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**Greece-Thessaloniki: Web portal, development, support
and maintenance services for the Cedefop official website
2016/S 240-436864**

Contract notice

Services

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Cedefop — European Centre for the Development of Vocational Training
Europe Street 123, PO Box 22427
Thessaloniki
551 02
Greece
Contact person: Ms Dimitra Eleftheroudi
Telephone: +30 2310490064
E-mail: c4t-services@cedefop.europa.eu
Fax: +30 2310490028
NUTS code: GR122

Internet address(es):

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

I.2) Joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.cedefop.europa.eu/about-cedefop/public-procurement>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted to the abovementioned address

I.4) Type of the contracting authority

European institution/agency or international organisation

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

Web portal, development, support and maintenance services for the Cedefop official website.
Reference number: AO/DCM/NT/WebPortalServices/018/16.

II.1.2) Main CPV code

72200000

II.1.3) Type of contract

Services

II.1.4) **Short description:**

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 help desk/users support and training services.

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

II.2.2) **Additional CPV code(s)**

II.2.3) **Place of performance**

NUTS code: 00

Main site or place of performance:

The tasks will be completed both in the contractor's premises and in Cedefop's premises, Europe Str. 123, Pylea, Thessaloniki, GREECE.

II.2.4) **Description of the procurement:**

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 EUR 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 abovementioned 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 order 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 % (Article 134(e) of the rules of application (RAP) implementing the EU Financial Regulation (FR).

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

The contract will be automatically renewed up to 3 times, each for an additional period of 1 year, covering a total acquisition period of 4 years.

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

II.2.13) **Information about European Union funds**

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

II.2.14) **Additional information**

Section III: Legal, economic, financial and technical information

III.1) **Conditions for participation**

III.1.1) **Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

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 of the procurement documents.

All tenderers, all group (consortium) members (if any) and any subcontractor/s (identified as per the 2 bullet points in the fourth paragraph of point 4.2 of the procurement documents) must provide the declaration on honour found in Annex C duly signed and dated.

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

— 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 procurement documents.

III.1.2) **Economic and financial standing**

List and brief description of selection criteria:

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 3 financial years concerning the type of services covered in this call for tenders should be at 400 000 EUR.

Minimum level(s) of standards possibly required:

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 3 financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

In the case of a consortium (grouping) or subcontracting each member of the consortium and all subcontractors (in line with points 4.1 or 4.2 of the procurement documents) 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 subcontractors (identified as per any of the 2 bullet points in paragraph 4 of Article 4.2 of the procurement documents) who are natural persons/freelancers, a tax declaration and tax clearance statement for the last 2 financial years will be requested.

If, for some exceptional reason the winning tenderer (or any consortium member or subcontractor) is unable to provide 1 or the 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.

III.1.3) **Technical and professional ability**

List and brief description of selection criteria:

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 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 EUR at minimum,
- the tenderer's key experts, whose involvement will be instrumental for the successful implementation of the contract, must have the profiles, knowledge and experience, relevant to the subject of the contract.

The requirements per profile are the following:

For the project manager (PM) (1 CV):

- university degree,
- minimum 6 years of professional experience in management of Web projects,
- C2 level in English (speaking/reading/writing).

For the senior expert — analyst, engineer and Web analytics (SE) (2 CVs):

- university degree in computer/information systems sciences,
- minimum 5 years' experience in analysis and programming, databases and Web application development,
- minimum 3 years of professional experience with Drupal,
- C2 level in English (speaking/reading/writing).

For the visualisations expert (VE) (1 CV):

- post-secondary degree in computer/information systems sciences,
- minimum 5 years of professional experience in Web design and development,
- minimum 3 years of professional experience with data visualisations,
- C2 level in English (speaking/reading/writing).

For the Web developer (WD) (2 CVs):

- post-secondary degree in computer/information systems sciences,
- minimum 5 years of professional experience in Web and database development,
- minimum 2 years of professional experience with Drupal,
- B2 level in English (speaking/reading/writing).

For the graphical user interface designer (GD) (1 CV):

- completed training courses on Web design/UI design at a specialised institute/school (art, graphic design, etc.),
- minimum 4 years of professional experience in Web graphic design and user experience design-related tasks,
- B2 level in English (speaking/reading/writing).

For the technical support/help desk (TS) (2 CVs):

- completed training courses on Web or information technology,
- minimum 3 years of professional experience in Drupal CMS or Web systems technical support-related tasks,
- C2 level in English (speaking/reading/writing).

Minimum level(s) of standards possibly required:

Proofs/evidence 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 of the procurement documents),
- 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 of the procurement documents),
- list of at least 3 contracts with services provided by the deadline for submission of offers and within the past 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 of the procurement documents),
- detailed CVs of the key experts whose involvement will be crucial for performing the contract (please fill in questionnaire 5 of Annex G).

In the 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 of the procurement documents).

III.1.5) Information about reserved contracts

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

III.2.2) Contract performance conditions:

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.1.6) Information about electronic auction

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

IV.2.2) Time limit for receipt of tenders or requests to participate

Date: 27/01/2017

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4) Languages in which tenders or requests to participate may be submitted:

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

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 26/07/2017

IV.2.7) Conditions for opening of tenders

Date: 09/02/2017

Local time: 11:00

Place:

Cedefop's premises — Thessaloniki (GR).

Information about authorised persons and opening procedure:

Each tenderer may be represented at the opening of tenders by maximum 2 representatives. The names of the persons attending the opening must be notified in writing by fax (+30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu) at least 3 working days prior to the opening session. Failing that, Cedefop reserves the right to refuse access to its premises.

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about electronic workflows

VI.3) Additional information:

The procurement documents will be available on Cedefop's website: <http://www.cedefop.europa.eu/about-cedefop/public-procurement>

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.

Please note that Cedefop will be closed between 26.12.2016 and 3.1.2017 for Christmas and New Year holidays. Any request for clarification received during the closure will be processed beginning of January 2017.

VI.4) Procedures for review

VI.4.1) Review body

General Court

rue du Fort Niedergrünwald

Luxembourg

2925

Luxembourg

Telephone: +352 4303-1

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

Fax: +352 43032100

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

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

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.4.4) **Service from which information about the review procedure may be obtained**

General Court

rue du Fort Niedergrünwald

Luxembourg

2925

Luxembourg

Telephone: +352 4303-1

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

Fax: +352 43032100

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

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

01/12/2016