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**Greece-Thessaloniki: Web development, support and maintenance services for the Cedefop official website
2013/S 148-256532**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

Cedefop
Europe Street 123, PO Box 22427
Contact point(s): Clotilde Assumel-Lurdin
For the attention of: Mr George Paraskevaïdis
551 02 Thessaloniki
GREECE
Telephone: +30 2310490287
E-mail: c4t-services@cedefop.europa.eu
Fax: +30 2310490028

Internet address(es):

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

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

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

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

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Education

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

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

Section II: Object of the contract

II.1) Description

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

Web development, support and maintenance services for the Cedefop official website.

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

Services

Service category No 7: Computer and related services

Main site or location of works, place of delivery or of performance: Most tasks will be completed mainly on the contractor's premises and when necessary on Cedefop's premises (e.g. specific tasks related to migration, face to face meetings).

NUTS code GR122

- II.1.3) **Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)**
The notice involves the establishment of a framework agreement
- II.1.4) **Information on framework agreement**
Framework agreement with a single operator
Duration of the framework agreement
Duration in years: 4
- II.1.5) **Short description of the contract or purchase(s)**
The subject of the contract will be the provision of Web development, maintenance and support services to the Web portal, which is the Agency's official website, providing a new platform for its Web content management system (CMS), covering Web application development services, including analysis, design, project management and consultancy, hosting and helpdesk services. Services will be acquired in the form of person-days categorised in profiles. The Web hosting services will be acquired in the form of a fixed monthly fee.
- II.1.6) **Common procurement vocabulary (CPV)**
48000000
- II.1.7) **Information about Government Procurement Agreement (GPA)**
The contract is covered by the Government Procurement Agreement (GPA): no
- II.1.8) **Lots**
This contract is divided into lots: no
- II.1.9) **Information about variants**
Variants will be accepted: no
- II.2) **Quantity or scope of the contract**
- II.2.1) **Total quantity or scope:**
The estimated budget for the required services described in the framework contract corresponds to 2 000 person-days; the person-days might not be distributed evenly over the years. The provision of hosting services and related costs are estimated at some 200 000 EUR over 4 years.
- II.2.2) **Information about options**
Options: no
- II.2.3) **Information about renewals**
This contract is subject to renewal: yes
Number of possible renewals: 3
- II.3) **Duration of the contract or time limit for completion**
Duration in months: 12 (from the award of the contract)

Section III: Legal, economic, financial and technical information

- III.1) **Conditions relating to the contract**
- III.1.1) **Deposits and guarantees required:**
Not applicable.
- III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**
Payments will be made within 60 days of submission of invoices and at the conditions set out in the draft contract (Annex B). Invoices shall be issued only after the explicit acceptance by the project manager of the deliverables or time sheets of the respective order form.
- III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

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

III.1.4) Other particular conditions

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

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

For more information please refer to the tender documents.

III.2) Conditions for participation

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

Information and formalities necessary for evaluating if the requirements are met: Tenderers must meet the exclusion and selection criteria and have the legal position to allow them to participate in this tendering procedure.

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

For more information please refer to the tender documents.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: Proof of economic and financial capacity must be furnished by the following document:

— signed statement of the tenderer's turnover for the last 2 financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

In case of a consortium (grouping) or subcontracting each member of the consortium and all subcontractors (in line with points 4.1 or 4.2 of the tender specifications) must provide the required statement for the economic and financial capacity, but the assessment of whether the minimum requirement is met will bear on the consortium as a whole or the tenderer together with his subcontractors.

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

If, for some exceptional reason the winning tenderer (or any consortium member or subcontractor) is unable to provide one or other of the above documents, he or she will be 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 tenderer's economic and financial capacity.

Minimum level(s) of standards possibly required: The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

The average annual turnover of the tenderer for the last 2 financial years concerning the type of services covered in this call for tenders should be at least 400 000 EUR.

III.2.3) **Technical capacity**

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

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

- document for enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established,
- brief company profile, also indicating which technologies the tenderer is mainly working with. A specific paragraph shall describe succinctly the technology proposed for this tender procedure,
- description of the Web hosting facilities e.g. location, technical description of the data centre, etc.,
- list of at least 3 contracts performed in the past 3 years related to the above-noted fields, describing the contracting authorities, the subjects, the dates, the amounts and the percentage performed by the tenderer,
- detailed CVs, indicating to which profile they correspond from the list in Section 2.5 'Profiles of the required experts' of the tendering specifications. The tenderer must provide at least the following number of distinct CVs:

Profiles; Abbr.; No of CVs to provide:

1. project manager; PM; 2;
2. senior expert: analyst — engineer and consultant; SE; 2;
3. senior developer; SD; 2;
4. Web developer; WD; 2;
5. graphical interface designer; GD; 1;
6. technical support/helpdesk; TS; 2;

Total 11.

The CVs must show evidence of proposed experts' experience and knowledge as specified for each of the required profiles in Section 2.5 of the tendering specifications, satisfying the requirements in terms of educational background, length and scope of experience, knowledge, including those of Section 2.8 of the tendering specifications. The CVs of the experts proposed for each profile should clearly indicate which work experiences are relevant for the fulfilment of the specific requirements, and clearly present the linguistic abilities, in particular in English.

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.

Minimum level(s) of standards possibly required:

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.

Requirements for technical and professional capacity:

- the tenderer must be enrolled in the relevant professional register,
- the tenderer must have the technical know-how, experience, expertise and adequate structure and resources to perform the services described in the terms of reference,
- the tenderer must have performed 3 contracts within the last 3 years (to have been concluded by the deadline for submission of tenders), covering the fields of Web applications development and website hosting, maintenance and support, similar to the size required by this call for tender,
- the tenderer's key profiles, whose involvement will be instrumental for the implementation of the contract must have, relevant to the subject of the contract, the background, knowledge and experience for the successful implementation of the contract as follows:

3.2.2.1. Project manager:

— university degree followed by 6 years of professional experience in software or Web project management,
or

secondary education followed by 10 years of professional experience out of which minimum 6 years' professional experience in software or Web project management,

— excellent knowledge of English (speaking/reading/writing).

3.2.2.2. Senior expert — analyst, engineer and consultant:

— post-secondary degree followed by 5 years of professional experience with the proposed Web technologies,
or

secondary education followed by 7 years of professional experience out of which minimum 5 years' professional experience with the proposed Web technologies,

— minimum 5 years' experience in analysis and programming, databases and Web application development,

— excellent knowledge of English (speaking/reading/writing).

3.2.2.3. Senior developer:

— post-secondary degree followed by 5 years of professional experience in Web development and database development, or

secondary education followed by 7 years of professional experience out of which minimum 5 years in Web development and database development,

— minimum 2 years in working with the proposed CMS platform,

— very good knowledge of English (speaking/reading/writing).

3.2.2.4. Developer:

— computer engineering, or other equivalent degree, followed by 3 years of professional experience with the proposed Web development and database development, or

secondary education followed by 5 years of professional experience out of which minimum 3 years' professional experience in Web development and database development,

— minimum 2 years of working with the proposed technology,

— very good knowledge of English (speaking/reading/writing).

3.2.2.5. Graphic designer interface:

— complete training courses on Web design/UI design at a specialised institute/school followed by 4 years of professional experience in Web graphic design-related tasks,

— very good knowledge of English (speaking/reading/writing).

3.2.2.6. Technical support/helpdesk:

— completed training courses on Web or information technology,

— minimum 3 years of professional experience in CMS or Web system technical support-related tasks,

— excellent knowledge of English (speaking/reading/writing).

III.2.4) **Information about reserved contracts**

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

III.3.1) **Information about a particular profession**

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

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

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

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

- IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**
- IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**
- IV.2) **Award criteria**
- IV.2.1) **Award criteria**
The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document
- IV.2.2) **Information about electronic auction**
An electronic auction will be used: no
- IV.3) **Administrative information**
- IV.3.1) **File reference number attributed by the contracting authority:**
'AO/CID/NT/Website-CMS_services/014/13'.
- IV.3.2) **Previous publication(s) concerning the same contract**
no
- IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**
Payable documents: no
- IV.3.4) **Time limit for receipt of tenders or requests to participate**
20.9.2013
- IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**
- IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**
Any EU official language
- IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**
until: 20.3.2014
- IV.3.8) **Conditions for opening of tenders**
Date: 1.10.2013 - 11:00
Persons authorised to be present at the opening of tenders: yes
Additional information about authorised persons and opening procedure: Each tenderer may be represented at the opening of tenders by 1 person. The name of the person attending the opening must be notified in writing by fax (+30 2310490028) or by e-mail (c4tservices@cedefop.europa.eu) at least 2 working days prior to the opening session.

Section VI: Complementary information

- VI.1) **Information about recurrence**
This is a recurrent procurement: no
- VI.2) **Information about European Union funds**
The contract is related to a project and/or programme financed by European Union funds: no
- VI.3) **Additional information**
The tender documents will be available on Cedefop's website: <http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/calls-for-tenders.aspx>
Cedefop's website will be updated regularly, therefore tenderers must ensure that they visit the site regularly for updates up to the closing date for receipt of tenders.
Cedefop will be closed on 15.8.2013.
- VI.4) **Procedures for appeal**

VI.4.1) Body responsible for appeal procedures

General Court
rue du Fort Niedergrünwald
2925 Luxembourg
LUXEMBOURG
Telephone: +352 4303-1
Internet address: <http://curia.europa.eu>
Fax: +352 4303-2100

VI.4.2) Lodging of appeals

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

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

Same as in point VI.4.1.

VI.5) Date of dispatch of this notice:

22.7.2013