



CEDEFOP

European Centre for the Development
of Vocational Training

Area Resources

Finance and Procurement, Procurement Service

Thessaloniki, 27/092010
RS/PRO/YSIRAK/2010/661

OPEN INVITATION TO TENDER

AO/RES/LT/Webtrends /019/10

'Webtrends services'

Contract notice OJ Ref.: 2010/S 187-284639 of 25/09/2010

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 and time specified in the timetable in point 8 below**, in which case the evidence shall be constituted by the date of dispatch on the postmark or the date of the deposit slip, to the following post address of Cedefop :

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service**

Attention of Mr G. Paraskevaïdis

PO Box 22 427

GR – 55102 Thessaloniki, Greece

Important:

Tenderers shall inform Cedefop by e-mail (c4t-services@cedefop.europa.eu) or fax (+30 2310 490028)

✓ *that they have submitted an offer in time, and*

✓ *that they request Cedefop to confirm receipt of the e-mail or fax.*

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

or

(b1) by courier service to be dispatched not later than **the date and time specified in the timetable in point 8 below**, in which case the evidence shall be constituted by the date of dispatch to the address below 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 (for points (b1) and (b2)):

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service**

Attention of Mr G. Paraskevaïdis

123, Europe Str,

GR-57001 Thessaloniki-Pylea,

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>OPEN INVITATION TO TENDER</p> <p>CEDEFOP No: AO/RES/LT/Webtrends /019/10</p> <p><i>‘Webtrends services’</i></p> <p>Name of tenderer:</p> <p>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 6 of the attached tender specifications.

4. Tenderers must ensure that their tenders are signed by an authorised representative and that tenders are legible. It is mandatory 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, stating the validity of the tender and that the tenderer accepts in full and without restriction the requirements of these Tender Specifications, and the Special and General conditions governing this contract as the sole basis of this tendering procedure. The absence of a signed cover letter may 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 and time 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 regards 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 either, 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 financial offer. Neither the technical content of the tender nor the financial offer may be changed.
- In case the tenderer alters the total financial offer during a clarification (beyond the correction of any obvious clerical/calculation errors), this offer will be automatically rejected.

8. Timetable:

	DATE	TIME
Deadline for request of clarifications from the Contracting Authority (Cedefop)	01/11/2010	n.a
Last date on which clarifications are issued by the Cedefop	as soon as possible	n.a
Deadline for submission of tenders (hand delivered)	09/11/2010	17.00h
Deadline for submission of tenders by post / courier		n.a
Tender opening session	22/11/2010	11.00h

9. All costs incurred in preparing and submitting tenders are borne by the tenderers.
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. If such decision is taken, the tenderers will be notified accordingly.
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 European Union, 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 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 Union 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 the tender procedure.

Yours sincerely,

G. Paraskevaidis
Head of Finance and Procurement

Attached: Tender Specifications

OPEN INVITATION TO TENDER

AO/RES/LT/Webtrends /019/10

‘Webtrends services’

Tender Specifications

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- Annex A: Contract Notice (given as a separate file in *.pdf format)
- Annex B: Draft service contract (given as a separate file in *.pdf format)
- Annex C: Declaration on Exclusion Criteria and absence of conflict of interest (given as a separate *.doc file)
- Annex D: Legal Entity Form
- Annex E: Financial Identification Form

- Annex F: Checklist of mandatory documents (given as a separate *.doc file)
- Annex G: Questionnaires (1-4) (given as a separate *.doc file)
- Annex H: Power of Attorney Models 1 and 2 (given as a separate *.doc file)
- Annex I: Model of Letter of Intent for Subcontractor/s (given as a separate *.doc file)
- Annex J: Glossary of Terms
- Annex K: Description of the technological platform of Cedefop's web portal (given as a separate file in *.pdf format)
- Annex L: Description of the current implementation of Webtrends in Cedefop (given as a separate file in *.pdf format)
- Annex M: Cedefop ICT department's profile (given as a separate file in *.pdf format)
- Annex N: ICT User Policy (given as a separate file in *.pdf format)

Introduction to Cedefop: strengthening European cooperation in vocational education and training policy

1) Founded in 1975 (1) 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 (2) is to 'contribute to excellence in VET and strengthen European cooperation in developing, implementing and evaluating European VET policy'.

2) This strategic objective is supported by four priorities, namely:

- (a) informing European VET policies;
- (b) interpreting European trends in and challenges for skills, competences and learning;
- (c) assessing VET's benefits;
- (d) raising the profile of VET.

3) 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.

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.

Informing European training policies

4) Cedefop analyses and reports on the policies Member States are putting in place to provide the skills we need.

5) 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.

6) All of these aim to help people to keep learning throughout their careers, and make use of all their learning, regardless of how it has been acquired.

(¹) Council Regulation of 10 February 1975 establishing a European Centre for the Development of Vocational Training (Cedefop) EEC No 337/75, *Official Journal of the European Communities* L39, 13.2.1975 as last amended by Council Regulation EC No. 2051/2004.

(²) Cedefop, *Enhancing European cooperation in vocational education through evidence and expertise: continuity, focus and flexibility - Cedefop's medium-term priorities 2009-11*.

Interpreting European trends in skills and learning

7) Cedefop is working on a common approach to forecasting demand and supply of skills in Europe. We need to understand more about how the demand for skills will change and how this affects what we need to learn. The better we can anticipate skill needs, the better our policies will be.

8) Cedefop is also examining how people acquire knowledge and skills and how this learning is measured. Valuable and relevant learning takes place in different settings, including work, during leisure time and abroad, as well as at schools, colleges and universities. Cedefop is looking at what this means for institutions, curricula, teaching and training and for assessing knowledge and skills.

Assessing the benefits of training

9) Investment by firms to develop skills can lead to greater productivity, profitability and even stock market performance. Individuals also benefit from training, as it helps workers improve their career and employment prospects, and protects those who are marginalised or otherwise at risk. Yet public and private investment in skills is relatively low in Europe.

10) Demonstrating the positive returns to vocational education and training may encourage both enterprises and individuals to invest in it. Cedefop is also looking at the best ways to measure investment in training to calculate its benefits, and at ways of using statistics and developing new benchmarks and indicators.

Raising the profile of vocational education and training

11) Training is more fragmented than general education and so is not always heard. To raise the profile of training and increase awareness of its role in lifelong learning, Cedefop disseminates clear, reliable, timely, and - where possible - comparable information to its target groups, namely policy-makers, researchers and practitioners, through electronic and printed media.

12) One of the best ways to disseminate information about training is still through personal contact. Through its study visits and conferences, Cedefop brings together people with very different backgrounds and experience to learn from each other and generate new ideas.

Cedefop's information

13) Cedefop's web portal www.cedefop.europa.eu includes news on training developments, information on vocational education and training systems in Europe, statistics and indicators, collaborative workspaces and a bibliographical database as well as information about Cedefop.

14) Information about Cedefop's publications, many of which can be downloaded, can be found at the Cedefop bookshop at http://www.cedefop.europa.eu/etv/Information_resources/Bookshop/list.asp. Cedefop's wide range of books covers themes such as vocational education and training policy, research, future skill needs, learning outcomes, European qualifications framework and the validation of informal and non-formal learning.

15) Cedefop hosts and organises conferences and events throughout the year. Cedefop also manages several networks to exchange experience and debate, generate ideas and examine themes. These include Agora conferences, two or three are hosted in Thessaloniki each year. Study visits, short-term visits of three to five days for a small group of 10 to 15 specialists to examine a particular aspect of lifelong learning in another country. In working to improve VET, Cedefop cooperates with many organisations and has several networks to collect and disseminate information, exchange experience, stimulate debate and generate ideas. Cedefop's major networks include:

- (a) ReferNet (European network of reference and expertise in VET) is Cedefop's primary source of information on VET developments in Member States. ReferNet comprises national consortia consisting of representatives of VET organisations in each Member State led by a national coordinator;
- (b) Skillsnet (network on early identification of skill needs) brings together researchers, policy-makers, social partners and practitioners to exchange information about activities on skill needs analysis and anticipation at European and international levels;
- (c) the Training of trainers network (TTnet) supports professional development for VET teachers and trainers, who are essential to the quality and modernisation of VET. TTnet provides policy recommendations, guidance and tools for them.

Management, resources and internal controls

16) Cedefop's administration makes an important contribution to achieving Cedefop's operational objectives. It maintains the physical environment and ICT architecture and supports colleagues in procurement, contract and financial procedures. Further, in its dealings with outside organisations and contractors it projects Cedefop's image. Cedefop, in managing its human and financial resources, applies modern and efficient management techniques, in full compliance with the regulations.

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

1 Overview of this tender

In submitting his tender, the tenderer accepts in full and without restriction the requirements of these Tender Specifications, and the Special and General conditions governing this contract as the sole basis of this tendering procedure, whatever his own conditions of sale may be, which he hereby waives. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender dossier. Failure to submit a tender containing all the required information and documentation may lead to the rejection of the tender. No account can be taken of any reservation expressed in the tender as regards the tender dossier (if necessary, clarification may be requested by the potential tenderer concerned while the tender submission phase is open – see point 7, 2nd bullet, of the Invitation to tender); any reservation may result in the immediate rejection of the tender without further evaluation.

1.1 Description and type of the contract

a) Title of the contract: “*Webtrends services*”

b) Short description of content of this contract:

The purpose of this call for tender to establish 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.

c) Type of contract: *Service contract*.

1.2 Place of delivery or performance

The tasks will be completed both in the Contractor’s premises and in Cedefop’s premises, 123 Europe str., Pylea, Thessaloniki. A first estimation indicates a breakdown of 30% 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. This estimation is therefore not binding on Cedefop.

1.3 Division into lots

This tender procedure is not divided into lots.

1.4 Variants

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

1.5 Value or quantity of purchase

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

1.6 Scope (options) for services or supplies

N/A

1.7 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 09/05/2011.

In exceptional cases, before the period of validity expires, Cedefop may ask the tenderers to extend the period for a specific number of days, which may not exceed 40.

The selected tenderer must maintain his tender for a further period of 60 days from the date of notification that his tender has been recommended for the award of the contract. The further period of 60 days is added to the initial period of 6 months irrespective of the date of notification.

1.8 Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, and last no longer than 18 months.

1.9 Main terms of financing and payment

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

2 Technical Specification

2.1 Introduction

Cedefop is the European Union's agency for developing European vocational education and training (VET) policy. Cedefop's web portal (www.cedefop.europa.eu) is its principal means of disseminating its information. Cedefop needs to monitor web site user behaviour as use of its website is an important indicator of Cedefop's performance. Cedefop also uses data on website user behaviour to improve its web site.

Cedefop currently uses Webtrends software to measure, collect, analyse and report on the use of the Cedefop portal. The current implementation of Webtrends is described in Annex L.

Certain web-related indicators are also part of Cedefop's performance measurement system (PMS) for its medium-term priorities 2009-11 and its annual work programmes. The PMS helps Cedefop to manage and evaluate its impact, efficiency, effectiveness and relevance. It also strengthens the alignment of the organisation's activities with its strategic objective and priorities.

2.1.1 Cedefop's web portal (www.cedefop.europa.eu)

Cedefop's web portal includes news on training developments, information on VET systems in Europe, statistics and indicators, collaborative workspaces and VET-related databases as well as information about Cedefop.

Cedefop web portal is a key business tool. It enables Cedefop to disseminate information rapidly and is Cedefop's principal means of communication with its various target groups, collaborators and stakeholders.

The web portal is aligned with Cedefop's communications policy. The web portal projects Cedefop's corporate identity displaying prominently the Cedefop logo and following its web design guidelines. Responsibility for the web portal's management rests with Area Communication Information and Dissemination and supports Cedefop's priority to raise awareness of the importance of VET in Europe'.

Web-content management is centralised to ensure consistent presentation of information to apply quality standards. Responsibility for the consistent and timely updating of content, however, is decentralised. Templates are used by project managers prepare content for uploading on the website and are responsible for the pages relating to their projects (within the CMS limitations). VET terminology and control vocabulary are used to index the content and improve search functions.

Cedefop's technological platform for its web portal is described in Annex K.

2.1.2 Web portal's structure

Information is classified under four main themes. The main categories under which content is classified reflect the business objectives of Cedefop. The themes present Cedefop's work and outcomes and make the information easy to understand, more visible and easily navigable.

The themes are:

- a) identifying skill needs;
- b) understanding qualifications;
- c) analysing policy;
- d) developing lifelong learning

All related projects, news, events, publications, further reading, networks, and calls/job opportunities, are indexed according to the corresponding theme. Therefore, the themes' pages are automatically generated with content.

The themes are key structural elements of the web portal. That is why they are always listed and accessible from the left-side column, being fully integrated to the left navigation menu, which is available on every page of the web portal.

The left navigation menu also provides access to the following sections:

- (a) about Cedefop: provides corporate information to the users e.g. mission statement, governance document, who is who, work programmes and medium-terms information, etc.
- (b) working with us: gives access to the various calls and job opportunities offered by the Cedefop.
- (c) news: includes news items related to Cedefop's specific activities or more generally, to Cedefop field of interest.
- (d) events: presents forthcoming events with Cedefop's involvements or more generally, related to Cedefop's field of interest.
- (e) publications: lists all Cedefop's publications that can also be ordered online when applicable.
- (f) statistics & Indicators: consists of monthly articles and key data related VET.
- (g) information services: contains VET-related resources and databases.

(see also the web portal site map <http://www.cedefop.europa.eu/EN/sitemap.aspx>)

2.1.3 Cedefop's performance measurement system (PMS)

The PMS uses three types of results – output, outcome and impact, in line with Cedefop's medium-term priorities 2009-11 and strategic objective. Outputs of Cedefop's projects (studies, publications, conferences and attendance at meetings such as working groups and clusters) combine to produce outcomes. Cedefop's outcomes are filling knowledge gaps and generating new insights on VET issues to provide policy advice to and raise awareness among Cedefop's stakeholders.

Cedefop's outputs are monitored by the annual management plan. Outcomes are measured using proxy indicators. An important indicator used to monitor Cedefop's performance in relation to filling knowledge gaps and generating new insights is the number downloads of its publications. An important indicator in relation to Cedefop's raising awareness among the wider VET community is the use of Cedefop's website (overall web site traffic and breakdowns by sections, pages and data bases).

For its PMS Cedefop also requires these figures to be broken down by 'activity' (Cedefop's projects are grouped together as activities), 'priority' (Cedefop currently has four medium-term priorities (and one transversal objective covering its administration) for the period 2009-11. Each of Cedefop's activities works *primarily* to take forward one of the priorities) and 'area' (operationally Cedefop is divided into four areas which are responsible for implementing its projects and activities).

2.2 General purpose

The purpose of this call is for Cedefop to build up its competences in using Webtrends software in order to:

- a) monitor more effectively the use of its web portal (and its different sections and database) as part of Cedefop's performance measurement system (PMS);
- b) develop a better understanding of user behaviour on its web portal to improve how information is organised and made available.

2.3 Specific goals associated with the services to obtain

The services provided by the contractor shall:

- a) enable Cedefop to configure and customise Webtrends software to produce reports on web usage;
- b) develop Cedefop's competences in analysing Webtrends data to monitor and interpret user-behaviour;
- c) give Cedefop a clearer idea of the potential and limitations of Webtrends software for monitoring and analysing the behaviour of users of its web portal.

2.4 Description of the services to be provided

The services Cedefop expects from the successful tenderer can be summarised as follows.

2.4.1 Assess and modify the current Webtrends installation to:

- a) Review and optimise current Webtrends configuration;
- b) produce the reports mentioned in 2.5.1 in a user friendly way for Cedefop's web management team and other users in Cedefop;
- c) enable Cedefop's web management team and other users in Cedefop to see page views and document download counters on every page;
- d) assess the cost and benefits of replacing the MS Access database by MS SQL;
- e) activate the WebTrends HTTP post plug-in, to measure the number of submissions to a form (for example National "view results" form) and produce reports of this activity;
- f) automate procedures, for example, automation of the analysis of profiles, automation of administration procedures;
- g) configure the *Custom Reports* module.

See deliverables 2.5.1 to 2.5.6

2.4.2 Transfer of know-how to Cedefop's ICT staff to improve internal capabilities for:

- a) Optimization, administration, configuration and customisation for extracting data and reports, including automation of procedures (see paragraphs 2.4.1 (a, e);
- b) identification and uniqueness of returning visitors / "unique users" (by IP address and/or cookie activation);
- c) optimising current content architecture, content uploading and indexing, in order to get the desired statistics;
- d) trouble-shooting;

See Deliverable 2.5.7

2.4.3 **Transfer of know-how to Webtrends users in Cedefop to improve:**

- a) monitoring and understanding user behaviour (for example pages, themes, documents, path analysis, visitor segmentation, keywords used for different types of content (e.g. publications, events, newsletters etc) and actions (login, subscribe, join a group, respond to surveys, complete forms etc);
- b) analysing web traffic typology, detecting loopholes and establishing metrics (sources of traffic, specific visitor activity, downloads activity etc.) with the aim to improve i.a. content depth and topicality, web site and web traffic optimization;
- c) measuring website activity and behaviour originating from mobile devices, as well as RSS activity, on-line video and other new types of web-based user activity;
- d) campaign monitoring (e.g. statistics on people who click on specific link with specific parameters, sent via e-mail).

See Deliverable 2.5.8.

2.4.4 **Consulting and support**

- a) additional Webtrends system modifications not included in paragraph 2.4.1;
- b) advice on Webtrends system modifications, new configurations and production of reports;
- c) advice on new versions of Webtrends;
- d) other related to the use of Webtrends;

See Deliverable 2.5.9

2.5 **Detailed deliverables**

2.5.1 The contractor shall configure Webtrends for Cedefop to be able to produce reports (indicative list below) for its web portal as a whole and for the web portals different sections, pages and databases that:

- a) show:
 - numbers of visits;
 - numbers of downloads;
 - what the users do during a visit to a page;
 - which pages visitors were viewing when they left;
 - which subjects people search for (capturing search texts);
 - countries of origin of website visitors.
- b) provide breakdowns of downloads of publications by:
 - type (Cedefop has four publications types - reference, working paper, research paper and corporate);
 - medium-term priority;
 - Cedefop activity;
 - Cedefop area
- c) provide top 10 lists of:
 - downloaded Cedefop publications;
 - downloaded files;
 - most popular pages/sections;

- entry pages;
- exit pages/sections;
- most viewed content;
- news items.

d) provide top 20 lists of:

- search keywords;
- referrers;
- campaign tracking: (i.e. statistics on people who clicked on specific link with specific parameters, sent via e-mail).

The reports are required to:

- a) exclude data on traffic generated by search engine spider robots and by Cedefop internal staff;
- b) provide updated data weekly or daily (to measure the effect of campaigns);
- c) show data over various time periods as requested (for example weekly, monthly quarterly, annually etc);
- d) provide comparisons with previous time periods (from 2006 onwards) as requested;
- e) provide data in graphic form as well as in figures.

- 2.5.2 Reports which enable Cedefop's web management team and other users in Cedefop to see page views and document download counters on every page;
- 2.5.3 A study assessing the cost and benefits of replacing the MS Access database by MS SQL;
- 2.5.4 Reports on measuring the submissions to a form (for example National "view results" form);
- 2.5.5 Procedures, automated as much as possible, for example, automated procedure for the analysis of profiles, administration procedures;
- 2.5.6 Configuration of the custom reports module;
- 2.5.7 Custom training in English on Cedefop's premises to transfer Webtrends know-how to Cedefop's ICT, training material, guidelines and instruction manuals , to attain the objective set in 2.4.2;
- 2.5.8 Custom training in English on Cedefop's premises to transfer Webtrends know-how to Webtrends users in Cedefop, training material, guidelines and instruction manuals in line with the tasks set in 2.4.3;
- 2.5.9 Consulting and support of 6 days in Cedefop's premises (2 assignments of 3 days each) and 10 days off-sites in contractor's premises;

This will cover activities described in 2.4.4. The exact content of these activities will be agreed with the contractor during the contract life, as required by emerging needs and opportunity.

2.6 Timetable

The majority of tasks under 2.4.1, 2.4.2, 2.4.3 should be carried out in the first four (4) months of the contract period. The contractor will be invited to carry out the remaining tasks until the term of the contract

Tasks under 2.4.4 will be also distributed, but not evenly, throughout the period of the contract, opportunity wise depending on: business feed-back, specific projects, emerging needs, or policy change.

2.7 Reports

All analysis reports, briefings, documentation should be delivered in English, in hard copy and in electronic format using MS Word (versions 2003 or 2007).

2.8 Additional requirements and information

- 2.8.1 The contractor must correct free of charge any bugs related to works done by the contractor for a period of six months after the end of the contract;
- 2.8.2 The contractor shall correct free of charge any eventual errors in the documentation and training manuals for a period of 6 months after the end of the contract;
- 2.8.3 Cedefop works in a multilingual environment. Informatics systems must support at least all the current 23 official languages of the Community. Most Cedefop web applications are multilingual. The tenderer must have knowledge of international character sets issues in databases;
- 2.8.4 The ICT Department of Cedefop is responsible for the contract implementation and will assign a project manager to its execution;
- 2.8.5 Cedefop and the contractor will communicate in English.
- 2.8.6 For any request or question by Cedefop concerning off-site tasks, the contractor commits to respond in a maximum of five (5) working days;
- 2.8.7 The experts, whose CVs are part of the proposal, should carry out the tasks of the contract. If one specialist is unable to perform his or her duties, Cedefop should be informed immediately and a suitable equivalent replacement should be proposed by the Contractor in conformance with the requirements (see 3.2.2).
- 2.8.8 Cedefop may grant an approval of any specialist, other than those set out in the tenderers offer, to work on the tasks that will be set out in the contract. Cedefop will give its approval only after it has examined the CV and copies of the professional qualifications of the newly specialist proposed (if any).
- 2.8.9 The contractor will connect remotely to Cedefop server(s) as appropriate. Transmissions must use secure end-to-end encryption (hardware, algorithm, key management).

The technical arrangements for carrying out remote maintenance shall comply with the following rules:

- (a) No-one except *Cedefop* staff operating from *Cedefop* premises shall be able to initiate remote maintenance.

- (b) *Cedefop* staff shall be able to interrupt remote maintenance immediately and at any time from their premises.
- (c) All operations on the *System* being maintained shall always be displayed in full, in real time, on the terminal or console of *Cedefop* staff responsible for monitoring the operation, in such a way as to enable them to follow clearly what is happening.
- (d) The remote maintenance process shall enjoy only the access rights assigned by *Cedefop* staff from their premises, and these shall be valid only for the duration of the maintenance session.
- (e) An audit trail shall be generated in *Cedefop*'s environment.

3 Specific information concerning participation to this tender

3.1 Exclusion criteria

Participation to this tender is only open to tenderers who are in a position to subscribe in full to the declaration on exclusion criteria and absence of conflict of interest in Annex C. Therefore all tenderers, all group (consortium) members (if any) and the subcontractor/s (if any), identified as per the two bullet-points in the fourth paragraph of point 4.2 below) shall provide the self-declaration found in Annex C duly signed and dated. 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.

3.2 Selection criteria

The selection criteria concern the tenderer's capacity to execute similar contracts.

The tenderers must submit documentary evidence (or statements, where required) of their economic, financial, technical and professional capacity to perform this contract. The eventual non-submission with the tender of the below required documents / statements may lead to the exclusion of the tenderer from further evaluation.

Each and all requirements for economic and financial capacity should be fulfilled by the tenderer - alone (in the case of single tenderers) or as a whole (in case the tenderer is a grouping/ consortium). Participation in tendering is open to all legal persons bidding either individually or in a grouping (consortium) of tenderers.

An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which he 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. This obligation may be fulfilled by presenting statements from those entities or the consortium agreement.

3.2.1 Economic and 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 *two* financial years should be at least **100,000 €**
- The average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) for the last *two* financial years concerning the type of *services* covered in this call for tenders should be at least **100,000 €**

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 two financial years, to prove that the tenderer's average turnover over that period meets the minimum required;
- statement(s) of turnover of the tenderer (single tenderer, or statements for each consortium member, in case of a grouping/ consortium) concerning the type of services covered in this call for tenders during each of the last two financial years, which will be verified with the information provided in Annex G;

If, for some exceptional reason the tenderer is unable to provide one or other of the above documents he is required to provide justification for 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.

3.2.2 Technical and professional capacity

Requirements for Technical and professional capacity:

The Tenderers are required to have sufficient technical and professional capacity to perform the contract:

- 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 two (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 two (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 Program and/or (b) Webtrends Certified Engineer Program. At least one 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 two (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).

Proofs / Evidences of Technical and professional capacity

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

- (a) Detailed company profile, demonstrating the ability to provide services similar to those described in this call for tenders (please fill in Annex G, Questionnaire 3;
- (b) List of at least three (3) contracts performed in the past two (2) years similar to the contract offered by this call for tenders. This implies similarity in the type of services, scope and size of contract. Documentation to be submitted must include : the title and brief description of the project, the amounts (e.g. man-days), the dates, and the name of the consignees i.e. public or private (please fill in Annex G, , Questionnaire 4;
- (c) Proof that the tenderer is currently a Certified Webtrends Solution Provider, possessing either a Premium or Preferred status.
- (d) At least two (2) detailed CVs of the tenderer's experts (not anonymous) proposed to carry out all of the tasks described in sections 2.4. Copies of the above required Webtrends certifications/ diplomas should be attached to the CVs of each the proposed experts;

Each individual proposed CVs may address different types of expertise and competences related to the required tasks. However CVs should demonstrate that the proposed CV holders are able to carry out, as a team, all the required tasks described in §2.4.

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 (please see also 4.1 and/or 4.2 below).

3.3 Legal Position

Tenderers may choose between submitting a joint offer (see 4.1) as a Consortium / Grouping or introducing a bid as a single tenderer, in both cases with the possibility of having one or several subcontractors (see 4.2). Whichever type of bid is chosen, the tender must stipulate the legal status and role of each legal entity in the tender proposed. To identify himself the tenderer must complete a Legal Entity Form found in Annex D which must be accompanied by all documents and information indicated in the form. Tenderers are also requested to complete the respective form (tables) in Annex G.

The Legal Entity Form should be completed and signed by the representative(s) of the tenderer (who sign(s) the cover letter as per point 4 of the Invitation to tender) authorised to sign contracts with third parties.

The Legal Entity Form should not be submitted by sub-contractors (if any).

4 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 general Financial Regulation the participation is also open to all natural and legal persons in any non-EU country which has an agreement with the Union in the field of public procurement on the conditions laid down in that agreement.

A natural or legal person can take part (as an individual tenderer or as a member of a consortium submitting a tender) in only one tender. In the opposite case all tenders in which that person has participated may be excluded from the evaluation.

4.1 Joint Offers/ Groupings (Consortia)

Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. A consortium may be a legally-established permanent grouping, or informally constituted group of tenderers submitting an offer (joint offer) for a specific tender procedure.

Cedefop does not require consortia (if any) to have a given legal form in order to submit a tender, but reserves the right to require a consortium to adopt a given legal form before the contract is signed (if this change is necessary for proper performance of the contract). This can take the form of an entity with or without legal personality but offering sufficient protection of the contractual interests of Cedefop.

If awarded the contract, the tenderers of the group (consortium) will have an equal standing towards Cedefop in executing it.

A grouping (if any) of firms must nominate one party to be responsible for the receipt and processing of payments for members of the grouping, for managing the service administration, and for coordination.

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

Each member of the group (consortium) must provide the required evidence for the exclusion and selection criteria. Concerning the selection criteria, the evidence provided by each member of the group (consortium) will be checked to ensure that the consortium as a whole fulfils the criteria.

The offer has to be signed by all members of the group (consortium). However, if the members of the group so desire they may grant an authorisation to one of the members of the grouping (consortium). In this case they should attach to the offer a power of attorney (see model in Annex H) authorising this company or person to submit a tender on behalf of the grouping (consortium). For groupings not having formed a common legal entity, Annex H, model 1 should be used and separate legal entity forms (see point 3.3 and Annex D) should be completed and signed by all members. For groupings with a legal entity in place, Annex H, model 2 and one legal entity form (see point 3.3 and Annex D) should be completed and signed only by the single representative of the consortium.

The contract will have to be signed by all members of the group (consortium). If the members of the group (consortium) so desire, they may grant authorisation to one of the members of the grouping by signing a power of attorney. The same model as

above duly signed and returned together with the offer (Annex H) is valid also for signature of the contract.

Partners in a joint offer assume joint and several liability towards Cedefop for the performance of the contract as a whole.

4.2 Subcontracting/Subcontractors

Subcontracting 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).

The contractor retains full liability towards Cedefop for performance of the contract as a whole. Cedefop will treat all contractual matters (e.g. payments) with the contractor, whether or not some tasks are performed by a subcontractor. Under no circumstances can the contractor avoid liability towards Cedefop on the grounds that the subcontractor is at fault.

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. In the latter case subcontracting/subcontractor will be accepted only if it is judged necessary and does not lead to distortion of competition.

The tenderer must clearly indicate:

- the identity of those subcontractors only undertaking between 10% and 40% of the work by value,
- the identity of each and every subcontractor if the total subcontracting is above 40% of the work by value, independently of his contribution to the work by value.

For each subcontractor, identified as per any of the above two bullet-points, the tenderer should submit with the offer:

- the Declaration on exclusion criteria and absence of conflict of interest (Annex C) filled-in and signed by the respective subcontractor;
- the required documents to show the economic/financial and technical/professional capacity of the subcontractor as described in points 3.2.1 and 3.2.2;
- the Form in Annex I (Model of Letter of Intent for Subcontractor/s) duly filled-in and signed by each respective subcontractor, stating his unambiguous undertaking to collaborate with the tenderer if the latter wins the contract. Also should be stated the roles, activities and responsibilities of the subcontractor(s) and the extent of the resources that the respective subcontractor will put at the tenderer's /contractor's disposal for the performance of the contract.

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 subcontractor is given (meaning that possible individual subcontracting is below 10% by value), the work will be assumed to be carried out directly by the tenderer (single tenderer or group of tenderers (consortium)).

5 Award of the contract

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

The contract shall be awarded to the tenderer submitting the tender that offers the **best-value-for-money** as represented by the highest **Total Final Score (TFS)** out of 100.

The Total Final Score (TFS), comprising quality + price score, will be calculated for each tender by applying the formula below:

$$\text{Total Final Score (TFS)} = 50 * (\text{TQV} / 100) + 50 * (\text{Cheapest TFO} / \text{TFO})$$

Whereby:

TQV = Total Quality Value of the tender, obtained as per the table in point 5.1;

TFO = Total Financial Offer of the tender (as per point 5.3);

50 and 50 are respectively the weightings for quality (TQV) and for price (TFO) scores.

Cheapest TFO is the TFO of the cheapest technically acceptable tender (i.e. among those having achieved a minimum of 65/100 points (TQV) in the technical evaluation – see below).

The contract shall be awarded to the tenderer that obtains the highest Total Final Score (TFS).

5.1 Technical evaluation

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 tender specifications.

The following Award Criteria will be applied to this tender procedure:

- (a) award criterion 1; quality of the project plan to carry out the tasks as set out in paragraph 2.4.1 (assessment and modification of the current Webtrends installation) : **25 points**;
- (b) award criterion 2 : quality of the proposal to carry out the tasks as set in paragraph 2.4.2 (transfer of know-how to ICT staff) : **25 points** ;
- (c) award criterion 3 : quality of the proposal to carry out the tasks as set in paragraph 2.4.3 (transfer of know-how to Cedefop's Webtrends users) : **25 points**;
- (d) award criterion 4 : quality of the consulting and support required in paragraph 2.4.4 : **25 points**.

In order to guarantee a minimum threshold of quality, offers that do not reach a minimum of 50% of the possible score for each of the award criteria and sub-criteria of the technical evaluation will be eliminated. Tenders scoring as a total less than **65** (of a maximum of 100) points (TQV) against the award (technical) criteria, will not be considered acceptable and will therefore not have their financial proposal evaluated.

Only the technically compliant (acceptable) tenders as per the above will be subject to Financial (Price) Evaluation (5.4).

5.2 Technical proposal

Tenderers are requested to organise the technical offer in headings or to structure it in such a way so as to ensure that the content of the technical offer meets the requirements set out in the Terms of Reference or Technical Specifications as closely as possible and to facilitate the subsequent evaluation of tenders against the technical award criteria.

The tenderer's technical proposal should consist of a clear and comprehensive response to all requirements as per the Technical Specifications in point 2 above providing a practical, detailed description of services required for performance of the contract. It is up to the tenderer to prepare in his Technical Proposal a detailed organisation and methodology such that they fulfil (comply in full to) all requirements outlined in the Technical Specifications.

NB: All the information and means of proof provided commit the tenderer (and respectively the contractor) throughout the duration of the contract.

For the technical evaluation of the offer against the award (technical) criteria mentioned above, the tenderer must provide:

- (a) For award criterion 1; a description of the project plan for carrying out the tasks described in 2.4.1. The description should include an outline of the project stages, the tasks involved, timing, effort allotted to the specific tasks, project team, meetings necessary, contingency plans, quality and performance standards;
- (b) For award criterion 2: a description of the proposal to carry out the tasks as set in paragraph 2.4.2 (transfer of know-how to ICT staff). The description should include the training plan, the way custom training will be organised, the team involved in these tasks, timetable, content outline and materials that will be provided, contingency plans, assessment of training results. Please note that Cedefop's ICT staff had a first exposure to Webtrends.
- (c) For award criterion 3: a description of the proposal to carry out the tasks as set in paragraph 2.4.3 (transfer of know-how to Webtrends users),). The description should include the training plan, the way custom training will be organised, the team involved in these tasks, timetable, content outline and materials that will be provided, contingency plans, assessment of training results. Please note that Webtrends users had a first exposure to Webtrends and are knowledgeable of basic statistics concepts.
- (d) For award criterion 4 : a description of the plan to provide consultation and support as described in 2.4.4, including the range of service that consultation and support covers, support materials that could be provided, the project team available to Cedefop, methodology and response times to Cedefop's requests and questions. Please note that Cedefop expects in point 2.4.4 an amount of about 6 days on-site and 10 days off-site.

In points (a) to (d), the tenderer should estimate the work in terms of man-days,, and should give a break down of the man-days by type of experts (if applicable). Also the tenderer's estimation of on-site and off-site work should be presented.

The tenderer shall identify a Project Manager within his organisation who will represent the single contact point for all administrative and operational communication in regards to the contract implementation. Cedefop will also designate the Contact Person in charge of handling the contact with the selected tenderer.

In addition to the above the tenderer must clearly specify which parts of the work will be subcontracted (if any) and specify the identity of those subcontractors only undertaking more than 10% of the work by value (or of *all* subcontractors if total subcontracting is above 40% of the work by value) as requested in point 4.2.

NB: All the information and means of proof provided commit the contractor throughout the duration of the contract.

5.3 Financial proposal

The financial offer must be clear and in compliance with the tender specifications.

The Financial Proposal (Table 1 below) should indicate the total price in order to carry out all the activities indicated in the Technical Specification. The tenderers must fill in the following Price schedule table and present a detailed breakdown of the price offered.

The Financial Proposal should clearly match the Specifications. All services that shall be procured should be included.

The prices quoted must be fixed and not revisable.

Prices must be quoted in Euro should include all daily expenses, including travel and accommodation expenses. The contractor is reminded that part of the work will be done in Thessaloniki in Cedefop's premises. No transportation costs, neither accommodation costs will be reimbursed to the contractor.

Expenses for meetings called by Cedefop, in the context of contract performance, to resolve problems of cooperation (if any) between the two parties or to eventually address repeated shortcomings in the Contractor's obligations, will be at the charge of the Contractor.

In **exceptional cases**, any extra travel expenses that might be needed in order to perform tasks under the contract, shall be subject to Cedefop's prior approval and shall be reimbursed by Cedefop separately, according to its relevant rules (Annex of the draft contract in Annex B)

Table 1: Financial Proposal (all parts of the table must be completed)

<i>Service</i>	Total Cost (€)
Assess and modification of the current Webtrends installation as described in 2.4.1 to enable Cedefop to produce reports for its web portal as a whole and for the web portals' different sections, pages and databases (see paragraph 2.5.1):	
Transfer of know-how to Cedefop's ICT staff as described in 2.4.2, providing training in English on Cedefop's premises to transfer Webtrends know-how to Cedefop's ICT, training material, guidelines and instruction manuals (see paragraph 2.5.2)	
Transfer of know-how to Webtrends users as described in 2.4.3, providing training in English on Cedefop's premises to transfer Webtrends know-how to Webtrends users in Cedefop, training material, guidelines and instruction manuals (see paragraph 2.5.3)	
6 consulting days in Thessaloniki (see paragraph 2.4.4), for two assignments of 3 days each	
10 consulting days at Contractor's premises (see paragraph 2.4.4)	
GRAND TOTAL	

The VAT amount must be indicated separately here (this applies to tenderers established in Greece only): ... EUR.

5.4 Financial evaluation

Only tenders that:

- reach a minimum of 50% of the possible score for each award (evaluation) criterion and
- score minimum 65 points or more (of a maximum of 100) (TQV) against the award criteria

will have their Financial Proposal evaluated. The evaluation will be made on the basis of the price offered (TFO) in the Financial Proposal as per point 5.3.

For the Financial Evaluation of this tender the weighting that will be used for the calculation of the price score is 50 (i.e $50 \times (\text{Cheapest TFO} / \text{TFO})$). The cheapest offer will receive score 50 since the ratio Cheapest TFO / TFO will be equal to 1, and respectively the more expensive financial offers will receive score less than 50, since the ratio Cheapest TFO / TFO will be lower than 1.

5.4.1 Evaluation of abnormally low prices

If any tender's price appears to be abnormally low in relation to the services offered, and in order to check if the tender can be considered valid, the evaluation committee shall, before it may reject this tender, request in writing explanations on the

components of the tender, details of the constituent elements of the tender which it considers relevant and shall verify those constituent elements taking account of the explanations received. If in that relation the tenderer cannot explain his price on the basis of the economy of the services offered, or the method used, or the technical solution chosen, or the exceptionally favourable conditions available to the tenderer, the tender will be rejected.

A price will be considered abnormally low if the financial offer of any tenderer is lower, with more than the acceptable margin of deviation, from the average price of all technically acceptable offers.

The acceptable margin of deviation from the average price of the financial offers for this tender procedure is set to **30%**.

The approach of the Evaluation Committee to identify and eliminate abnormally low tenders will be the following:

- a) apply the acceptable margin of deviation from the average price of the technically acceptable offers and set aside the offers that go beyond it;
- b) check if specific notes or specific items included in the offer justify to some extent the deviation;
- c) decide on the acceptability of the offer on the basis of the clarification reply received.

5.5 Information concerning price

The prices quoted must be fixed and not revisable. Prices must be quoted in EURO and include all expenses.

Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges shall therefore not be included in the calculation of the price quoted.

6 Information on presentation and content of tender

It is important that tenderers provide all documents necessary to enable the evaluation committee to assess their tender. Tenderers should fully respect the instructions indicated under points 2, 3 and 4 of this open invitation to tender.

In addition, below you will find details of the required documentation.

6.1 Envelope A - Supporting documents

One original and one copy of:

- cover letter, signed by the person/s (name and position) that is/are authorised to sign the contract in case of contract award
- the exclusion criteria declaration requested in point 3.1 and standard template found in Annex C;
- the legal entity form as requested in point 3.3 and found in Annex D
- the financial identification form as found in Annex E
- the checklist found in Annex F
- the selection criteria documents as requested in points 3.2, 4.1, 4.2
- Questionnaires 1 – 4 as found in Annex G
- Power of Attorney (Model 1 or 2), as required in point 4.1 (if applicable) and found in Annex H
- Model of Letter of Intent for Subcontractor/s as required in point 4.2 (if applicable) and found in Annex I.

In the case of tenders submitted by groupings (consortia) or involving contribution by subcontractors, envelope A should also contain all relevant documentation as requested in points 4.1 and 4.2 respectively (with reference to points 3.1, 3.2 and 3.3).

6.2 Envelope B – Technical proposal

One original signed version and three copies of:

- the technical proposal providing all information requested in point 5.1, including information relevant to subcontracting as requested in point 4.2.

6.3 Envelope C – Financial proposal

One original signed version and three copies of:

- the financial proposal containing all information requested in point 5.3.

ANNEX A

CONTRACT NOTICE

(Given as separate file in *.pdf)

ANNEX B

DRAFT CONTRACT

(Given as separate file in *.pdf)

ANNEX C

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

(given as a separate *.doc file)

ANNEX D

LEGAL ENTITY FORM

Legal Entity Form to be downloaded, depending on the nationality and legal status of the tenderer, from the following website:

http://europa.eu/comm/budget/execution/legal_entities_en.htm

Legal Entity Form to be completed and signed by a representative of the tenderer (name and function) authorised to sign contracts with third parties. It should not be signed by sub-contractors (if any).

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 completed and signed by an authorised representative of the tenderer (with indication of name and function), but not by subcontractors.

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PLEASE NOTE:

Please indicate the BIC (Bank Identification Code) in the REMARKS box of the downloaded form.

ANNEX F
CHECK LIST OF MANDATORY DOCUMENTS
(given as a separate *.doc file)

ANNEX G

Questionnaires (1-4)

(given as a separate *.doc file)

ANNEX H
POWER OF ATTORNEY

(MODEL 1 and MODEL 2)

(given as a separate *.doc file)

ANNEX I

Model of Letter of Intent for Subcontractor/s

(given as a separate *.doc file)

ANNEX J

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 (FWC): 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
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 (FWC)	<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).
Open procedure	Calls for tenders 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 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 his 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.
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 types of contracts.

ANNEX K:

Description of the technological platform of Cedefop's web portal

(given as a separate file in *.pdf format)

ANNEX L

Description of the current implementation of Webtrends in Cedefop

(given as a separate file in *.pdf format)

ANNEX M
Cedefop ICT department's profile

(given as a separate file in *.pdf format)

ANNEX N

ICT User Policy

(given as a separate file in *.pdf format)