specifically:

For situations described in (a), (b) and (e), production of a recent extract from the judicial record is required or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the Tenderer is a legal person and the national legislation of the country in which the Tenderer is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the Tenderer.

For the situation described in point (d) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the Tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations (a), (b), (d) or (e), where any document described in the two paragraphs above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

By signing this form, the undersigned acknowledges that they have been acquainted with the administrative and financial penalties described under Article 134b in conjunction with Article 133a of the Commission Regulation (EC, Euratom) No 2342/2002 of 23/12/2002 laying down detailed rules for the implementation of Council Regulation (EC, Euratom) No 1605/2002 on the Financial Regulation applicable to the general budget of the European Communities, which may be applied by analogy by Cedefop if any of the declarations or information provided prove to be false.

Full name

Date

Signature

ANNEX D

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/execution/legal_entities_en.htm

ANNEX E

FINANCIAL IDENTIFICATION FORM

(to be downloaded, depending on the nationality of the tenderer, from the following website)

http://europa.eu.int/comm/budget/execution/ftiers_en.htm

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 provide an explanation for the reason
		Yes	No	
<u>Envelope 'A' must contain</u> one original and one copy of: - this checklist		<input type="checkbox"/>	<input type="checkbox"/>	
- exclusion criteria declaration (If applicable, including those of consortia and subcontractors)	3.1, 4.1, 4.2 & 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	<input type="checkbox"/>	<input type="checkbox"/>	
- legal entity form	3.3 & Annex D	<input type="checkbox"/>	<input type="checkbox"/>	
- name and position of the individual(s) entitled to sign contract	3.3	<input type="checkbox"/>	<input type="checkbox"/>	
- financial identification form	6.1 & Annex E	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'B' must contain</u> one original and three copies of:				
- the technical proposal	5.2 and/or 5.4 and 4.2 if applicable	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'C' must contain</u> one original and three copies of:				
- the financial proposal	5.6 (Annex K and/or Annex L)	<input type="checkbox"/>	<input type="checkbox"/>	

You should also ensure that:

<input type="checkbox"/>	your 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 you or your duly authorised agent.
<input type="checkbox"/>	your offer is perfectly legible in order to rule out any ambiguity.
<input type="checkbox"/>	your 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

DESCRIPTION OF LIVELINK CONFIGURATION IN CEDEFOP

ANNEX H

SCENARIO FOR AWARD CRITERION 1 – LOT 1 LIVELINK

ANNEX I

SCENARIO FOR AWARD CRITERION 1 – LOT 2 REDDOT

ANNEX I-a,b,c

DRAFT SITE MAP & DRAFT WEBSITE WIREFRAMES

ANNEX J

ICT PROFILE OF CEDEFOP

ANNEX K

FINANCIAL OFFER FOR LOT 1 – LIVELINK

ANNEX L

FINANCIAL OFFER FOR LOT 2 – REDDOT