


CEDEFOP

 European Centre for the Development
of Vocational Training

 Area Resources
Finance and Procurement, Procurement Service

 Thessaloniki, 02/04/2012
RS/PRO/YSIRAK/2012/0169

OPEN INVITATION TO TENDER

AO/ECVL-RES/PHT-ASIA/Europass/004/2012

‘Development and maintenance services for Europass web resources’

Ref.: Contract notice - 2012/S 64-102999 of 31/03/2012

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) or fax (+30 2310 490028)

- ✓ *that they have submitted an offer in time, and*
 - ✓ *that they request Cedefop to confirm receipt of the e-mail or fax.*
- Do not attach your offer to any of the above information e-mail or fax.

or

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

or

(b2) delivered by hand not later than **the date and time specified in the timetable in point 8 below**, in which case a receipt must be obtained as proof of submission, signed and dated by the official in the above mentioned Service who took delivery,

to the following address (for points (b1) and (b2)):

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

Attention of Mr G. Paraskevaïdis
123, Europe Str, GR-57001 Thessaloniki-Pylea
Tel: +30 2310 490111 / 490 064

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

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

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

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

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

OPEN INVITATION TO TENDER

Cedefop No: AO/ECVL-RES/PHT/Europass/004/2012

‘Development and maintenance services for Europass web resources’

Name of tenderer:

NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE

The inner envelope must also contain three sealed envelopes, namely, Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”. The content of each of these three envelopes is described in point 6 of the attached tender specifications.

4. Tenderers must ensure that their tenders are signed by an authorised representative and that tenders are legible. It is mandatory to include in the offer a cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award, stating that the tenderer accepts in full and without restriction the requirements of these Tender Specifications, and the Special and General conditions governing this contract as the sole basis of this tendering procedure (see also point 1 of the Tender Specifications).
5. Submission of a tender implies acceptance of all the terms and conditions set out in this invitation to tender, in the specifications and in the draft contract and, where appropriate, waiver of the tenderer’s own general or specific terms and conditions. It is binding on the tenderer to whom the contract is awarded for the duration of the contract.
6. The opening of tenders will take place at Cedefop on **the date and time specified in the timetable in point 8 below**. Each tenderer may be represented at the opening of tenders by one person. The name of the person attending the opening must be notified in writing by fax (Fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu) at least two working days prior to the opening session.

7. Contacts between the contracting authority (Cedefop) and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

7.1 Contacts 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 (if any) from potential tenders should preferably be written in English and 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.

- Cedefop 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 tenders.

The Answers/Clarifications of Cedefop to the requests for additional information/clarification of the tenderers, **including that referred to above, will be published on Cedefop's website** under the same link where this Open Tender Procedure is announced (<http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/calls-for-tenders.aspx>). **Tenderers must ensure that they visit regularly the site for updates up to the closing date for receipt of tenders.**

7.2 Contacts after the final date for submission of tenders and before opening:

- Tenderers should not contact the contracting authority (i.e. Cedefop) on their own initiative after the final date for submission of tenders.
- Tenderers are not allowed to amend their offers, e.g. by completing the documents they sent, replacing them with amended ones or sending new documents initially not included in the tender, as this may lead to rejection of the tender at a later stage. Any such need for additional information/document identified by the Evaluation Committee during the evaluation process will be notified to the tenderer concerned at Cedefop's initiative, providing for a reasonable deadline for response (see also the provisions under the heading below).

7.3 Contacts after the opening of tenders:

- Tenderers should not contact Cedefop on their own initiative at that stage.
- If clarification on the compliance with the Eligibility and/or Selection Criteria is required or if obvious clerical errors in the tender need to be corrected, Cedefop may contact tenderer/s in writing to obtain further clarification or documents on specific points of the tender or to correct obvious clerical errors.
- If the necessary information and/or supporting documents for the assessment of an award criterion are missing, these may not be requested as clarification if this might alter the proposal. Any requests for clarification in that regard should not lead to amendment of the terms of the tender. Tenderers must not modify their tender or add any new elements to it. The reply must therefore make clear reference to the relevant information already present in the file. This will serve solely the purpose to provide the Evaluation Committee with a clarification regarding the technical proposal, provided the terms of the tender are not modified as a result.

- In regards to possible clarifications on obvious clerical errors in the Financial Offer, tenderers must not add any new prices, but only explain the quotation on the basis of elements and prices already present in the offer. In case a tenderer alters his financial offer during a clarification (beyond the correction of any obvious clerical/calculation errors), this offer will be automatically rejected.
- Tenderers should be prepared to reply to such requests for clarification within a short reasonable deadline as it will be stated in the request for clarification.

8. Timetable:

	DATE	TIME
Deadline for request for any clarifications from the Contracting Authority (Cedefop)	03/05/2012	17.00h
Last date on which clarifications are issued by Cedefop	as soon as possible	N/A
Deadline for submission of tenders (hand delivered)	14/05/2012	17.00h
Deadline for submission of tenders by post / courier	14/05/2012	N/A
Validity of the tenders	14/11/2012	N/A
Tender opening session	23/05/2012	11.00h

8. Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders.
- In exceptional cases, before the period of validity expires, Cedefop may ask the tenderers to extend the period for a specific number of days, which may not exceed 40.
- The selected tenderer must maintain his tender for a further period of 60 days from the date of notification that his tender has been recommended for the award of the contract. The further period of 60 days is added to the initial period of 6 months irrespective of the date of notification.
9. All costs incurred in preparing and submitting tenders should be 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 the signature of an Order or Specific Contract under the Framework Contract, whereby signature of the Framework Contract alone does not commit Cedefop to order.
12. 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). Unless indicated otherwise, 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. Details concerning the processing of your personal data are available on the privacy statement at: http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf.

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.

13. Your personal data (name, given name if natural person, address, legal form, registration number and name and given name of the persons with powers of representation, decision-making or control, if legal person) may be registered in the Early Warning System (EWS) only or both in the EWS and Central Exclusion Database (CED) by the Accounting Officer of the Commission, should you be in one of the situations mentioned in:
 - the Commission Decision 2008/969 of 16.12.2008 on the Early Warning System (for more information see the Privacy Statement on http://ec.europa.eu/budget/info_contract/legal_entities_en.htm), or
 - the Commission Regulation 2008/1302 of 17.12.2008 on the Central Exclusion Database (for more information see the Privacy Statement on http://ec.europa.eu/budget/library/sound_fin_mgt/privacy_statement_ced_en.pdf).
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/ECVL-RES/PHT/Europass/004/2012

***‘Development and maintenance services for Europass
web resources’***

Tender Specifications

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Annex X3:	Wireframes of the planned 2012 CV-LP Revamp

REFERENCES:

- [1] Decision No 2241/2004/EC on Europass
<http://europass.cedefop.europa.eu/en/resources/downloads/misc-documents>
- [2] Europass online CV/LP application <https://europass.cedefop.europa.eu/cvonline>
- [3] Europass website <http://europass.cedefop.europa.eu>
- [4] List of National Europass Centres
<http://europass.cedefop.europa.eu/en/about/national-europass-centres>
- [5] Europass statistics <http://europass.cedefop.europa.eu/en/resources/statistics>
- [6] Note on Semantic interoperability
http://europass.cedefop.europa.eu/TechnicalResources/Technical_Documentation_Support/Interoperability/Europass_note_europass_semantic_interoperability_v1.0.pdf

INTRODUCTION TO CEDEFOP: EUROPE'S AGENCY FOR TRAINING POLICY

Source: <http://www.cedefop.europa.eu/EN/about-cedefop.aspx>

To provide people with the skills they need, vocational education and training systems (VET) need to adapt quickly to changing demands. European VET policy's central aim is to promote excellence through VET. To make it both an attractive learning option for the brightest and best young people and adults and an effective way of helping those with low levels of qualification to develop their skills.

Cedefop, (the European Centre for the Development of Vocational Training) founded in 1975 and based in Greece since 1995, is a European Union (EU) agency. It provides the European Commission, Member States ⁽¹⁾ and social partners with insights into trends concerning VET and offers advice on how European VET policy should meet the challenges Europe and its citizens face.

The evidence Cedefop provides comes from its:

- Monitoring of VET policy developments and reforms in Member States;
- Comparative research and analyses, including anticipation of future skill supply and demand;
- Forums for debates among policy-makers, social partners, researchers and practitioners on the best ways to tackle the challenges Europe faces.

CEDEFOP'S OBJECTIVE AND PRIORITIES FOR 2012-14

Cedefop's activities are guided by its strategic objective and medium-term priorities for 2012-14. Cedefop's strategic objective is to contribute to designing and implementing policies for an attractive VET, that promotes excellence and social inclusion and to strengthening European cooperation in developing, implementing and analysing European VET policy. This objective is supported by three priorities:

- **Supporting modernisation of VET systems**

Modern VET systems must be relevant to individual and labour market needs. They should take into account learning acquired in different ways (for example through work experience) and at different times, and allow people to move between countries and sectors.

Member States decide national VET policies and Cedefop monitors and reports on the reforms and changes they make to their systems. Cedefop also works to improve international VET statistics.

European cooperation in VET, led by the European Commission working with Member States and social partners, has agreed shared objectives. As part of this cooperation, Cedefop has helped develop, and is now working to implement, common European tools and principles which aim to make it both easier to work and study abroad and move between different parts of a national education and training system (for example between general and vocational education).

⁽¹⁾ Cedefop also works with Iceland and Norway.

- **Careers and transitions – Continuing VET, adult and work-based learning**

Today, people are likely to change jobs more often. Cedefop is looking at how continuing training and work-based learning for adults can help people to manage their careers better and improve their job prospects. Cedefop is also examining how work-based learning for adults can help enterprises to deal with technological change, generate innovation and increase competitiveness.

New demands are also being made of VET teachers and trainers and Cedefop is looking at their changing roles and their skill and learning needs.

- **Analysing skills needs to inform VET provision**

Europe's growth and competitiveness will be held back if people's skills do not meet job requirements. Unemployment currently coexists with skill shortages. Understanding and anticipating the skills required helps ensuring that training meets labour market needs. It helps to promote a better match between individuals' potential and jobs' requirements.

Cedefop's skill needs analysis provides insights into the trends that influence skill supply and demand and the imbalances that may arise both in the EU and individual Member States. Cedefop is also finding out more about sectoral and occupational developments, such as the demand for 'green' skills for sustainable growth and, as the population ages, the potential for jobs creation and impact of skill needs of the 'silver' economy.

CEDEFOP'S INFORMATION

Cedefop shares its expertise through its publications, networks, conferences, seminars and web portal www.cedefop.europa.eu. The web portal provides news on Cedefop's major themes "Identifying skills needs", "Understanding qualifications", "Analysing policy" and "Developing lifelong learning". All Cedefop publications are available for download. Cedefop hosts and organises conferences and events throughout the year. Cedefop also coordinates the study visits programme for the European Commission. Study visits are short-term visits of three to five days for a small group of 10 to 15 specialists to examine a particular aspect of lifelong learning.

In addition to its web portal www.cedefop.europa.eu, Cedefop's work can be followed on Facebook at www.facebook.com/cedefop and Twitter at www.twitter.com/cedefop.

1. OVERVIEW OF THIS TENDER

In submitting his tender in response to this tender procedure, 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 and terms of business may be, which he hereby waives. No account can be taken of any reservation or disclaimer expressed in the tender as regards the tender dossier's Tender Conditions and Specifications and the Contract's Special and General Conditions. If necessary, clarification may be requested by the potential tenderer concerned while the tender submission phase is open – see point 7 of the Invitation to tender. Any reservation or disclaimer may result in the rejection of the tender without further evaluation on the grounds that it does not comply with the conditions of the Tender Dossier.

Tenderers are expected to examine carefully and comply with all instructions, forms, provisions and specifications contained in this tender dossier. Failure to submit Technical and Financial Proposals containing all the required information and documentation may lead to the rejection of the tender.

1.1. Description and type of the contract

(1) Title of the contract:

“Development and maintenance services for Europass web resources”

(2) Short description of content of this contract

The subject of the contract will be the Provision of Web Development, Maintenance, Support, Consulting and Project Management Services for the Europass web resources.

One 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.

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

- Web developer;
- Senior expert, in the following fields: analysis and technical consulting, database modelling, DB & Web Security, User experience design, XML and Interoperability;
- On-site technical manager;
- On-site technical support;
- Project manager.

A detailed description of the required profiles is to be found further below.

Work will be performed mainly on a “quoted time and means” basis, i.e. an effort estimation (quote) and its approval by Cedefop will precede the issuance of Order Forms and execution of the services (see also section 2.9 below), except for the on-site services, which will be on a “time and means” basis, i.e. the Order Forms will reflect Cedefop’s estimates and performed services will be invoiced subject to submission of relevant timesheets.

(3) Type of contract

Cedefop will offer a single ***Framework Service Contract*** to the selected tenderer.

The tasks /services will be performed by the selected Contractor upon signature of separate Order Forms / Specific Contracts issued by Cedefop within the context of the Framework contract and throughout its validity. The number and content of Order Forms will depend on the needs of Cedefop. Each Order Form / Specific Contract will be prepared in line with the tender and shall stipulate the tasks/ services to be performed by the Contractor, the deliverables, the timetable and the budget.

1.2. Place of delivery or performance

The tasks will be completed partly in the Contractor’s premises (“off-site”) and partly in Cedefop’s premises, 123 Europe str., Pylea, Thessaloniki (“on-site”).

1.3. Division into lots

This tender procedure is not divided into lots.

1.4. Variants

Tenderers may not offer variant solutions to what is requested in the technical specifications. Cedefop will disregard any variants described in a tender, and further reserves the right to reject such tenders without further evaluation on the grounds that they do not comply with the tender specifications.

1.5. Value or quantity of purchase

The estimated volume of the services to be provided under the Framework Contract corresponds to 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. The total value of the Framework contract will ultimately depend on the orders which Cedefop may place through either Order Forms or Specific Contracts.

Important note

Estimation is based on the experience so far and the prospected new activities. However, 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 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 procedure may be used only during the three years following conclusion of the original contract.

1.6. Duration of the contract

The 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).

1.7. Main terms of financing and payment

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 timesheets, in the case of on-site services) of the respective order form.

2. TERMS OF REFERENCE

2.1. Terminology

The glossary below explains the key terms used in the text of the present Call for Tenders.

- **Europass** is an initiative of the European Union. It is a portfolio of five instruments aimed to increase the transparency of qualifications and competences in Europe and promote mobility of citizens. Europass has been established by the Europass Decision [1] of the European Parliament and of the Council of 15 December 2004 on a single transparency framework for qualifications and competences.
- **Europass CV** is the standard CV template developed by the European Union.
- **Europass LP (Language Passport)** is the standard template developed by the Council of Europe and the European Union, where citizens describe their competences in languages.
- **Europass Experience (EX)** is the new Europass document to be introduced in 2012. It is a standard template to document in structured/standardised way knowledge, skills and competence acquired during a learning or working experience (placement, summer job, volunteering, etc.). It is neither a self-evaluation instrument nor an instrument for certifying learning outcomes; its content is approved and signed by the organisation where the experience takes place.
- **The Europass Mobility (EM)** is a standard template for the detailed record of transnational learning or working experiences in another European country (European Union, European Economic Area and candidate countries).
- **European Skills Passport (ESP)** is a portfolio of documents, including Europass ones, to help citizens document and provide evidence of skills and qualifications to a) find a job or a training (as an attachment to the CV); or b) validate and recognise non-formal or informal learning outcomes.
- **Europass (static) website** refers to the part of the Europass portal which contains static information, i.e. web pages not including the Europass online CV/LP application and the EX tool.
- **Europass online CV/LP application** [2] refers to the online web application where citizens may fill-in their Europass Curriculum Vitae or Europass Language Passport, with the use of context-sensitive help and guidance. The application is part of the Europass portal and it opens in a separate window. The application will be revamped by the end of 2012.

- **Europass web portal (or Europass web resources)** [3] refers to the total of the Europass web resources, including a) the Europass static website; b) the Europass online CV/LP application; c) the EX tool and d) the EMMS.
- **EX Tool** is the web-based tool aimed to help European citizens and organisations complete and issue the EX, in a similar approach as CV/LP online. The development of the EX tool is one of the main subjects of this Call for Tenders.
- **The EMMS** (Europass Mobility management tool) refers to the web based distributed tool, developed by Cedefop for the management of the Europass Mobility document (for a more technical description, see Annex X1).
- **National Europass Centres (or NECs)** are the organisations in charge of implementing Europass in every country of the EU, EEA and in candidate countries (see list of NECs [4]).

2.2. Background

Europass is an initiative of the European Commission with the objective to increase transparency of qualifications and promote mobility of European citizens providing a set of compatible and harmonised documents and resources.

Europass was established by Decision No 2241/2004/EC on Europass. [1]

The success of Europass is demonstrated by the statistics [5] of the website developed by Cedefop: 47 million visits and 17 million CVs generated online since its launch in 2005 (state of play: Feb. 2012). This visibility shows that the quality of the service provided to the citizens is a key feature for this project. See <http://europass.cedefop.europa.eu/en/resources/statistics> for detailed statistical reports.

Europass currently consists of 5 documents:

- two documents (Europass curriculum vitae (CV) and Europass Language Passport) **completed autonomously by citizens**; and
- three other documents (Europass Certificate Supplement, Europass Diploma Supplement and Europass Mobility) **issued by competent organisations**.

Europass is an open framework to which more documents may be added in the future, in particular in order to address particular sectors or skills more specifically.

The Commission has given mandate to Cedefop for the technical development of the Europass web resources.

2.2.1. *The Europass website (<http://europass.cedefop.europa.eu>)*

Launched in January 2005 in two languages (EN/FR), the Europass website is now available in 26 languages (European Union, European Economic Area and candidate countries). Other European languages may be added in the future.

The Europass website gives access to the following resources:

- Online creation / update of the Europass CV and Language passport: citizens can create their Europass CV or LP on line, with examples and tutorials, and download the files in various formats (PDF+Europass XML, Word, OpenDocument, XML or HTML). Files saved in PDF+Europass XML or XML format can be uploaded for update.

Europass uses a series of multilingual standard taxonomies for countries, languages, nationalities, gender, job profiles.

Europass online CV tool is open to interoperability: documents generated online can also be posted on other sites (see note on Semantic interoperability [6]).

The Europass CV/LP online is currently undergoing an extensive redesign, to be concluded by end of 2012. The redesign includes the introduction of the European Skills Passport (see further below section 2.2.3). Please see Annex X3 which contains the wireframes for the planned revamp;

- Access to Europass documents: templates / examples, instructions, guidelines and other resources such as searchable glossaries, technical documentation, etc.;
- Information on the three other Europass documents (Europass Mobility, Europass Certificate supplement, Europass Diploma supplement);
- Access to related initiatives and institutions.

The Europass website has gained a high degree of visibility. It currently receives over 1.2 million visits per month (see [5]). The Europass static website has been redesigned in 2011.

2.2.2. *The Europass Experience document*

In December 2011, the European Commission mandated Cedefop to develop the Europass Experience (EX), a document to help citizens describe the knowledge, skills and competence acquired during a period spent in an organisation (company, NGO, school, etc.), either in one's own country or in another European country (EU/EFTA/CC). See draft template in Annex T.

The learning experience can be for example a summer job, a work placement in a company, training, a voluntary placement in an NGO or an academic semester as part of an exchange programme.

The EX is neither a self-evaluation/declaration instrument nor is it a template for the certification of learning outcomes; its content will be approved by the organisation where the learning experience takes place; neither does it lead automatically to validation.

In the first phase of implementation, the EX is intended to record knowledge and skills acquired mostly in non-formal / informal settings.

The added value of the EX is to register in structured/standardised way knowledge, skills and competences that are often not documented, thus making their future official validation easier.

In 2012, Cedefop shall develop an online management tool for the EX, available in 26+ languages (European Union, EFTA and candidate countries). This system will cover the whole cycle of the document (from registration to archiving), with context-sensitive help (i.e. pop-ups, like at CV online) and tutorials.

An analytical and detailed description of the workflow and the other requirements can be found at Annexes S1 and S2.

2.2.3. *The European Skills Passport*

The European Skills passport (ESP) is a portfolio of documents to help citizens document and give a comprehensive picture of their skills and qualifications to:

- find a job or a training placement (as an attachment to the CV);
- validate and recognise non-formal or informal learning outcomes.

The concept of the European Skills Passport is already described to some extent in Annex VII to the Europass decision:

"Citizens will be entitled: [...]

- *to establish, update and remove links between their Europass-CV and their other Europass documents,*
- *to attach any other supporting documents to their Europass documents,*
- *to print totally or partially their Europass and its annexes, if any."*

Main functionalities

The ESP is envisioned to enable citizens to:

- attach to a CV Europass or non Europass documents in various formats (PDF, JPG, GIF, PNG) when completing their CV online;
- establish links between the different documents contained in the ESP;
- manage the folder (sort, add or remove documents);
- export data contained in a Europass CV, Language Passport or Europass Experience to generate a CV, Language Passport or Europass Experience;
- export the ESP in PDF format or create a ZIP file.

User friendliness

Particular attention should be paid to user-friendliness, because of the huge number of users. The system should enable citizens to create and manage their ESP without dedicated training or specific instructions. This should work cross-platform, i.e. Windows, Linux, MacOS.

Integration of the ESP into the Europass website

Europass online application tool. The key access point for the ESP is the Europass online application tool (CV, Language Passport and (future) Europass Experience): over 50 % of users access the Europass website to complete the CV online. The Europass online application tool is therefore the adequate entry door to propose European citizens to create their own ESP, attach to their CV different electronic documents, or merge them, for instance in a simple PDF file or in a ZIP file.

The European Skills Passport is currently under development; target date for launch is December 2012.

2.2.4. *The Europass Mobility management tool (EMMS)*

Europass Mobility is a standard template for the detailed record of transnational learning or working experiences in another European country (European Union, European Economic Area and candidate countries). The cross-border nature of the document called for the implementation of a multi-node, peer-to-peer electronic tool, which makes filling-in and issuing of Europass Mobility Documents easier and more secure. The system uses technologies such as Web Services, Digital Encryption and XML/PDF.

The Europass Mobility management tool is a distributed system that facilitates the creation, completion and issuing of Europass Mobility Documents. The Europass Mobility document is usually filled in by two partner organisations: the sending and the host partner. Erasmus student exchange is a typical example of a Mobility Experience. Until now, records of Mobility Experiences in Europe (including Erasmus) were mostly established using hard-copy templates, with stamps and signatures.

A detailed description of the EM management tool is provided in Annex X1.

Some minimal maintenance effort is expected to be necessary for the EMMS under the contract resulting from the present tendering procedure.

2.2.5. *Europass as E-portfolio – Europass XML*

2.2.5.1. As defined in the Europass Decision, the Europass documents are intended to be completed and issued in electronic form, via the Internet. The information entered into Europass documents is represented at the back-end in a structured, database-compatible way. Other systems exist which may also process similar information:

- European or national, public or private employment agencies and Job Portals (e.g. EURES, EPSO, EURAXESS);

- Student admission offices, Human resources management systems and databases, Student management systems, personal web-based information management systems (blogs), etc.

- 2.2.5.2. It is important to provide EU citizens with an easy and interoperable way to record and present the qualifications and competence data they have filled-in electronically using the on-line Europass editor, to different audiences. Europass proposes both a way to store the information in a Database as well as a harmonised graphical layout of how it should look like (e.g. when printed).
- 2.2.5.3. It is also important that EU citizens have the possibility to reuse this data when accessing other similar resources. This will save people extra work, promote interoperability and ease portability of personal data.
- 2.2.5.4. The key to interoperability and exchange of the CV and other Europass data is XML. All Europass data (CV, LP and the future EX) filled-in by visitors of Cedefop's website can be saved in XML format or in a PDF document containing an XML attachment. Either of the two can be easily re-imported to the Europass website at a later time, or to any other related on-line service or software, by use of the underlying XML. The Europass XML Schema (currently version 2.0) is freely available at the Europass website.
- 2.2.5.5. Europass XML is an ad-hoc standard, with the attempt being made for it to be compatible and interoperable, cooperating with related Standardisation bodies (HR-XML, CEN working group TC353, etc.). For this purpose, Cedefop has participated in related conferences, cooperated with experts in the field and produced technical documents about Europass XML interoperability, available publicly on the Europass website (downloads section).

Technical resources are available from the Downloads section of the Europass website (see <http://europass.cedefop.europa.eu/en/resources/for-developers>).

2.2.6. *Business Stakeholders and related entities*

Content-wise, the large group of stakeholders involved with Europass includes:

- (1) European citizens use Europass to:
 - look for a job, or for education or training opportunities in their home country or abroad,
 - document and validate the learning outcomes acquired in non-formal and informal settings;
- (2) Employers/employment services use Europass for recruitment procedures using a standardised CV; personal data can be automatically inserted into a HR database;
- (3) Education and training institutions – VET and Higher Education Institutions:

- (a) use the CV / ELP for applications for admission,
 - (b) issue Certificate / Diploma Supplement,
 - (c) issue Europass Mobility for students who go to organised learning experiences in other countries (within e.g. Leonardo da Vinci or Erasmus programmes, etc.), and
 - (d) use the CV to manage student databases;
- (4) National Europass Centres (NECs) promote Europass and coordinate its implementation at national level. In every country (European Union, European Economic Area and candidate countries), the National Europass Centre is the first point of contact for any person or organisation interested in using or learning more about Europass (see list of NECs [4]); in Croatia, FYROM and Turkey, NECs are not yet operational;
- (5) Representatives of different sectors, federations or groups, e.g. FEANI (European Federation of National Engineering Associations) or EMU (European Metal Union) issue sectoral passports to record skills and qualifications acquired by workers;
- (6) Standardisation organisations – e.g. HR-XML (Human Resources XML organisation), CEN working group TC353 (European Committee for Standardization), IMS LIP, etc. also have recourse to Europass;
- (7) The European Commission / DG EAC coordinates actions at the EC level, the European Parliament and the Council oversee and are informed of the progress in implementing the Decision 2241/2004/EC;
- (8) Cedefop:
- coordinates the development of Europass documents and web resources for optimal implementation in all countries and all languages,
 - provides support to the National Europass Centres.

The Europass Website and ancillary informatics resources hosted, and Web development resources itself, are managed by Cedefop. The project governance is carried out by Cedefop and the European Commission (Directorate General Education and Culture – DG EAC).

2.2.7. *Europass technological profile*

The technologies on which the Europass web resources have been built are:

- 2.2.7.1. Web software development technologies, J2EE, Java, JSP, Struts; using tools such as JDeveloper, Eclipse; Web caching layer; Web design; WAI/Unicode;

- 2.2.7.2. XML-based document formats such as OpenDocument and its XML schemas; programmatic document processing and document conversion technologies;
- 2.2.7.3. XML technologies; data modelling in XML, XML Schemas (W3C, DTD, Schematron), XML Standards (W3C, OASIS), XML Namespaces, transformations, XSLT, programmatic manipulation (DOM/SAX);
- 2.2.7.4. Web Services technologies, Service Oriented Architecture (SOA), SOAP, JSON, WSDL technologies in several platforms and implementations; Distributed programming (RMI/CORBA); Naming services;
- 2.2.7.5. Public Key Infrastructure (PKI) technologies; digital certificates; digital signatures in XML files; digital signing of PDF documents; Certificate Authority management; SSL/TLS; Certificate Revocation Lists management;
- 2.2.7.6. Database technologies, notably, Microsoft SQL Server, MySQL, Oracle;
- 2.2.7.7. State of the art technologies – AJAX; ontologies/OWL; semantic web;
- 2.2.7.8. Specific products and technologies: Hibernate, Apache Web server, Apache Tomcat, Apache Axis, iText PDF manipulation library, J2EE and all others referenced in Annex X1.

2.3. Description of the assignment

The purpose of this call for tenders is to identify a suitable contractor that will:

- develop a Web tool for the new Europass Experience (EX) document (2012); and
- provide support and maintenance for all Europass tools and instruments: EX tool, ESP, CV/LP online and the Europass web portal for the following years (2013-2016).

2.4. Required outputs and time planning

2.4.1. *The EX tool (2012)*

Expected output: Technical analysis, design, implementation and deployment of the EX tool, in the predefined time schedule (see below) and according to the specifications and requirements of Annexes S1, S2 and T.

The development of the EX tool should start as soon as the contract and the first Order Form is signed.

The EX tool should be delivered by 17 September 2012, for internal testing.

The production version of the EX tool should be delivered by 31 October 2012.

Small fixes and adaptations will follow, so that the tool is ready to be launched by the end of the year (7 December 2012).

During 2013, the EX tool will be further developed, based on the incoming feedback.

2.4.2. *The maintenance of the Europass web resources (2013 and onwards)*

Evolutionary maintenance, fine-tuning, improvements and further development (off-site) of the Europass web resources, including the EX tool, the CV/LP online and the Europass static website. For the EX tool, it is expected that about 60% of the 2012 development tasks will be needed in 2013. Also because there is a major revamp of the CV/LP online tool, there will also be extra effort required during 2013. For the EMMS, some minimal maintenance effort is expected to take place.

Requested services for the evolutionary maintenance are:

- (1) Corrective and evolutionary development and maintenance i.e. implement minor improvements, bug fixes;
- (2) Development of additional, new modules; full integration of these modules with the rest of the system and existing functionalities;
- (3) Deployment of all new patches or modules of the Europass and EX web resources to the development platform, full testing in various platforms/environments (operating systems and software) and finally deployment to the production platform;
- (4) Project Management and software development management: full software development life-cycle management, follow-up of tasks, setting milestones, short- and mid-term goals and deliverables; monitoring of their implementation; coordination with Cedefop project managers etc;
- (5) Consulting services: analyses; studies; integration of other documents in the Europass framework; European-wide research of current trends and existing work related to specific topics requested; XML standardisation processes and procedures (HR-XML, IMS LIP, CEN/ISSS, IEEE/LTSC/LTTC). Analysis of business requirements;
- (6) Proactive studies: suggestions and proposals to anticipate phases of development; utilisation and integration of existing or new technologies for the advancement and support of the objectives of the project;
- (7) Documentation, manuals, reports; technical reporting and documentation.

These different services are to be delivered by the appropriate experts (see required Profiles below).

2.4.3. *Regular administration and monitoring of Europass web resources*

The contractor shall be fully responsible for the flawless functioning, health, availability and good performance of the Europass web resources in terms of (indicatively): operating system, web server, web application server and the web applications running, liaising with Cedefop's ICT staff for hardware or network matters, as well as for its regular administration, monitoring and configuration.

The contractor is responsible to ensure and advise on what are the technical requirements to achieve this.

For this purpose, the contractor should have in place all necessary preventive measures, recurrent tasks, proactive maintenance activities.

In this regard, the tenderer must define in their technical proposal: a) appropriate response time for corrective actions, b) incidents management methodology, c) back-up/export procedures and d) performance standards, in line with their understanding of the scope of the project.

The persons providing on-site services can contribute to this task.

The database administration is out of the scope of this work.

Requested services include:

Europass service administration, management and support: performance management and troubleshooting; interaction with operating system; choice of servers' topology and architecture; Setup, maintenance, troubleshooting and optimal performance of Apache web server, Apache Tomcat Services and all software components comprising the system.

These services are to be delivered by the appropriate experts (see required Profiles below).

2.4.4. *On-site services (end of 2012 and onwards)*

For ensuring the maintenance, fine-tuning and further development of the EX tool, the CV/LP online and the Europass static website, on-site services are foreseen (please see below, profiles "Onsite technical manager" and "Technical support"). These two people should start working on-site at Cedefop as of October 2012, so as to ensure a) the optimal deployment of the EX tool at Cedefop's premises and b) the continuity of service for the rest of the Europass webportal through an appropriate period of handover.

Please note that an overlap period of 3 months common on-site presence with the incumbent contractor is foreseen. Experts of the incumbent contractor shall be on-site in the period from October 2012 to December 2012. This is scheduled to ensure an optimal handover of the available knowledge, responsibilities and artefacts of the Europass project.

2.5. **Profiles of the required experts**

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

Profiles		Short
1.	Web developer	WD
2.	Senior Expert - Analyst, engineer and consultant	SA

3.	Senior Expert - Database model design expert	DE
4.	Senior Expert - DB & Web Security expert	SC
5.	Senior Expert - User experience design expert	UE
6.	Senior Expert - XML and interoperability expert	XE
7.	Technical manager (on-site) ⁽¹⁾	TM
8.	Technical support and service administrator (on-site) ⁽¹⁾	TS
9.	Project manager	PM

⁽¹⁾ Technical Manager and the Technical Support are considered roles with full-time presence at Cedefop premises for the whole duration of the contract, starting from October 2012.

A detailed description of the profiles is provided below. Note that the paragraph 'Experience' of each required profile is referenced at the selection criteria section of the present document.

2.5.1. *Task Profile: Web developer (off-site)*

➤ Nature of tasks

- Development of web-based on-line tools and applications which will reflect the specifications based on user requirements and the EX specifications;
- Modification and creation of stored procedures (transact SQL) and tables in databases;
- Performance management and troubleshooting;
- Assistance in migrations/upgrades to other operating systems and/or servers;
- validation, deployment and documentation of deliverables.

➤ Experience and knowledge

- Post-secondary degree, or equivalent background and experience of at least 2 years, in relevant subject;
- Additional minimum 2 years work experience as developer in Java/JSP/J2EE and experience in javascript/Ajax and database development;
- Excellent knowledge of English (speaking/reading/writing).

2.5.2. *Task Profile: Senior Expert - analyst, engineer and consultant*

➤ Nature of tasks

- Analysis of user requirements, functional analysis;
- Design of applications, specifications;

- Feasibility studies, cost/benefit analysis; Consulting, proposing and discussing appropriate solutions;
 - Advanced performance management and troubleshooting; optimisations and tuning at the level of the operating system; Oversee the setup and optimal performance of Apache web server, Apache Tomcat Services and all software components comprising the system;
 - Problem diagnosis, recording and resolution;
 - Testing of new or modified software; Assist with evaluating and testing products delivered by developers;
 - Produce and/or establish quality assurance validation on the relevant technical documentation and user documentation;
 - Assist in training the users of the system and designing training sessions;
 - Database optimizations, troubleshooting, notably in Microsoft SQL Server;
 - Participation in meetings with Cedefop and other stakeholders.
- Experience and knowledge
- Post-secondary degree or experience of at least 3 years in relevant subject;
 - Additional minimum experience of 5 years in IT, including 2 years at senior analyst level and at least 2 years with the following technologies: web development J2EE, SSL-PKI, XML, SQL RDBMS, Web services, as these are described in section 2.2.7, as well as on the Windows Server 2003/2008 operating system;
 - Excellent knowledge of English (speaking/reading/writing).

2.5.3. *Task Profile: Senior Expert - Database model design Expert (off-site)*

➤ Nature of tasks

- Development of DB Schema which will reflect the specifications based on user requirements;
- Modification and creation of stored procedures (transact SQL) and tables in databases;
- Database design taking into account performance, scalability and security;
- Assistance in migrations/upgrades to/from other Cedefop tools and/or operating systems and/or servers, connection and interoperability with other databases and with XML schemas;
- Testing and validation, deployment, documentation.

➤ Experience and knowledge

- Post-secondary degree, or equivalent background and experience of at least 4 years, in relevant subject;
- Additional minimum 2 years work experience in database modelling and data design.
- Excellent knowledge of English (speaking/reading/writing).

2.5.4. *Task profile: Senior Expert -DB & Web Security Expert*

➤ Nature of tasks

- Apply security best practices to DB development (Design and lead the implementation of credentials management, permissions, ACL, stored procedures (SP), etc.);
- Apply Web security best practices (cross-site scripting, SQL injection etc.);
- Design of secure processes & procedures (user registration, password retrieval);
- Ensure privacy by design policies, address data encryption issues;
- Produce final workflow and specifications that follow widely accepted security and privacy standards;
- Testing and validation, documentation.

➤ Experience and knowledge

- University degree, or equivalent background and experience of at least 4 years, in relevant subject;
- Additional minimum 3 years work experience in projects providing services of the specific subject, i.e. database & web security.
- Excellent knowledge of English (speaking/reading/writing).

2.5.5. *Task profile: Senior Expert -User experience design Expert (off-site)*

➤ Nature of tasks

- Design high quality, self-explanatory, simple, user-friendly, web-based (Web 2.0) User interfaces. The user of these interfaces should not need to receive explicit training or to study instructions;
- Consulting on presentation of information and proposals for graphical and/or user-interface layout. Give technical guidance to developers to ensure aesthetics, usability and website standards such as ISO, W3C, WAI;
- Expert review of User Interfaces and Websites in terms of usability and accessibility.

➤ Experience and knowledge

- Undergraduate or Postgraduate studies on the field (e.g. Human-Computer Interaction especially on the Web);
- Demonstrated academic or professional experience of at least 5 years in related projects of the specific field (including period of studying);
- At least 40h training in the field of User experience design, User interface design or Usability;
- Participation in at least 3 projects with the role of user experience designer;
- Excellent knowledge of English (speaking/reading/writing).

2.5.6. *Task profile: Senior Expert -XML and Interoperability Expert*

➤ Nature of tasks

- Work to promote Europass and Europass XML, coordinate with and establish interoperability and compatibility to all related stakeholders, i.e. researchers, institutes and organizations, job portals, employment agencies, academic student management systems, HR professionals and scientists; at EU level, most notably EURES, EPSO, EURAXESS (see section 2.2.4 Europass XML above);
- Consult on Europass XML usage and improvement - Extension, quality, standardisation; relation with job matching services, technologies, initiatives, Human resources management systems, related or similar standards (e.g. hr-xml, hResume, RDF technologies, etc.);
- Attend to at least two meetings and/or missions per year for promotion/dissemination purposes (e.g. conferences in Europe, working group meetings, participation in committees and standardisation bodies, technical meetings with stakeholders and/or with Cedefop);
- Cooperate with standardisation bodies (e.g. HR-XML, CEN/ISSS, e-competence framework, IEEE/LTSC/LTTC);
- Consult on improvements on XML in full alignment with technical software development and according to Europass peculiarities;
- Stay in close cooperation with Cedefop, with the software development team and the on-site technical consultant;
- Consult on the use of web services for communicating with or serving other systems;
- Advise on system technical architecture design and how it is influenced by XML and Web2.0 technologies (see also Europass interoperability note [6]). Propose related software tools and technologies;
- Produce monthly or quarterly reports of activity, and opportunity intermediate ones, according to needs; provide documentation.

➤ Experience and knowledge

- Post secondary degree or at least 3 years experience in relevant subject;
- Additional minimum 5 years in the IT sector, including at least 1 year at senior technical level and at least 4 years of demonstrated, documented and convincing academic or professional experience and expertise in related projects of the specific field described above;
- Excellent knowledge of English (speaking/reading/writing).

2.5.7. *Task Profile: Technical Manager (on-site)*

➤ Nature of tasks

- Elicitation of requirements and drafting of technical specifications. By participating in the various meetings, discussions, e-mail communications, pilot working groups, studies, conferences with the stakeholders, interactively produce/convert/distil/codify requirements into appropriate technical specifications and implementable actions;
- Technical project management – Follow-up the entire, continuous life-cycle of the emerging projects and sub-projects within Europass work; issue tracking; administrative follow-up and reporting (report of the percent of execution, invoicing, assessment of deliverables, etc.);
- Supervision of the Technical Support expert, responsibility at a managerial level for the good operation and health of the Europass service and the technical infrastructure at Cedefop's premises, as well as for the technical support of the Europass Experience tool;
- Animate Europass-development community - Resources, software, XML Schemas, related partner sites, users of Europass XML in their implementations, examples of source code and ways of using and interoperating with Europass, discussion forum, wiki;
- Maintain and cultivate an excellent understanding of the Europass project, the stakeholders involved and their needs, so as to be able to provide educated and informed advice and assistance to Cedefop project managers ;
- Tutoring, mentoring, assisting on understanding the role technologies (especially web related) can play to serve the business goals;
- Consult and research on innovative technologies;
- Technical connection and link between the Business and the ICT side;
- Small-scale software developments and interventions in the code and to system/service administration (e.g. access and modifying SQL code, CMS templates). Write documentation according to needs.

- Errors, bugs and remarks collection and reporting to Cedefop and to the Contractor; coordinate for their correction. Travels to other European countries may be required;
- Other technical tasks.

➤ Experience and knowledge

- Post-secondary degree or at least 4 years experience on relevant subject;
- Minimum 4 years working in the IT sector, of which at least 2 years work experience in tasks similar to those described above and also specifically with web technologies (e.g. Apache, J2EE/Java, XML, HTML/CSS) and databases (MS SQL Server);
- Team leading in SW development projects;
- Excellent knowledge of English (speaking/reading/writing).

2.5.8. *Task Profile: Technical support and service administrator (on-site)*

➤ Nature of tasks

- In charge for the technical support, good operation and health of the Europass web portal service, liaising with the Senior engineer where appropriate and for more demanding issues;
- Responsible for the onsite technical support of the Europass Experience tool, including deployment of new packages and patches, monitoring the health of the system, supporting the use by the citizens, the organisations and the NEC administrators;
- Deployment of all new patches or modules of the Europass web resources to the development platform, full testing and finally publishing to the production platform;
- Testing of new or modified software; Assist with evaluating and testing products delivered by developers;
- First level performance management and troubleshooting; interaction with operating system (second level shall be the Senior engineer);
- Setup, maintenance, troubleshooting and optimal performance of Apache web server, Apache Tomcat Services and all software components comprising the system; Statistics management;
- Service administration, management and support;
- Small-scale software developments and interventions in the source code (e.g. access and modifying SQL code, CMS templates, java/jsp development);
- Write documentation, manuals, “how-to”.

➤ Experience and knowledge

- Education: computer engineering, or other university degree, or equivalent background and professional experience of at least 4 years, in a relevant subject;
- Additional minimum 2 years experience in web technologies (e.g. J2EE), databases (MS SQL Server), and Windows server 2003 operating systems;
- Excellent knowledge of English (speaking/reading/writing).

2.5.9. *Task Profile: Project Manager*

➤ Nature of tasks

- Project management including proposals for project strategies, definition and distribution of tasks and deliverables, review of project deliverables, quality control, risk analysis and management, status reports, problem reporting and management systems, change control systems, planning and reporting (establishment of timeplan / roadmap, control of progress), follow up and organisation; technical system architecture;
- Guidance of team members in charge of project activities and review of their deliverables;
- Participation in functional and technical working groups and progress meetings.

➤ Experience and knowledge

- University degree, or equivalent background and experience of at least 4 years, in a relevant subject;
- Minimum 8 years experience in IT of which minimum 3 years in Project Management of computer software construction and of quality procedures. Practical hands-on experience with most stages of the system development life-cycle is desirable;
- Excellent knowledge of English (speaking/reading/writing).

2.6. **Deliverables' quality: Outputs vs. Outcomes**

Given the high visibility of the Europass project and its large scale audience (all European citizens), particular importance should be given to the optimal quality of all *Outputs*, which should lead to appropriate *Outcomes* for Cedefop (see below explanations). Deliverables are therefore expected to be of high quality and meet in full Cedefop's expectations.

An Output is just the result of a process (e.g. software development produces a deliverable). An Outcome is an achievement of a certain level of quality, fulfilling the expectations of the client (e.g. software development produces a high quality deliverable, or a user interface is "simple", "fast", "pretty", according to customer perception).

The successful tenderer (selected contractor) shall ensure that measures are taken and methodologies are followed, so that the tasks and works provide outcomes as expected by Cedefop.

2.7. Multilinguism

Europass web applications should fully support multilinguism. Informatics systems must support at least all the current 26 Europass languages (European Union + European Economic Area + candidate countries), including Latin, Cyrillic and Greek alphabets. Languages of other countries (e.g. FYROM, Serbia, Montenegro) may be added in the next years.

2.8. On-site services

The Contractor shall start the provision of on-site services at Cedefop's premises from October 2012 (subject to the signature of the related Order Form).

Services will be acquired in the form of person-days at Cedefop's site. One person-day is defined to be 8 hours – lunch break not included. The services shall be provided mostly within the normal working hours of Cedefop (08h00 to 19h00 - weekdays). It might be required exceptionally to provide services outside normal working hours or during week-ends, in special cases (e.g. migrations). In this case there will be a prior written mutual consent.

Working time shall not comprise: lunch breaks, breaks for purposes with no relation to the activities under the present call for tenders, and meetings with the company or the physical person representing it that are convened to tackle problems and issues related to a) the pre-sales and post-sales market activities and b) any problems resulting from the service(s) provision by the company/physical person. Cedefop disposes of a clock-in and clock-out electronic system which the contractor and his staff shall be bound to use.

The contractor's staff will be provided with a proper working environment at Cedefop premises.

Cedefop is located in Pylea, Thessaloniki (see official address on this document). Access to the Centre is by bus on a limited schedule. The selected contractor shall undertake to cover the cost of transport and to get to work on time. The Centre operates a staff canteen serving lunch from 13:00 to 15:00. The cost of meals, which ranges from 4.00 – 5.50 €, shall be covered by the Contractor's personnel.

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 generally communicated in English (followed by French). The experts of the selected Contractor are expected to communicate in writing in English.

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). However

the Centre may be open during some Greek public holidays during which the person providing on-site services shall be bound to perform work, if required.

2.9. Task assignment procedure/s

2.9.1. The following task assignment procedure will apply, before the signature of a new order form:

- (1) A request for quotation is sent by Cedefop to the Contractor, with the task description and the related technical specifications;
- (2) If necessary, clarifications may be requested by the selected Contractor through phone conferences or emails. Cedefop will provide clarifications accordingly;
- (3) The Contractor shall provide an estimate of the work days the task will require, as well as the delivery date; quotes should take into account testing, documentation and follow-up (quality control of the deliverable);
- (4) If necessary Cedefop will discuss the offer with the Contractor (see (3) above) until an agreement for the undertaking of the task or part of the task is reached;
- (5) An Order Form/specific contract will be prepared by Cedefop and sent to the selected Contractor for signature;
- (6) Upon signature by both sides, the order form enters into force and the selected Contractor starts executing the task in view of providing the agreed deliverable(s).

2.9.2. In case there exists a running specific order form, containing a number of person-days destined to cover various tasks (like e.g. advanced technical support), the following simplified procedure, using the Jira issue tracking system and/or e-mail exchange and not amending the order form, shall apply:

- (1) Cedefop will request the implementation of a specific task, providing also the related technical specifications;
- (2) The selected Contractor shall estimate the work hours or days the task will require, as well as the delivery date;
- (3) If necessary Cedefop will discuss the offer (see (2) above) with the selected Contractor until an agreement for the undertaking of the task or part of the task is reached;
- (4) Once the effort is accepted by Cedefop, the selected Contractor undertakes the task and provides the deliverable(s).

The outcome of the above procedure is reflected in the work reports (see 2.10.13 below) and invoices delivered by the Contractor and allows due operational verification by Cedefop.

2.10. Additional requirements, information and implementation provisions

- 2.10.1. The selected contractor should 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.
- 2.10.2. For any request or question by Cedefop, concerning off-site tasks, the selected 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 the time it actually takes to execute the tasks.
- 2.10.3. The project team members shall be the ones described in the tenderer's technical proposal. In case of replacement for whatever reason of any member of the project team, the selected contractor should propose a candidate with the same level of qualifications and experience for the project and commit to take all measures for ensuring that the eventual changes in the project team will have no negative impact on the execution of the services (in terms of quality, deadlines and costs).
- 2.10.4. The selected Contractor should always keep Cedefop updated about the names and qualifications of all people participating in each work package, including all subcontractors (if any). Cedefop will accept contractor's experts to carry out the tasks specified only from among the compliant CVs which were part of the tenderer's proposal in regards to the selection criteria. 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.
- 2.10.5. The contractor should replace within 10 working days a person involved in the project under the present call for tenders:
 - (1) Whose conduct and behaviour are considered to be unsatisfactory
 - (2) Whose abilities and/or performance have proven unsatisfactory.
- 2.10.6. The selected Contractor should ensure that the two persons (the on-site technical manager and one Technical support staff as described in 2.5.7 and 2.5.8 above) providing on-site services will be available for work as of October 2012.
- 2.10.7. In case of replacement of any of the persons providing on-site services, the selected Contractor shall grant (i.e. at no extra cost) to Cedefop a period of parallel on-site presence of the second person. This period is destined to ensure transfer of know-how between the departing and the new person. The duration of this period shall be at least 10 person-days.
- 2.10.8. The Contractor shall provide 12 months guarantee (free fixes of bugs) for any developed module.

- 2.10.9. The selected contractor will be able to connect remotely to Cedefop server(s) as appropriate, in agreement with Cedefop information and network security rules and policies.
- 2.10.10. Cedefop will provide a test environment; however the selected contractor should have his own test & development server, and must ensure that it is compliant with software licensing policies, where applicable.
- 2.10.11. Any new code or module developed and integrated with the current system, should not break existing functionality. The selected contractor must apply appropriate testing to guarantee this.
- 2.10.12. All deliverables should first undergo rigid and thorough testing before being submitted for acceptance testing by Cedefop.
- 2.10.13. The selected contractor will provide monthly and quarterly delivered work reports according to the scope of the deliverables, demonstrating the completed work performed during this period.
- 2.10.14. Cedefop and the selected contractor will communicate in English. All the proposed experts are required to communicate in English to a very good standard.

N.B.: Please note, 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 could constitute a ground for Cedefop to terminate the contract.

2.11. Meeting and travel expenses

The selected contractor will be required to attend scheduled meetings at Cedefop (indicative number is about fourteen over 4 years). In addition, the contractor may also be requested to attend meetings in Brussels (indicatively once per year) and about one meeting per year in another city of EU/EEA or candidate country.

Meetings dates and frequency will be decided upon common agreement between Cedefop and the selected contractor.

Meetings expenses (i.e. travel and accommodation) will be reimbursed to the contractor on the basis of the contractor's Financial Offer (see excel sheet "Price per meeting").

Kick-off meeting will take place at Cedefop premises. The selected contractor shall not be entitled to reimbursement of expenses for the kick-off meeting, whereby at least two representatives from the selected contractor should participate.

During the development of the EX tool in 2012, more meetings are expected to take place, i.e. about 3 meetings of 1 or 2 days each, where at least two experts from the selected contractor should participate. The expenses for these meetings shall be covered under the budget of the respective signed Order Forms, i.e. will be paid by Cedefop.

3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER

3.1. Exclusion criteria

Participation to this tender is only open to tenderers who are in a position to subscribe in full to the Declaration on Exclusion Criteria and absence of conflict of interest, given in Annex C. Therefore all tenderers, all group (consortium) members (if any) and any subcontractor/s (identified as per the two bullet-points in the fourth paragraph of point 4.2 below) **MUST** provide the self-declaration found in Annex C duly signed and dated. The exclusion criteria will be assessed in relation to each company individually.

Cedefop reserves the right to check the situations described in points c) and f) of the Declaration.

In the event 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.

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 their resources at his disposal. This obligation may be fulfilled by presenting signed Statement/s from those entities.

3.2.1. *Economic and Financial capacity*

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

Requirements:

- The average annual turnover of the tenderer for the last three financial years concerning the type of services covered in this call for tenders should be at least 1,000,000 €.

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

- Signed Statement (Please fill-in and sign your Statement in Questionnaire 2 of Annex G) of the tenderer's turnover for the last 3 (three) 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 sub-contractor) 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.

3.2.2. *Technical and professional capacity*

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.

Failing to respond duly and convincingly to the requirements set out in this section may imply the rejection of your tender at this stage.

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).
2. The tenderer must have performed during the past three years at least three (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 tree (3) contracts together should be at minimum 1 million euros.
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" above.
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 above) working at Cedefop premises (i.e. Thessaloniki, Greece) full-time, from October 2012 onward.
5. Professional capacity and standing should be adequate.

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:

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 three (3) major contracts (up to max. 5) performed and invoiced during the past three 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) (additional information may nevertheless be included).
3. Detailed CVs, indicating to which profile they correspond from the list in section 2.5 "Profiles". The tenderer must provide at least the following number of distinct CVs:

Profiles	Short	Number of CVs to be provided
1. Web developer	WD	3
2. Senior Expert - Analyst, engineer and consultant	SA	2
3. Senior Expert - Database model design expert	DE	1
4. Senior Expert - DB & Web Security expert	SC	1
5. Senior Expert - User experience design expert	UE	1
6. Senior Expert - XML and Interoperability Expert	XE	1
7. Technical manager (on-site)	TM	2
8. Technical support and service administrator (on-site)	TS	2
9. Project manager	PM	2
TOTAL		15

The CVs must show evidence of proposed experts' experience and knowledge as specified for each of the required profiles in Section 2.5, 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. 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 above.
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 case of consortium or subcontracting, the consortium or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole (please see also 4.1 and/or 4.2 below).

3.3. Legal Position

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

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

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

4. **ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER**

Participation in Cedefop 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 from non-EU countries that have a ratified agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Cedefop can therefore accept offers from and sign contracts with tenderers from 34 countries, namely: the 27 EU member States, 3 EEA Countries (Lichtenstein, Norway, Iceland) and 4 SAA Countries (Croatia, FYROM, Albania and Montenegro). The procurement (tender) procedures of Cedefop are **not** open to tenderers from GPA countries.

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

4.1. **Joint Offers/ Groupings (Consortia)**

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

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

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

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

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

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

The offer has to be signed by all members of the group (consortium). However, if the members of the group so desire they may grant an authorisation to one of the members of the grouping (consortium). In this case they should attach to the offer a power of attorney (see model in Annex I) 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 I, 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 I, 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 I) 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.

Tenderers are free to choose their subcontractors from both eligible and non-eligible countries. Thus, in principle all economic operators can act as subcontractors of eligible tenderers. However the sub-contracting of persons/economic operators from non-eligible countries is limited to max. 30% of the work by value.

The tenderer must clearly indicate the identity of each Subcontractor and the percentage of work by value that he will perform for this contract (please fill-in Annex G).

Only in cases when:

- a Subcontractor undertakes between 10% and 40% of the work by value,
- the total subcontracting is above 40% of the work by value, independently of the individual Subcontractor's contribution to the work by value,

the tenderer should submit with the offer:

1. the Declaration on exclusion criteria and absence of conflict of interest (Annex C) filled-in and signed by the respective Subcontractor;
2. the required documents to prove the economic/financial and technical/professional capacity of the Subcontractor as described in points 3.2.1 and 3.2.2;
3. the Form in Annex J (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 and total subcontracting does not exceed 40%), the work will be assumed to be carried out directly by the tenderer (single tenderer or group of tenderers (consortium)).

5. AWARD OF THE CONTRACT

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

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

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

$$\text{Total Score (TS)} = X * (\text{TQV} / 100) + Y * (\text{Cheapest TFO} / \text{TFO})$$

Whereby:

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

TFO = Total Financial Offer of the tender, as per point 5.4;

X is the weighting for quality score (TQV) and for this tender procedure it is fixed to **(70)**;

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

Cheapest TFO is the Cheapest Tender Price of a technically compliant tender (i.e. among those having achieved a minimum of 50% of the possible score for each award (evaluation) criterion and a minimum of **65** out of 100 points (TQV) in the technical evaluation – see point 5.1 below)

.

5.1. Technical evaluation and Technical proposal

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. The fourth column contains the required documentation for performing the technical evaluation and defines the structure and content of the technical proposal:

No	Award Criteria	Max. Points	Supporting Documentation / Information to be provided in the Technical proposal
1	Degree of understanding of the nature and scope of the project	5	A summarised description of your understanding of the subject matter of the call, its nature, the context, the work/tasks to be performed, potential pitfalls, as well as the results to be achieved (1-2 pages max.).
2	Quality of work plan and programme	80	
2.1	Technical proposal, Work breakdown (WBS) and Time Planning for developing the EX Tool	40	<p>A full, detailed, consistent, complete and convincing technical proposal for the implementation of the EX tool (see section 2.2.2 for an overview), fulfilling all the functional and technical User Requirements and Specifications (Annexes S1 and S2).</p> <p>The proposal should include:</p> <ul style="list-style-type: none"> (1) A technical description of how requirements will be covered; (2) A description of the technologies and architecture and how they will fit in the existing infrastructure (including: hardware, operating system, web application server, web server, programming languages, development frameworks, libraries, any software tools and licenses that might be needed); (3) A Work Breakdown Structure of the tasks; (4) A breakdown of human resources needed, per profile; (5) A detailed Gantt chart with all anticipated activities, tasks and deliverables, meetings as well as anticipated milestones; (6) The measures that will ensure the quality of the deliverables (e.g. testing); (7) The necessary resources (human or other) that the Contractor will require from Cedefop (in person-days) and meetings at Cedefop premises deemed necessary. <p>Please note that such indications are binding and shall be reflected in the financial offer.</p> <p>Modification of requirements is not expected to be more than 10%, but this should be taken into account in your proposal (e.g. iterative approach).</p>
2.2	Technical support, maintenance and further development of the EX Tool, the Europass website and the CV/LP online	15	<p>Description of how technical support, maintenance and further development of the EX Tool on the one hand and of the Europass website and CV/LP online on the other will be optimally carried out.</p> <p>The proposal should include a scenario for: a) familiarisation with the existing technical background of Europass, so as to ensure an optimal take-over of the technical support, maintenance and further development from the previous contractor; b) ensuring successful handover of the whole project at the end of the contract (normally in 4 years) to the next contractor and to Cedefop's team, so as to safeguard optimal operation and continuity.</p>

2.3	Methodology for the regular administration and monitoring of Europass web resources The purpose of this work package is to ensure that the Europass web portal is available 24/7, except for programmed downtimes, and that it performs well.	10	A description of the methodology and standards used for the regular administration and monitoring in order to ensure flawless functioning, health, availability and good performance of the Europass web resources. This will include e.g. description of preventive measures, recurrent tasks, effort required per profile per month, reporting, response time for corrective actions, back-up/export procedures, performance standards. See specifically section 2.4.3
2.4	Quality of the Change Control System	5	Description of the methods and tools to establish a change control system for monitoring ongoing change demands by various users and stakeholders. You should also explicitly describe how the requirement mentioned under point 2.6 shall be covered.
2.5	Security and Privacy Issues	10	Description of how security and privacy issues will be addressed, especially with regard to the EX tool. Elaborate on technology, procedures, policies and standards that you believe should be considered. How will compliance with EU provisions on data protection be ensured? (10 pages max.)
3	Appropriateness (quality, proportionality, credibility) of the proposed project team for the contract and procedures for staff back-up and replacement: Degree of direct involvement of the most experienced, senior staff of the company, appropriateness of team proposed, quality of the procedures followed in order to provide backup and replacement of any staff when needed	10	(1) Description of the composition of the proposed project team and the degree of direct involvement of the most experienced, senior staff of the company, proving their suitability to provide the services requested; (2) Description of how will be ensured: (a) that changes in staff will have no negative impact on the execution of the services (in terms of quality, deadlines and costs); (b) that all project/service knowledge is documented, organised and shared so that it is accessible at all times; (c) a proper organisation of the transfer of responsibilities, knowledge and experience in case of staff replacement. (3) Include a description of how you ensure that technical staff is properly trained and that their knowledge and experience is kept up to date for all aspects of the services required in this call for tender.
4	The overall presentation of the offer (overall adherence to the requirements, general conformance to the terms and conditions of the present call, content thoroughness, precision and formal completeness)	5	The whole offer
	Total Quality Value (TQV)	100	

Tenderers are invited to give to each part of their technical proposal the heading shown for the respective award criterion in the second column, and as regards award criterion 2.1, the headings of each of the 7 sub-criteria. In that way they will ensure completeness and proper readability of the technical proposal and facilitate technical evaluation.

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

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

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

Only the technically compliant (acceptable) tenders as per the above will be subject to Financial (Price) Evaluation (see point 5.2 below).

5.2. Financial evaluation

The evaluation will be made on the basis of the **Total Price** (on the Financial Scenario) offered in the Price schedule table (see point 5.3 below and Annex H).

The tenders are awarded points for the Total Price offered by using the following formula:

Financial score (TFO) = (cheapest Financial Proposal / Financial Proposal of the tender considered)* Y.

Y = price weighting (see the complete formula under point 5 above)

5.2.1. Financially unacceptable tenders

Upon conclusion of the evaluation, the committee could find that tenders are unacceptable because the price is abnormally low

- 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 will, before it may reject this tender, send a request for clarifications to ask for explanations on the components of the tender which it considers relevant to the presumed abnormally low price 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 price of the other technically acceptable offers (please note that definition of which offers are technically acceptable/ compliant is given in points 5 and 5.1 above).
- The acceptable margin of deviation is set to 30%.
- The difference between the average price of the other technically acceptable offers and the value of the abnormally low financial offer will be divided by the average price of the other technically acceptable offers.
- The approach of the Evaluation Committee to identify and eliminate abnormally low tenders will be the following:
 - apply the acceptable margin of deviation from the average price of the other technically acceptable offers and set aside the offers that go beyond it;
 - check if specific notes or specific items included in the offer justify to some extent the deviation;
 - decide on the acceptability of the offer on the basis of the clarification reply received.

5.3. Financial proposal / financial scenario

The financial offer must be clear and in compliance with the tender. The tenderers must fill-in the Financial Offer spreadsheet, as per the Financial Scenario in Annex H. Breakdown of human resources is needed per profile. The total financial offer (TFO) of the Scenario will be used for evaluation purposes only.

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. Tenderers will be requested to confirm in writing the corrected calculation so that it may eventually be included in the contract.

5.3.1. Additional Information concerning price

- (1) The price per person-day and per profile shall be the same across all the tables of the financial offer.
- (2) The price for the on-site profiles shall be inclusive of all costs - person-day, travel and accommodation expenses.
- (3) The estimations and prices for the implementation of the Europass Experience should include documentation, testings and quality control of deliverables. They **should be consistent with the work plan presented in award criterion 2.**
- (4) Concerning the price of meetings, the work-days of the contractor's staff participating at each meeting will be paid according to the price of each profile.
- (5) Please note that travel time will not be reimbursed or paid.
- (6) Concerning the price of meetings, accommodation costs are all inclusive and cover all daily expenses (please see 2.11 above). This column will be used during the contract life to reimburse meeting costs depending on the actual number of days of the meeting.
- (7) The prices quoted must be fixed and not revisable for the first two years of the contract. For the remaining years Article I.3.3 of the Contract shall apply (see draft Framework Contract at Annex B).
- (8) Prices must be quoted in EURO and include all expenses (without VAT).
- (9) Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges shall therefore not be included in the calculation of the price quoted.

6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER

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

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

6.1. Envelope A - Supporting documents

One original and one copy of:

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

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

6.2. Envelope B – Technical proposal

One original signed unbound version and three bound copies of:

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

6.3. Envelope C – Financial proposal

One original signed version and three copies of:

- the Financial Proposal (Financial Scenario) Annex H containing all information requested in point 5.3.

ANNEX A

CONTRACT NOTICE

(Given as separate file in *.pdf)

ANNEX B

DRAFT CONTRACT

(Given as separate file in *.pdf)

ANNEX C

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

(given as a separate *.doc file)

ANNEX D

LEGAL ENTITY FORM

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

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

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

ANNEX E

FINANCIAL IDENTIFICATION FORM

To be downloaded, depending on the nationality of the tenderer, from the following website:

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_fr.cfm

and completed and signed by an authorised representative of the tenderer (group leader in case of consortium, with indication of entity, name and function), but not by subcontractors.

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PLEASE NOTE:

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

ANNEX F

CHECK LIST OF MANDATORY DOCUMENTS

(given as a separate *doc file)

ANNEX G

(given as a separate *doc file)

ANNEX H

Financial Proposal

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

ANNEX I

POWER OF ATTORNEY (MODELS 1 and 2)

(given as a separate *.doc file)

ANNEX J

Model of Letter of Intent for Subcontractor/s

(given as a separate *.doc file)

ANNEX K –

GLOSSARY OF TERMS

Budget breakdown	The schedule which breaks down the contract value according to the different items or services, stating out fee rate, unit prices and lump sums for each item provided (Services, Supplies, Works).
Consortium	A grouping of eligible natural and legal persons or public entities which submits a tender or an application, under a tender procedure or in response to a Call for Tenders. It may be a permanent, legally-established grouping or a grouping which has been constituted informally for a specific tender procedure. All members of a consortium (i.e., the leader and all other partners) are jointly and severally liable to the Contracting Authority (Cedefop).
Contract	<ul style="list-style-type: none"> • Direct Contract: contract containing all the details necessary to implement it (as opposed to FWC) • Framework Contract (FWC): contract establishing only the general outline of the services or goods to be delivered and requiring an additional step to make the actual purchase • Specific Contract or order form: contract specifying details of a particular task based on the previously signed framework contract • Purchase Order: request for services, supplies or works used generally for procurement of a value below €25 000 as an equivalent to a contract
Contracting Authority	Cedefop
Evaluation committee	A committee made up of an odd number of members (at least three) with the necessary technical and administrative expertise to give an informed opinion on tenders.
Fee-based contract	A contract under which the services are provided on the basis of fixed fee rates for each day worked by experts (SERVICES).
Financial offer	The part of a tender which contains all the financial elements of the tender, including its summary budget and any detailed price breakdown or cash-flow forecast required by the tender dossier.

Framework contract (FWC)	<p>A framework contract is a contract concluded between Cedefop (the Contracting Authority) and an economic operator for the purpose of laying down the essential terms governing a series of specific contracts and/ or Order Forms to be awarded during a given period, in particular as regards the duration, subject, prices, conditions of performance and the quantities envisaged.</p> <p>Cedefop may also conclude multiple framework contracts, which are separate contracts with identical terms awarded to a number of suppliers or service providers.</p>
General conditions	The general contractual provisions setting out the administrative, financial, legal and technical clauses governing the execution of all contracts of a particular type.
Open procedure	Calls for tenders are open where all interested economic operators may submit a tender.
Project	The project in relation to which the services/works/supplies are to be provided under the contract.
Project manager	The person responsible for monitoring the implementation of a project/contract on behalf of Cedefop.
Services	Activities to be performed by the Contractor under the contract such as technical assistance, studies, training and designs (SERVICES).
Special Conditions	The special conditions laid down by Cedefop (the Contracting Authority) as an integral part of the tender specifications (tender dossier), including amendments to the General Conditions, clauses specific to the contract and the terms of reference (for a service contract) or technical specifications (for a supply or works contract).
Successful Tenderer	The tenderer selected at the end of a tender procedure for the award of contract.
Tender	A written or formal offer to supply goods, perform services or execute works for an agreed price and under agreed conditions.
Tender dossier	The set of tender specifications which contains all the documents needed to prepare and submit a tender.
Tender specifications	Document or set of documents giving full details of the conditions, organisation and subject of the procurement procedure (includes technical specifications).
Tender Price	The sum stated by the tenderer in his tender for carrying out the contract.

Tender procedure	The overall process of putting a contract out for tender, starting with the publication of a contract notice and ending with the award of the contract (contract award notice).
Tenderer	A natural or legal person or consortium thereof submitting a tender with a view to concluding a contract.
Terms of Reference (ToR)	The document drawn up by Cedefop (the Contracting Authority) setting out its requirements and/or objectives in respect of the provision of services, specifying, where relevant, the methods and resources to be used and/or results to be achieved (SERVICES).