



FINANCE AND PROCUREMENT

 DRS/PRO/DELE/RB(2016)02488  
 Thessaloniki, 13 December 2016

## OPEN INVITATION TO TENDER

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

**AO/DCM/NT/WebPortalServices/018/16**

REFERENCE: *Contract notice – 2016/S 240-436864 of 13/12/2016*

Dear Sir/Madam,

We thank you for the interest you have shown in this tender procedure.

The purpose of this call for tenders 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 (and documents included in them) 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),  
 Attention of Procurement Service  
 PO Box 22 427  
 GR – 55102 Thessaloniki, Greece**

**Important:**

*If using a postal service, tenderers must use a registered, reliable one. If no postmark has been stamped or if the postmark is not legible, Cedefop will accept deposit slip issued by the postal service, provided that this clearly indicates the date as filled in by the post office and not by the tenderer.*

Tenderers shall inform Cedefop by e-mail ([c4t-services@cedefop.europa.eu](mailto:c4t-services@cedefop.europa.eu)) or fax (+30 2310 490028)

- ✓ that they have submitted an offer in time, and
- ✓ that they request Cedefop to confirm receipt of the e-mail or fax.

Tenderers should not attach their offer to any of the above informative 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)** above):

**European Centre for the Development of Vocational Training (Cedefop),  
Attention of Procurement Service  
123, Europe Str,  
GR-57001 Thessaloniki-Pylea, Greece  
Tel: +30 2310 490111 / 490 064**

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

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

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

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

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

<p><b>OPEN INVITATION TO TENDER</b></p> <p><b>CEDEFOP No: AO/DCM/NT/WebPortalServices/018/16</b></p> <p><b><i>‘Web Portal, development, support and maintenance services for the Cedefop official website’</i></b></p> <p><b>Name of tenderer: .....</b></p> <p><b>NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE</b></p>
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The inner envelope must also contain three sealed envelopes, namely, Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”. The content of each of these three envelopes is described in section 6 of the attached Tender Specifications.

**Tenderers should not disclose their financial offer in any part of their tender other than the sealed envelope C, not even disclose the total amount of their financial offer on the cover letter.**

4. Tenderers must ensure that their tenders are signed by an authorised representative and that tenders are legible so that there can be no doubt as to words and figures.
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. Therefore, 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).
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 maximum two representatives. The names of the persons 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](mailto:C4T-services@cedefop.europa.eu)) at least three working days prior to the opening session. Failing that, Cedefop reserves the right to refuse access to its premises.
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 e-mail ([C4T-services@cedefop.europa.eu](mailto:C4T-services@cedefop.europa.eu)) or by fax (fax No +30 2310 490 028).

**Requests for additional information/clarification (if any) from potential tenderers 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.**

**Before requesting any additional information, the tenderers are kindly requested to visit the FAQ page on Cedefop website:**

<http://www.cedefop.europa.eu/en/about-cedefop/faqs/procurement-procedures>.

- 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/about-cedefop/public-procurement>.) **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.
- 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)	<b>18/01/2017</b>	N/A
Last date on which clarifications are issued by Cedefop	<b>20/01/2017</b>	N/A
Deadline for submission of tenders (hand delivered)	<b>27/01/2017</b>	17h00
Deadline for submission of tenders by post / courier	<b>27/01/2017</b>	N/A
Validity of the tenders	<b>26/07/2017</b>	N/A
Tender opening session	<b>09/02/2017</b>	11h00
Estimated contract signature date	<b>April 2017</b>	

Please note that **Cedefop will be closed between 26/12/16 and 03/01/2017 for Christmas and New Year Holidays**. Any request for clarification received during the closure will be processed beginning of January 2017.

9. 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.

10. All costs incurred for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.
11. Up to the point of signature, the contracting authority (i.e. Cedefop) 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.
12. 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.

13. Evaluating your tender and your possible subsequent replies to questions in accordance with the specifications of the invitation to tender, will involve the recording and processing of personal data (such as your name, address and CV). 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](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.

14. Your personal data may be registered in the Early Detection and Exclusion System (EDES) if you are in one of the situations mentioned in Article 106 of the Financial Regulation<sup>1</sup>. For more information, see the Privacy Statement on [http://ec.europa.eu/budget/explained/management/protecting/protect\\_en.cfm#BDCE](http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm#BDCE)).

15. Once Cedefop has opened the tender, it becomes its property and it shall be treated confidentially.

16. You will be informed of the outcome of this procurement procedure by e-mail only. It is your responsibility to provide a valid e-mail address together with your contact details in your tender and to check this e-mail address regularly.

Yours sincerely,

signed Michalis Christidis  
Head of Finance and Procurement Service

Attached: Tender Specifications

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<sup>1</sup> Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25 October 2012 on the financial rules applicable to the general budget of the Union and repealing Council Regulation (EC, Euratom) No 1605/2002 (OJ L 298 of 26.10.2012, p. 1) as amended.

# **OPEN INVITATION TO TENDER**

***AO/DCM/NT/WebPortalServices/018/16***

***WEB PORTAL, DEVELOPMENT, SUPPORT AND MAINTENANCE SERVICES  
FOR THE CEDEFOP OFFICIAL WEBSITE***

**Tender Specifications**

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# Introduction to Cedefop: Europe's agency for training policy

Source: <http://www.cedefop.europa.eu/>

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 supports the European Commission, Member States <sup>(2)</sup> and social partners by helping design VET policies that promote excellence and social inclusion and strengthen European cooperation in VET.

## Cedefop's objective and priorities for 2012-16

Cedefop's activities are guided by its strategic objective and medium-term priorities 2012-16. 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:

### 1. 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).

### 2. 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.

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<sup>(2)</sup> Cedefop also works with Iceland and Norway.

### 3. 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 job 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](http://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.

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

## 1. OVERVIEW OF THIS TENDER PROCEDURE

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, contract provisions and specifications contained in this tender dossier. Failure to submit a Technical and a Financial Proposal containing all the required information and documentation may lead to the rejection of the tender.

### 1.1. Description and type of the contract

a) *Title of the contract.*

**'Web Portal, development, support and maintenance services for the Cedefop official website'**

b) Short description of content of this contract:

The aim of this contract is the provision of web development, support and maintenance services to the Web Portal, which is the agency's official website, sustaining the Drupal current platform for its CMS, covering web application development services, including analysis, user experience design, project management and consultancy, web analytics, web hosting and helpdesk / users support and training services.

Services will be acquired in the form of person-days categorised in profiles. A detailed description of the required profiles can be found further below (see point 2.5).

c) Type of contract: Framework Service Contract

d) Framework Service Contract whereby the tasks/services will be provided following the signature of Order forms throughout its validity. The number and content of Order Forms will depend on the needs of Cedefop. Each order form will be prepared in line with the tender documentation and shall stipulate the 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 both in the Contractor's premises and in Cedefop's premises, 123 Europe str., Pylea, Thessaloniki.

### 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 tender specifications. Cedefop will disregard any variants described in a tender, and 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 budget for the required services described in the Framework contract corresponds to an approximate volume of **2,947 person-days over 4 years**; 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 Euro over 4 years**.

Tenderers should be aware that the information on 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 that will be issued after the Framework Contract is signed may not reach the a.m. estimated value for the Framework Contract. Cedefop will be contractually bound only by the amounts effectively entered in the successive signed Order Forms. The total value of the framework contract will ultimately depend on the orders which Cedefop may place through Orders Forms.

In the case where unforeseen circumstances result in the global value of this contract being consumed faster than originally planned, Cedefop reserves the right to consider conducting a 'Negotiated procedure without prior publication of a contract notice' with the existing contractor(s) in order to increase the maximum amount stated above by up to 50% (Art. 134(e) of the Rules of Application (RAP) implementing the EU Financial Regulation (FR).

### 1.6. Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, shall have 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 upon completion of specific tasks/services and after the approval by Cedefop Project Manager, within 30 days of submission of invoices and at the conditions set out in the draft contract.

## **2. TERMS OF REFERENCE**

### **2.1. Background**

Cedefop is maintaining an official website since 1996. Today, the Web Portal is Cedefop's principal means of communication with its various target groups, collaborators and stakeholders.

The decision to redesign Cedefop's official website was taken in 2013. The previous web platform (in use from 2009 to 2014) was no longer supporting the agency's evolving needs.

The launch of the current Web portal (mid-November 2014) was a major milestone in Cedefop's continuous effort to excel in its online presence. The redesign of the Web Portal represented a huge effort which involved not only a new technology (cloud-based) for its content management system and hosting services; it also included the migration of all its online content, related databases and web applications to a new platform (Drupal).

Content-wise, a new terminology and control vocabulary was introduced to index the content: the website was entirely restructured and redesigned, in line with the corporate image. All Cedefop's offering, namely projects, news, events, publications, reports, networks, calls for tenders and vacancies, etc. are classified under themes and tags in line with the agency's business objectives.

### **2.2. Description of the assignment**

Cedefop will keep all its online content, related databases and Web applications on a Drupal platform which allows easy creation and configuration of dynamic interactive web pages that applies the agency's visual identity. A prerequisite of the contractor is to master the technical platform currently in use: Drupal 7 and/or higher. The contractor will be asked to provide and maintain the required development and production environments infrastructure in the current technology to host all the web services, applications, databases and modules concerned.

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

- Take over full service responsibility (maintenance, guarantee of availability, security, service desk), setting up the appropriate Service Management;
- Maintain the current integrated solution for the CMS and the public site;
- Provide hosting services;
- Deliver support and maintenance for the CMS and the public site;
- Develop and maintain web applications and data visualisations for the Web portal;
- Perform user experience design, analysis and web development of new modules, features and extensions, using the agile methodology;
- Provide CMS's user support and helpdesk services, including user training.

The above are explained in more details further below.

#### **2.2.1. Services to be provided**

The contractor will be requested to provide the following services:

- Maintenance of the current technical platform for the CMS
- Installation of additional modules, development of new modules
- Configuration and maintenance of Web analytics software

- Corrective and evolutionary maintenance of existing and new Web applications
- Data analysis, modelling and migration
- Database design and development for Web applications
- Support and maintenance of the Cedefop Web portal CMS and public site
- Development, corrective and evolutionary maintenance of mobile website
- Web hosting services.

### 2.2.2. Activities to cover

The following activities are involved in providing the above services:

- Project management;
- Analysis and Design;
- Development and programming;
- Testing and deployment of internet and mobile applications;
- Development and consulting on the pages or applications' presentation layout;
- Consulting on the information architecture;
- User interface design and development;
- Feasibility studies and technical, usability and accessibility assessments;
- Hand-over and take-over of applications;
- Performance measuring and improvement;
- Monitoring new trends in technology;
- Technical documentation, users' manuals, helpdesk and training for CMS users (content editors);
- Implementation and maintenance of integrated web hosting solutions including deployment of new patches or modules.

### 2.2.3. Core functionalities

The contractor will be requested to keep on managing a software package with a wide set of features (news, events, FAQ, site map, templates for standard site or community site) to build web pages rapidly, and be open and flexible in order to easily extend it by adding new features to respond to the users' future needs:

- Easy hand-over from one contractor to another;
- Out-of-the-box features limiting the need for customisations;
- Scalable architecture and hosting environment (cloud-ready);
- Notifications mechanism (subscribing to content);
- Multilingualism options;
- Social media friendly;
- Possibility for the external users to login to the public website using other account e.g. Facebook, Twitter, LinkedIn, e-Communities;
- Several contexts allowing to display information depending on conditions (personalisation);
- Ability to share, rate, recommend, vote on content;
- User friendly CMS to allow for decentralisation of content editing;
- Version control and audit trails;
- Workflow module allowing to moderate content with role-based access;
- Taxonomies and metadata;
- Powerful search engine either as part of the CMS or as a 3<sup>rd</sup> party search solution.

### 2.3. Multilingualism

The target audiences of Cedefop's Web portal speak at least one of the official languages of the EU. As an EU agency, Cedefop has an obligation to provide core information in all the official languages of the EU: therefore, Cedefop Web portal and web applications fully support multilingualism.

Cedefop has a multilingual website in place since 1996. Supporting a multilingual website with the possibility to provide information in all the EU official languages was an important requirement for selecting the current technical platform (Drupal). Although English is set as the default language for this platform, core information is provided in all EU official languages.

Finally, EU citizens also have the possibility to request access to information into different languages according to their needs and in line with Ombudsmans' recommendations<sup>3</sup>.

The current system supports all the current EU official languages (Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish), including Latin, Cyrillic and Greek alphabets. Languages of other countries (e.g. FYROM, Albania and Montenegro) may be added when applicable.

Also important, is to optimize the website so that it is search engine friendly e.g. navigation, keywords, meta-tags, descriptions etc. When applicable, the Cedefop's multilingual Web portal should:

- provide links between pages with the same content in different languages.
- avoid automatic redirections based on the user's preferred language that could prevent users (and search engines) from viewing all the versions of the Web portal.
- keep the content for each language on separate URLs - not use cookies to show translated versions.

The language's policy followed for the Cedefop's Web portal is summarised below:

- **Navigation menu** e.g. navigational instruction, menu, footer etc. is translated into English, German and French.
- **Core information** like the information in the About Cedefop and the description of the themes are translated in all EU official languages.
- **Official documents** such as the funding regulations are available in all EU languages which were official at the date of publication.
- **Cedefop's electronic publications** are usually available in English, French, German and Greek and/or in the language of the presidency country. It is also published in other languages when applicable, depending on the target audience. The Briefing notes are available in English, French, German, Italian, Spanish and Greek and in the language of the presidency country.
- **Specialised or short lifespan information** like research surveys, campaigns, calls for tender and news / events is usually available in English only.

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<sup>3</sup> [Ombudsman website](#)

## 2.4. Required outputs

### 2.4.1. Maintenance and support services

Requests for such services may involve:

- 1) Corrective and evolutionary development and maintenance, i.e. implement minor improvements, bug fixes;
- 2) Installation/configuration of additional modules; full integration of these modules with the rest of the system and existing functionalities;
- 3) Deployment of all new patches or modules to the development platform, full testing in various user platforms/environments (operating systems and software) and finally deployment to the production platform;
- 4) Consulting services: analyses; studies; advices; integration of other modules in the Web portal in line with the business requirements; best practices; new trends in technology;
- 5) 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;
- 6) Documentation, manuals, reports, users' guide, training to content editors, technical reporting and documentation;
- 7) Project management necessary for the above-mentioned tasks.

The performance of such technical support and maintenance services will be reported in a monthly service delivery report on a "time and means" basis as described in point 2.7.2.

### 2.4.2. Development services

Development services will be specific to projects which will be the subject of fixed Order Forms as described in point 2.7. Development projects are categorised according to the number of person-days that will be necessary for the completion of the project:

- A big project involves 100 or more person-days.
- A medium project requires between 50 and 100 person-days.
- Small projects entail less than 50 person-days.

Small projects requiring less than 50 person-days of development-efforts may be considered as part of the daily maintenance and support as described in 2.4.1.

On a yearly basis it is expected to deal with two big, three medium and several small projects OR a different combination that has the same approximate total number of person days per year. The repartition of effort is demand-driven and will depend on the Centre's priorities and needs.

Requests for such development services should include:

- 1) Project management, Web applications 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.
- 2) Development of additional modules; full integration of these modules with the rest of the system and existing functionalities;
- 3) Full testing in various platforms/environments (operating systems and software) and finally deployment to the production platform;
- 4) Documentation, manuals, reports, users' guide, training to content editors, technical reporting and documentation. All above noted services are to be delivered by the appropriate experts (see required Profiles below, points 2.5. and 3.2.2).

#### 2.4.3. Hosting, regular administration and monitoring of the CMS and public site.

Hosting related services, as described in Annex K1, will be the subject of Order Forms based on a fixed-monthly price which include the flawless functioning, health, availability and good performance of the CMS and public site that the contractor will host: operating system, web server, web application server and the web applications running as well as for its regular administration, monitoring and configuration.

The contractor shall be responsible to ensure and advise on what are the technical requirements to achieve the above requirement. For this purpose, the contractor should have in place all necessary preventive measures, recurrent tasks, proactive maintenance activities.

#### 2.4.4. Full service responsibility - Service Management set-up

The selected contractor shall be fully responsible for the flawless functioning, availability, business continuity and good performance of the Web Portal resources as well as for its regular administration, monitoring and configuration. The contractor is responsible for making sure that all related necessary technical requirements (e.g. hardware/software/systems/network/procedures/monitoring, etc.) are adequately satisfied.

In order to achieve the flawless functioning, availability, business continuity and good performance, the contractor should have in place all necessary preventive measures, recurrent tasks, proactive maintenance activities, as well as define:

- (a) appropriate response time for corrective actions,
- (b) incidents management methodology
- (c) back-up/export procedures
- (d) performance standards, in-line with their understanding of the scope of the project.

Outputs/activities required under this item are listed below:

1. Take-over ownership of all services of the project in total.
2. Set-up the Service Management for the Web Portal services, preferably ISO 20000 compliant (e.g. ITIL 2007), including: *Service strategy*; *Service Design* (incl. Availability management; Capacity/Performance planning & management; Information Security Management, IT service continuity management); *Service operation* (incl. Service desk); *Service transition* (incl. Change management; Release and deployment management; Validation and Testing; Knowledge management).

### 3. SLA

- (a) The tenderer must comply with the Service Level Agreement (SLA) as described in Annex K1.
- (b) The contractor shall provide a monthly report with the issues/incidents that have occurred during the month, that have affected the services as described in Annex K1 (when applicable).

4. Validation and Testing: Implement an efficient procedure for validation and testing of changes and new functionality before the acceptance testing and the deployment.

#### 2.4.5. Agile User Experience design, web development and continuous delivery

Follow an Agile/Lean development approach, integrating in an optimal way the necessary User experience design, in order to make possible the continuous, iterative, flowing design / development and immediate release and delivery of new features, improvements and modules. Adopt the “release early – release often” philosophy, implementing the needed automatic testing, continuous integration and continuous delivery infrastructure. Deploying a change to the production environment should be as automated and straightforward as possible, while maintaining very high quality and safety from regression bugs.

#### 2.4.6. Handover to the next contractor

The contractor shall act as necessary to ensure successful handover of the whole project at the end of the contract (normally in 4 years) to the next contractor, so as to safeguard optimal operation and ensure continuity of services. On conclusion of the contract, the contractor will be required to provide the Agency, or its nominee, with all the data contained on the Agency’s website together with any necessary technical tools, source code and other material connected with establishing, operating and further developing the website. The contractor will have to ensure that the handover of any of the above be made efficiently and effectively.

## 2.5. Profiles of the required experts

### 2.5.1. Project team

1. The project team shall be the one described in the tenderer’s technical proposal. In case of replacement for whatever reason of any member of the project team, the contractor is committed to propose a candidate with the same level of qualifications and experience for the project, documented by evidence (CV, qualifications, relevant work experience) and is also committed to take all measures in order to ensure that any eventual changes in staff will have no negative impact on the execution of the services (in terms of quality, deadlines and costs).
2. The 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 (2) working days. For his/her replacement the Contractor has to submit compliant CV(s) within maximum five (5) working days.
3. Cedefop and the contractor will communicate in English.
4. The contractor should ensure that the proposed team with the profiles as described in 2.5 above will be available for work as of the date of signature of the contract.

### 2.5.2. Profiles of the required experts

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

The profiles below are mandatory:

Profile	Role tasks and responsibilities
<b>Project manager (PM)</b>	Main contact person for project and contract implementation. Definition and distribution of tasks, review of project deliverables, quality control, risk analysis, planning and reporting, analysis of requirements, technology lead, requirements gathering, competitive landscape for technology/information systems, feasibility/ ROI/ cost/benefit studies. Participation in stakeholders meetings. Writes functional and technical specifications.
<b>Senior expert analyst, engineer and web analytics (SE)</b>	Consultancy studies in a specific technical domain (e.g. data visualisation, web analytics, etc.), feasibility studies, cost/benefit analysis, proposing appropriate solutions, advanced performance management and troubleshooting, problem diagnosis/ recording and resolution, produce and/or establish quality assurance validation on the relevant technical documentation and user documentation.
<b>Visualizations expert (VE)</b>	Leads all aspects related to visualization of quantitative and textual- data. Is fully knowledgeable of the technologies used to create modern dashboards and data visualizations. Participates in stakeholders meetings.
<b>Web developer (WD)</b>	Software/ database / front-end/ back-end development according to specifications, performance management and troubleshooting, deployment of all new patches or modules to the development platform, full testing and finally publishing to the production platform Assistance in migrations/upgrades to other operating systems and/or servers; validation deployment and technical documentation of deliverables.
<b>Graphical User interface designer (GD)</b>	Designs creative concepts, reviews all creative design deliverables, develops / implements graphic, design and multimedia elements; improves existing designs for better user experience
<b>Technical support / Helpdesk (TS)</b>	Provides first level support to Cedefop, trains CMS editors, monitors performance and troubleshoots any problems.

### 2.6. Deliverables' quality

- Given the high visibility of the Web Portal project and its target audiences, particular attention should be paid to the optimal quality of all deliverables. Deliverables are expected to be of high quality and meet Cedefop's expectations. The successful contractor shall make sure that measures are taken and methodologies are followed, so that the tasks and works provide appropriate outcomes for Cedefop.
- Any new code or module developed and integrated with the current system, should not break existing functionality. The contractor should apply appropriate testing to guarantee this. Any bug, problem or dysfunction that occurs as a result of the introduction of new code to the system, shall be fixed in the highest priority and without extra charge to Cedefop.

3. The contractor should use a staging server for testing and training purposes.
4. The Contractor must provide 12 months guarantee (free fixes of bugs) for any deliverable.
5. All deliverables should first undergo rigid and thorough testing by the Contractor before being delivered for acceptance testing by Cedefop. The testing should ensure proper functioning in all common browsers and platforms (the list will be commonly agreed with Cedefop).
6. The contractor should ensure that all deliverables apply security standards and user experience best practices.

## **2.7. Task assignment procedures**

All tasks will be performed on a “fixed price request” basis, i.e. an effort estimation (quote) and its approval by Cedefop will precede the issuance of Order Forms and execution of the services, except for the technical support and maintenance 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 (monthly service delivery report).

### **2.7.1. Fixed price request for service**

The following task assignment procedure will apply, before the signature of each order form:

- 1) A request for quotation is sent by Cedefop to the contractor, including the task description and the related technical specifications;
- 2) If necessary, clarifications may be requested by the contractor through phone conferences or emails. Cedefop will provide clarifications accordingly;
- 3) Within 10 working days, the contractor shall provide an offer of the work-days the task will require, as well as the delivery date; quotes should take into account project management, testing, documentation and follow-up (quality control of the deliverable);
- 4) If necessary, Cedefop will discuss the offer with the contractor until an agreement for the undertaking of the task or part of the task is reached;
- 5) An Order Form will be prepared and sent to the contractor by the Cedefop’s procurement service for signature;
- 6) Upon signature by both sides, the order form enters into force and the contractor starts executing the task in view of providing the agreed deliverable(s).

### **2.7.2. Times and means request for services**

Specific Order Forms containing a number of person-days are destined to cover technical support and maintenance tasks namely to assure technical support and helpdesk, corrective maintenance and minor evolutionary maintenance of the CMS and public site.

The tasks will be assigned by Cedefop to the contractor using the issue tracking system, providing also the related technical specifications. The completion of each task will be monitored via this issue tracking system.

The outcome of the above procedure is reflected in the service delivery reports that the contractor will provide monthly according to the scope of the deliverables, demonstrating the completed work performed during this period. Cedefop will provide a related template in due time if necessary.

## **2.8. Compliance with data protection regulations**

Cedefop is subject to REGULATION (EC) No 45/2001 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. It therefore requires that the tenderer must be subject to the EU Directive 95/46/EC on the Protection of Individuals with Regard to the Processing of Personal Data on the Free Movement of Such Data, which was adopted in 1995 by the European Union.

The dedicated servers must be located within the EU Member States.

## **2.9. Meeting and travel expenses**

The contractor will be required to attend meetings at Cedefop. Meetings dates, frequency and number of representatives will be decided upon common agreement between Cedefop and the contractor. Meetings expenses (i.e. travel and accommodation) will be paid to the contractor on the basis of the contractor's Financial Offer (see Annex H). During the migration and the takeover from the previous contractor, the presence of the contractor's selected team members may be requested in Cedefop's premises.

One Kick-off meeting will take place at Cedefop premises in Thessaloniki upon signature of the contract (estimated April 2017).

### 3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

Participation to this tender procedure is only open to tenderers who are in a position to subscribe in full to the “**Declaration on honour on exclusion criteria and selection criteria**”, given in Annex C. 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 declaration on honour found in Annex C duly signed and dated.

#### 3.1. Exclusion Criteria

The purpose of the exclusion criteria is to determine whether an economic operator / tenderer is allowed to participate in the procurement procedure or to be awarded the contract.

The exclusion criteria will be assessed in relation to each company individually. In the event of recommendation for contract award, evidence will be requested as described in Annex C (last page).

#### 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 statements from those entities. Please note that natural persons (individuals, freelancers) are also considered 'entities' for this purpose.

##### 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.

#### Requirement:

- The minimum 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 **400,000 €**

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

- Signed Statement (Please fill-in and sign your Statement in Questionnaire 2 of Annex G) of the tenderer's turnover for the last three 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 sub-contractors (in line with points 4.1 or 4.2 below) 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. For tenderers or sub-contractors (identified as per any of the two bullet-points in paragraph 4 of Art. 4.2 below) who are natural persons / freelancers, a tax declaration and tax clearance statement for the last two financial years will be requested.

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, they will be required to justify the non-provision and may prove their economic and financial capacity by any other document which Cedefop considers appropriate. Cedefop reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

### 3.2.2. Technical and professional capacity

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

#### **Requirements for Technical and professional capacity:**

- Be enrolled in the relevant professional register;
- Have adequate structure and resources (trained and certified technical staff) to perform the services described in the Terms of Reference;
- Have provided services in the past 3 (three years) in execution of at least **3** contracts similar to the scope, size and nature of the services provided as those required in this call for tenders, with a combined total value of **1,000,000 €** at minimum.
- The Tenderer's **key** experts, whose involvement will be instrumental for the implementation of the contract, must have the relevant to the subject of the contract profiles, knowledge and experience for the successful implementation of the contract.

Profile name	Requirements
<b>Project manager (PM)</b>	<ul style="list-style-type: none"> <li>• University degree</li> <li>• Minimum 6 years of professional experience in management of web projects</li> <li>• C2<sup>4</sup> level in English (speaking/reading/writing)</li> </ul>
<b>Senior expert - analyst, engineer and web analytics (SE)</b>	<ul style="list-style-type: none"> <li>• University degree in Computer/Information systems sciences</li> <li>• Minimum 5 years' experience in analysis and programming, databases and web application development</li> <li>• Minimum 3 years of professional experience with Drupal</li> <li>• C2<sup>4</sup> level in English (speaking/reading/writing)</li> </ul>
<b>Visualizations expert (VE)</b>	<ul style="list-style-type: none"> <li>• Post-secondary degree in Computer/Information systems sciences</li> <li>• Minimum 5 years of professional experience in web design and development</li> <li>• Minimum 3 years of professional experience with data visualisations</li> <li>• C2<sup>4</sup> level in English (speaking/reading/writing)</li> </ul>
<b>Web developer (WD)</b>	<ul style="list-style-type: none"> <li>• Post-secondary degree in Computer/Information systems sciences</li> <li>• Minimum 5 years of professional experience in web and database development</li> <li>• Minimum 2 years of professional experience with Drupal</li> <li>• B2<sup>4</sup> level in English (speaking/reading/writing)</li> </ul>
<b>Graphical User interface designer (GD)</b>	<ul style="list-style-type: none"> <li>• Completed training courses on web design/UI design at a specialized institute/school (art, graphic design, etc.)</li> <li>• Minimum 4 years of professional experience in Web graphic design and user experience design related-tasks</li> <li>• B2<sup>4</sup> level in English (speaking/reading/writing)</li> </ul>
<b>Technical support / Helpdesk (TS)</b>	<ul style="list-style-type: none"> <li>• Completed training courses on web or information technology</li> <li>• Minimum 3 years of professional experience in Drupal CMS or Web systems technical support related-tasks</li> <li>• C2<sup>4</sup> level in English (speaking/reading/writing)</li> </ul>

### 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:

- Document for enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established **(please fill-in Questionnaire 6 of Annex G)**;
- Brief company profile to prove the ability, technical know-how, experience and expertise needed for the provision of the required services under this call for tenders **(please fill-in Questionnaire 4 of Annex G)**;

<sup>4</sup> Level of English language as determined in "Language levels of the Common European Framework of Reference CEF or equivalent <http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en>

- List of at least **3** contracts with services provided by the deadline for submission of offers and within the past **three (3)** years, that are similar to the scope, size and nature as those required in this call for tenders and with total amount of min. **1,000,000** EUR, describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer (**please fill-in Questionnaire 3 of Annex G**);
- Detailed CVs of the KEY experts **whose involvement will be crucial for performing the contract (please fill-in Questionnaire 5 of Annex G)**.

	Profiles	Abr.	No of CVs to provide
1.	Project manager	PM	1
2.	Senior expert - analyst, engineer and web analytics	SE	2
3.	Visualizations expert	VE	1
4.	Web developer	WD	2
5.	Graphical User interface designer	GD	1
6.	Technical support / Helpdesk	TS	2
	<b>Total</b>		<b>9</b>

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 (see also 5<sup>th</sup> bullet of point 4.1. below). To identify himself (and any other participating entities, if applicable), the tenderer must complete **Questionnaire 1 in Annex G**. In the same Questionnaire each tenderer (and each member of the group in case of joint tender) must declare whether it is a Small or Medium Size Enterprise in accordance with Commission Recommendation 2003/361/EC which can found in the following link: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2003:124:0036:0041:en:PDF>.

Tenderers are also requested to complete a **Legal Entity Form** found in **Annex D**, accompanied by all documents and information indicated in the form.

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

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

#### 4. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

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 119 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 36 countries, namely: the 28 EU Member States, 3 EEA Countries (Liechtenstein, Norway, Iceland) and 5 SAA Countries (FYROM, Albania, Serbia, Montenegro and Bosnia & Herzegovina).

The procurement (tender) procedures of Cedefop are **not** open to tenderers from GPA countries.

A 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 liabilities 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.

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 10,01% 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 honour on exclusion criteria and selection criteria”** (Annex C) filled-in and signed by the respective Subcontractor;
2. the documents related to the economic/financial and technical/professional capacity of the Subcontractor as described in points 3.2.1 and 3.2.2 necessary for evaluating of the combined capacity (as a whole) of the tenderer together with his subcontractor(s);

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 alone or with the subcontractor(s) altogether fulfil the criteria.

## 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 best price-quality ratio method 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:

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

Whereby:

**TQV = Total Quality Value** of the tender (as per points 5.1 and 5.2);

**TFO = Total Financial Offer** of the tender (as per points 5.3 and 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 of the 4 award (evaluation) criteria and in total a minimum of **65** out of 100 points (TQV) in the technical evaluation – see 5.2).

### 5.1. Technical evaluation

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 for the technical evaluation will be applied to this tender procedure:

No	Award criterion	Max Points	Supporting documentation / Information to be provided in the Technical proposal
1.	<b>Quality of work plan for the handover / takeover of the Web portal and CMS</b> based on the following:  The tenderer's proposal needs be as realistic as possible as the proposal will be checked against Cedefop's real-cases' average consumption of resources .	<b>20</b>	The tenderer shall provide a comprehensive and convincing proposal for the handing-over / taking-over of the Web portal, including overhaul approach and methodology.  Technical information (list of software packages, modules in use) is provided in Annex K2.
1.1.	Appropriateness of the envisaged solution for the set-up and methodology		The proposal must include: <ul style="list-style-type: none"> <li>• project plan</li> <li>• description of the methodology followed</li> </ul>
1.2.	Suitability of the proposed work-plan		The proposal must include: <ul style="list-style-type: none"> <li>• break-down of human resources needed</li> <li>• detailed Gantt chart with all anticipated activities, deliverables and milestones</li> </ul>

1.3.	Quality assurance and testing		Provide a description of how quality assurance and testing is applied to mitigate risks. <ul style="list-style-type: none"> <li>• ensure handover from incumbent contractor and transfer of knowledge</li> <li>• measures that will ensure the quality of the deliverables</li> <li>• anticipate problems and way to overcome them.</li> </ul>
2.	Quality and appropriateness of the services for the <b>hosting and the regular administration</b> , monitoring and support services, as described in Annexes K1 and K2.  The tenderer's proposal is binding and shall be reflected in table 4 of the financial offer.	20	Description of how technical support, monitoring and maintenance of the system will be optimally carried out. The proposal should include at least: <ul style="list-style-type: none"> <li>• output in terms of availability and response time of the systems and of the support services (also referring to minimum requirements set in Annex K1)</li> <li>• procedures and tools to achieve the above results</li> <li>• methodology and tools for reporting, monitoring and resolving issues, incident management</li> <li>• composition of the team, arrangements for secure and easy communication with Cedefop, number of assisting staff, back-up/ replacement arrangements</li> <li>• risk assessment.</li> </ul>
3.	Quality of a proposal for the <b>user experience improvement of the country data page</b> The tenderer is asked to build mock-ups following the instructions presented in Annex K4.	30	Tenderers are requested to: <ul style="list-style-type: none"> <li>• follow the instructions as stated in Annex K4</li> <li>• create mock-ups for the country data section</li> <li>• provide instructions explaining the concept of their proposal</li> </ul>
4.	Quality of <b>data visualisations' concrete examples</b> The tenderer is asked to present two data visualisations' projects they developed in line with the specifications described in Annex K5.	30	Tenderers are requested to: <ul style="list-style-type: none"> <li>• follow the instructions as stated in Annex K5</li> <li>• fill in Annex K5 with their answers</li> <li>• provide description of their proposed projects</li> <li>• explain the concept of their projects</li> </ul>

In order to guarantee a minimum threshold of quality, offers that

- do not reach a minimum of **50%** of the possible score for each of the 4 award (evaluation) criteria mentioned above and
- obtain an overall total score (Total Quality value) of less than the total 65 (of a maximum of 100) points against the award (technical) criteria,

will not be considered acceptable and will be eliminated from further evaluation. Only the technically compliant (acceptable) tenders as per the above will be subject to Financial (Price) Evaluation (5.3).

## 5.2. Technical proposal

The tenderer's technical proposal should consist of a clear and comprehensive response to all requirements as per the Terms of Reference in point 2 above providing a practical, detailed description of the goods or services proposed for performance of the contract.

Tenderers are requested to organise the technical offer in headings or to structure it in such a way so as to ensure that the content of the technical offer meets the requirements set out in the Terms of Reference as closely as possible and to facilitate the subsequent evaluation of tenders against the technical award criteria.

It is up to the tenderer to present in his Technical Proposal a detailed organisation and methodology such that they fulfil (comply in full with) all requirements outlined in the Terms of Reference.

Tenderers are requested to include their technical proposal (envelope B) in one original and three hard copies and in a form of a read access secured CD.

The content of the technical proposal in the hard copies and the one in the CD must be identical.

In case of discrepancies between the hard copies and the CD, the hard copies shall take precedence.

For the technical evaluation of the offer against the award (technical) criteria mentioned above, the tenderer must provide (*see 5.1. 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 contractor throughout the duration of the contract.

### 5.3. Financial evaluation

Only tenders scoring in total **65** points or more (of a maximum of 100 points) against the technical award criteria and 50% or more of the possible maximum score for each of the 4 award criteria (*see 5.1. Technical evaluation*) will have their financial proposal evaluated. The evaluation will be made on the basis of the **Total Price** offered (**Total Financial Offer TFO**) in the Price schedule table (see point 5.4).

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

*Financial score = (cheapest Financial Proposal / Financial Proposal of the tender considered) \* Y.*  
Where Y = price weighting (*see the complete formula under point 5 above*)

### Information concerning price

- The prices quoted must be fixed and not revisable for the first year of the contract. From the 2<sup>nd</sup> year onwards, Articles I.5.2 and II.20 of the Contract shall apply (see draft Framework Contract at Annex B).
- Prices must be quoted in EURO and include all expenses. Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European 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.

[For contractors based in Greece, invoices will include VAT which is paid by Cedefop and later reimbursed by the State.]

[For contractors established in other countries exemption is direct (invoices are submitted without VAT), subject to fulfilling as necessary the requirements of Article 151 of Council Directive 2006/112/EC.]

[In Belgium, use of this contract constitutes a request for VAT exemption No. 450, VAT exemption article 42, paragraph 3.3 of the VAT code (circular 2/1978), provided the invoice includes: "Commande destinée à l'usage officiel de l'Union Européenne, Exonération de la TVA; art. 42 § 3.3 du code TVA (circulaire n° 2/1978)".]

### 5.3.1. Evaluation of abnormally low prices

If any tender's price appears to be abnormally low in relation to the *services / supplies* 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**, **5.1** and **5.3** above). The actual deviation will be calculated as % as follows:

*The difference between the average price of the other technically acceptable offers and the value of the presumably abnormally low financial offer will be divided by the average price of the other technically acceptable offers.*

The acceptable margin of deviation is set to **40%**.

The approach of the Evaluation Committee to identify and eliminate abnormally low tenders will be the following:

- a) apply the acceptable margin of deviation from the average price of the other technically acceptable offers and set aside the offers that go beyond it;
- b) check if specific notes or specific items included in the offer justify to some extent the deviation; if not, or if inadequate, send relevant request for explanation(s) to the tenderer concerned;
- c) decide on the acceptability of the offer on the basis of the notes in the tender and/or the clarification reply received.

#### 5.4. Financial offer and financial scenario

**Tenderers should not disclose their financial offer in any part of their tender (technical proposal, cover letter) other than the sealed envelope C.**

The financial offer must be clear and in compliance with the tender specifications.

The Financial Scenario should clearly match the Specifications of the Terms of Reference and the estimate of value (if any). All services that shall be procured should be included. The tenderers must fill-in Annex H where they present a detailed breakdown of the price offered. Breakdown of human resources is per profile.

Please note that Cedefop estimates for quantities are indicative and do not constitute any kind of legal obligation for the Centre.

All costs incurred (travel, accommodation etc.) related to meetings with Cedefop have to be included in the financial offer (Annex H). The work-days of the contractor's staff participating at each meeting will be paid according to the price of each profile. Please note that travel time will not be reimbursed or paid. Accommodation costs are all inclusive and cover all daily expenses.

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 (*not applicable for global price contract*). Tenderers will be requested to confirm in writing the corrected calculation so that it may eventually be included in the contract.

Please note that Cedefop estimates for quantities are indicative and do not constitute any kind of legal obligation for the Centre.

## 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 “**Declaration on honour on exclusion criteria and selection criteria**” 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 – 6 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 version and three copies of:

- the Technical Proposal providing all information requested in point 5.2, including information relevant to subcontracting, if any, as requested in point 4.2.
- a read access secured CD containing the submitted in paper form technical proposal

### 6.3. Envelope C – Financial proposal

One original signed version and three copies of:

- the Financial Proposal (*Annex H*) containing all information requested in point 5.4.

# **ANNEX A**

## **Contract Notice**

**(Given as a separate file in \*.pdf format)**

# **ANNEX B**

## **Draft Contract**

**(Given as a separate file in \*.pdf format)**

## **ANNEX C**

### **‘Declaration on honour on exclusion criteria and selection criteria’**

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

## **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](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](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.

**PLEASE NOTE:**

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

# ANNEX F

## Check list of mandatory documents

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

Please Tick ✓ the boxes provided

Mandatory documents to be included as part of the tender	Reference paragraph	Included		If the document is not included, please explain the reason
		Yes	No	
<u>Envelope 'A' must contain</u>				
one original and one copy of:	6.1	<input type="checkbox"/>	<input type="checkbox"/>	
- Cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award (name and position of the individual(s))	Art. 4 of Invitation to tender; 6.1	<input type="checkbox"/>	<input type="checkbox"/>	
- Declaration on Exclusion & Selection Criteria (including those of consortium members and subcontractors, if applicable)	3, 6.1 & Annex C	<input type="checkbox"/>	<input type="checkbox"/>	
- selection criteria documents (if applicable, including those of consortia and subcontractors)	3.2, 4.1, 4.2, 6.1	<input type="checkbox"/>	<input type="checkbox"/>	
- Questionnaires 1 - 6 (Annex G)	3.2, 4.1; 6.1 & Annex G	<input type="checkbox"/>	<input type="checkbox"/>	
- Power of attorney of partners in joint bid / Consortium (if applicable)	4.1, 6.1 & Annex I (model 1 or 2)	<input type="checkbox"/>	<input type="checkbox"/>	
- Letter of intent of subcontractor (if applicable)	4.2, 6.1 & Annex J	<input type="checkbox"/>	<input type="checkbox"/>	
- Legal Entity Form	3.3, 6.1 & Annex D	<input type="checkbox"/>	<input type="checkbox"/>	
- Financial Identification Form	6.1 & Annex E	<input type="checkbox"/>	<input type="checkbox"/>	
- this Checklist	6.1 & Annex F	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'B' must contain</u>				
one original, three copies and a read access secured cd of:	6.2	<input type="checkbox"/>	<input type="checkbox"/>	
- the technical proposal	2, 5.2, 6.2	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'C' must contain</u>				
one original and three copies of:	6.3	<input type="checkbox"/>	<input type="checkbox"/>	
- the Financial Proposal	5.4, 6.3 & Annex H	<input type="checkbox"/>	<input type="checkbox"/>	

The tenderers should also ensure that:

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

# **ANNEX G**

## **Questionnaires 1 - 6**

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

# **ANNEX H**

## **Financial Proposal**

**(Given as a separate Excel file)**

# **ANNEX I**

## **Models of power of attorney**

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

## **ANNEX J**

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

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

## **ANNEX K1**

**Hosting, regular administration and maintenance,  
monitoring and availability of the system**

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

## **ANNEX K2**

### **Technical Architecture and Information, web site content and statistical data**

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

## **ANNEX K3**

### **Privacy level agreement (PLA)**

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

## **ANNEX K4**

### **User experience improvement of the Web portal's country data section**

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

## **ANNEX K5**

### **Presentation of data visualisations projects**

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