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**GR-Thessaloniki: development and maintenance services for Europass Web resources
2012/S 64-102999**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

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

Internet address(es):

General address of the contracting authority: <http://www.cedefop.europa.eu/>
Address of the buyer profile: <http://www.cedefop.europa.eu/>
Electronic access to information: <http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/calls-for-tenders.aspx>

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

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

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

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Education

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

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

Section II: Object of the contract

II.1) Description

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

Development and maintenance services for Europass Web resources.

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

Services

Service category No 7: Computer and related services

Main site or location of works, place of delivery or of performance: Partly in the contractor's premises ('off-site') and partly in Cedefop's premises, Europe Str. 123, Pylea, Thessaloniki, GREECE ('on-site').

NUTS code GR122

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

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in months: 48

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

The subject of the contract will be the provision of Web development, maintenance, support, consulting and project management services for the Europass Web resources.

1 specific major engagement for the first year is the development of a Web-based tool for issuing the Europass experience (EX) document. Technologies used are J2EE, PDF, XML, ODF, Web services and digital signatures.

II.1.6) Common procurement vocabulary (CPV)

72200000, 72320000

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

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

II.1.8) Lots

This contract is divided into lots: no

II.1.9) Information about variants

Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The estimated volume of the services to be provided under the framework contract corresponds to approximately 3 860 person-days over 4 years, out of which about 1 760 person-days for on-site services. The person-days may not be distributed evenly over the years.

Tenderers should be aware that the estimated volume is purely indicative, shall not be binding on Cedefop and should not be considered as a warranty as to the final value of the contract. The sum of the amounts of the successive order forms/specific contracts to be issued after the framework contract is signed may not reach the aforementioned estimated volume. Cedefop will be contractually bound only by the amounts effectively entered in the successive signed order forms/specific contracts.

II.2.2) Information about options

Options: yes

Description of these options: Initial contract duration will be 1 year, which will be automatically renewed up to 3 times, each for an additional period of 1 year, covering a period of up to 4 years (1+1+1+1).

Important note:

Due to the nature of Europass political decision-making at EU level, on the one hand unexpected obligations for new developments may arise, and on the other hand decisions may be modified and tasks (including funding of the project) reduced. Tenderers are advised to take into account this project pattern before deciding to submit a proposal.

Because of the above circumstances, Cedefop cannot exclude that the estimated total volume of services might need to be increased, due to external requirements for new services consisting in the repetition of

similar services entrusted to the economic operator awarded the initial contract (issued from this open tender procedure).

In such a case Cedefop may decide to use a negotiated procedure without prior publication of a contract notice, whatever the estimated value of the possible amendment to this FWC could be but up to a maximum increase of 50 %, provided that these new services conform to the basic project that was the subject of the initial contract awarded under this open procedure. Such a procedure may be used only during the 3 years following conclusion of the original contract.

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 3

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:
in months: 36 (from the award of the contract)

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

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

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

Not applicable.

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

Payments will be made within 30 days after submission of invoices. Invoices shall be issued only after the explicit acceptance by the project managers of the deliverables (or time sheets, in the case of on-site services) of the respective order form.

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

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

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

Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition.

III.1.4) Other particular conditions

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

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

III.2) Conditions for participation

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

Information and formalities necessary for evaluating if the requirements are met: Tenderers must meet the exclusion and selection criteria.

Participation in this tender is only open to tenderers who are in a position to subscribe in full to the declaration on exclusion criteria and absence of conflict of interest. Each and all requirements for economic, financial and technical capacity should be fulfilled by the tenderer — alone (in the case of single tenderers) or by the consortium (grouping) as a whole (in case the tenderer is a consortium).

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.

III.2.2) **Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met: The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

Minimum level(s) of standards possibly required: Requirements:

— the average annual turnover of the tenderer for the last 3 financial years concerning the type of services covered in this call for tenders should be at least 1 000 000 EUR.

Proof of economic and financial capacity must be furnished by the following documents:

— signed statement (fill in and sign your statement in questionnaire 2 of Annex G in the tender document) of the tenderer's turnover for the last 3 financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

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

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

III.2.3) **Technical capacity**

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

The tenderers are required to have sufficient technical and professional capacity to perform the contract. They must demonstrate qualifications, knowledge, skills and the ability to perform the tasks outlined in the terms of reference.

Minimum level(s) of standards possibly required:

Requirements for technical and professional capacity:

1. the tenderer must have the technical know-how, experience and expertise to provide the requested services as well as due command of the technologies used until now in Europass (as listed at Section 2.2.7 of the tender document);
2. the tenderer must have performed during the past 3 years at least 3 major contracts similar to those described in this call for tenders in terms of scope, size and technological nature. The required total contract value (invoiced financial value) of these 3 contracts together should be at minimum 1 000 000 EUR;
3. the tenderer's key experts, whose involvement will be instrumental for the successful implementation of the contract, must have the appropriate profiles, knowledge and experience. In particular, the proposed key experts

for each profile must comply with the minimum requirements for experience and knowledge described in Section 2.5 'Profiles' in the tender document;

4. the tenderer must be able to carry out the needed on-site services through qualified experts (required profiles described in Sections 2.5.7 and 2.5.8 in the tender document) working at Cedefop premises (i.e. Thessaloniki, Greece) full-time, from October 2012 onward;

5. professional capacity and standing should be adequate.

The following proofs/evidence (documents) must be presented by the tenderers to prove their technical and professional capacity to perform the proposed contract:

1. brief technical profile of tenderer to prove the ability, technical know-how, experience and expertise needed for the provision of the required services under this call for tenders, as well as good command of the technologies used until now in Europass;

2. list of at least 3 major contracts (up to max. 5) performed and invoiced during the past 3 years, similar to those described in this call for tenders in terms of scope, size and technological nature describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer. It is mandatory to properly fill in the attached selection criteria and project reference form (see Annex G of the tender document) (additional information may nevertheless be included);

3. detailed CVs, indicating to which profile they correspond from the list in Section 2.5 'Profiles' of the tender document. The tenderer must provide at least the following number of distinct CVs:

— Web developer — 3 CVs,

— senior expert — analyst, engineer and consultant — 2 CVs,

— senior expert — database model design expert — 1 CV,

— senior expert — DB & Web security expert — 1 CV,

— senior expert — user experience design expert — 1 CV,

— senior expert — XML and interoperability expert — 1 CV,

— technical manager (on-site) — 2 CVs,

— technical support and service administrator (on-site) — 2 CVs,

— project manager — 2 CVs.

Total — 15 CVs.

The CVs must show evidence of proposed experts' experience and knowledge as specified for each of the required profiles in Section 2.5 of the tender document, satisfying the requirements in terms of educational background, length and scope of experience, knowledge. See also related terms at Sections 2.10.3 and 2.10.4 of the tender document. The CVs of the experts proposed for each profile should clearly indicate which work experiences are relevant for the fulfilment of the specific requirements (specifying dates, employer, and main activities and responsibilities), and clearly present the linguistic abilities, in particular in English;

4. signed statement by the tenderer confirming his ability and undertaking to respond, if awarded the contract, to the requirement regarding the on-site services in point 3.2.2.4 of the tender document;

5. the tenderer shall furnish a proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established (please also fill-in the annexed legal entity form and provide the requested documents).

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 in the tender document).

III.2.4) Information about reserved contracts

III.3) Conditions specific to services contracts

III.3.1) Information about a particular profession

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

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

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

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure

Open

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

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

IV.2) Award criteria

IV.2.1) Award criteria

The most economically advantageous tender in terms of the criteria stated below

1. 1. Degree of understanding of the nature and scope of the project . Weighting 5
2. 2.1 Technical proposal, work breakdown and time planning for developing the EX tool . Weighting 40
3. 2.2 Technical support, maintenance and further development of the EX tool, the Europass website and the CV/LP online. Weighting 15
4. 2.3. Methodology for the regular administration and monitoring of Europass web resources. Weighting 10
5. 2.4. Quality of the change control system. Weighting 5
6. 2.5. Security and privacy issues. Weighting 10
7. 3. Appropriateness (quality, proportionality, credibility) of the proposed project team for the contract and procedures for staff back-up and replacement. Weighting 10
8. 4. The overall presentation of the offer. Weighting 5
9. The above criteria are with a weighting 70 %, i.e. the maximum total scores (weighted) that could be obtained are $100 * 70 \% = 70$. Weighting 70
10. Price weighting. Weighting 30

IV.2.2) Information about electronic auction

An electronic auction will be used: no

IV.3) Administrative information

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

AO/ECVL-RES/PHT-ASIA/EUROPASS/004/2012.

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

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

Time limit for receipt of requests for documents or for accessing documents: 3.5.2012 - 17:30

Payable documents: no

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

14.5.2012

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

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

Any EU official language

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

until: 14.11.2012

IV.3.8) Conditions for opening tenders

Date: 23.5.2012

Place:

Cedefop's premises.

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

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

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about European Union funds

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

VI.3) Additional information

The full set of tender documents for this open tender procedure and any additional information can be found on Cedefop's website:

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

Cedefop's website will be updated regularly and it is the tenderer's responsibility to check for any updates and modifications during the period for submission.

VI.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures

General Court

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

E-mail: cfi.registry@curia.europa.eu

Telephone: +352 4303-1

Internet address: <http://curia.europa.eu/>

Fax: +352 4303-2100

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:

21.3.2012