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**GR-Thessaloniki: Livelink services — RedDot services**

**2010/S 172-262620**

**Contract notice**

**Section I: Contracting authority**

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

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

**Internet address(es):**

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

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

**Further information can be obtained at:**

As in abovementioned contact point(s).

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

As in abovementioned contact point(s).

**Tenders or requests to participate must be sent to:**

As in abovementioned contact point(s).

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

European institution/agency or international organisation.

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

**Section II: Object of the contract**

**II.1) Description**

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

Livelink services — RedDot services.

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

Services.

Service category No 7.

Main place of performance: The tasks 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).

**II.1.3) The notice involves:**

The establishment of a framework agreement.

**II.1.4) Information on framework agreement:**

Framework agreement with a single operator.

Duration of the framework agreement:

Duration in month(s): 48.

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

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 related to Livelink and to RedDot (now Open Text Web Solutions) projects: 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 licences.

II.1.6) **Common procurement vocabulary (CPV):**

72212783, 72212311, 72212000, 72200000, 72263000, 72262000.

II.1.8) **Division into lots:**

Yes.

Tenders should be submitted for: 1 or more lots.

II.1.9) **Variants will be accepted:**

No.

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

For lot 1 — Livelink services, licences 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 licences, modules and annual maintenance fee: 180 000 EUR over 4 years.

For lot 2 — RedDot services, licences and maintenance fees:

— estimated person-days for services: 1 100 person-days over 4 years. The person-days will not be distributed evenly over the years,

— provision of licences, modules and annual maintenance fee: 200 000 EUR over 4 years.

II.2.2) **Options:**

Yes.

Description of these options:

Initial contract duration of 1 year with 3 possible renewals 1 year each.

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

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

**Information about lots**

Lot No 1

Title: Livelink services

1) **Short description:**

Livelink services, licenses and maintenance fees.

2) **Common procurement vocabulary (CPV):**

72212783.

3) **Quantity or scope:**

— Estimated person-days for services: 850 person-days over 4 years. The person-days will not be distributed evenly over the years.

— Provision of licences, modules and annual maintenance fee: 180 000 EUR over 4 years.

Lot No 2

Title: RedDot services

1) **Short description:**

RedDot services, licences and maintenance fees.

2) **Common procurement vocabulary (CPV):**  
72212783.

3) **Quantity or scope:**

— Estimated person-days for services: 1 100 person-days over 4 years. The person-days will not be distributed evenly over the years.

— Provision of licences, modules and annual maintenance fee: 200 000 EUR over 4 years.

### **Section III: Legal, economic, financial and technical information**

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

Not applicable.

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

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

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

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

For more information please refer to the tender documents.

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

Yes.

Description of particular conditions:

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

For more information please refer to the tender documents.

III.2) **Conditions for participation**

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

Information and formalities necessary for evaluating if requirements are met:

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

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

III.2.2) **Economic and financial capacity:**

Information and formalities necessary for evaluating if requirements are met:

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

Minimum level(s) of standards possibly required:

Requirements for each lot:

— the minimum annual overall turnover of the tenderer for the last 3 financial years for which accounts have been closed should be at least 300 000 EUR,

— the minimum annual turnover of the tenderer for the last 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 EUR.

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 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 3 financial years for which accounts have been closed.

In the case of a consortium (grouping) or subcontracting each member of the consortium and all subcontractors (in line with points 4.1 or 4.2 of the tender dossier) 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 the 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.

### III.2.3) **Technical capacity:**

Information and formalities necessary for evaluating if requirements are met:

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

Minimum level(s) of standards possibly required:

— ability and adequate structure to perform the tasks described in the technical specifications,

— at least 3 contracts performed in the past 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 EUR,

— 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 below:

For lot 1:

Task profile — project manager:

— 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 a minimum of 2 years in project management of computer software construction,

— excellent communication skills (spoken and written) in English.

Task profile — Livelink analyst/consultant (expert):

— 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 Livelink. These last 2 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 Livelink,

— be a certified Livelink consultant,

— excellent communication skills (spoken and written) in English.

Task profile — Livelink developer/technical support:

- 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.

Task profile — trainer:

- minimum 1 year's experience in training,
- Livelink training and technical experience certified by Open Text,
- excellent communication skills (spoken and written) in English.

For lot 2:

Task profile — project manager:

- 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 a minimum of 2 years' experience in project management of website construction and content management systems,
- excellent communication skills (spoken and written) in English.

Task profile — RedDot analyst/consultant:

- 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 2 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 a certified management server project builder,
- knowledge of .NET,
- excellent communication skills (spoken and written) in English.

Task profile — RedDot developer/technical support:

- 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.

Task profile — trainer:

- minimum 1 year's experience in training,
- RedDot training and technical experience certified by Open Text/RedDot,
- excellent communication skills (spoken and written) in English.

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

— In addition, only for lot 1:

Certification for lot 1 (Livelink): the tenderer must be an Open Text select partner, or an Open Text premier partner or an Open Text platinum partner.

— In addition, only for lot 2:

Certification for lot 2 (RedDot): the tenderer must be either a services partner or a solutions partner with Open Text 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 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.

— Proof of certifications/partnership for lot 1 and/or lot 2:

In the case of a 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 of the tender documents).

III.2.4) **Reserved contracts:**

No.

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

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

No.

III.3.2) **Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service:**

Yes.

**Section IV: Procedure**

IV.1) **Type of procedure**

IV.1.1) **Type of procedure:**

Open.

IV.2) **Award criteria**

IV.2.1) **Award criteria:**

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

IV.2.2) **An electronic auction will be used:**

No.

IV.3) **Administrative information**

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

'AO/RES/ICT/ITK/Livelink-RedDot/015/10'.

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

No.

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

Payable documents: no.

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

18.10.2010.

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

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

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

Until: 18.4.2011.

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

Date: 1.11.2010 (11:00).

Place: Cedefop's premises.

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

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

**Section VI: Complementary information**

**VI.1) This is a recurrent procurement:**

No.

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

No.

**VI.3) Additional information:**

The tender documents will be available on Cedefop's website:

<http://www.cedefop.europa.eu/en/working-with-us/public-procurements/calls-for-tenders.aspx>

**VI.4) Procedures for appeal**

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

General Court, rue du Fort Niedergrünwald, 2925 Luxembourg, LUXEMBOURG. Tel. +352 4303-1. Fax +352 4303-2100. E-mail: [cfi.registry@curia.europa.eu](mailto:cfi.registry@curia.europa.eu) Internet: <http://curia.europa.eu/>

**VI.4.2) Lodging of appeals:**

Precise information on deadline(s) for lodging appeals:

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

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

Same as in point VI.4.1.

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

24.8.2010.