



**CEDEFOP**

European Centre for the Development  
of Vocational Training

Area Resources, Finance & Procurement Service

Thessaloniki, 09/09/2010  
RS/PRO/DELE/2010/597

**OPEN INVITATION TO TENDER**

**AO/RES/ICT/ITK/Livelihood-RedDot/015/10**

**'Livelihood Services – RedDot Services'**

**Ref.: Contract notice 2010/S 172-262620**

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. Paraskevaidis  
PO Box 22 427  
GR – 55102 Thessaloniki, Greece**

*Important:*

*Tenderers shall inform Cedefop by e-mail ([c4t-services@cedefop.europa.eu](mailto: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. Paraskevaidis  
123, Europe Str, GR-57001 Thessaloniki-Pylea,  
PO Box 22 427 - Greece  
Tel: +30 2310 490111 / 490 064**

Please note that Cedefop is open from 09h00 to 17h00, Monday to Friday. It is closed on Saturday, Sunday and Cedefop holidays.

3. Tenders must be submitted strictly adhering to the following.

Tenders must be submitted in a sealed envelope itself enclosed within a second sealed envelope. If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape.

The **outer envelope**, addressed simply to Cedefop (address depending on the means of submission, see point 2 above), should only bear additionally **the name and address** of the sender.

The **inner envelope**, addressed to the Procurement Service as indicated under point 2 above, must bear a self-adhesive label with the indication **“Open Invitation to tender – Not to be opened by the internal mail service”** and all the necessary information, as shown below:

<p style="text-align: center;"><b>OPEN INVITATION TO TENDER</b></p> <p style="text-align: center;"><i>CEDEFOP No: AO/RES/ICT/ITK/Livelihood-RedDot/015/10</i></p> <p style="text-align: center;"><i>‘Livelihood Services – RedDot Services’</i></p> <p>Name of tenderer: .....</p> <p>Lot(s) No.....[The number(s) of the lot(s) tendered for]</p> <p style="text-align: center;"><b>NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE</b></p>
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The inner envelope must also contain three sealed envelopes, namely, **Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”**. The content of each of these three envelopes is described in point 6 of the attached 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. 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 as 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 as 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 for any clarifications from the Contracting Authority	<b>07/10/2010</b>	< N/A >
Deadline for submission of tenders (hand delivered)	<b>18/10/2010</b>	< 17.00h >
Deadline for submission of tenders by post / courier	<b>18/10/2010</b>	< N/A >
Tender opening session	<b>01/11/2010</b>	11h00

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. Paraskevaïdis  
Head of Finance and Procurement

Attached: Tender Specifications

# **OPEN INVITATION TO TENDER**

***AO/RES-ICT/ITK/Liveline-RedDot/015/10***

***Liveline Services – RedDot Services***

## **Tender Specifications**

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## Introduction to Cedefop:

### Strengthening European cooperation in vocational education and training policy

1) Founded in 1975<sup>(1)</sup> 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<sup>(2)</sup> 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.

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

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<sup>(1)</sup> 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.

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

## 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, 2<sup>nd</sup> 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

The purpose of this open invitation to tender divided in 2 Lots is to conclude framework contracts with Service Providers for the provision of services for Cedefop projects related to Livelink and to RedDot (now OpenText Web Solutions) platforms. Specifically these services concern analysis, consulting, development, maintenance and administration, technical support, project management, as well as provision of the annual maintenance fee and of Livelink and RedDot software modules and licenses.

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

Profiles: Project manager  
 Consultant/Analyst  
 Developer/ technical support  
 Trainer

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

- b) Type of contract is a framework contract by lot. Orders will be placed by means of order forms or specific agreements attached to the framework contract. Specific agreements or Order Forms will be issued throughout the validity of the framework contract. Their number will depend on the needs of Cedefop. Each order form/specific agreement will specify the precise number of person-days to be acquired for each profile.

### 1.2 Place of delivery or performance

The tasks will be completed mainly at the contractor's premises (extra-muros, off-site). However some of the work will be executed at Cedefop's premises (intra-muros, on-site).

### 1.3 Division into lots

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

#### Lot 1: Livelink services

#### Lot 2: RedDot services

Tenderers may submit tenders for one or both lots. Please note that in the case where you tender for both lots, a separate tender must be made for each lot; therefore, the common outer envelope must contain as many inner envelopes as the number of lots tendered for – see point 3 of the Invitation to tender. Each individual lot will be examined separately. Each lot will form a separate contract and the activities and/or quantities indicated for each lot will be indivisible. If one tenderer is awarded both lots, a single contract may be concluded covering the two 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**

Estimated expenditure per Lot:

##### **Lot 1 – Liveline services, licenses and maintenance fees**

- Estimated person-days for Services: 850 person-days over 4 years. The person-days will not be distributed evenly over the years.
- Provision of licenses, modules and annual maintenance fee: Euro 180.000,00 over 4 years.

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

- Estimated person-days for Services: 1100 person-days over 4 years. The person-days will not be distributed evenly over the years.
- Provision of licenses, modules and annual maintenance fee: Euro 200.000,00 over 4 years.

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

#### **1.6 Validity of tenders**

Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders, i.e. until **18/04/2011**.

#### **1.7 Duration of the contract**

The framework contract shall enter into force on the date of signature of the last contracting party, shall have an initial duration of one (1) year and will be automatically renewed up to three (3) times, each for an additional period of one (1) year, covering a total acquisition period of four (4) years (1+1+1+1).

#### **1.8 Main terms of financing and payment**

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

## 2 Technical specifications

### 2.1 Technical specifications – Lot 1 - Livelihood

#### 2.1.1 Purpose

The purpose of this specific lot in the present call is to ensure the smooth operation of the Livelihood platform over a 4-years period through the acquisition of services relating to the maintenance of the Livelihood platform, to the maintenance of the existing Livelihood applications and to the development of new applications.

#### Background:

Livelihood was implemented in Cedefop in 2004 and is used since for the following:

- Electronic Document Management and Record Management (Record Bank), Mail registration;
- Intranet and internal dissemination of documents;
- Administrative applications (mainly workflows) such as Career Development Review, follow-up of translation requests, Procurement workflow;
- Collaboration platform with ReferNet (a European network created by Cedefop in 2002 to provide information on national vocational education and training systems and policies).

Custom applications on Livelihood have been developed using

- Livelihood workflows;
- xml exports and xsl transforms;
- JavaScript, java;
- Livelihood LAPI;
- Livelihood SDK custom modules;
- .NET

A description of the current configuration of Livelihood in Cedefop is in Annex M.

#### 2.1.2 Provision of Livelihood licenses, modules and annual maintenance fees

Through the framework contract that will be signed following the present procurement procedure, Cedefop shall pay the annual maintenance fee and acquire additional licenses and modules. The contractor shall take all necessary steps to ensure the on time delivery of requested items, including ensuring liaison with Opentext Inc.

#### 2.1.3 Livelihood Services - Tasks to be performed

The contractor will provide services related to the maintenance of the Livelihood platform in Cedefop: assistance in upgrading to new versions, assistance to Livelihood administration, consulting, performance measuring and improvement, troubleshooting, second level support, etc.

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

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

- Project manager
- Analyst/ Consultant
- Developer/ technical support
- Trainer

A detailed description of profiles is to be found in points 2.1.5 to 2.1.8.

**Please note that it is estimated that 80% of the tasks require deep knowledge of Livelihood. Therefore, in case of consortia or subcontracting, these tasks must be performed by staff belonging to the OpenText partner (Open Text select, premier or platinum partner as explained in 3.2.2 bullet 4).**

#### **2.1.4 Place of delivery or performance**

The place of delivery of services will be mainly at the contractor's premises (extra-muros, off-site). However Cedefop will request, when needed, that some of the work take place at Cedefop's premises (intra-muros, on-site). Therefore, it is estimated that throughout the 4 years the contractor will need to visit Cedefop for:

- a **1 day kick-off meeting** with two staff members of the contractor, the one of which should be the Project Manager;
- for the task profile Project Manager, **3 meetings** of 1 working day each;
- for the task profile Analyst/Consultant, **12 working sessions** in Cedefop of 2 days each;
- for the task profile Trainer, **2 training sessions** of 4 working days.

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

#### **2.1.5 Profile: Project Manager**

- **Nature of tasks**
  - Project management including proposals for project strategies, definition of tasks and deliverables, review of project deliverables, quality control, risk analysis and management, status reports, problem reporting and management systems, change control systems, project planning, follow up and organisation
  - Guidance of the team members in charge of project activities and review of their deliverables
  - Participation in functional and technical working groups and progress meetings
- **Requirements**
  - Post-secondary education degree in a relevant subject, **or** 4 years working experience in a relevant subject
  - In addition, minimum 6 years working experience in IT of which minimum 2 years in Project Management of computer software construction
  - Excellent communication skills (spoken and written) in English.

#### **2.1.6 Profile: Livelihood Analyst/Consultant (Expert)**

- **Nature of tasks**
  - Analysis of user requirements, functional analysis
  - Design of applications, specifications
  - Data analysis, data modelling
  - Database design
  - Feasibility studies, cost/benefit analysis

- Consulting, proposing and discussing appropriate solutions
- Consulting on presentation of information and proposals for layout
- Usability testing and user experience design
- Testing of new or modified software
- Review of performance and optimisation
- Monitor and establish quality assurance validation on the relevant technical documentation and user documentation
- Maintain a very good overview and deep technical understanding of the webportal architecture and its different modules
- Senior development tasks
- Complex system administration and engineering tasks
- Problem diagnosis, recording and resolution
- Assist with evaluating and testing products delivered by developers
- Participation in meetings with the users

➤ **Requirements**

- Post-secondary education degree in a relevant subject, **or** 4 years working experience in a relevant subject
- In addition, minimum 5 years working experience in IT, including 2 at senior analyst level and 2 related to Liveline. These last two requirements are not excluding each other; the experience may also be in the form of proven 2 years working at senior analyst level related to Liveline
- Be certified *Liveline Consultant*
- Excellent communication skills (spoken and written) in English.

### 2.1.7 Profile: Liveline Developer/Technical Support

➤ **Nature of tasks**

- Development and maintenance of Liveline applications which reflect the specifications based on user requirements
- Set-up, installation and administration of Liveline systems
- Technical support, troubleshooting, debugging
- Assistance in migrations/upgrades
- Testing and validation, deployment
- Produce the relevant technical documentation and user documentation

➤ **Requirements**

- Post-secondary education degree, **or** 4 years working experience in a relevant subject
- In addition minimum 2 years as developer or administrator in Livelink
- Knowledge of Livelink workflows, xml exports and xsl transforms, JavaScript, java, Livelink LAPI, Livelink SDK
- Excellent communication skills (spoken and written) in English.

### 2.1.8 Profile: Trainer

➤ **Nature of tasks**

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

➤ **Requirements**

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

**Important: the number of years requested in all profiles above refers to complete years until the deadline of submission of offers.**

## 2.2 Technical specifications – Lot2 – RedDot (OpenText Web Solutions)

### 2.2.1 Purpose

The purpose of this specific lot in the present call is to ensure the smooth operation of the mission critical web portal of Cedefop and of its underlying Web Content Management System RedDot platform over a 4-years period through the acquisition of services.

### 2.2.2 Background on Cedefop's webportal

The web portal has been launched on 15/12/2009. Its construction and maintenance was wholly outsourced.

The technological platform is RedDot (v10) CMS and .NET. For information purpose, the technical description of the web portal and various documentation that may be of interest to the tenderer are to be found in Annex N1 to Annex N6.

Cedefop's web portal ([www.cedefop.europa.eu](http://www.cedefop.europa.eu)) includes news on training policy 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.

Updating of content is decentralised within Cedefop's various units. Templates are used by Cedefop's experts to prepare content for uploading on the website. Experts 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. Overall responsibility for the web portal's content management belongs to the organisational unit "Area Communication Information and Dissemination". Responsibility for all technical aspects and smooth functioning belongs to the IT department.

### 2.2.3 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 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 involvement 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 to 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>)

#### 2.2.4 Provision of RedDot licenses, modules and annual maintenance fees

Through the framework contract that will be signed following the present procurement procedure, Cedefop shall pay the RedDot annual maintenance fee and acquire additional licenses and modules. The contractor shall take all necessary steps to ensure the on time delivery of requested items, including ensuring liaison with Opentext Inc.

#### 2.2.5 RedDot Services - Tasks to be performed

The contractor will provide services related to the mission critical web portal of Cedefop and to its RedDot platform: assistance in upgrading to new versions, assistance to administration, consulting, performance measuring and improvement, troubleshooting, second level support, etc.

In addition, the contractor will be requested to provide services for the development and maintenance of applications/modules related to the web portal and to the RedDot platform. Tasks shall include project management, analysis, designing, consulting, development, testing, deployment, corrective and evolutionary maintenance, performance measuring and improvement, documentation, training of administrators and super-users.

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

- Project manager
- Analyst/Consultant
- Developer/ technical support
- Trainer

A detailed description of profiles is to be found in points 2.2.7 to 2.2.10.

**Please note that it is estimated that 80% of the tasks require deep knowledge of RedDot. Therefore, in case of consortia or subcontracting, these tasks must be performed by staff belonging to the OpenText Web Solutions partner (Services Partner or a Solutions partner as explained in 3.2.2 bullet 5).**

#### 2.2.6 Place of delivery or performance

The place of delivery of services will be mainly at the contractor's premises (extra-muros, off-site). However Cedefop will request, when needed, that some of the work take place at Cedefop's premises (intra-muros, on-site). Therefore, it is estimated that throughout the 4 years the contractor will need to visit Cedefop for:

- a **1 day kick-off meeting** with two staff members of the contractor, the one of which should be the Project Manager.
- for the task profile Project Manager, **6 meetings** of 1 working day each;
- for the task profile Analyst/Consultant, **12 working sessions** in Cedefop of 3 days each;
- for the task profile Trainer, **5 training sessions** of 4 working days.

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

In addition, Cedefop request that one of the analyst/consultant works on-site in Cedefop premises for 60 working days at the beginning of the contract, as described in section 2.2.11.

### 2.2.7 Profile: Project Manager

#### ➤ Nature of tasks

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

#### ➤ Requirements

- Post-secondary education degree in a relevant subject, **or** 4 years working experience in a relevant subject
- In addition, minimum 6 years working experience in IT of which minimum 2 years experience in Project Management of web sites construction and content management systems
- Excellent communication skills (spoken and written) in English.

### 2.2.8 Profile: RedDot Analyst/Consultant

#### ➤ Nature of tasks

- Analysis of user requirements, functional analysis
- Design of applications, specifications
- Data analysis, data modelling
- Database design
- Feasibility studies, cost/benefit analysis
- Consulting, proposing and discussing appropriate solutions
- Consulting on presentation of information
- Usability testing
- User experience design, give technical guidance to developers to ensure aesthetics, usability and website standards such as W3C, WAI
- Testing of new or modified software
- Review of performance and optimisation
- Monitor and establish quality assurance validation on the relevant technical documentation and user documentation
- Maintain a very good overview and deep technical understanding of the webportal architecture and its different modules
- Senior development tasks
- Complex system administration and engineering tasks
- Problem diagnosis, recording and resolution
- Assist with evaluating and testing products delivered by developers
- Participation in meetings with the users

➤ **Requirements**

- Post-secondary education degree in a relevant subject, **or** 4 years working experience in a relevant subject
- In addition, minimum 5 years in IT, including 2 at senior analyst level and 2 on RedDot projects. These last two requirements are not excluding each other; the experience may also be in the form of proven 2 years working at senior analyst level on RedDot projects
- Be certified *Management Server Project Builder*
- Knowledge of .NET
- Excellent communication skills (spoken and written) in English.

### 2.2.9 Profile: RedDot Developer/Technical Support

➤ **Nature of tasks**

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

➤ **Requirements**

- Post-secondary education degree in a relevant subject, **or** 4 years working experience in a relevant subject
- In addition, minimum 2 years experience as developer in both RedDot (including RQL) and Microsoft .NET
- Excellent communication skills (spoken and written) in English.

### 2.2.10 Profile: Trainer

➤ **Nature of tasks**

- Customized training of Cedefop technical staff on RedDot solutions
- Customized training of end-users on RedDot solutions and on the applications constructed and/or maintained
- Customized training of administrators and super-users on RedDot solutions and on the applications constructed and/or maintained

➤ **Requirements**

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

**Important: the number of years requested in all profiles above refers to complete years until the deadline of submission of offers.**

**2.2.11 On-site assignment for 3 months at the beginning of the contract.**

The contractor will be asked to provide a RedDot analyst/consultant (profile described in 2.2.8) for 60 working days on-site at Cedefop's premises at the beginning of the contract. This person will:

- Assess and optimize the current installation of RedDot CMS and web portal
- Analyse the user requirements and propose appropriate solutions
- Build a very good overview of the webportal architecture, the different modules, interfaces, inter-communication
- Ensure completeness of documentation and contribute to the transfer of know-how to the Contractor's staff
- Provide technical assistance to Cedefop's ICT staff
- Transfer know-how to Cedefop internal staff
- Other as required

One person-day is defined to be 8 hours. The services shall be provided within the normal working hours of Cedefop (08h00 to 19h00 - weekdays), with the obligation to arrive before 10:00 am, unless explicitly differently agreed with Cedefop.

Cedefop disposes of a clock-in and clock-out electronic system which the consultant shall be bound to use, if requested by Cedefop.

The consultant shall start his/her assignment in Cedefop no later than 1,5 month after the signature of the contract. Upon agreement with Cedefop, it will be possible for the consultant to cut his assignment for short periods (no more than 2 weeks). The total amount of 60 working days shall however be respected, and be executed within a four months period. The same person shall execute the 60 working days unless there are exceptional unforeseeable circumstances.

## **2.3 Provisions applicable for both lots**

### **2.3.1 Multi-linguism**

Cedefop, by its very nature, is a multilingual environment. Informatics systems must support at least all the current official languages of the Union plus all those additional languages which can be expected in the medium term (5 years). All Cedefop applications are multilingual.

### **2.3.2 Description of on-site conditions**

- (1) The Centre is situated about 800m from the Praktiker crossroads at Pylaia, Thessaloniki (see official address on this document). Access to the Centre is by bus on a limited schedule, or by taxi. The contractor undertakes to cover the cost of transport and to ensure that the contractor's staff gets to work on time;
- (2) Cedefop observes most Greek holidays and is closed for an additional 6 days every year (5 days on Christmas/New Year, Europe Day on May 9th). It is however possible that the Centre may be open during some Greek public holidays;
- (3) The Centre operates a staff canteen serving lunch from 13:00 to 15:00. The cost of meals currently ranges from 5.00 – 7.00 €;
- (4) The most widely used language in the Centre is English. The second most widely spoken language is Greek, followed by French and German. All internal written information is communicated in English. Contractors are expected to communicate in writing in English;
- (5) The contractor will be provided with a proper development environment at Cedefop premises (i.e. office space, computer, software, access to e-mail and internet);
- (6) Tasks will be carried out under the supervision of the ICT Service.

### **2.3.3 Procedure for task assignment**

- (1) The contractor will be asked to resolve problems and bugs that are attributable to them within 1 week from the announcement of the issue by Cedefop. In case of mission-critical service requests (e.g. down-time of the system), the resolution should not exceed 24 hours.
- (2) For any request or question by Cedefop, the contractor commits to respond with an acknowledgment message within 48 hours, giving short comment and estimate of when the question can be resolved/answered, which must not exceed a maximum of five (5) working days, unless it concerns tasks larger than 1 day. The contractor shall handle larger tasks in a reasonable delay, i.e. the delay shall never be more than twice the time it actually takes to execute the tasks.

- (3) The following task assignment procedure applies:
- (a) A request for quotation is sent by Cedefop to the Contractor, with the task description and the related technical specifications;
  - (b) If necessary, clarifications are requested by the Contractor through phone conferences or emails. Cedefop provides clarifications accordingly;
  - (c) The Contractor provides an estimate of the work days the task will require, as well as the delivery date;
  - (d) Cedefop discusses the offer with the Contractor, if necessary, until there is agreement for the undertaking of the task or part of the task;
  - (e) The order form/specific contract is sent to the Contractor for signature (see Article I.4 of the draft contract in Annex B);
  - (f) The Contractor undertakes the task and provides the deliverable(s).
- (4) In case that there exists a running specific order form for a number of person-days destined to cover various tasks, the following simplified procedure applies :
- (a) Cedefop requests a specific task, supplying also the related technical specifications;
  - (b) The Contractor provides an estimate of the work hours or days the task will require, as well as the delivery date;
  - (c) Cedefop discusses the offer with the Contractor, if necessary, until there is agreement for the undertaking of the task or part of the task;
  - (d) The Contractor undertakes the task and provides the deliverable(s).

#### **2.3.4 Description of deliverables for trainings and of training conditions**

- (1) About half of the training will be delivered to technical staff (ICT), the other half will be delivered to non technical staff;
- (2) All trainings will be customised to the needs of Cedefop. Trainings will be normally delivered in Cedefop's premises;
- (3) Training will be charged per day, independently of the number of trainees;
- (4) The teaching days will be organised in half-day sessions of three hours (1 hour = 60 min) or in daily sessions of six hours, unless agreed otherwise;
- (5) There will be a maximum of 9 trainees per session.

- (6) The Contractor shall discuss and agree with ICT department the topics that will be covered during the courses.
- (7) The Contractor should well prepare each Course (Theory and Lab) as described below:
  - Courses should consist of Lessons which should include: description, key points, expected learning outcomes as well as questions for the trainees. Each Lesson is followed by a demonstration and then by a Lab, where applicable;
  - The Lab consists of a scenario and a number of exercises. Each exercise consists of a series of tasks. Each task should have a number of steps to reach the expected result described, which should be successfully followed by the trainee. Each Lab should also have an estimated time of completion, which should be more or less accurate.
- (8) The Contractor shall set-up the appropriate teaching material on the computers in the training room at Cedefop's premises in co-operation with Cedefop ICT department. Cedefop possesses all the needed facilities. The teaching material should be well tested before the training: needed files, text from which trainees may copy/paste, necessary software/network/access. It is the responsibility of the Contractor to make sure that all the scenarios of the Labs can be performed.
- (9) The Contractor shall provide handouts (tailored or ready made from the market, depending on what is necessary) in English, to be used in the various courses.
- (10) The Contractor shall prepare any audio-visual material (e.g. PowerPoint presentations) necessary for the smooth running of the courses.
- (11) During the course, the Contractor shall discuss students' questions, help them practice the skills and inform Cedefop's ICT Service of any important issues or problems revealed.

### **2.3.5 Additional requirements and special conditions**

- (1) The ICT Department of Cedefop is responsible for the contract and will assign one Project Manager to its execution.
- (2) 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 contract implementation.
- (3) As Cedefop and the contractor will communicate in English, the contractor must have the capacity to communicate well in that language.
- (4) The contractor will connect remotely to Cedefop server(s) as appropriate.
- (5) The contractor should have his own test & development environment similar to Cedefop's environment (servers, OS, OpenText software, etc.) at its own expenses.

- (6) The contractor will provide monthly activity reports.
- (7) The Contractor will provide 6 months guarantee (free fixes) for any deliverable.
- (8) Cedefop will accept individuals to carry out the tasks specified in points 2.1 and 2.2 above only from among the compliant CVs which were part of the tenderer's proposal in regards to the selection criteria (see point 3.2). If any of these individuals is unable to perform his/her duties, Cedefop should be informed within two working days. For his/her replacement the Contractor has to submit compliant CV(s) within maximum 5 working days. Cedefop will grant approval for the replacement and appointment of a new individual (other than those originally set out in the proposal), to work on the tasks set out in the Order Form(s) only after the CV(s) and copies of the professional qualifications of the individual(s) proposed are carefully examined and accepted.
- (9) The contractor shall replace within 10 working days a person working under the contract resulting from the present call for tenders if his/her conduct and behaviour are considered to be unsatisfactory or if his/her abilities and/or performance have proven unsatisfactory.
- (10) The transfer of know-how period relating to personnel substitution, between the departing and the new person, has to be agreed between Cedefop and the Contractor depending on the circumstances, and shall not be less than 5 person-days. The costs for the transfer of know-how days for the new person should be covered by the contractor.
- (11) The contractor should be able to ensure the availability and provide the proposed team within one (1) month following the signature of the framework contract (expected signature by mid December 2010).
- (12) Any meeting held to resolve problems manifestly imputable to the Contractor's execution or performance of the Contract will be at the charge of the Contractor.
- (13) In case of a specific project, an emergency situation, or a problem not imputable to the Contractor's execution or performance of the Contract, Cedefop will call ad-hoc working meetings. Such meetings or any extra travel and accommodation expenses that might be needed to perform the tasks related to the contract, shall be subject to Cedefop's prior approval and shall be reimbursed by Cedefop separately, according to the travel and accommodation expenses as proposed by the Contractor in its financial offer.
- (14) The contractor shall ensure the quality of deliverables. In particular all deliverables must be thoroughly tested by the contractor before being submitted to Cedefop.

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

### 3 Exclusion and selection of tenderers

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

In case any document(s) concerning exclusion (point 3.1) and selection criteria (point 3.2) is/are missing, the tender will automatically be rejected. Cedefop reserves the right to ask for additional clarification(s), if needed, only on documents presented within the tender. Missing documents will not be requested. Before sending, please therefore make sure that all requested documents are included.

#### 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.

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

#### 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 will 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 & Financial capacity

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

##### Requirements for each Lot:

- The minimum annual overall turnover of the tenderer for the last three (3) financial years for which accounts have been closed should be at least **300,000 €**
- The minimum annual turnover of the tenderer for the last three (3) financial years for which accounts have been closed 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 including the Profit and Loss Account or equivalent for each of the last three (3) financial years for which accounts have been closed;
- and
- statement(s) of turnover of the tenderer concerning the type of services covered in this call for tenders during each of the last three (3) financial years for which accounts have been closed.

In case of a consortium (grouping) or subcontracting **each member of the consortium and all subcontractors (in line with points 4.1 or 4.2 below) must provide the required evidence 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 case of contract award the winning tenderer will be requested to prove the above by Audited Financial Statements if this is foreseen by the national legislation.**

If, for some exceptional reason the tenderer is unable to provide one or other of the above documents (**for each Lot**), 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.

- (1) Ability and adequate structure to perform the tasks described in the technical specifications;
- (2) At least three (3) contracts performed in the past three (3) years (to have been concluded by the date of submission of offers) similar to the scope, size and nature as those required in this call for tenders; each contract should have a value of at least 40,000 €
- (3) Adequate resources (trained and certified technical staff) of the tenderer to perform the services described in the technical specifications; the Tenderer's team of experts shall be composed of at least 1 project manager, 1 analyst/consultant, 2 developers and 1 trainer fulfilling the requirements described
  - **for lot 1 in sections 2.1.3 and 2.1.5 to 2.1.8**
  - **for lot 2 in sections 2.2.5 and 2.2.7 to 2.2.10;**
- (4) In addition, only for Lot 1  
 Certification for lot 1 (Livelink): the tenderer must be an OpenText *select* partner, or an OpenText *premier* partner or an OpenText *platinum* partner;
- (5) In addition, only for Lot 2  
 Certification for lot 2 (RedDot): the tenderer must be either a *Services Partner* or a *Solutions Partner* with OpenText Web Solutions (formerly known as RedDot).

### **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:

- Company profile and the enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established;
- List of at least 3 contracts performed in the past three (3) years similar to the scope, size and nature as those required in this call for tenders, describing the subjects, the amounts, the dates, the percentage performed by the tenderer, and the contracting authorities.
- At least 5 CVs (1 project manager, 1 analyst/consultant, 2 developers and 1 trainer) of the contractor's staff who are proposed to implement the contract. The corresponding profile should be clearly indicated on each proposed CV.

Note: For each Lot, concerning the profiles "Analyst/Consultant" and "Developer" each CV might address different fields of required expertise as described in detail in each profile in the technical specifications. However, the proposed set of CVs should cover all fields.

The Tenderer is welcome to provide as many compliant CVs as he judges necessary. The number of years requested in all profiles above refers to complete years until the deadline of submission of offers.

- Proof of certifications/partnership for Lot 1 and/or Lot 2

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.

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

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 G) 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 G, 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 G, 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 G) 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 H (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

**The award principle is “best value for money”.**

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

A quality-price score will be calculated for each tender by using the following formula to obtain the Total Score (out of 100):

$$\text{Score for Tender A} = \frac{\text{Total Quality Score (out of 100) for award criteria of Tender A}}{100} \times (\mathbf{X}) + \frac{\text{Cheapest Tender Price}}{\text{Price of Tender A}} \times (\mathbf{Y})$$

**The quality criteria weighting is (X), and for this tender procedure it is fixed to (70).**

**The price weighting is (Y), and for this tender procedure it is fixed to (30).**

The contract shall be awarded to the tenderer who submitted an offer for ‘the best-value-for-money’, **i.e. to the tenderer who achieved the highest Total Score calculated according to the above formula.**

### 5.1 Technical evaluation – Lot 1 - Livelink

The assessment of the technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in the tender specifications.

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

- (1) Quality of the project plan for the following project scenario: develop a Livelink application “Follow-up of training requests”. The project is described in annex I 1 and in annex I 2. **(40 points)**
- (2) Methodology for the regular administration and monitoring of Livelink and Livelink applications. The purpose of this work package is to ensure that Cedefop’s Livelink is available 24/7 except for programmed downtimes. **(40 points)**
- (3) Quality, credibility and proportionality of the work organisation foreseen for the management and execution of the contract **(20 points)**.

### 5.2 Technical proposal – Lot 1 - Livelink

The tenderer’s technical proposal should consist of a clear and comprehensive response to the award criteria outlined in point 5.1 above.

**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:

For award criterion 1:

A description of the project plan for carrying out the tasks described in Annex I 1 and I 2. The description should include an outline of the technical solution proposed, an outline of the project stages, the tasks involved, timing, effort allotted to the specific tasks, project team, the number of meetings necessary.

Table 2 of the financial proposal in Annex L 1 must be consistent with the required effort as described in the above document.

For award criterion 2:

A description of the methodology and standards for the regular administration and monitoring in order to ensure flawless functioning, availability of the Livelink platform and good performance, i.e. description of preventive measures, recurrent tasks, effort required, reporting, response time for corrective actions, performance standards. Minimum performance standards are defined as follows: any single action produces final result within 10 seconds maximum, given that our hardware is robust, state of the art and professionally maintained and that configuration of the system will be performed by the contractor.

Please note that administration of databases is out of the scope of this award criterion.

Table 3 of the financial proposal in Annex L 1 must be consistent with the required effort as described in the above document.

For award criterion 3 :

A description of the actual methods and of the work organisation, that will be deployed by the Contractor in order to ensure quality of all deliverables, monitoring of the contract and communication with Cedefop.

In addition to the above and for all the above criteria, the tenderer must clearly specify which parts of the work will be subcontracted (if any). Please refer to point 4.2.

Tenders scoring **less than 65 (of a maximum of 100)** points against the total technical criteria or **less than 50% for each of the 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 (point 5.5).

### **5.3 Technical evaluation – Lot 2 - RedDot**

The assessment of the technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in the tender specifications.

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

- (1) Quality of the project plan to carry out the integration of the conferences websites into Cedefop web portal, as described in Annex J. **(30 points)**
- (2) Quality of the project plan to carry out the implementation of the CMS statistics, as described in Annex K. **(30 points)**

- (3) Methodology for the regular administration and monitoring of the RedDot CMS and of the web portal. The purpose of this work package is to ensure that Cedefop's web portal and the CMS is available 24/7, except for programmed downtimes, and perform well. **(20 points)**
- (4) Quality, credibility and proportionality of the work organisation foreseen for the management and execution of the contract **(20 points)**.

#### **5.4 Technical proposal – Lot 2- RedDot**

The tenderer's technical proposal should consist of a clear and comprehensive response to the award criteria outlined in point 5.3 above.

**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:

##### For award criterion 1 :

A description of the project plan for carrying out the tasks described in Annex J. The description should include an outline of the technical solution proposed, an outline of the project stages, the tasks involved, timing, effort allotted to the specific tasks, project team, the number of meetings necessary. Table 2 of the financial proposal in Annex L2 must be consistent with the required effort as described in the above document.

##### For award criterion 2 :

A description of the project plan for carrying out the tasks described in Annex K. The description should include an outline of the technical solution proposed, an outline of the project stages, the tasks involved, timing, effort to perform the specific tasks, project team, the number of meetings necessary. Table 3 of the financial proposal in Annex L 2 must be consistent with the required effort as described in the above document.

##### For award criterion 3 :

A description of the methodology and standards used for the regular administration and monitoring in order to ensure flawless functioning, availability and good performance of RedDot CMS and web portal, i.e. description of preventive measures, recurrent tasks, effort required, reporting, response time for corrective actions, full-site publishing, back-up/export procedures, monitoring of periodic jobs and their status, performance standards. Minimum performance standards are defined as follows: any single action at public web portal produces final result within 3 seconds maximum and any single action at CMS (not involving returning lists) produces final result within 5 seconds maximum, given that our hardware is robust, state of the art and professionally maintained and that configuration of the system will be performed by the contractor. Please note that administration of databases is out of the scope of this award criterion.

Table 4 of the financial proposal in Annex L 2 must be consistent with the required effort as described in the above document.

For award criterion 4 :

A description of the actual methods and of the work organisation, that will be deployed by the Contractor in order to ensure quality of all deliverables, monitoring of the contract and communication with Cedefop.

In addition to the above, and for all the above criteria, the tenderer must clearly specify which parts of the work will be subcontracted (if any). Please refer to point 4.2.

Tenders scoring **less than 65 (of a maximum of 100)** points against the total technical criteria or **less than 50% for each of the 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 (5.5).

### **5.5 Financial evaluation**

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

Financial offers will be evaluated for each lot.

The tenders are awarded points by means of the following formula:

$$\text{Financial score} = (\text{cheapest Financial Proposal} / \text{Financial Proposal of the tender being considered}) * Y.$$

$$Y = \text{price weighting} = 30$$

The Financial Offers will be checked for any arithmetical errors in computation and summation. Errors will be corrected by the evaluation committee as follows:

- ✓ where there is a discrepancy between a unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will be the price taken into account.

#### **5.5.1 Evaluation of abnormally low prices (per Lot)**

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 or supplies 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 of the 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 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.

## **5.6 Financial proposal**

The financial offer is based on the most probable scenario over 4 years. This scenario is only an estimation for evaluation purposes. Quantities of services cannot be determined precisely at this stage.

### **5.6.1 How to fill the financial offer**

The tenderers must fill-in the financial offer spreadsheet, as per Annex L 1 and Annex L 2, and present a detailed breakdown of the price offered. The price of the scenarios corresponding to award criteria 1 & 2 for lot 1 and award criteria 1, 2, 3 for lot 2 should be consistent with the documents provided under the technical proposal.

The price per person-day and per profile shall be the same across all the tables of the financial offer.

The price per training day shall include all preparation costs except travel and accommodation costs (please refer to section 2.3.4 for more details). Travel and accommodation will be reimbursed separately according to table 4 for lot 1 and table 6 for lot 2.

For lot 1 (Livelink), the costs indicated in tables 2 and 3 shall reflect the proposal for the projects described respectively in award criteria 1 and 2. Table 3 shall reflect the cost over 4 years.

For lot 2 (RedDot), the costs indicated in tables 2, 3 and 4 shall reflect the proposal for the projects described respectively in award criteria 1, 2 and 3. Table 4 shall reflect the cost over 4 years.

Prices indicated in table 4 for lot 1 and table 6 for lot 2 (cost of meetings) will be used to reimburse travel and accommodation expenses for contractor's staff (any profile) who will come to Thessaloniki, e.g. for delivering training or participating in project management meeting or assess and optimize Cedefop's Livelink or RedDot systems.

The only exception to the above paragraph is for lot 2 (RedDot) where the price for the on-site consultant – 60 days at the beginning of the contract as described in section 2.2.11, shall be filled in table 5 and shall be inclusive of all costs : person-day, travel and accommodation expenses.

Accommodation costs are all inclusive and include all daily expenses. In table 4 for lot 1 and table 6 for lot 2, prices indicated in columns “Cost per travel (C)” and “Accommodation cost per day (F)” will be used during the contract life to reimburse such expenses depending on the actual duration of the meeting.

Any extra travel expenses of the Contractor, that might be needed to perform the tasks related to the contract, shall be subject to Cedefop's prior approval and shall be reimbursed by Cedefop according to the financial offer.

Please note that travel time will not be reimbursed or paid.



**5.6.2 Information concerning price**

- The prices quoted must be fixed and not revisable for the first year of the contract. From the second year of the contract prices may be revised as specified in the draft contract.
- Prices must be quoted in euro and include all expenses.
- Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Union, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). **Such charges may not therefore be included in the calculation of the price quoted.**

**Please indicate the VAT percentage .....%** (this applies only to tenderers established in Greece, because of the particular arrangement according to which Cedefop pays to the contractor the price of the financial offer plus the VAT amount and is later reimbursed for the VAT by the Greek State).

## **6 Information on presentation and content of tender**

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

- a cover letter duly signed from the individual(s) entitled to sign the contract in case of contract award, as requested in point 4 of the invitation to tender;
- the exclusion criteria declaration as requested in point 3.1 and standard template found in Annex C
- the selection criteria documents as requested in point 3.2
- the legal entity form as requested in point 3.3 and found in Annex D
- the financial identification form as found in Annex E completed by the single tenderer or by the party nominated as representative for the payments in case of groupings (subcontractors don't need to submit this form)
- all relevant documentation concerning joint offers-groupings and subcontracting, if any, as requested in points 4.1, 4.2 and found in Annexes G and H
- the checklist found in Annex F

### **6.2 Envelope B – Technical proposal**

One original signed unbound version and three bound copies of:

- the technical proposal providing all information requested in points 5.2 for Lot 1 and 5.4 for Lot 2.

### **6.3 Envelope C – Financial proposal**

One original signed version and three copies of:

- the financial proposal containing all information requested in point 5.6 and the relevant tables found in Annex L1 for lot 1 and Annex L2 for Lot 2 as duly filled.

**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 separate file in \*.doc)**

## **ANNEX D**

### **LEGAL ENTITY FORM**

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

[http://europa.eu.int/comm/budget/execution/legal\\_entities\\_en.htm](http://europa.eu.int/comm/budget/execution/legal_entities_en.htm)

## **ANNEX E**

### **FINANCIAL IDENTIFICATION FORM**

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

*[http://europa.eu.int/comm/budget/execution/ftiers\\_en.htm](http://europa.eu.int/comm/budget/execution/ftiers_en.htm)*

#### **PLEASE NOTE:**

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

## ANNEX F

### CHECK LIST OF MANDATORY DOCUMENTS

The checklist must be used to ensure that you have provided all the documentation for this tender and in the correct way. This checklist should be included as part of your offer.

**Please Tick ✓ the boxes provided**

<b>Mandatory documents to be included as part of the tender</b>	<b>Reference paragraph</b>	<b>Included</b>		<b>If the document is not included, please provide an explanation for the reason</b>
		<b>Yes</b>	<b>No</b>	
<u>Envelope 'A' must contain</u> one original and one copy of: - this checklist - duly signed cover letter	Annex F & point 4 of page 2	<input type="checkbox"/>	<input type="checkbox"/>	
- exclusion criteria declaration (If applicable, including those of consortia and subcontractors)	Annex C, 3.1, 4.1 & 4.2	<input type="checkbox"/>	<input type="checkbox"/>	
- selection criteria documents (If applicable, including those of consortia and subcontractors)	3.2, 4.1 & 4.2	<input type="checkbox"/>	<input type="checkbox"/>	
- legal entity form	Annex D & 3.3	<input type="checkbox"/>	<input type="checkbox"/>	
- financial identification form	Annex E & 6.1	<input type="checkbox"/>	<input type="checkbox"/>	
- joint offers and/or subcontractors if applicable	Annexes G and/or H, 4.1 and/or 4.2			
<u>Envelope 'B' must contain</u> one original and three copies of:				
- the technical proposal	5.2 & 5.4	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'C' must contain</u> one original and three copies of:				
- the financial proposal	5.6 and Annex L1 and/or L2	<input type="checkbox"/>	<input type="checkbox"/>	

**You should also ensure that:**

<input type="checkbox"/>	your offer is formulated in one of the official languages of the European Union.
<input type="checkbox"/>	both the technical and financial proposals of the offer are signed by you or your duly authorised agent.
<input type="checkbox"/>	your offer is perfectly legible in order to rule out any ambiguity.
<input type="checkbox"/>	your offer is submitted in accordance with the envelope system as detailed in the invitation to tender point 3.
<input type="checkbox"/>	the outer envelope bears the information mentioned in the invitation to tender point 3.

**ANNEX G**

**MODEL 1 & 2 - POWER OF ATTORNEY**

**(Given as separate files in \*.doc)**

## **ANNEX H**

**Model of Letter of Intent for Subcontractor/s**

**(Given as separate file in \*.doc)**

**ANNEX I 1 & I 2**

**SCENARIO FOR LIVELINK AWARD CRITERION 1  
DESCRIPTION OF PROJECT TRAINING REQUEST (I 1) AND  
FORM FOR TRAINING REQUEST (I 2)**

**(Given as separate files in \*.doc)**

**ANNEX J & K**

**SCENARIO FOR REDDOT AWARD CRITERIA 1 & 2  
INTEGRATION OF CONFERENCES WEB SITES &  
CMS STATISTICS AND REPORTING**

**(Given as separate files in \*.doc)**

**ANNEX L 1**

**FINANCIAL PROPOSAL FOR LOT 1 LIVELINK**

**(Given as separate file in \*.xls)**

**ANNEX L 2**

**FINANCIAL PROPOSAL FOR LOT 2 REDDOT**

**(Given as separate file in \*.xls)**

## **ANNEX M**

### **DESCRIPTION OF LIVELINK IMPLEMENTATION IN CEDEFOP**

**(Given as separate file in \*.doc)**

**ANNEX N1 TO N6**

**INFORMATION ON WEB PORTAL ARCHITECTURE, INFRASTRUCTURE,  
PUBLIC USER MANAGEMENT DESCRIPTION, SEARCH ENGINE  
DOCUMENTATION, ADMIN & UNSER MANUAL**

**(Given as 6 separate files in \*.doc)**

**ANNEX O**

**ICT PROFILE**

**(Given as 1 separate file in pdf)**