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GR-Thessaloniki: 'Webtrends services'

2010/S 187-284639

Contract notice

Section I: Contracting authority

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

Cedefop — European Centre for the Development of Vocational Training, attention: Mr George Paraskevaidis, Europe Street 123, PO Box 22427, 551 02Thessaloniki, GREECE. Contact: Yancho Sirakov. Fax +30 2310490028. E-mail: c4t-services@cedefop.europa.eu

Internet address(es):

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

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

Further information can be obtained at:

As in abovementioned contact point(s).

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at:

As in abovementioned contact point(s).

Tenders or requests to participate must be sent to:

As in abovementioned contact point(s).

I.2) Type of the contracting authority and main activity or activities:

European institution/agency or international organisation.

Education.

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:

'Webtrends services'.

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

Services.

Service category: No 7.

Main place of performance:

The tasks should be performed both in the contractor's premises and in Cedefop's premises, Europe Street 123, Pylea, Thessaloniki, GREECE. It is estimated that 30 % of the work will be on-site (in Cedefop's premises) and 70 % off-site (in the contractor's premises). However the exact breakdown of on-/off-site cannot be indicated with precision, at this stage, as it will depend on the proposal of the tenderer and on his findings during contract execution.

NUTS code: GR122.

II.1.3) The notice involves:

A public contract.

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

The purpose of this call for tender is to result with the signature of a contract for services related to collecting and analysing data on the use of Cedefop's Web portal. These services comprise mainly of adapting the current analysis system and providing training and back-up support services. Data is currently collected mainly by using 'Webtrends' software.

II.1.6) Common procurement vocabulary (CPV):

72200000, 72261000, 72265000, 72266000.

II.1.8) Division into lots:

No.

II.1.9) Variants will be accepted:

No.

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

Cedefop estimates that a minimum of 80 man-days are needed for the provision and implementation of the required services.

II.2.2) Options:

No.

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

Duration in months: 18 (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 regulating them:

Payments will be made within 30 days of submission of invoices and at the conditions set out in the draft contract. Payments will be made in 3 instalments (10 % upon signature of the contract, 75 % upon completion of tasks under 2.4.1, 2.4.2, 2.4.3, and 15 % after delivery of tasks under 2.4.4 of the tender specifications).

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

Participation in tendering procedures is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the treaties.

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

Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. He must in that case prove to the contracting authority that he will have at his disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at his disposal.

III.1.4) Other particular conditions to which the performance of the contract is subject:

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 requirements are met:

Tenderers must meet the exclusion and selection criteria.

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. Each and all requirements for economic, financial and technical capacity should be fulfilled by the tenderer — alone (in the case of single tenderers) or by the consortium (grouping) as a whole (in case the tenderer is a consortium).

III.2.2) Economic and financial capacity:

Information and formalities necessary for evaluating if requirements are met:

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

Minimum level(s) of standards possibly required:

Requirements:

- the average annual overall turnover of the tenderer (of a single company, or of the consortium as a whole, if any) for the last 2 financial years should be at least 100 000 EUR,
- the average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) for the last 2 financial years concerning the type of services covered in this call for tenders should be at least 100 000 EUR.

Please refer to the tender documents for more information and for the necessary documents that should be presented as evidence of compliance with the above criteria/requirements.

III.2.3) Technical capacity:

Information and formalities necessary for evaluating if requirements are met:

The tenderer is required to have sufficient technical and professional capacity to perform the contract.

Minimum level(s) of standards possibly required:

Requirements:

- adequate structure and resources (trained and certified technical staff) of the tenderer to perform the services described in Sections 2.4 and 2.5,
 - at least 3 contracts performed in the past 2 years similar to the scope, size and nature of the services as those required in this call for tenders,
 - the tenderer must be a certified Webtrends solution provider (possessing either a premium or preferred status),
 - at least 2 experts, who will carry out the tasks, should be proposed. The experts proposed must be qualified Webtrends and/or Web analytics specialists.
- More specifically they are required to have:
formal certifications:
- (a) Webtrends certified professional programme; and/or
 - (b) Webtrends certified engineer programme.

At least 1 of the proposed experts must hold certification (b) Webtrends certified engineer, and the other one should be (a) Webtrends certified professional or (b) Webtrends certified engineer;
minimum 2 years' professional experience in the field of the present call for tender (for each of the experts);
very good communication skills (spoken and written) in English (for each of the experts).
Please refer to the tender documents for more on the necessary documents/proofs that should be presented as evidence of compliance with the above criteria/requirements.

III.2.4) **Reserved contracts:**

No.

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

III.3.1) **Execution of the service is reserved to a particular profession:**

No.

III.3.2) **Legal entities 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.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) **An electronic auction will be used:**

No.

IV.3) **Administrative information**

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

AO/RES/LT/Webtrends/019/10.

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

No.

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

Time limit for receipt of requests for documents or for accessing documents:

29.10.2010.

Payable documents: no.

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

9.11.2010.

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

Bulgarian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.

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

Until: 9.5.2011.

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

Date: 22.11.2010 (11:00).

Place: Cedefop's premises.

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

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

Section VI: Complementary information

VI.1) This is a recurrent procurement:

No.

VI.2) Contract related to a project and/or programme financed by EU funds:

No.

VI.3) Additional information:

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

VI.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures:

General Court of the European Union, boulevard Konrad Adenauer, 2925 Luxembourg, LUXEMBOURG. Tel. +352 4303-1. Fax +352 4303-2100.

VI.5) Date of dispatch of this notice:

15.9.2010.