


CEDEFOP

 European Centre for the Development
of Vocational Training

 Thessaloniki, 12/08/2009
RS/PRO/2009/653

OPEN INVITATION TO TENDER
AO/ECVL-RES/PHT-LT/Europass/011/2009
‘Software and website development and support services for Europass’
Ref.: Contract notice – 2009/S 153-222591 of 12/08/09

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 Tender Specifications. You should note however the following important points concerning the submission of a tender and its implications.

1. Tenders 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, specified in the time table in point 8 below, 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
- ✓ they request Cedefop to confirm receipt of the e-mail or fax.

Do not attach your offer to any of the above confirmation e-mail or fax.

or

(b1) by courier service to be dispatched not later than the date, specified in the time table in point 8 below, 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 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:

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service
Attention of Mr G. Paraskevaïdis
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 style="text-align: center;">OPEN INVITATION TO TENDER</p> <p style="text-align: center;">CEDEFOP No: AO/ECVL-RES/PHT-LT/Europass/011/2009</p> <p style="text-align: center;"><i>‘Software and website development and support services for Europass’</i></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>

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 8 of the attached tender 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. It is a mandatory requirement for the tenderer 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. The absence of this signed cover letter will lead to rejection of the offer.
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 the date and time, specified in the timetable in point 8 below. 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 tender 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).

Requests for additional information/ clarification should be received by the date specified in the timetable in point 8 below. No such requests will be processed after that date.

- 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 up to the closing date for receipt of tenders.

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.
- Tenderers should not contact the contracting authority (i.e. Cedefop) on their own initiative after the tenders have been opened.
- The non-submission with the offer of the mandatory documents required in the Tender Specifications below in regard to the Exclusion and Selection Criteria, will lead to rejection of the respective tender without requesting any clarification. Clarifications during the first phase (exclusion and selection criteria) may be asked only for presented documents.
- If the supporting documents for the assessment of an award criterion are missing, these may not be requested as clarification as well because this would alter the proposal. Any requests for clarification in that regard should not lead to amendment of the terms of the tender. The tenderers' replies must serve solely the purpose to provide the Evaluation Committee with a clarification regarding the offer in relation to the technical proposal or concerning obvious clerical errors in the breakdown of the financial offer. Neither the technical content of the tender nor the total financial offer may be amended. In case the tenderer alters the total financial offer during a clarification for an obvious clerical error in the financial offer, this offer has to be automatically rejected.

8. Timetable:

	DATE	TIME
Deadline for request for any clarifications from Cedefop	16/09/2009	N/A
Last date on which clarifications are issued by Cedefop	as soon as possible	N/A
Deadline for submission of tenders (hand delivered)	24/09/2009	17.00h
Deadline for submission of tenders by post / courier	24/09/2009	N/A
Tender opening session	08/10/2009	11.00h

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. 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.
12. Tenderers are informed that for the purposes of safeguarding the financial interests of the Communities, their personal data may be transferred to internal audit services, to the European Court of Auditors, to the Financial Irregularities Panel and/or to the European Anti-Fraud Office (OLAF).
- Data of economic operators which are in one of the situations referred to in Articles 93, 94, 96(1)(b) and 96(2)(a) of the Financial Regulation may be included in a central database and communicated to the designated persons of the Commission, other institutions, agencies, authorities and bodies mentioned in Article 95(1) and (2) of the Financial Regulation. This refers as well to the persons with powers of representation, decision making or control over the said economic operators. Any party entered into the database has the right to be informed of the data concerning it, upon request to Cedefop's Head of Finance and Procurement.
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). Such required 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 Community institutions and bodies and on the free movement of such data. You are entitled to obtain access to your personal data on request and to rectify any such data that is inaccurate or incomplete. If you have any queries concerning the processing of your personal data, you may address them to the Head of Finance and Procurement. 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. All tenderers will be informed in writing of the results of this tender procedure.

Yours sincerely,

G. Paraskevaïdis

Head of Finance and Procurement

Attached: Tender Specifications

OPEN INVITATION TO TENDER

AO/ECVL-RES/PHT-LT/Europass/011/2009

**‘Software and website development and
support services for Europass’**

Tender specifications

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Annex I:	Technical description of the Europass Binder
Annex J:	Cedefop ICT department's profile
Annex K:	Financial Offer form
Annex L:	Glossary of Terms

REFERENCES:

- [1] Decision No 2241/2004/EC on Europass
<http://europass.cedefop.europa.eu/europass/home/hornav/Downloads/MiscDocs/EuropassDecision.csp>
- [2] Europass online CV/LP application
<https://europass.cedefop.europa.eu/instruments/cv/step0.do>
- [3] Europass website <http://europass.cedefop.europa.eu>
- [4] List of National Europass Centres
<http://europass.cedefop.europa.eu/europass/home/vernav/Information+and++Support/National+Europass+Centres.csp>
- [5] Europass Mobility management tool - development and testing server: Register to gain access: <http://mobilityd.cedefop.europa.eu>
- [6] Note on Semantic interoperability
http://europass.cedefop.europa.eu/europass/home/hornav/Downloads/TechnicalResources/Technical_Documentation_Support.csp
- [7] 'What's new' section on Europass website - full view
<http://europass.cedefop.europa.eu/europass/home/hornav/News.csp?all=1>

[8] 'Downloads' section on Europass website

<http://europass.cedefop.europa.eu/europass/home/hornav/Downloads.csp>

[9] First Evaluation of Europass made by Ecotec – summary of the report

http://ec.europa.eu/dgs/education_culture/evalreports/training/2007/europass/sum_en.pdf

[10] Report from the Commission to the European Parliament and the Council on the first evaluation of the Europass initiative

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2008:0427:FIN:EN:PDF>

[11] Current list of Europass web services

http://europass.cedefop.europa.eu/europass/home/hornav/Downloads/TechnicalResources/Web_Services.csp

1. INTRODUCTION TO CEDEFOP

- (1) Founded in 1975 and based in Greece since 1995, the European Centre for the Development of Vocational Training (Cedefop) is an agency of the European Union (EU) supporting European vocational education and training (VET) policy development. Its strategic objective for 2009-11 is to 'contribute to excellence in VET and strengthen European cooperation in developing, implementing and evaluating European VET policy'.
 - (a) This strategic objective is supported by four priorities, namely:
 - (b) informing European VET policies;
 - (c) interpreting European trends in and challenges for skills, competences and learning;
 - (d) assessing VET's benefits;
 - (e) raising the profile of VET.
- (2) Cedefop supports the European Commission, Member States (as well as the associated countries of Iceland and Norway) and social partners by:
 - (a) using its expertise, gathered through research, analysis and networking, to identify trends and challenges and propose ideas for VET policies;
 - (b) bringing together policy-makers, social partners, researchers and practitioners to share ideas and debate proposals on the best ways to tackle the challenges we face;
 - (c) encouraging European approaches, principles and tools to improve training and achieve common aims;
 - (d) raising awareness and understanding of how vocational education and training is evolving, and how it contributes to lifelong learning and other policies;
 - (e) disseminating information through websites, publications, networks, study visits, conferences and seminars.

- (3) Cedefop is helping to design, develop and implement joint European approaches. For example, Cedefop is supporting work on tools such as Europass, the European qualifications framework and European credit system for vocational education and training to make it easier to study and work in another Member State. Cedefop is also helping develop common European principles for validating non-formal learning, improving vocational guidance, and assuring the quality of training.
- (4) Cedefop carries out its role through the tasks set out in its founding regulation. It disseminates information through its website, publications, networks, study visits, conferences and seminars.
- (5) More information about Cedefop can be found on its website:
<http://www.cedefop.europa.eu>

2. OVERVIEW OF THIS TENDER

2.1. Description and type of the contract

(1) Title of the contract

Software and website development and support services for Europass

(2) Subject matter

The purpose of this open invitation to tender is to conclude a framework contract with one service provider for the provision of Web Development, Maintenance, Support, Consulting and Project Management Services for the Europass project and specifically for the web-based Europass tools (Europass portal and the Europass mobility management tool), using a given technological environment described in Annex H and in accordance with the Terms of Reference (Part 3) and the draft framework contract (Annex B).

Services to be provided include: custom web programming, database development, construction, maintenance and support of web applications, web design, consulting, analysis, technical management, xml consulting, usability testing, and project management. For more details, see the Terms of Reference further below.

(3) Type of contract

The type of contract is a Framework Contract. Orders will be placed by means of specific contracts or order forms based on the framework contract. Order Forms will be issued throughout the validity of the framework contract (see “duration” at par. 2.7 below). Their number will depend on the needs of Cedefop. Each specific contract/order form will specify the precise number of person-days to be acquired for each profile.

2.2. Place of delivery or performance

The place of delivery of services will be partly at the contractor’s premises (hereafter: off-site) and partly at the Centre’s premises (hereafter: on-site).

2.3. Division into lots

This tender procedure is not divided into lots.

2.4. Variants

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

2.5. Value or quantity of purchase

The estimated volume of services is expected to be covered with approximately 740 person-days per year, of which approximately 215 person-days per year are

for on-site services: circa 200 for the “technical project manager” profile and circa 15 person-days for the “technical support” profile.

It is important to note that these figures are given for informational purposes only and Cedefop is not legally bound to reach the forecasted volume. In addition, the use of the contract may not be evenly distributed over the years.

2.6. Validity of tenders

Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders, i.e. until **24/03/2010**.

2.7. Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, shall be valid for a period 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 maximum of four (4) years (1+1+1+1).

2.8. Main terms of financing and payment

Payments will be made within 30 days of submission of invoices, provided that deliverables are received and considered acceptable and at the conditions set out in the draft contract.

3. BACKGROUND INFORMATION

3.1. Terminology

The glossary below explains the key terms used in the text of the present Call for Tenders.

Europass is an initiative of the European Union. It is a portfolio of five instruments aimed to increase the transparency of qualifications and competences in Europe and promote mobility of citizens. Europass has been established by the Europass Decision [\[1\]](#) of the European Parliament and of the Council of 15 December 2004 on a single transparency framework for qualifications and competences.

Europass CV is the standard template for CV proposed by the European Commission.

Europass LP (Language Passport) is the standard template proposed by the European Commission, where citizens describe their competences in languages.

Europass main website refers to all the rest of the Europass portal, besides the Europass online CV/LP application.

Europass Mobility management tool refers to the web based distributed tool (<http://nec-edefop.mobility.edefop.europa.eu>), developed by Cedefop for the management of the Europass Mobility document (for a more technical description, see Annex H).

Europass online CV/LP application [\[2\]](#) refers to the online web application where citizens may fill-in their Europass Curriculum Vitae or Europass Language Passport, with the use of context-sensitive help and guidance. The application is part of the Europass portal and it opens in a separate window.

Europass portal [\[3\]](#) refers to the Europass website developed by Cedefop, including both the Europass main website and the Europass online CV/LP application.

Europass web resources refers to both the Europass portal and the Europass mobility management tool.

National Europass Centres (or NECs) are the organisations in charge of implementing Europass in every country of the EU, EEA and in candidate countries (see list of NECs [\[4\]](#)).

Please refer also to Annex L – Glossary of Terms, for further terms defined.

3.2. Background

Europass is an initiative of the European Commission with the global objective to increase transparency of qualifications and promote mobility of European citizens providing a set of compatible and harmonised documents and resources.

Europass currently consists of 5 documents:

- two documents (Europass curriculum vitae (CV) and Europass Language Passport) **completed autonomously by citizens**; and
- three other documents (Europass Certificate Supplement, Europass Diploma Supplement and Europass Mobility) **issued by competent organisations**.

Europass is an open framework to which more documents may be added in the future, in particular in order to address particular sectors or skills more specifically.

Europass is supported by a network of National Europass Centres (NECs). In every country (European Union and European Economic Area), a National Europass Centre coordinates all activities related to the Europass documents. It is the first point of contact for any person or organisation interested in using or learning more about Europass.

The main functions of the NECs are to:

- coordinate the management of the Europass documents,
- promote the Europass initiative and its instruments,
- ensure that information and guidance centres in Member States are well informed about Europass,
- act as a national partner in the European network of National Europass Centres.

The Commission has given mandate to Cedefop for the technical development of the Europass web resources.

Cedefop developed two multilingual web-based platforms: the **Europass website** [3] and the **Europass Mobility management tool** [5]. An analytical and more detailed description of the current state of development can be found in Annex H.

3.3. **The Europass website (<http://europass.cedefop.europa.eu>)**

Launched in January 2005 in two languages (EN/FR), the Europass website is now available in 26 languages (European Union, European Economic Area and candidate countries). Other European languages may be added in the future.

The Europass website gives access to the following resources:

- Online creation / update of the Europass CV and Language passport: citizens can create their Europass CV or LP on line, with examples and tutorials, and download the files in various formats (PDF+XML, Word, OpenDocument, XML or HTML). Files saved in XML format can be uploaded for update.

Europass uses a series of multilingual standard taxonomies for countries, languages, nationalities, gender, job profiles.

Europass online CV tool is open to interoperability: documents generated online can also be posted on other sites (see note on Semantic interoperability [6]);

- Access to Europass documents: templates / examples, instructions, guidelines and other resources such as searchable glossaries, technical documentation, etc.;
- Information on the three other Europass documents (Europass Mobility, Europass Certificate supplement, Europass Diploma supplement);
- Access to related initiatives and institutions.

The Europass website has gained a high degree of visibility: since its launch in Feb. 2005, traffic increased constantly: 17 million visits, 5.3 million CVs created online). Every month, the site receives over half a million visits and more than 200.000 CVs are completed online (June 2009). More statistics are available at <http://europass.cedefop.europa.eu/europass/home/hornav/Statistics.csp>.

The main developments / improvements implemented since 2005 include those that can be found at the “What’s new” section of the Europass website [7].

3.4. The Europass Mobility management tool

Europass Mobility is a standard template for the detailed record of transnational learning or working experiences in another European country (European Union and European Economic Area). The cross-border nature of the document called for the implementation of a multi-node, peer-to-peer electronic tool, which makes filling-in and issuing of Europass Mobility Documents easier and more secure. The system uses technologies such as Web Services, Digital Encryption and XML/PDF.

Since 2005, ca 200.000 Europass Mobility documents were issued by National Europass Centres.

The Europass Mobility management tool is a distributed system that facilitates the creation, completion and issuing of Europass Mobility Documents. The Europass Mobility document is usually filled in by two partner organisations: the sending and the host partner. Erasmus student exchange is a typical example of a Mobility Experience. Until now, records of Mobility Experiences in Europe (including Erasmus) were mostly established using hard-copy templates, with stamps and signatures.

A detailed description of the EM management tool is provided in Annex H.

3.5. Europass as E-portfolio – Europass XML

- 3.5.1. As defined in the Europass Decision, the Europass documents are intended to be completed and issued in electronic form, via the Internet. The information entered into Europass documents is represented at the back-end in a structured,

database-compatible way. Other systems exist which may also process similar information:

- European or national, public or private employment agencies and Job Portals (e.g. EURES, EPSO, EURAXESS);
- Student admission offices, Human resources management systems and databases, Student management systems, personal web-based information management systems (blogs), etc.

3.5.2. It is important to provide EU citizens with an easy and interoperable way to record and present the qualifications and competences data they have filled-in electronically using the on-line Europass editor, to different audiences. Europass proposes both a way to store the information in a Database as well as a harmonised graphical layout of how it should look like (e.g. when printed).

3.5.3. It is also important that they have the possibility to reuse this data when accessing other similar resources. This will save people a lot of extra work, promote interoperability and enhance the view that there is a policy of coordinating EC actions with the related work being done by other organisations and companies in Europe.

3.5.4. The key to interoperability and exchange of the CV and other Europass data is XML. All Europass data (CV, LP) filled in by visitors of our website can be saved in XML format or in a PDF document containing an XML attachment. Either of the two can be easily re-imported to the Europass web site at a later time, or to any other related on-line service or software, by use of the underlying XML. The Europass XML Schema (currently version 1.2) is freely available at the Europass web site.

3.5.5. Europass XML is an ad-hoc standard, with the attempt being made for it to be compatible and interoperable, cooperating with related Standardisation bodies (HR-XML, CEN working group TC353, etc.). For this purpose, Cedefop staff has participated to related conferences, cooperated with experts on the field and produced technical documents about Europass XML interoperability, available publicly on the Europass website (downloads section).

Technical resources are available from the Downloads section [\[8\]](#) of the Europass website.

3.6. Business Stakeholders and related entities

3.6.1. Content-wise, the large group of stakeholders involved with Europass mainly includes:

- (1) European citizens use Europass to “look for a job, or for education or training opportunities in their home country or abroad”;
- (2) Employers/employment use Europass for recruitment procedures using a standardised CV; personal data can be automatically inserted into a HR database;

- (3) Educational institutions – VET and Higher Education Institutions
 - (a) Use the CV / ELP for applications for admission;
 - (b) Issue Certificate / Diploma Supplement;
 - (c) Issue Europass Mobility for students who go to organised learning experiences in other countries (within e.g. Leonardo da Vinci or Socrates/Erasmus programmes, etc.); and
 - (d) Use the CV to manage student databases;
- (4) National Europass Centres (NECs) promote Europass and coordinate its implementation at national level. In every country (European Union, European Economic Area and candidate countries), the National Europass Centre is the first point of contact for any person or organisation interested in using or learning more about Europass (see list of NECs [4]); in Croatia, FYROM and Turkey, NECs are not yet operational.
- (5) Representatives of different sectors, federations or groups, e.g. FEANI (European Federation of National Engineering Associations), EMU (European Metal Union), issue sectoral passports to record skills acquired by workers in formal and/or non formal settings;
- (6) Standardisation organisations – e.g. HR-XML (Human Resources XML organisation), CEN working group TC353 (European Committee for Standardization), IMS LIP, etc. also have recourse to Europass;
- (7) The European Commission / DG EAC coordinates actions at the EC level, the European Parliament and the Council oversee and are informed of the progress in implementing the Decision 2241/2004/EC (see also Europass Evaluation section below);
- (8) Cedefop coordinates the development of web resources and provides support to the National Europass Centres.

3.6.2. The Europass Website and ancillary informatics resources hosted, and Web development resources itself, are managed by Cedefop. The project governance is carried out by Cedefop (ICT and Area ECVL) and the Commission (DG EAC).

4. TERMS OF REFERENCE

4.1. General purpose of the tender

See section 2.1 “Subject matter”.

4.2. General description of services to be provided

For the Framework Contract the subsets of these services and/or supplies will be the object of specific forms (Order Form) that will be submitted to the contractor throughout the period of the framework agreement.

The contractor will be required to provide among others the following, most characteristic, services for both Europass web resources i.e. the Europass web portal and the Europass mobility management tool:

- 4.2.1. Corrective and evolutive development and maintenance for the existing Europass Website resources, i.e. implement minor improvements, bug fixes;
- 4.2.2. Full lifecycle software development ⁽¹⁾ comprising: development of additional, new modules; full integration of these modules with the rest of the system and the existing functionality;
- 4.2.3. Deployment of all new patches or modules of the Europass web resources to the development platform, full testing in various platforms/environments (operating systems and software) and finally deployment to the production platform;
- 4.2.4. Europass service administration, management and support: performance management and troubleshooting; interaction with operating system; choice of servers’ topology and architecture; Setup, maintenance, troubleshooting and optimal performance of Apache web server, Apache Tomcat Services and all software components comprising the system; Statistics management.
- 4.2.5. Project Management and software development management: full software development life-cycle management, follow-up of tasks, setting milestones, short- and mid-term goals and deliverables; monitoring of their implementation; coordination with Cedefop project managers etc.;
- 4.2.6. Consulting services: Analyses; Studies; integration of other documents in the Europass framework; European-wide research of current trends and existing work related to specific topics requested; XML standardisation processes and procedures (HR-XML, IMS LIP, CEN/ISSS, IEEE/LTSC/LTTC); Analysis of business requirements and specifications;
- 4.2.7. Opportunity studies: suggestions and proposals to anticipate phases of development; utilisation and integration of existing or new technologies for the advancement and support of the objectives of the project;

⁽¹⁾ design, specification architecture, implementation testing and documentation, deployment and maintenance

- 4.2.8. Documentation, manuals, reports; technical reporting and documentation;
- 4.2.9. On-site services for specific needs of the project, and mainly as described at the “Onsite technical manager” profile (see below).

The Services will be broken down by profile, as described in section 4.6.

4.3. **Specific tasks to be performed and services to be provided**

A detailed estimation of effort and a work-plan is required for part of these works, as defined in the award criteria (7.1) and in the financial offer form (Annex K).

- 4.3.1. ***Familiarisation*** with the political and technical background and the already implemented work (see e.g. section 3 and Annex H). Source code, technical papers and full documentation will be made available to the contractor for this purpose.
- 4.3.2. ***Analyse, design and develop an improved version of the Europass portal***, i.e. (i) the Europass CV-online web application and (ii) the main Europass website, taking into account

- (1) the First Evaluation of Europass [\[9\]](#) carried out in 2007 by Ecotec, which gives comprehensive feedback by Europass stakeholders;

and

- (2) the subsequent suggestions made by the Commission in the “Report from the Commission to the European Parliament and the Council on the first evaluation of the Europass initiative” [\[10\]](#).

This task (4.3.2) shall comprise:

- 4.3.2.1. An Expert review –Usability Assessment of CV/LP Editor and Europass website’s content (main profile concerned: Usability Expert)
- (1) Europass CV / ELP on-line editor, and the Europass Word/OpenDocument static template
- (a) Organise and perform usability tests with 100 real users. Cedefop will facilitate the cooperation with the NECs, where required.
- (b) Perform Expert review on usability point of view.
- (c) Produce a list of specific suggested improvements.
- (2) Europass website content, structure/organisation, navigation, links (information architecture)
- (a) Perform Expert review
- (b) Produce a new suggested full sitemap / content organisation (all levels) and full wireframes (navigation and individual pages

should be in different layers – preferably in Microsoft Visio format) subject to two revisions from Cedefop. All suggested changes and the overall reorganisation concept should be accompanied by a rationale and full documentation.

4.3.2.2. The revamp of the user interface (UI) of the Europass CV / Language passport online editor. More specifically:

- (1) Build a Web2.0, state-of-the-art, user-friendly, intuitive, rich-internet application (RIA) for creating, editing and managing the Europass documents, mainly CV/LP, and any attachments (Europass e-portfolio).
- (2) The RIA should be built on the basis of extending and full-fledging:
 - (a) the current tool, which is available at: <https://europass.cedefop.europa.eu/instruments/cv/step0.do> and <https://europass.cedefop.europa.eu/instruments/lp/step0.do>;
 - (b) the available proof-of-concept web application and user interface of the Europass portfolio (or Binder), according to its specifications (study and web prototype available – see Annex I).
- (3) It should be compatible with all major browsers (99%) (i.e. Internet Explorer 6 to 8, Firefox, Chrome, Safari, Opera) used in PC and Mac environments (see also anybrowser.org/campaign).
- (4) The system should be WAI compatible – If this is not possible: produce a WAI compatible version of it. Full keyboard shortcuts should be available for performing actions.
- (5) A WYSIWYG user-interface for the CV/LP editor to be considered, with in-place editing of the information and live add/edit/removal and drag-n-drop of sections, subsections and other items for purposes of customising and re-ordering them – by use e.g. of client (browser)-based programming in JavaScript.
- (6) Improved, advanced context-sensitive on-line help / examples / samples / suggestions / guidelines / tutorials - Balloon tips – multilingual, using as much as possible existing content text.
- (7) Adjust the UI of the editor, and the related help texts (see (5) above), according to the purpose and background of the citizen (young job-seeker, technician, academic, professional, etc.). Cedefop will be providing the content, examples, help, suggestions, etc. per citizen profile.
- (8) The interface should remain very simple, “dummy proof” and should have very clear steps, being accessible, usable and intuitive to the low skilled.
- (9) It should be fast and very responsive. Maximum delay among actions: 5 seconds.

- (10) It should be able to handle the traffic of +/- 50,000 documents generated online every day.
- (11) It should be possible that the user switches editing to XML and is able to view and edit the XML directly from within the browser.
- (12) Use vocabularies to make keywords/phrases available to users in a form of tag cloud, in order to support them to express their skills and competences while writing free-text. The vocabulary will be provided by Cedefop.
- (13) Default template (format and layout) is the standard Europass one, but give users the option to select a CV/LP template from a list of alternative proposed templates.
- (14) Linguistic assistance: Synonyms available on right click of any word. Spell checking functionality should be available for all languages of the CV/ELP online tool, for the fields where the users enter free text.

4.3.2.3. The revamping of the Europass website

- (1) More modern, simplified and attractive interface enabling quick access to the information. This means that up-to-date technologies should be used, and appropriate effort should be allocated for the design of the user interface.
- (2) Utilise Web2.0 technologies to make all content and its translations shareable by other web-sites and on-line services (e.g., microformats, consider use of tag annotation, RDFa, DBPedia).
- (3) Meaningful, short, user-friendly URLs and aliases, with consistent syntax. Support Permalinks; i.e. content item such as downloads, news items, etc., should be accessible via a unique and permanent URL which will be resistant to change and survive through any structural website changes.

4.3.3. *Support and further develop the Europass Mobility (EM) management tool*

- (1) Support and assist the installation of the Europass Mobility tool (EM) to the European countries, via e-mail and telephone and keep track of their status. An increased level of technical support for the EM will be necessary in the first year (“technical support, service administrator and helpdesk” profile).
- (2) Provide first and second level support to the National Europass Centres (approximately 35) for matters of installation and use; requirements gathering, codification; first-level handling of bugs/features/requests received through the issue-tracking system (bugzilla).
- (3) Manage EM system hosted on-site by Cedefop (approximately 18). Full remote access will be made available to the future contractor.

- (4) Collect error, bugs and remarks and report to Cedefop and to the developers; coordinate their correction.
- (5) Support the migration of data from already existing national EM systems (i.e. Germany, Austria, Denmark) have been using custom systems to support them while producing EM Documents. A migration procedure should be designed and a customisable tool should be developed which should assist the migration process (2010).
- (6) Further development, improvement, troubleshooting, fine-tuning.

4.3.4. *Development of software tools to be used as example*

Develop two specific, small, example software applications, either web-based (PHP, JSP/ Java, .NET, javascript-ajax) or standalone (Java) to:

- (1) import Europass PDF+XML into databases (SQL, MySQL and Oracle)
- (2) upload Europass PDF+XML CV and fill-in HTML form.

4.3.5. *Provide Extended set of web services*

Propose list of other web services (SOAP and JSON based) that could be made available to the public and implement them (see Current list of web services [\[11\]](#)).

Examples:

- (1) Web service to return XML only;
- (2) Receive/Return JSON objects;
- (3) Return HR-XML (using the available XSLT transformation script)
- (4) Receive HR-XML, in addition to Europass XML (also receive HR-XML at the standard “upload your CV” facility) (using the available XSLT transformation script)
- (5) Specify a SOAP remote interface (SPI) that allows the sending of a CV or ELP to a remote system. This should be implemented by any remote system wishing to receive CVs from Europass web site. The details of the final implementation of the service would be up to the remote system (please see also Europass interoperability note [6]).

4.3.6. *Vacancy – job matching study and prototype*

Investigate how related job vacancies coming from job portals (in particular EURES) can appear at e.g. the last step of the CV editing, matching roughly the content of the CV. Provide a study defining and identifying the technologies and the infrastructure and an at least initial implementation (please see also Europass interoperability note [6]).

4.3.7. *Other potential tasks*

4.3.7.1. Multilingual glossary

Since the website is fully multilingual, mechanisms for easy translation are needed. Consider introducing a multilingual glossary to be used at the backend CMS for every occurrence of the terms, so that each term has a single place to be referenced from; if it changes in one place, it changes everywhere;

4.3.7.2. Phrase parsing and report

Capture the text entered into the free-text areas. Parse it into phrases which are stored in a structured way, associated with: the area of the CV in which they were entered, educational level, age, etc. Produce a report of the phrases..

4.4. **Europass technological profile**

The technologies on which the Europass web resources have been built are:

4.4.1. **Web software development** technologies, J2EE, Java, JSP, Struts; using tools such as JDeveloper, Eclipse; Web caching layer; Web design; WAI/Unicode;

4.4.2. **XML-based document formats** such as OpenDocument and its XML schemas; programmatic document processing and document conversion technologies;

4.4.3. **XML technologies;** data modelling in XML, XML Schemas (W3C, DTD, Schematron), XML Standards (W3C, OASIS), XML Namespaces, transformations, XSLT, programmatic manipulation (DOM/SAX);

4.4.4. **Web Services technologies,** Service Oriented Architecture (SOA), SOAP, JSON, WSDL technologies in several platforms and implementations; Distributed programming (RMI/CORBA); Naming services;

4.4.5. **Public Key Infrastructure (PKI) technologies;** digital certificates; digital signatures in XML files; digital signing of PDF documents; Certificate Authority management; SSL/TLS; Certificate Revocation Lists management;

4.4.6. **Database technologies,** notably, Microsoft SQL Server, MySQL, Oracle;

4.4.7. **State of the art** technologies – AJAX; ontologies/OWL; semantic web

4.4.8. **Specific products and technologies:** Hibernate, Apache Web server, Apache Tomcat, Apache Axis, iText PDF manipulation library, J2EE and all others referenced in Annex H.

4.5. **Deliverables' quality**

Given the high visibility of the Europass project and its large scale audience (any European citizen), a particular importance should be given to the optimal quality of all outputs, attributing appropriate outcomes for Cedefop. Deliverables are expected to be of high quality and meet Cedefop's expectations.

The contractor shall make sure that measures are taken and methodologies are followed, so that the tasks and works provide appropriate outcomes for Cedefop.

4.6. Profiles

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

- (1) Web and database developer (off-site and on-site)
- (2) Senior analyst, engineer and consultant (off-site)
- (3) Technical support, service administrator and helpdesk (off-site and on-site)
- (4) Project manager (off-site)
- (5) Usability Expert (off-site)
- (6) XML and Interoperability Expert (off-site)
- (7) On-site technical manager (on-site)

A detailed description of the profiles is provided below. Note that the paragraph 'Experience' of each required profile is being referenced at the selection criteria section of the Tender Specifications (section 5.2.2).

4.6.1. *Task Profile: Web and database developer (off-site and on-site)*

- Nature of tasks
 - Development of web-based server- and client-side applications which reflect the specifications based on user requirements
 - Modification and creation of stored procedures (transact SQL) and tables in databases
 - Performance management and troubleshooting
 - Assistance in migrations/upgrades to other operating systems and/or servers
 - Testing and validation, deployment, documentation
- Experience
 - Post-secondary degree or experience of at least 2 years in relevant subject.
 - Additional minimum 2 years work experience as developer in Java/JSP/J2EE and experience in javascript/Ajax and database development.
 - For on-site services: good communication skills (spoken and written) in English.

4.6.2. ***Task Profile: Senior analyst, engineer and consultant***

- Nature of tasks
 - Analysis of user requirements, functional analysis
 - Design of applications, specifications; Data analysis, data modelling; Database design
 - Feasibility studies, cost/benefit analysis; Consulting, proposing and discussing appropriate solutions
 - Advanced performance management and troubleshooting; optimisations and tuning at the level of the operating system; Oversee the setup and optimal performance of Apache web server, Apache Tomcat Services and all software components comprising the system
 - Problem diagnosis, recording and resolution
 - Consulting on presentation of information and proposals for graphical and/or user-interface layout. Give technical guidance to developers to ensure aesthetics, usability and website standards such as ISO, W3C, WAI
 - 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
 - Database optimizations, troubleshooting, notably in Microsoft SQL Server, MySQL and Oracle
 - Participation in meetings with Cedefop and other stakeholders
 - Implement items 6, 7, 8 of section 4.2 of the Tender Specifications
- Experience
 - Post-secondary degree or experience of at least 3 years in relevant subject.
 - Additional minimum experience of 5 years in IT, including 2 at senior analyst level and at least 2 years with the following technologies: web development J2EE, SSL-PKI, XML, SQL RDBMS, Web services, as these are described in section 4.4, as well as on the Windows Server 2003 Operating System.
 - Excellent knowledge of English (speaking/reading/writing).

4.6.3. **Task Profile: Technical support, service administrator and helpdesk (off-site and on-site)**

Note: The contractor shall be fully responsible for the good operation and health of the service of the Europass web portal and the Europass Mobility management tool at Cedefop's premises, in terms of: operating system, web server, web application server and the web applications running, liaising with Cedefop's ICT staff for hardware or network matters.

➤ Nature of tasks

- Person in charge and responsible for the technical support, good operation and health of the Europass web portal service, liaising with the Senior engineer where appropriate and for more demanding issues
- Person in charge and responsible for the technical support of the Europass Mobility tool, including deployment of new packages and patches to all NECs, monitoring the health of the system, supporting the installations and the use by both the NEC administrators and the partners (Helpdesk function)
- Deployment of all new patches or modules of the Europass web resources to the development platform, full testing and finally publishing to the production platform
- First level performance management and troubleshooting; interaction with operating system (second level shall be the Senior engineer)
- Setup, maintenance, troubleshooting and optimal performance of Apache web server, Apache Tomcat Services and all software components comprising the system; Statistics management
- Service administration, management and support
- Write documentation, manuals, "How-to"

➤ Experience

- Post-secondary degree or at least 4 years experience in relevant subject.
- Additional minimum 1 year experience in web technologies (e.g. J2EE), databases (MS SQL Server), and Windows server 2003 operating systems.
- Excellent knowledge of English (speaking/reading/writing).

4.6.4. **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, planning (establishment of timeplan / roadmap, control of progress), follow up and organisation; technical system architecture

- 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
 - Post secondary degree or experience of at least 4 years in relevant subject.
 - Minimum 8 years experience in IT of which minimum 3 years in Project Management of computer software construction and of quality procedures. Practical hands-on experience with most stages of the system development life-cycle is desirable.
 - Excellent knowledge of English (speaking/reading/writing).

4.6.5. Task Profile: Usability Expert

- Nature of tasks
 - Expert review of User Interfaces and Websites in terms of usability (as for example described in section 4.3.2.1)
- Experience

Undergraduate or Postgraduate studies on the field (e.g. Human-Computer Interaction especially in the Web) or demonstrated academic or professional experience of at least 3 years in related projects of the specific field (including period of studying).

 - Excellent knowledge of English (speaking/reading/writing).

4.6.6. Task Profile: XML and Interoperability Expert

Note: Yearly fixed-price should be specified for this profile (indicate number of person-days per year needed and cost per person-day + other costs). The costs should be all-inclusive (including travel expenses, conference participation fees, or any other costs). See related reference on the financial offer form (annex K).

- Nature of tasks
 - Work to promote Europass and Europass XML, coordinate with and establish interoperability and compatibility to all related stakeholders, i.e. researchers, institutes and organizations, job portals, employment agencies, academic student management systems, HR professionals and scientists; at EU level, most notably EURES, EPSO, EURAXESS (see section 3.5 Europass XML above)
 - Consult on Europass XML usage and improvement - Extension, quality, standardisation; relation with job matching services, technologies, initiatives, Human resources management systems, related or similar standards (e.g. hr-xml, hResume, RDF technologies, etc.)

- Cooperate with standardisation bodies (e.g. HR-XML, CEN/ISSS, e-competence framework, IEEE/LTSC/LTTC)
 - Attend to at least 6 (six) meetings and/or missions per year (e.g. conferences in Europe, working group meetings, assembly of committee, technical meeting with stakeholders and/or with Cedefop)
 - Consult on improvements on XML in full alignment with technical software development and according to Europass peculiarities
 - Stay in close cooperation with Cedefop, with the software development team and the on-site technical consultant
 - Vacancy – job matching: Investigate how related job vacancies of job portals, etc. can appear at e.g. the last step of the CV editing (see also Europass interoperability note [6])
 - Consult on the use of web services for communicating with or serving other systems
 - Advise on system technical architecture design and how it is influenced by XML and Web2.0 technologies (see also Europass interoperability note [6]). Propose related software tools and technologies
 - Produce monthly or quarterly reports of activity, and opportunity intermediate ones, according to needs; provide documentation
- Experience
- Post secondary degree or at least 3 years experience in relevant subject.
 - Additional minimum 5 years in the IT sector, including at least 1 at senior technical level and at least 4 years of demonstrated, documented and convincing academic or professional experience and expertise in related projects of the specific field described above.
 - Demonstrated excellent knowledge of English (speaking/reading/writing)

4.6.7. ***Task Profile: On-site technical manager (on-site)***

- Nature of tasks
- Elicitation of requirements and drafting of technical specifications - By analysing the business requirements for Europass Portal and Europass Mobility that emerge from the participation into the various meetings, discussions, e-mail communications, pilot working groups, studies, conferences with the stakeholders (see section 3.6): interactively produce/convert/distil/codify them into appropriate technical specifications and implementable actions
 - Technical project management – Follow-up the entire, continuous life-cycle of the emerging projects and sub-projects within Europass work

- Maintain and cultivate an excellent understanding of the Europass business side, the stakeholders and their needs
 - Work on the texts of the website and write documentation according to needs
 - Tutoring, mentoring, assisting on the role technologies can play to assist serving the business goals; Consult and research on innovative technologies
 - Technical connection and link between the Business and the ICT side
 - Animate Europass-development community - Resources, software, XML Schemas, related partner sites, people who are using Europass XML in their implementations, examples of source code and ways of using and interoperating with Europass, discussion forum, wiki
 - Other opportunity technical tasks
 - Small-scale software developments and interventions in the code and to system/service administration (e.g. access and modifying SQL code)
 - Errors, bugs and remarks collection and reporting to Cedefop and to the Contractor; coordinate for their correction. Travels to other European countries may be required
 - Supervise the Technical support function and responsibility at a managerial level for the good operation and health of the Europass service and the technical infrastructure at Cedefop's premises, as well as for the technical support of the Europass Mobility management tool
- Experience
- Post secondary degree or at least 4 years experience on relevant subject.
 - Minimum 4 years working in the IT sector, of which at least 2 years work experience in tasks similar to those described above and also specifically with web technologies (e.g. Apache, J2EE/Java, XML) and databases (e.g. MS SQL Server).
 - Excellent knowledge of English (speaking/reading/writing).

4.7. Multi-linguism

Europass web applications are multilingual. Informatics systems must support at least all the current 26 Europass 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) (e.g. national languages of Ireland, FYROM).

4.8. On-site services

The Contractor shall provide on-site services within one (1) calendar month from signature of the contract.

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).

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 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 currently ranges from 4.00 – 5.50 €

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 communicated in English). Contractors are expected to communicate in writing in English.

Cedefop observes most Greek holidays and is closed for an additional 6 days every year (5 days on Christmas/New Year, Europe 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 for on-site services will normally have a minimum of 20 consecutive working days.

4.9. Task assignment procedure

The following task assignment procedure applies:

- (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 are requested by the Contractor through phone conferences, emails, or a clarification log. Cedefop provides clarifications accordingly;
- (3) The Contractor provides an estimate of the work days the task will require, as well as the delivery date;
- (4) Cedefop negotiates the offer with the Contractor, if necessary, until there is agreement for the undertaking of the task or part of the task;

- (5) The order form/specific contract is sent to the Contractor for signature (see Par. I.4.1 of the draft contract in Annex B).
- (6) The Contractor undertakes the task and provides the deliverable(s).

4.10. Additional requirements, information and special conditions

- 4.10.1. The contractor should replace 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 have proven unsatisfactory.
- 4.10.2. The project team shall be the one described in the tenderer's technical proposal. In case of replacement for whatever reason of any member of the project team, the contractor is committed to propose a candidate with the same level of qualifications and experience for the project and is also committed to take all measures in order to ensure that changes in staff will have no negative impact on the execution of the services (in terms of quality, deadlines and costs).
- 4.10.3. The Contractor should always keep Cedefop updated about the names and qualifications of all people participating in each work package, including all subcontractors. In case any person in the team changes, the Contractor shall inform Cedefop about the change, providing all related information (name and CV of the new persons).
- 4.10.4. The Contractor is committed that the person(s) providing on-site services will be available for work within one (1) calendar month from the signing of the contract.
- 4.10.5. Replacement of project team members: the period required for the transfer of know-how between the departing and the new person shall not be inferior to 10 person-days (mandatory requirement).
- 4.10.6. Area Enhanced Cooperation in VET and LLL and the ICT Department of Cedefop are 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.
- 4.10.7. Cedefop and the contractor will communicate in English. The contractor must have the capacity to communicate well in English.
- 4.10.8. 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 must in no case exceed a maximum of two (2) working days. (Working day: 09h00-17h00).
- 4.10.9. The contractor will be asked to resolve problems and bugs that are attributable to them 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.

- 4.10.10. The Contractor will provide 6 months guarantee (free fixes) for any deliverable.
- 4.10.11. The contractor will connect remotely to Cedefop server(s) as appropriate.
- 4.10.12. Cedefop will have a test environment, however the contractor should have their own test & development server, and must ensure that they are compliant with software licensing, where applicable.
- 4.10.13. Any new code or module developed and integrated with the current system should not break existing functionality. The contractor will apply appropriate testing to guarantee this.
- 4.10.14. The contractor will provide monthly summary activity reports and quarterly activity reports, demonstrating the work performed during this period.

NB: items in this section are binding and shall be integral part of the future contract. Non-conformance to the tenderer's commitments under this section during the performance of the contract shall constitute a reason for Cedefop to terminate the contract.

4.11. Meeting and travel expenses

The contractor will be requested to attend scheduled meetings at Cedefop or in any other country of the EU/EEA or in candidate countries.

Meetings dates and frequency will be decided upon common agreement between Cedefop and the contractor.

All costs incurred, including travel-accommodation related to Cedefop's meetings as well as any travel expenses that may occur in performing the tasks under this Call for tenders, have to be included in the financial offer (see section 7.4 Financial proposal and offer).

Any extra travel 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 its relevant rules (see Annex II of the draft contract in Annex B).

Kick-off meeting will be done at Cedefop premises; the contractor shall not charge anything for the kick-off meeting; at least two persons from the contractor should participate.

There will be more meetings in the first year following the signature of the contract, because of the revamp of the Europass portal. About 6 meetings may be done in the first year, of which 3 lasting one day and 3 lasting two days. Two more meetings of one day may take place elsewhere in Europe (see section 7.4 Financial proposal and offer).

5. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER

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

5.1. 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 – see also third sub-paragraph of point 6.2. Failure to provide the declaration(s) on exclusion criteria will lead to the exclusion of the tenderer from further evaluation.

Cedefop reserves the right to check the situations described in points c) and f) of the declaration.

In case of recommendation for contract award point l) of Annex C will apply.

5.2. Selection criteria

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

5.2.1. *Economic & Financial capacity*

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

Requirements:

- The average annual overall turnover of the tenderer (of a single company, or of the consortium as a whole, if any) for the last three financial years should be at least **1,000,000 €**
- The turnover of the tenderer (of a single company, or of a consortium as a whole, if any) for each of the last three financial years concerning the type of services covered in this tender should be at least **350,000 €**

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

- Statement(s) of overall turnover of the tenderer (single company, or statements for each consortium member, in case of a consortium) supported by Audited Financial Statements including the Profit and Loss Account or equivalent for each of the last three years to prove the minimum required average turnover of the tenderer over that period;

- Statement(s) of turnover of the tenderer (single company, or statements for each consortium member, in case of a consortium) concerning the type of services covered during each of the last three financial years, which will be verified with the information provided in Annex G.

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

5.2.2. *Technical and professional capacity*

Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract and must present the required documentation.

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

Requirements:

- 5.2.2.1. The **technical profile** of the company should prove its ability to provide services similar to those describe in this call for tenders.

Evidence needed:

- (1) Brief technical profile of company demonstrating the general capacity to provide the requested services (availability of technical know-how, experience, expertise and command of the technologies used until now in Europass on company level) (as listed in section 4.4 and Annex H);
- (2) List of at least three (3) major contracts (up to max 5) performed during the past three years similar to those described in this call for tenders in terms of scope, size and technological nature. It is mandatory to properly fill-in the attached Selection Criteria and Project Reference Form (see Annex G) (additional information may be nevertheless included).

- 5.2.2.2. The company has appropriate **personnel** (Human Resources) in order to perform the contract, conforming to the requirements of the profiles (see 4.6 Profiles, section “Experience” of each profile).

Evidence needed:

- (1) Detailed CVs (at least 11), indicating to which profile they correspond from the list of section 4.6 Profiles. The tenderer must provide **at least** the following number of CVs:

	Profile	Nb of CVs
1.	Web and database developer (off-site and on-site)	3
2.	Senior analyst, engineer and consultant	2
3.	Technical support, service administrator and helpdesk (off-site and on-site)	1

4.	Project manager	1
5.	Usability Expert	1
6.	XML and Interoperability Expert	1
7.	Onsite technical manager (on-site)	2

The CVs must show evidence of staff qualifications as requested in the description of section 4.6 Profiles, paragraph Experience, satisfying the requirements in terms of: educational background, length and scope of experience.

Note: Concerning the profile “Senior analyst, engineer and consultant” and “Developer”, the various CVs might address different fields of expertise within the profile. However, the proposed set of at least 11 CVs should cover all fields of required expertise

- 5.2.2.3. The company is able to supply staff to provide **on-site services** (see above 4.6 Profiles and 4.8 Onsite services), by working at Cedefop premises (i.e. Thessaloniki, Greece) up to nearly full-time.

Evidence needed: documentation demonstrating the company’s capacity to provide the staff required to perform **on-site services** at Cedefop's premises (CVs, availability (see above on-site services), procedures for substitution, business continuity).

- 5.2.2.4. The company should demonstrate its ability to conform to the items under section 4.10, “Additional requirements, information and special conditions”.

Evidence needed: by submitting an offer, the tenderer explicitly accepts the items under 4.10 .

5.3. Legal Position

5.3.1. *Legal Capability to Provide the Services*

The tenderer shall furnish a proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established.

5.3.2. *Legal Entity Form*

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. The Legal Entity Form should be completed by the tenderer only, not by the Consortium member/s and /or sub-contractors.

6. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER

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. It includes all economic operators registered in the EU and all EU citizens. Pursuant to Article 106 of the Financial Regulation the participation is also open to all natural and legal persons in any non-EU country which has an agreement with the Communities in the field of public procurement on the conditions laid down in that agreement.

No more than one tender can be submitted by a natural or legal person whatever the form of participation is (as an individual tenderer, as leader or member of a consortium submitting an application). In the event that an economic operator (a natural or legal person) submits (or participates in) more than one application, all applications in which that person has participated may be excluded from the evaluation.

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 Cedefop 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 those resources at his disposal. This obligation may be fulfilled by presenting statements from those entities or the consortium agreement.

6.1. Participation of consortia

A consortium may be a permanent grouping, legally-established or informally constituted for a specific tender procedure.

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

Tenders, submitted by Consortia of firms must specify the role, qualifications and experience of each member or of the group (please fill in Annex G).

All members of the consortium (i.e. the leader and each member) must provide the required evidence for the exclusion and selection criteria. Concerning the selection criteria 'technical and professional capacity', the evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfils the criteria.

Proof of eligibility and a declaration that there is no conflict of interest and documents on the exclusion and selection criteria must be supplied by each member of the consortium submitting a tender.

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 (Please fill in Annex G).

6.2. 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 and what percentage (of the work by value) will be sub-contracted (if any).

Additionally it should specify:

- the identity of those subcontractors only undertaking between 10% and 40% of the work by value,
- the identity of all subcontractors if the total sub-contracting is above 40% of the work by value. In this case each and every sub-contractor, independently of his contribution to the work by value, must be identified.

For each subcontractor, identified as per the above two bullets, the tenderer must:

- provide a document stating clearly the identity, roles, activities and responsibilities of subcontractor(s);
- provide a Letter of Intent signed by the subcontractor stating his unambiguous undertaking to collaborate with the tenderer if he wins the contract and the extent of the resources that it will put at the candidate/tenderer's disposal for the performance of the contract;
- at the latest before the signature of the contract provide the required evidence of the subcontractor(s) in regard to the exclusion and selection criteria.

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 with the subcontractor(s) altogether fulfil the criteria.

Where no sub-contractor is given, the work will be assumed to be carried out directly by the tenderer (single company or consortium).

7. 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.

A quality-price sum will be calculated for each tender based on the total points for quality and price, thus indicating which tender represents the best value for money.

7.1. Criteria for the technical evaluation

For the assessment of the technical quality of the proposal, the following criteria will be applied. These criteria assess the overall response of the tenderer to the whole set of requirements (under Terms of Reference). The assessment will be based on the related documents submitted, as described under section 7.2.

Table : Award Criteria		Maximum Points
1. Quality of work plan and programme, including the quality of technical solutions and architecture proposed, the organisation of work and the proposed plan, the envisaged approach and methods, the tenderer's response to the service requirements, the communication scheme with Cedefop, in each of the points (a) to (d):		75
a) the study, analysis, design and implementation of the Revamp of the Europass web site and the online CV/ELP tool, as described in 4.3.2 (see 7.2.1);		15
b) the technical support and maintenance and the further development of the Europass Mobility management tool (see 7.2.2);		15
c) the technical support and maintenance of the Europass website and the online CV/ELP tool (see 7.2.3);		15
d) the execution of tasks under the “XML and interoperability” profile (see 7.2.4)		15
e) overall quality assurance, methodology and resources (see 7.2.5)		15
2. Appropriateness of the proposed project team for the contract and procedures for staff back-up and replacement: qualification and level of experience of proposed staff, procedures followed to provide backup and replacement of any staff when needed (see 7.2.6)		25
Total Quality Value (TQV)		100

Tenders scoring less than 65 (of a maximum of 100) points against the technical criteria, will not be considered acceptable and will therefore not have their financial proposal evaluated.

7.2. **Documentation for the technical proposal**

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

All documents submitted in relation to sub-criteria of award criterion 1 should provide information pertaining to the general part of criterion 1 (see Table: Award Criteria, Criterion 1 above, 7.1).

Additionally for each sub-criterion of criterion 1 the following documentations should be provided:

7.2.1. ***Documentation for Award Criterion 1a***

A full, detailed and convincing technical proposal for the implementation of the specific tasks under section 4.3.2 (revamp of Europass portal) fulfilling all the functional and technical requirements of each task. The proposal should include:

- (1) A detailed justification of the proposed architecture and the choice of technologies (hardware, operating system, web application server, web server, programming languages, development frameworks, libraries, including the list of any software tools and licences needed);
- (2) A break-down of human resources needed, per profile.
- (3) A time sequenced schedule of the work plan consisting of all activities and master milestones. Include a matrix listing tasks and identifying the corresponding responsible parties, i.e. Cedefop tasks shall be identified as well as those of the contractor or subcontractor(s).

7.2.2. ***Documentation for Award Criterion 1b***

Description of how technical support and further development of the Europass Mobility management tool will be optimally carried out, as described in section 4.3.3 and at the profile Technical Support.

7.2.3. ***Documentation for Award Criterion 1c***

Description of how technical support and maintenance of the Europass website and the online CV/ELP service will be optimally carried out (e.g. installation of servers, performance, tuning, troubleshooting, etc.), as described at the profile Technical Support.

7.2.4. ***Documentation for Award Criterion 1d***

A technical proposal on how to optimally provide the work described under the “XML and Interoperability” profile, including: which conferences proposed, important stakeholders and organisations proposed to keep contact with; specific draft work plan for the purpose of promotion, for meetings, studies, etc. in the

next 2 years; proposal how to optimally interact with the company and with Cedefop.

7.2.5. *Documentation for Award Criterion 1e*

The tenderer should submit a comprehensive description (2-3 pages max) outlining:

- a) the means he intends to deploy to manage, monitor and control **the quality** of outputs and services that are required;
- b) the specific quality levels he offers, the specific responsibilities he intends to assume, the methods and artefacts he intends to use for the purposes of the present call for tenders to ensure compliance with his proposed quality scheme and methodology;
- c) the contractor's understanding of the Europass project: nature, scope and context, work/tasks to be performed and results to be achieved including the identification of the resources the tenderer intends to request from Cedefop. The type of resources (hardware software, remote access etc) and the type of staff e.g., Network/Database administrator, Application/Web developer, support staff, software architect, senior project managers etc. must be accompanied by the estimated number of hours of staff involvement.

7.2.6. *Documentation for Award Criterion 2*

- (1) Provide a description of the project organization structure and the composition of the actual project team proposed listing project personnel placement in the project structure, their function, title, qualifications, experience, the level and degree of direct involvement of the most experienced (senior staff) of the company. Demonstrate the suitability of the proposed project team to provide the services requested (see sections 4.2 and 4.6). Project team will include only staff that will be actively involved in the project.
- (2) Provide a description of how the tenderer plans to address:
 - (a) **project personnel substitution/transfer of responsibilities** i.e. how changes in staff will have no negative impact on the execution of the services (in terms of quality, deadlines and costs); indicate the minimum period during which the tenderer guarantees that there will be no substitution **of project team** personnel and describe the precise conditions under which the project manager and other key personnel may be changed (if at all).
 - (b) **project knowledge management** i.e. how project/service knowledge is documented, organised and shared so that it is accessible at all times; how knowledge transfer is organised.
- (3) Indicate the period (in person-days) that the tenderer proposes to grant Cedefop (i.e. **at no extra cost**), in case of replacement of the person

providing on-site services of the profile Technical project management. This induction period will ensure optimal transfer of know-how between the departing and the new person. The duration of this period shall not in any case be **less** than 10 person-days (mandatory requirement).

- (4) Include a description of how the tenderer ensures that technical staff is properly trained and that their knowledge and experience is kept up to date for all aspects of the services required in this call for tender.

In addition to the above, the tenderer must clearly specify which parts of the work will be sub-contracted (if any) and specify the identity only of those subcontractors undertaking more than 10% of the work by value (or of all subcontractors if total sub-contracting is above 40% of the work by value) as requested in point 6.2.

7.3. **Financial evaluation**

Only tenders scoring **65 points** or more (of a maximum of 100) points against the total technical award 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.

7.4. **Financial proposal and offer**

The financial proposal should indicate the total price in order to carry out all the activities indicated in the Terms of Reference. The tenderers must fill-in the financial offer spreadsheet, as per Annex K. Break-down of human resources is needed per profile. The total financial offer (TFO) will be used for the evaluation.

7.4.1. **Total score**

A quality-price score will be calculated for each tender by using the formula below to calculate the Total Final Score (out of 100) obtained by each tenderer:

The Total Final Score will result from the sum:

$$\text{Total Final Score} = 0.6 * \text{TQV} + 0.4 * (\text{Cheapest Tender price} / \text{TFO}) * 100$$

Whereby:

TQV - Total Quality Value; TFO - Total Financial Offer

The quality criteria weighting for this tender is fixed to 0.6 (i.e. 60%)

The price weighting for this tender it is fixed to 0.4 (i.e. 40%).

The tenderer achieving the highest score calculated according to the above formula will be invited to sign a contract.

7.4.2. **Information concerning price**

- The prices quoted must be fixed and not revisable for the first two years of the contract. From the beginning of the third year, price revision may take

place in accordance with the provisions of Article I.3 (Special Conditions) of the model contract attached as Annex B.

- Prices must be quoted in euro (without VAT) and include all expenses.
- Any extra travel 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 its relevant rules (see Annex II of the draft contract in Annex B).
- 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 must be indicated separately.

8. 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.

8.1. Envelope A - Supporting documents

One original and one copy of:

- the checklist found in Annex F (please refer to point 7 of the Invitation to Tender)
- the exclusion criteria declaration as requested in point 5.1 and standard template found in Annex C
- the selection criteria documents as requested in point 5.2
- the legal entity form as requested in point 5.3 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
- the selection criteria and project reference form as requested in point 5.2.2.1(2) and found in Annex G.

8.2. Envelope B – Technical proposal

One original signed unbound version and three (3) bound copies of:

- the technical proposal providing all information requested in point 7.2 including information relevant to subcontracting as requested in point 6.2.

8.3. Envelope C – Financial proposal

One original signed unbound version and three (3) bound copies of:

- the financial proposal containing all information requested in point 7.4 and Annex K.

ANNEX A

CONTRACT NOTICE

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ANNEX B

DRAFT CONTRACT

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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 judgment which has the force of *res judicata*;

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 judgement which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation 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 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 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/comm/budget/execution/legal_entities_en.htm and to be completed by the tenderer only, not by the Consortium member/s and /or sub-contractors)

ANNEX E

FINANCIAL IDENTIFICATION FORM

(to be downloaded, depending on the nationality of the tenderer, from the following website http://ec.europa.eu/comm/budget/execution/ftiers_en.htm and to be completed by the tenderer only, not by the Consortium member/s and /or sub-contractors)

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

<u>Mandatory</u> 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)	5.1, 6.1, 6.2 & Annex C	<input type="checkbox"/>	<input type="checkbox"/>	
- selection criteria documents (If applicable, including those of consortia and subcontractors)	5.2, 6.1, 6.2 & Annex G	<input type="checkbox"/>	<input type="checkbox"/>	
- legal entity form	5.3 & Annex D	<input type="checkbox"/>	<input type="checkbox"/>	
- name and position of the individual(s) entitled to sign contract	5.3	<input type="checkbox"/>	<input type="checkbox"/>	
- financial identification form	8.1 & Annex E	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'B' must contain</u> one original and three (3) copies of:				
- the technical proposal	7.2	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'C' must contain</u> one original and three (3) copies of:				
- the financial proposal	7.4	<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

Selection criteria and Project reference form

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ANNEX H

**TECHNICAL DESCRIPTION OF THE EUROPASS WEB-BASED
RESOURCES**

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ANNEX I

TECHNICAL DESCRIPTION OF THE EUROPASS BINDER

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ANNEX J

CEDEFOP ICT DEPARTMENT'S PROFILE

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ANNEX K

FINANCIAL OFFER FORM

ANNEX L

GLOSSARY OF TERMS

Budget breakdown	The schedule which breaks down the contract value according to the different items or services, stating out fee rate, unit prices and lump sums for each item provided (Services, Supplies, Works).
Consortium	A grouping of eligible natural and legal persons or public entities which submits a tender or an application, under a tender procedure or in response to a Call for Tenders. It may be a permanent, legally-established grouping or a grouping which has been constituted informally for a specific tender procedure. All members of a consortium (i.e., the leader and all other partners) are jointly and severally liable to the Contracting Authority (Cedefop).
Contract	<ul style="list-style-type: none"> • Direct Contract: contract containing all the details necessary to implement it (as opposed to FWC) • Framework Contract: contract establishing only the general outline of the services or goods to be delivered and requiring an additional step to make the actual purchase • Specific Contract or order form: contract specifying details of a particular task based on the previously signed framework contract • Purchase Order: request for services, supplies or works used generally for procurement of a value below €25 000 as an equivalent to a contract
Contracting Authority	Cedefop
Contractor	Contractor means the successful tenderer with whom a future contract shall be, in principle, established.
Evaluation committee	A committee made up of an odd number of members (at least three) with the necessary technical and administrative expertise to give an informed opinion on tenders.
Fee-based contract	A contract under which the services are provided on the basis of fixed fee rates for each day worked by experts (SERVICES).
Financial offer	The part of a tender which contains all the financial elements of the tender, including its summary budget and any detailed price breakdown or cash-flow forecast required by the tender dossier.

Framework contract	<p>A framework contract is a contract concluded between Cedefop (the Contracting Authority) and an economic operator for the purpose of laying down the essential terms governing a series of specific contracts and/ or Order Forms to be awarded during a given period, in particular as regards the duration, subject, prices, conditions of performance and the quantities envisaged.</p> <p>Cedefop may also conclude multiple framework contracts, which are separate contracts with identical terms awarded to a number of suppliers or service providers.</p>
General conditions	The general contractual provisions setting out the administrative, financial, legal and technical clauses governing the execution of all contracts of a particular type.
Lump Sum Contract	A contract under which the services are performed for an all-inclusive fixed price (SERVICES).
Off-site services	Refers to work performed at the Contractor's premises. Synonym is "Extra-muros".
On-site services	Refers to work performed within the Cedefop premises. Synonym is "Intra-muros".
Open procedure	Calls for tender are open where all interested economic operators may submit a tender.
Project	The project in relation to which the services/works/supplies are to be provided under the contract.
Project manager	The person responsible for monitoring the implementation of a project/contract on behalf of Cedefop.
Service contract	A contract between a service provider and Cedefop for the provision of services such as technical assistance or studies (SERVICES).
Services	Activities to be performed by the Contractor under the contract such as technical assistance, studies, training and designs (SERVICES).
Special Conditions	The special conditions laid down by Cedefop (the Contracting Authority) as an integral part of the tender specifications (tender dossier), including amendments to the General Conditions, clauses specific to the contract and the terms of reference (for a service contract) or technical specifications (for a supply or works contract).
Successful Tenderer	The tenderer selected at the end of a tender procedure for the award of contract.
Supplier	Any natural or legal person or public entity or consortium of such persons and/or bodies offering to supply products (SUPPLIES).

Supplies	All items which the Contractor is required to supply to Cedefop (the Contracting Authority), including, where necessary, services such as installation, testing, commissioning, provision of expertise, supervision, warranty, maintenance, repair, training and other such obligations connected with the items to be provided under the contract (SUPPLIES).
Supply contract	Supply contracts cover the purchase of products. A contract for the supply of products and, incidentally, for siting and installation shall be considered a supply contract.
Tender	A written or formal offer to supply goods, perform services or execute works for an agreed price and under agreed conditions. Tender, offer, proposal and bid are synonymous
Tender dossier	The set of tender specifications which contains all the documents needed to prepare and submit a tender.
Tender specifications	Document or set of documents giving full details of the conditions, organisation and subject of the procurement procedure (includes technical specifications)
Tender Price	The sum stated by the tenderer in its tender for carrying out the contract.
Tender procedure	The overall process of putting a contract out for tender, starting with the publication of a contract notice and ending with the award of the contract (contract award notice).
Tenderer	A natural or legal person or consortium thereof submitting a tender with a view to concluding a contract.). Throughout this text, the terms tenderer, respondent, supplier, applicant may be used interchangeably
Technical specifications	The document drawn up by Cedefop (the Contracting Authority) setting out its requirements and/or objectives in respect of the provision of supplies (or works), specifying, where relevant, the methods and resources to be used and/or results to be achieved (SUPPLIES, WORKS).
Terms of Reference (ToR)	The document drawn up by Cedefop (the Contracting Authority) setting out its requirements and/or objectives in respect of the provision of services, specifying, where relevant, the methods and resources to be used and/or results to be achieved (SERVICES).
Warranty obligations	The warranty of the Contractor towards Cedefop that the supplies are new, unused, without defects, of the most recent models and incorporate all recent improvements in design and materials.

Where Services, Supplies or Works are not specified, the definition applies to all type of contracts.