

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:87482-2014:TEXT:EN:HTML>

**Greece-Thessaloniki: Designing a new-user experience for the EU Skills Panorama Web portal
2014/S 053-087482**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

Cedefop
Europe Street 123, PO Box 22427
Contact point(s): Ms Clotilde Assumel-Lurdin
For the attention of: Mr George Paraskevaïdis
551 02 Thessaloniki
GREECE
Telephone: +30 2310490287
E-mail: c4t-services@cedefop.europa.eu
Fax: +30 2310490028

Internet address(es):

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

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

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

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

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Education

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

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

Section II: Object of the contract

II.1) Description

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

Designing a new-user experience for the EU Skills Panorama Web portal.

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

Services

Service category No 7: Computer and related services

Main site or location of works, place of delivery or of performance: Most tasks will be completed mainly in the contractor's premises and when necessary in Cedefop's premises (e.g. specific assistance or consultancy, face-to-face meetings).

NUTS code GR122

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

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in years: 4

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

The aim of this contract is to design, develop, deploy and promote a dynamic, user-friendly, interactive, multilingual, visually appealing Web platform, offering a rewarding user experience. The Web platform should serve as a reference portal for information on skills, job prospects and labour market intelligence in Europe and support informed decision-making. The ultimate goal is to help increasing transparency in European labour markets, and thus contribute to reducing skills mismatch.

II.1.6) Common procurement vocabulary (CPV)

48000000

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

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

II.1.8) Lots

This contract is divided into lots: no

II.1.9) Information about variants

Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The total estimated budget for the required services described in the framework contract corresponds to about 3 300 person-days; the person-days might not be distributed evenly over the years. Other costs (hosting/monitoring, licences — if any, meetings, etc.) have been estimated at around 70 000 EUR over 4 years, in addition to the above-noted person-days.

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 3

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

Duration in months: 12 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

Not applicable.

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

Payments will be made within 60 days of submission of invoices and at the conditions set out in the draft contract (Annex B). Invoices shall be issued only after the explicit acceptance by Cedefop project manager of the deliverables or time sheets of the respective order form.

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

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

III.1.4) Other particular conditions

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

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

For more information please refer to the tender documents.

III.2) Conditions for participation

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

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

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

For more information please refer to the tender documents.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: Signed statement of the tenderer's turnover for the last 2 financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

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

In the event of recommendation for contract award the winning tenderer (single tenderer or in the case of a consortium (grouping) each member of the consortium) will be requested to prove the above by submitting audited financial statements (audited profit and loss account/ statement or equivalent), if these are foreseen by the respective national legislation. Should total subcontracting exceed 40 % of the work by value, Cedefop reserves the right to request audited financial statements also from the subcontractors.

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

Minimum level(s) of standards possibly required: The average annual turnover of the tenderer for the last 2 financial years concerning the type of services covered in this call for tenders should be at least 400 000 EUR.

III.2.3) **Technical capacity**

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

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

- a) proof of enrolment in a relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established;
- b) brief company profile including description of infrastructure and human and technical resources available;
- c) list of at least 4 contracts performed in the past 3 years related to the above-noted fields describing the contracting authorities, the subjects, the dates and the percentage performed by the tenderer;
- d) detailed CVs for each of the proposed persons. The tenderer must provide at least the number of distinct CVs required in the above table, and use questionnaire 5 in Annex G of the tender documents to clarify which person is proposed for each profile. CVs of the experts proposed for each profile should clearly indicate which work experiences are relevant for the fulfilment of the specific requirements, and clearly present the linguistic abilities and in particular in English.

Different persons must be proposed for each profile except for profiles 2–3 and 6–9 where 1 person can be proposed to cover 2 profiles, provided he/she fully meets the requirements of both profiles.

In case of consortium or subcontracting, the consortium or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole.

Minimum level(s) of standards possibly required:

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

Requirements for technical and professional capacity:

- a) the tenderer must be enrolled in a relevant professional register;
- b) the tenderer must have the technical know-how, experience, expertise and adequate structure and resources to perform the services described in the terms of reference;
- c) the tenderer must have performed at least 4 contracts (either ongoing or completed), within the last 3 years covering the below-noted fields:
 - 1 related to user experience & creative design,
 - 2 related to development of Web applications;
 - 1 related to branding or marketing;
- d) the tenderer's KEY profiles, whose involvement will be instrumental for the implementation of the contract, must have the relevant knowledge and experience for the successful implementation of the contract, in particular, each proposed team member must comply with the following requirements:

Profiles: No of CVs to provide:

1 project manager (PM) 2:

- university degree followed by 6 years of professional experience in software or Web project management,
- excellent knowledge of English (C2 level) speaking/reading/writing;

2 senior expert/analyst (SE) at least 4 CVs covering the 2 profiles (2 and 3):

- post-secondary degree in ICT or computer programming followed by 5 years of professional experience in analysis and programming, databases and Web application development and with the proposed Web technologies,
- excellent knowledge of English (C2 level) speaking/reading/writing;

3 senior Web developer (SD):

- post-secondary degree followed by 5 years of professional experience in Web development and database development or secondary education followed by 7 years of professional experience out of which minimum 5 years in Web development and database development,

- very good knowledge of English (C1 level) speaking/reading/writing;
- 4 Web developer (WD) 2:
 - computer engineering or other equivalent degree, followed by 3 years of professional experience with Web and database development out of which minimum 2 years with the proposed technology, or secondary education followed by 5 years of professional experience out of which minimum 3 years' professional experience in Web and database development of which minimum 2 years with the proposed technology,
 - very good knowledge of English (B2 level) speaking/reading/writing;
- 5 technical support/helpdesk 2:
 - completed training courses on Web or information technology,
 - minimum 3 years of professional experience in Web systems technical support related-tasks,
 - excellent knowledge of English (C2 level) speaking/reading/writing;
- 6 creative director (CD) at least 4 CVs covering the 4 profiles (6 to 9):
 - 5 years of professional experience in branding, 'corporate' identity, marketing campaigns and new media;
- 7 graphics UI designer (GD):
 - completed training courses on Web design/UI design at a specialised institute/school followed by 4 years of professional experience in Web graphic design related-tasks,
 - at least 1 project on Web usability and user-friendliness,
 - very good knowledge of English (B2 level) speaking/reading/writing;
- 8 senior UI, UX expert (UE):
 - completed training courses on Web design at a specialised institute/school followed by 4 years of professional experience in user interface or/and user experience,
 - at least 1 project on user experience and user-friendliness,
 - very good knowledge of English (B2 level) speaking/reading/writing;
- 9 visualisations expert (VE):
 - completed training courses on Web design/UI design at a specialised institute/school followed by 4 years of professional experience in data visualisation,
 - very good knowledge of English (B2 level) speaking/reading/writing;
- 10 front-end Web developer (FWD) 1:
 - complete training courses on Web design and/or development at a specialised institute/school followed by 2 years of professional experience specifically in front-end Web development,
 - very good knowledge of English (B2 level) speaking/reading/writing;
- 11 senior marketing expert (ME) 1:
 - marketing, journalism or other equivalent university degree, followed by 6 years of relevant professional experience,
 - at least 1 project on/with SEO tools, online reputation, digital branding,
 - excellent knowledge of English (C2 level) speaking/reading/writing;
- 12 statistician (ST) 1:
 - university degree in mathematics, statistics or other equivalent, followed by 3 years of relevant professional experience with data in the specific field of labour market/skills and occupations,
 - at least 1 project working with digital tools and platforms,
 - very good knowledge of English (C1 level) speaking/reading/writing;
- 13 copy editor (CE) 1:
 - university degree in journalism, media communication, public relations or other equivalent, followed by 3 years of relevant professional experience,
 - excellent knowledge of English (C2 level) or preferably native speaker.

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

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

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

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

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

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

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

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

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

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

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

An electronic auction will be used: no

IV.3) **Administrative information**

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

AO/RPA/AZU/EUSP-WEB-SERVICES/002/14.

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

no

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

Payable documents: no

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

28.4.2014

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

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

Any EU official language

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

until: 28.10.2014

IV.3.8) **Conditions for opening of tenders**

Date: 12.5.2014 - 11:00

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

Additional information about authorised persons and opening procedure: Each tenderer may be represented at the opening of tenders by 1 person. The name of the person attending the opening must be notified in writing by fax (+30 2310490028) or by e-mail (c4tservices@cedefop.europa.eu) at least 2 working days prior to the opening session.

Section VI: Complementary information

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.2) **Information about European Union funds**

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

VI.3) **Additional information**

The tender documents will be available on Cedefop's website: <http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/calls-for-tenders.aspx>

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

Cedefop will be closed on 25.3.2014 and from 17.4.2014 until 21.4.2014.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

General Court

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

VI.4.2) **Lodging of appeals**

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

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

Same as in point VI.4.1.

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

5.3.2014