


CEDEFOP

 European Centre for the Development
of Vocational Training

 Thessaloniki, 10/12/2008
RS/PRO/2008/1448

OPEN INVITATION TO TENDER
AO/CID/SBEN/Event-support-services/028/08
‘EVENT SUPPORT SERVICES’

Dear Sir/Madam,

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

The purpose of this tender and additional information necessary to present a tender can be found in the attached Tendering Specifications. You should note however the following important points concerning the submission of a tender and its implications.

1. Tenders should be submitted preferably in English, but in any case in one (or in any) of the official languages of the European Union.
2. Tenders may be submitted exclusively in one of the following ways:
(a) by post to be dispatched not later than 19/01/2009, in which case the evidence shall be constituted by the date of dispatch, the postmark or the date of the deposit slip, to the following address:

European Centre for the Development of Vocational Training (Cedefop),
Procurement Service
Attention of Mr G. Paraskevaïdis
PO Box 22 427
GR – 55102 Thessaloniki
Greece

Important:

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

✓ *that they have submitted an offer in time, and*

✓ *that they request Cedefop to confirm receipt of the e-mail or fax.*

Do not attach your offer to the confirmation e-mail or fax.

or

(b1) by courier service to be dispatched not later than 19/01/2009, in which case the evidence shall be constituted by the date of dispatch, or the date of the deposit slip,

or

(b2) delivered by hand not later than 17h00 on 19/01/2009, 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:

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service
Attention of Mr G. Paraskevaidis
Europe 123,
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:

OPEN INVITATION TO TENDER CEDEFOP No: AO/CID/SBEN/Event-support-services/028/08 ‘Event Support Services ’ Name of tenderer: NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE

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

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.
6. The opening of tenders will take place at Cedefop on 02.02.2009, 11h00 (local time). Each tenderer may be represented at the opening of tenders by one person. The name of the person attending the opening must be notified in writing by fax (Fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu) at least two working days prior to the opening session.

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

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 tendering documents. Any request for additional information must be made in writing by fax (fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu).

Requests for additional information/ clarification should be received by 08/01/2009. No such requests will be processed after that date.

- The contracting authority 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 tender.

Any additional information, including that referred to above, will be published on Cedefop's website. Please ensure that you visit regularly the site for updates.

After the opening of tenders:

- If clarification is required or if obvious clerical errors in the tender need to be corrected, the contracting authority may contact the tenderer provided the terms of the tender are not modified as a result.

8. All costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.
9. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. This decision must be substantiated and the tenderers notified.
10. This invitation to tender is in no way binding on Cedefop. Cedefop's contractual obligation commences only upon signature of the contract with the successful tenderer.

Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. This decision must be substantiated and the candidates or tenderers notified.

11. Tenderers are informed that for the purposes of safeguarding the financial interests of the Communities, data relating to the tenderer and, where relevant to staff mentioned in the tender, may be transferred to internal audit services, to the European Court of Auditors, to the Financial Irregularities Panel and/or to the European Anti-Fraud Office (OLAF).

Data of economic operators which are in one of the situations referred to in Articles 93, 94, 96(1)(b) and 96(2)(a) of the Financial Regulation may be included in a central database and communicated to the designated persons of the Commission, other institutions, agencies, authorities and bodies mentioned in Article 95(1) and (2) of the Financial Regulation. This refers as well to the persons with powers of representation, decision making or control over the said economic operators. Any party entered into the database has the right to be informed of the data concerning it, upon request to Cedefop's Head of Finance and Procurement.

12. Evaluating your tender and your possible subsequent replies to questions, in accordance with the specifications of the invitation to tender will involve the recording and processing of personal data (such as your name, address and CVs of staff mentioned in the tender). Such required personal data will be processed by Cedefop's Finance & 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 Community institutions and bodies and on the free movement of such data. You are entitled to obtain access to your personal data on request and to rectify any such data that is inaccurate or incomplete. Any queries concerning the processing of personal data included in the tender may be addressed to the Head of Finance & Procurement Service. Recourse may be made at any time to the European Data Protection Supervisor for matters relating to the processing of such personal data.
13. Cedefop as an EU Agency is a body of the European Union and thus governed by the EC (European Communities') rules and procedures, including as regards tender procedures, as established specifically for EU institutions and bodies. It should be noted in particular that Cedefop is not bound by rules and/or procedures regarding public procurement applicable to the public authorities of the EU Member State in which Cedefop has its seat (Greece). All relevant EC rules and procedures to be strictly followed by tenderers are communicated by Cedefop in this tender dossier.
14. All tenderers will be informed in writing of the results of this tender procedure.

Yours sincerely,

G. Paraskevaidis
Head of Finance and Procurement

Attached: Tendering Specifications

OPEN INVITATION TO TENDER

AO/CID/SBEN/Event-support-services/028/08

‘Event Support Services’

Tendering Specifications

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Introduction to Cedefop

The European Centre for the Development of Vocational Training (Cedefop) is an agency of the European Union. Created in 1975 with a tripartite Governing Board, it provides services for the European Commission, the European Union Member States and the social partners as well as for the associated countries of Norway and Iceland. The candidate countries are also associated with its activities.

As the European Union's reference centre for vocational education and training, Cedefop provides policymakers, researchers and practitioners with information to promote a clearer understanding of developments and so enable them to take informed decisions on future action. Cedefop assists the European Commission in encouraging, at Community level, the promotion and development of vocational education and training.

The main tasks of Cedefop as defined in its founding Regulation are to:

- compile selected documentation and analysis of data;
- contribute to the development and coordination of research;
- exploit and disseminate useful information;
- encourage and support a concerted approach to vocational training development issues;
- provide a forum for a wide and diverse audience.

Cedefop's medium-term priorities for 2006-08 concentrate on the priorities set out in the Maastricht communiqué, which has been agreed by 32 countries, the European Commission and the European social partners:

- a) 'promoting the image and attractiveness of the vocational route for employers and individuals to increase participation in VET;
- b) achieving high levels of quality and innovation in VET systems to benefit all learners and make European VET globally competitive;
- c) linking VET with the knowledge economy's requirements for a highly skilled workforce and especially, because of the strong impact of demographic change, the upgrading and competence development of older workers;
- d) addressing the needs of the low-skilled (about 75 million people aged between 25 and 64 in the EU) and disadvantaged groups so as to achieve social cohesion and increase labour market participation.'

More information about Cedefop can be found on its website: <http://www.cedefop.europa.eu>

1 Overview of this tender

1.1 Description and type of the contract

The objective of the present call is to acquire the services of a conference organiser to support Cedefop in the organisation of its events (conferences, workshops, cultural and other events). The title of this tender is “**Event Support Services**”, to be referred to with the abbreviation **ESS**, and the eventual contractor will be referred to with the abbreviation **CO** (Conference Organiser).

These services will be acquired through order forms within the context of a **framework contract** and according to Cedefop’s needs. Only such order forms as duly signed are binding on Cedefop.

1.2 Place of delivery or performance

The tender is divided into services to be provided through different activities described in section 2 (technical specifications). Each activity will be carried out at the appropriate location, which will be made clear in the relevant technical specifications. In general:

- activities preparatory to events will be carried out externally
- during an event activities can be carried out either at the location of the main event if there is one (in principle Cedefop’s premises), at locations related to an event (e.g. transport to and from the main event or other activity location) or at locations suitable for supporting activities (e.g. catering at a location outside Cedefop). Exceptionally, the main event venue may be outside the Cedefop premises but still located within the Thessaloniki prefecture, or elsewhere in Greece.

1.3 Division into lots

This invitation to tender is not divided into lots.

1.4 Variants

Tenderers may not offer variant solutions to what is requested in the technical specifications.

1.5 Value of purchase

Estimated **annual** expenditure of **300,000** EUR over 4 years – i.e. total estimated expenditure of 1,200,000 EUR for the expected duration of the contract.

The exact quantities and nature of services will vary from year to year, as they will depend on the nature of each event. However, the technical specifications below and the financial annex provide a reasonable approximation to a typical and indicative yearly expenditure.

In addition to the above, the CO may be asked to advance monies to hotels when this is necessary and justified. Details on the modalities of payment are given in the technical specifications (2.3.1). The estimated annual amount for hotel accommodation, included in the above financial envelope, is 60,000 EUR - or approximately 240,000 over a four year period.

1.6 Validity of tenders

Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders, i.e. until 19/07/2009.

1.7 Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, and shall be valid for a period of 12 months. The contract may be automatically renewed up to three times, each time for an additional period of 12 months.

1.8 Main terms of financing and payment

Payments will be made within 30 days of submission of invoices and at the conditions set out in the draft framework contract.

2 Technical specifications

2.1 Introduction

Events (such as conferences, meetings, seminars, workshops) and visits constitute an important channel of communication with Cedefop's main audiences and target groups, as well as with the local communities where it is situated. They allow for a two-way communication to be established through dialogue. Moreover, such events form an essential part of the ordinary function of Cedefop, this referring for example to meetings of its governing board or meetings of all staff in order to ensure a common position on organisational or other issues.

Cedefop policy for events and visits aims to:

- Consolidate Cedefop expertise, maximise involvement in and enhance the direct impact of its activities
- Develop Cedefop expertise in new thematic areas
- Improve communication with key strategic partners, customers and external stakeholders, in particular with EU institutions and Commission services
- Involve broader audiences with which it can interact and network
- Raise Cedefop visibility and profile.

Throughout the year, Cedefop organises many international conferences, meetings, seminars, visits and other events. These are in principle organised at its headquarters in Thessaloniki where substantial meeting facilities exist. Exceptionally, an event may be organised in a different part of the Thessaloniki prefecture or elsewhere in Greece, and in such case Cedefop would make available to the CO the necessary infrastructure. Cedefop events range in size from 15 to 150 participants and have an average duration of about 2 days.

The objective of the present call for tender is to acquire the services of a Conference Organiser (CO) to support Cedefop in the organisation of its events and visits.

2.2 General purpose

Cedefop deals mainly with four different types of event:

- Meetings of statutory bodies (Governing Board)
- Operational meetings
- Study visits
- Special events

In relation to the type and size of the event, the lead time can vary considerably. As a rule, participants do not pay registration fees for the meetings.

2.2.1 *Meetings of statutory bodies*

a) **Governing Board**

Cedefop Governing Board is composed of:

- Three members from each of the EU member states (representing the social partners in each country, i.e. government, unions and employers). This means 81 members as of 1/1/2007.
- Four members of the European Commission, DG EAC (Education and Culture)
- Cedefop Directorate
- Six observers from EFTA countries,

making a total of around 95 persons.

Under the current mandate, one meeting of the Governing Board takes place per year in Thessaloniki.

The meeting of the Governing Board usually lasts two days, generally preceded by a half-day preparatory Bureau meeting (see 2.2.1 b) and followed by an official dinner.

b) Bureau

The Bureau is composed of 7 to 10 people (members of the Governing Board).

Under the current mandate, 4 meetings of the Bureau take place per year in Thessaloniki.

Note: This information is given for completeness because in principle, the ESS contract is not intended to cover these meetings that normally involve less than 15 persons.

c) Enlarged Bureau

The Enlarged bureau is composed of 20 persons (members of the Governing Board). Enlarged Bureau meetings are only called exceptionally and, on average, one may be expected to be called per year in Thessaloniki.

2.2.2 Operational meetings

The operational activities carried out by Cedefop as part of its Work Programme often imply the organisation of meetings (conferences, seminars, workshops) with the aim of gathering experts from various countries to convene in Thessaloniki, at Cedefop premises. Such meetings form the bulk of this tender and can vary from very technical workshops to high-level conferences, and have a size ranging from 15 to 150 delegates and an average duration of 2 days.

2.2.3 Study visits

A study visit consists of a group of about 10/20 experts from partner countries who visit Cedefop or another location of the latter's choice. The duration of the visit is usually of one week.

2.2.4 Special events

Special events are of three kinds: (a) PR-related events, focusing on Cedefop corporate image communication; these are organized with the aim of improving general awareness of Cedefop activities and increasing its visibility with special targets and publics (opening

ceremonies, anniversaries such as Schumann day, targeted presentations i.e. to Embassies and Consulates, or the local community), cultural events such as exhibitions, concerts etc), (b) Events organised in partnership with other, mostly local organisations, (c) Events aimed at promoting internal communication – e.g. staff seminars or workshops in venues outside Cedefop (within the Thessaloniki prefecture or elsewhere in Greece).

Up to 10 special events may be organized during a year.

2.3 Description of the tasks

The list of services listed below is organised in alphabetical order. Each event may require one or more of the services listed. Exceptionally and in specific cases, an additional part of a service may be requested and negotiated.

Although the main event is, in principle, carried out in Cedefop premises, it should be noted that alternative venues (outside Cedefop) may be chosen for social events such as gala dinners, receptions etc.

The owner of the data collected for any event is Cedefop

The CO should transfer to Cedefop in electronic format all data collected during the organisation of a conference at the end of each event

The CO cannot use any of the data collected on behalf of Cedefop for its own purposes or for purposes others than those specified by Cedefop.

2.3.1 Accommodation

The CO will have to carry out the following tasks:

- Identification of suitable hotels of very good quality (four or three stars, single/double/doubles used as single rooms, including breakfast). The same quality level and a similar location should be provided for all invited guests and as many rooms as possible should be booked in a minimum number of hotels.
- Submission of a written proposal, including an evaluation form, presenting the relevant features of the chosen hotels so that Cedefop may select the hotel.
- Negotiation of the best company prices, complimentary rooms, penalties and no show policies. Flexibility is needed concerning deadlines for rooming lists and last minute changes.
- Reservation of hotel rooms (both for participants paid for by Cedefop and self-funding participants). Hotel rooms have to be guaranteed (no overbooking).
- If the selected hotel expects a deposit in order to ensure the availability of the rooms needed for the required dates, the CO may request from Cedefop an advance, submitting to that effect a substantiated note for the exact amount. The advance paid to the CO will be deducted from the invoice submitted by the CO in settlement of the event costs, which will include the payment of the final bills to the hotel. *Note:* In such a case, it is especially important that the invoice in settlement of the event costs be submitted within a month of the end of the event at the latest.
- Preparation and transmission of the rooming list to the hotel(s) within the appropriate deadline. Management of early arrivals and late departures. Daily communication during the event and update with hotels (dealing with arrivals, new reservations, changes, cancellations and no-shows) in order to minimise penalties.

- Reviewing invoices of hotels (double checking each room, including no-show reports and hotel attendance lists against the organiser's lists) to ensure that it fits with the financial agreement and the actual nights of accommodation, and clearing (paying) the invoices on that basis.

The CO's invoice as submitted to Cedefop shall indicate separately the amount corresponding to services as described above, the amount of the hotel bill finally paid (the hotel's final invoice must be included in the supporting documents) and, if applicable, the amount of the corresponding advance received from Cedefop.

As a rule, Cedefop offers participants single room accommodation. Double rooms will be organised only upon request for accompanying persons, and the additional cost will be at the participant's expense. Offering a shared room is NOT Cedefop policy and shall be avoided even in case of overbooking emergencies.

All incidentals (such as mini-bar, pay-TV, phone calls, hotel bar, etc.) will be paid by participants.

2.3.2 Catering

Linked to the events, there may be one or more catering-related services required such as:

- Receptions
- Gala dinners
- Lunches/dinners
- Coffee breaks

As with hotel accommodation, the CO shall present Cedefop with different options (menus, venues and budgets) for Cedefop to choose. It is evident, that the budget for each option will have to be within the cost proposed in the CO's tender.

Attention should be paid to religion, eating habits (e.g. vegetarian) and health problems. For lunches and dinners, a printed menu should be made available on the tables indicating the title and date of the meeting. A cross-check of the different menus offered at the same event should be carried out in order to avoid duplication. Seating order and place names must be organised for official dinners (see also point 2.3.9).

2.3.3 Conference materials

- Compile information packs and conference kits. The **original** documents (either in electronic or paper form) of each pack are supplied by Cedefop, and their exact configuration depends on each event. The CO will reproduce the original documents in the required numbers and supplement these packs or kits with the elements relating to the service the CO provides, for example details of social programme, tourist information, town map etc
- Adaptation of standard design and production of information bags or conference kits and other materials (such as pens, notepads, pins, gift and congress accessories, etc) related to a specific event
- Welcome package (to be delivered to participants at the hotel upon arrival), including social and local information, tourist info, town map
- Conference kit (to be delivered to participants upon registration on site), including agenda, list of participants, speakers' papers, notepad & pen, social events programme, practical information

- Preparation of information packages for various types of event participants (delegates, speakers, press, VIPs, etc)
- Adaptation of standard design and production of high quality printed material, such as invitations, programme, venue plans or maps, seating arrangements for gala dinners, etc
- Tickets and vouchers (for social events, e.g. concerts, spare meals, etc). *Note:* Reference is made here to packaging tickets and vouchers and not to actually paying for them.
- Special notes (i.e. to session chairs)
- Name badges must show the Cedefop logo and/or the event logo, title of event, place and date, name of participants, Organisation and/or Country. A double set of badges shall be available onsite for forgotten/lost badges. It must be possible to produce professional looking replacement badges on site, in case of late substitutions or spelling mistakes. Badges must be simple to fix without damaging clothing (no pin). In the case of major events, badges should be colour coded (for delegates, speakers, press, staff, etc) and the badge holder should allow the insertion of a mini-programme
- Name plates (printed in recto-verso and readable from a distance)
- Large and small size flags (countries, EU and Cedefop, local authorities) (see also under “Protocol”)

NB: In all conference materials and correspondence with participants, the Cedefop logo or the event logo, if any, as well as the agreed corporate design should be consistent throughout the event on all written communication (correspondence, programme, speakers’ papers, brochures, folders, menu cards, venue signs, etc), following the guidelines of Cedefop corporate design manual.

2.3.4 Contact with participants

The CO will maintain contact as necessary with the participants. The following will apply to such contact:

Correspondence

Official documents (invitation letter, agenda, and list of participants) will have the Cedefop logo. All official communication to be sent to participants must be previously approved by Cedefop. For events where more than one official language is involved, translation of correspondence (invitation letters, official documents, registration forms, practical information) must be foreseen.

The standard first set of correspondence to participants, which Cedefop currently sends, includes:

Invitation set

- Personalised invitation letter according to the type of invitee (speaker, delegate, self paying guest, VIP)
- Draft agenda of the event, list of participants (if available)

Administrative information shall clearly state what is covered by Cedefop in terms of accommodation, meals and other expenses. Guidelines for Cedefop reimbursement procedures and standard Cedefop financial forms to be filled in by participants will be provided by Cedefop.

Registration Form

The registration form should be available both in print and on the web.

The form should be clear, user friendly and contain all the information needed and no more. It should also state the cost of the hotel for self-funding participants, or the maximum number of nights covered for Cedefop guests.

The registration form shall also contain a field for the participant to indicate if he/she wishes to appear in the list of participants of the specific event.

It should indicate that providing personal information to the form is voluntary. It should also have a disclaimer explaining that personal data shall be treated in accordance with the EC Regulation 45/2001 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.

For information, the personal details currently requested are the following (indicating if certain fields containing personal data are optional):

- Gender, Title, First name, Family name
- Company/Institution, Department/service
- Job title (optional)
- Address (fields: street and number, country code, post code, town, country, phone, fax and e-mail)
- Specific information such as attendance of sessions and workshops, social event, attendance at luncheons/dinners and any special requirements, hotel confirmation and special requirements, travel and flight details, deadline for registration. (optional) *Note:* Despite the deadline, the CO will accept any request for registration up until the last moment, even on site, unless otherwise indicated by Cedefop.

In collecting such information, the CO is subject and must comply with the EC Regulation 45/2001 on the processing of personal data, and the national applicable law transposing the 95/46/EC.

Practical information

May provide information such as:

- A diagram showing how to get to Cedefop and other venues involved in the event.
- Full hotel details (name, address, fax, tel. numbers, possibly a link to their website)
- Clear indication of hotel rates for self funding guests, check in and check out time
- Opening time for registration desk
- Airport arrival and instructions for pick up or, alternatively, public transport
- Language of the city, currency and exchange facilities, banking, tipping
- Facilities for persons with disabilities
- Plug type, climate, clothing
- Maps of hotels and venue

Confirmation and follow-up

The CO will be responsible for general assistance to participants and direct communication with them as regards all logistical matters (hotel reservation/confirmation, travel arrangements, administrative procedures such as insurance, reimbursement, visa, etc).

The efficiency of the registration procedure and help-desk for the follow up of confirmations is of utmost importance. All individual cases and requests will have to be handled in a quick and courteous way.

Acknowledgment of registration shall be prompt and efficient. Cedefop usually foresees three responses:

(a) *Acknowledgement* of registration (by e-mail or fax) within two days. The confirmation should be personalised. (b) *Welcome letter* and information package 4/6 weeks before the events. (c) A *confirmation* of practical arrangements 4/5 days before the event. In case a participant comes from outside the EU, a *reminder* of documents they need such as visas.

Steps (a) and (c) have to be covered whatever the size and the formality of the event.

All changes related to a single participant must be tracked out and available on the spot.

2.3.5 Database of participants

Database management

- Creation of address lists and database management on the basis of the information given by Cedefop
- Receipt of registrations and data entry
- Day-to-day management and updating of the list of participants (logistics list)
- Production of regularly updated lists of participants (internal use)
- Production of the final list of participants (to be distributed – please see below)
- The database of the CO must be able to handle special characters found in the German, French and other alphabets (i.e. é, ü).

List of Participants

The production and printing of the participants list will be managed by the CO. The list of participants must be accurate and up-to-date, and professional-looking. Before printing, the list, including layout and format, shall be approved by Cedefop. Last minute changes have to be taken into account. During the event, an up-to-date list must be prepared and distributed to participants.

2.3.6 Transcription of Proceedings

On request, the transcription of speeches or discussion shall be produced. *Note:* Cedefop conference rooms are equipped with ample recording facilities.

2.3.7 Interpretation

Interpretation services that may be requested are:

- Simultaneous interpretation services in EU languages. The number of languages will depend on the event (direct interpretation and not relay system, as a first option).
- Consecutive interpretation services in EU languages (number of languages will depend on the event).

- Personal interpreters (“*chuchotage*”).

There are three official languages of the Governing Board meeting, the Bureau and the Enlarged Bureau: English, French, and German. Simultaneous interpretation has to be provided during those meetings.

As a guarantee of professionalism, membership of respected international associations with certified standards is required for the hiring of interpreters. The CO will brief interpreters about the content of the meeting and provide them with all necessary documentation in advance.

2.3.8 Media and PR activities

As far as **general media activities** are concerned, they address the international, European and Greek media and include:

- Media coverage of the event
- Compilation, management and updating of lists of journalists
- Sending out press calls and press release(s)

There may be **press events** organised which would include:

- Invitation of journalists
- Preparation of press dossiers - original material (masters) to be supplied by Cedefop.
- Organisation of press conference(s)
- Organisation of press lunch/dinner
- Interpretation (if involving international press)
- Photographic services
- Monitoring of press coverage, qualitative analysis of action taken and follow-up contact with journalists

As far as **public events** such as concerts, exhibitions or public debates are concerned, these will always be organised in Thessaloniki and involve:

- Sending out invitations and following up RSVPs
- Placing posters (A3 or A4 size) in suitable venues in Thessaloniki
- Catering in the form of stand-up reception
- Photographic services
- Prepare and send out press releases to local press

2.3.9 Protocol and Security

For events in which there is ministerial level attendance, the protocol should be carefully planned in advance in consultation with Cedefop and, if necessary, with the governmental authorities involved. The same applies to possible attendance of EU Commissioner(s). Arrangements should cover:

- Welcome at the airport
- Decoration, such as flowers at the speakers’ table
- Flags (as a standard, by alphabetical order in English)
- Interpretation, as necessary (i.e. beyond the official languages of the conference)
- Seating arrangements at the conference
- Seating arrangements at social events

- Social invitation to local authorities

As far as security is concerned, only government authorities can take responsibility and be accountable. However, the CO must be aware of potential risks, liaise with the government authorities regarding the security arrangements that need to be made and their implications to the organisation of the event.

2.3.10 Registration statistics

During preparation of the event, the CO will provide Cedefop with regular and accurate registration statistics (in electronic format), according to an agreed timetable. Upon request, a registration list shall be made available at short notice. The list should be organized in a flexible way allowing multiple sorting (by any type of information: name, country, category of invitee, hotel, attendance of sessions or social event, etc). Separate lists can be requested for VIP attendance.

The participants report shall include information such as:

- Personal details
- Category of invitee
- Attendance of sessions and/or social events
- Travel schedule (date and time of arrival and departure, flight numbers)
- Hotel assignment
- Remarks (any useful information communicated about a participant to be noted)

After the event, final registration statistics will be provided by the CO with the following extra information: attended, no-show, last minute changes.

2.3.11 Secretariat on Site

In the on-site registration process, efficiency and rapidity is of utmost importance. All the necessary resources (staff, desks, equipment, software) will need to be provided to guarantee a qualitative on the spot registration.

Outfitting

Cedefop will provide the equipment necessary for the registration desk, as well as a technician who will address any technical problems that may arise.

Registration on-site

The registration processing system may be electronic and/or manual, depending on the size of the event. In the case of an electronic system, a manual system backup should be foreseen. A description of the registration software used shall be provided in the tender presentation.

The contractor shall provide sufficient manpower to register efficiently delegates, speakers, chairs, facilitators, press and VIPs. On site accreditation should be provided as well as a general information service.

Staffing

Conference assistants (hostesses/stewards) shall be well briefed. All aspects of the policies of the conference must be communicated so they can answer the delegate in a clear and confident manner. Also, occasional staff must be able to handle queries with authority and assurance. Time schedules and task allocations have to be clearly distributed to all staff involved (staff briefing manual). Conference assistants shall be

bilingual (English or French +Greek; any other language is an asset). They will work in a team under the supervision of a coordinator. The same team shall be available throughout the whole event. Conference assistants shall wear the CO's uniform.

Tasks

Welcome service

- Hospitality desks at strategic locations as necessary (airport, hotel lobbies, railway station, etc.)

Registration desks

- Setting up registration desks
- Assembly of conference bags/personal envelopes
- Organisation of badges
- Reception of visitors: distribution of badges, conference bags and personal envelopes
- Clearing up of registration desks.

Assistance in conference rooms

- Reception at meeting rooms
- Assisting speakers with IT presentations
- Distribution of documents to interpreters
- Verification/change of nameplates after each session
- Assisting speakers
- Assisting journalists

Assistance to VIPs

- Accompanying VIPs to meeting rooms and VIP room
- Checking the VIP room on a regular basis
- Be at VIPs disposal, if needed

Cloackrooms/Luggage rooms

Management of the cloakrooms and luggage room services

Display areas

Transport/distribution of brochures and exhibition material from the storage room to the stands

2.3.12 Social programme and entertainment

The Contractor may also be requested to arrange events such as:

- Congress Opening
- Cultural visits and events
- Gala event (table plan, participants list, place names for tables). Entrances to the room should be signed in such a way as to help delegates find their tables
- Guided and sightseeing tour
- Organisation of special events (music, theatre, etc.)
- Speakers/Press Lunch or Dinner
- Programme for spouses and/or accompanying persons

- Dinner time speakers
- Tourist information provision
- Typical local evening
- Welcome reception

Information on a social invitation should contain:

- Who extends the invitation
- Date
- Location and address
- Map, if necessary
- Colour code, if there are seating areas
- Meeting place, if there is transportation
- Dress code
- RSVP

According to the type and duration of the event and the composition of its participants, the schedule of the social program may vary. For major events, creativity, flexibility and dynamism will be appreciated, as will the ability to reflect Cedefop mission statement through the performance. The different events of the social program should be indicated in the first announcement.

2.3.13 *Technical Assistance*

Permanent and full assistance shall be foreseen from the preparatory phases (preparation of the venue, setting up of the conference rooms and secretariat) until the very end of the event, for all technical equipment (Audiovisual (AV), Interpretation, Information and Technology (IT), PC hardware and software, printers, photocopiers, telephones and fax). This service may only be requested when an event takes place outside Cedefop's premises.

2.3.14 *Travel arrangements*

In many of the meetings, Cedefop pays the expenses of some or all participants, including tickets. Such payment may be made directly by Cedefop to a travel agent or it may take the form of reimbursing an expert who has paid directly. Under this service, the tenderer is not asked to bid for tickets but for the cost of organising the logistics of travel arrangements for the participants as follows:

- o Organising travel to Cedefop, including organisation of pre-paid travel tickets and, where necessary, visas
- o Liaison with airlines/travel agencies
- o Organisation of pre-paid flight tickets at the best price terms (PEX/APEX Economy Class; business class should only be quoted where no Economy Class is available and is subject to prior written notification by the Contractor to Cedefop)
- o In case of travel by railway, first class tickets are accepted
- o Deposit of the flight ticket at the airport of departure

2.3.15 *Transfers and on-site transportation*

- o Detailed plan of arrival and departure for the event
- o Maintenance of an arrival and departure transport list and provision of an updated list to transport company
- o Reception team at the airport
- o VIP areas

- o Shuttle service to and from the airport/hotels/conference venue/restaurant including hostess to provide full assistance
- o Transport for cultural programme
- o VIP cars
- o Ensure effective communication with all cars/buses

In particular, for certain events, a transport manager has to be on duty for 24 hours a day.

2.3.16 Web and IT

Cedefop will redirect appropriate urls on its web site to a corresponding IP address provided by the CO. The CO is wholly responsible for the technical and overall functioning of the web site and of the on-line registration procedure including, but not limited to, data integrity-security-confidentiality as well as compliance with EC 45/2001 data protection Regulation.

The web pages for each event will provide some or all of the services described below.

Participants' online registration

- Participants' on-line registration must be run on the CO's web infrastructure.
- Personal details, to be stored in a database (if possible connected to Cedefop internal database of contacts) and presented during future visits. Each time a participant registers and/or modifies his data, Cedefop will receive an automatic notification
- Confirmation of attendance of the event's activities, namely plenary sessions, breakout sessions, specific workshops/seminars, social events (dinners, guided tours, etc.)
- Logistic information (flight details, hotel accommodation, special requirements e.g. diet, allergy room, etc.)
- Acknowledgement receipt following participant's registration
- Participant-User management with possibility for the participant to access and update his/her personal details according to EC Regulation 45/2001
- Treatment of participants' data shall be in compliance with Data Protection and Confidentiality Regulations

Event information

- Content related information (general description, programme), will be on the Cedefop web site
- Map of venue and city
- Useful links related to the event venue (e.g. city tourist centre, airport, city hall, main museums and sightseeing); each link shall be presented together with a title, a brief description and the indication of the website language(s)
- Practical information page only for logged-in participants
- Presentations shown during the conference shall be made available for download (after the permission and agreement of the author) at the end of the conference from the CO's web infrastructure next to title and timeslot of the agenda

Backend management and reporting

- Mailing list management, allowing emails to be sent to all or some of the participants, according to various criteria
- Content management for pages related to event information

- Full reporting on participant registration and transactions (see also under point 5.12 “Reporting”)
- Statistics on page views and downloads

Video of sessions

Video should be accessible live (streaming) during the sessions and recorded for later access (on demand).

2.4 Deliverables and timetable (outcome)

2.4.1 Procedures and rules

An inception meeting will take place in Thessaloniki as soon as the contract is signed. Review meetings may be organised, if necessary, twice a year in Thessaloniki. Within the framework of these meetings, the CO will provide to Cedefop advice, technical knowledge and administrative support for the full implementation of all aspects of event management, and will implement Cedefop decisions. Annex I to this document gives a description of the conference facilities available at Cedefop.

A standard form, defining the event requirements and detailing the services to be covered, will be developed by the CO in cooperation with Cedefop at the beginning of the contract. This will be used as a template for drafting Terms of Reference (TORs) for the event(s) to be organised.

For any given event, Cedefop will draft the TORs and send them to the Contractor.

In accordance with the TORs, the CO will:

- a) provide an estimated budget for each separate event, depending on the tasks required by Cedefop. The tenderer should also declare if and when commission for services provided is taken. The estimated budget quoted by the Contractor for the event must be approved in advance by Cedefop;
- b) provide a detailed work plan setting out all the management and organisational tasks and submit it to Cedefop for agreement and approval. The work plan shall contain a detailed overview of the different activities, timetable and delivery deadlines.

Once the contractual parties have agreed on the above, Cedefop will issue an order form which is to be considered the only formal legal commitment. The Contractor will be requested to provide acceptance of tasks and financial conditions as indicated in the Order Form.

Regular reports concerning the progress of the event (state of play of activities, up-to-date registration statistics) may be requested by Cedefop once a week. Informal and regular contacts should also be maintained by telephone and e-mail. Formal progress and final report shall also be submitted in accordance with the agreements taken by the parties.

2.4.2 Quality standards for the services

Tasks have to be carried out by experienced and highly qualified staff. Also temporary staff shall be well briefed and trained.

The Contractor is responsible for the quality and effectiveness of services delivered by its staff. Staff shall be briefed in detail before the event.

Queries both from Cedefop and external participants shall be handled quickly and accurately. Deadlines set up in the timetable agreed with Cedefop shall be respected.

Regular reporting to Cedefop shall be accurate and on time. The CO shall be able to produce up-to-the-minute registration statistics on short request.

New technology should be used in the event management (on-line registration, sound & vision, web site, etc). The tenderer shall indicate and describe the type of Conference software package used.

All services must be provided in line with current European legislation on safety and quality standards.

2.4.3 Start of activities

The implementation of the activities will start in the first half of 2009.

2.5 Reports

Following each event a brief report may be requested by Cedefop, outlining the actions taken, any difficulties encountered and any suggestions for future improvement.

2.6 Meeting and Travel expenses

The contractor will be requested to attend two or three scheduled meetings at Cedefop, as referred to in point 2.4.1. All costs incurred, including travel-accommodation related to these meetings shall be reimbursed by Cedefop separately, according to its relevant rules (see Annex II of the draft contract in Annex B).

Any extra travel expenses, that might be needed to perform the tasks related to the contract, shall be subject to Cedefop's prior approval and shall be reimbursed by Cedefop separately, according to its relevant rules (see Annex II of the draft contract in Annex B).

3 Specific information concerning participation to this tender

Tenderers must meet the exclusion and selection criteria and have the legal position to allow them to participate in this tendering procedure.

3.1 Exclusion criteria

Participation to this tender is only open to tenderers who are in a position to subscribe in full to the declaration on exclusion criteria and absence of conflict of interest in Annex C. Therefore all tenderers, all consortium members (if any) and all subcontractors specified as per point 4.2, 2nd sub-paragraph (if any) shall provide the self-declaration found in Annex C duly signed and dated.

In case of recommendation for contract award the tenderer may be requested to provide the following documentation:

- as satisfactory evidence that the tenderer is not in one of the situations described in points a), b) or e) of the declaration, production of a recent extract from the judicial record or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied;
- as satisfactory evidence that the tenderer is not in the situation described in point d) of the declaration, a recent certificate issued by the competent authority of the State concerned. Where no such certificate is issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

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

3.2 Selection criteria

The tenderers must submit evidence of their economic, financial, technical and professional capacity to perform the contract.

Economic & Financial capacity

Requirement

- The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract. The minimum **annual** turnover of the tenderer (in case of consortium, to be taken as a whole) for at least the past two years shall be 750,000 Euro.

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

- Balance sheets or extracts from financial statements (e.g. income statements, tax declarations) for at least the last two years for which accounts have been closed (where publication of the balance sheet is required under the company law of the country in which the economic operator is established the published version must be included; otherwise such documents must be certified by the company's chartered accountant); one of these documents must show evidence of the required turnover.

In case tenderers are unable to furnish such documents they are required to provide justification for non provision.

Technical and professional capacity

Requirement:

Tenderers must prove that they have sufficient technical and professional capacity to execute the contract. They must have the necessary experience in providing similar services. The tenderer must also demonstrate his ability to provide the services requested in Thessaloniki, where the bulk of the events envisaged needs to be carried out.

Evidence of the technical and professional capacity shall be furnished on the basis of the following documents:

- Proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established;
- Detailed company profile, demonstrating the ability to provide services similar to those described in this call for tenders;
- List of at least **3** contracts performed in the past three (3) years similar in scope, size and nature to that specified in this call for tenders, indicating :
 - ✓ the subjects,
 - ✓ a brief description of the project,
 - ✓ amount,
 - ✓ date,
 - ✓ place, as well as
 - ✓ name and type (i.e. public or private) of the consignees.

For tenderers not having their seat in Thessaloniki, the ability to provide the services requested in Thessaloniki can be demonstrated through evidence of having provided such services in places outside the tenderer's ordinary seat of business;

- Description of any technical equipment and tools to be employed by the tenderer in the performance of the contract;
- CV's of the contact persons managing the projects, including a self-assessment of the language skills. English language must be fluent.

An indication must also be given of what proportion, if any, of the contract the tenderer may intend to subcontract and, if applicable, proof of the professional capacity of the intended subcontractors similar to that of the tenderer for the field activity of the subcontract.

3.3 Legal Position

Tenderers are requested to complete the Legal entity form found in Annex D and to provide the documents requested in the form. Tenderers must ensure to include the name and function of the individual(s) entitled to sign on behalf of the organisation in the case of contract award.

4 Additional information concerning participation to this tender

4.1 Participation of consortia

Groupings of suppliers (or consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. Such groupings (or consortia) must specify the company or person heading the project and must also submit a copy of the document authorising this company or person to submit a tender.

In addition, each member of the consortium must provide the required evidence for the exclusion and selection criteria. Concerning the selection criteria 'technical and professional capacity', the evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfils the criteria.

If awarded, the contract will be signed by the company or the person heading the project who will be vis-à-vis Cedefop, the only contracting party responsible for the performance of this contract. Tenders from consortia of firms or group of service providers, contractors or suppliers, must specify the role, qualifications and experience of each member or group.

4.2 Subcontracting/Subcontractors

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. The subcontracting/subcontractor will be accepted only if it is judged necessary and does not lead to distortion of competition. If awarded, the contract will be signed by the Tenderer, who will be vis-à-vis Cedefop, the only contracting party responsible for the performance of this contract.

The tenderer must indicate clearly which parts of the work will be sub-contracted, and additionally specify the identity of those subcontractors only undertaking more than 10% of the work by value.

Moreover, each subcontractor thus specified must provide the required evidence for the exclusion and selection criteria. Concerning the selection criteria 'technical and professional capacity', the evidence provided by the specified subcontractor(s) will be checked to ensure that the tenderer with the subcontractor(s) as a whole fulfil the criteria.

Where no sub-contracting is indicated, all work will be assumed to be carried out directly by the bidder.

5 Award of the contract

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

The contract shall be awarded to the tenderer submitting the tender that offers the best-value-for-money (best quality-price ratio).

A quality-price ratio will be calculated for each tender by dividing the total points for quality by the price, thus indicating which tender represents the best value for money.

5.1 Technical evaluation

The following technical award criteria will be applied to this tendering procedure:

- 1- *Quality and consistency of the approach with respect to the services requested.* (30 points)
- 2- *Qualitative analysis of two hypothetical events.* (40 points)
- 3- *Organisation and management of the team.* (30 points).

Tenders scoring less than 60 (of a maximum of 100) points against the technical criteria, will not be considered acceptable and will therefore not have their financial proposal evaluated.

5.2 Technical proposal

The assessment of the technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in the technical specifications. To this end, the tenderer must provide the following documents and/or information to allow evaluation of their offer according to the technical criteria mentioned above:

- A general description of the proposed approach to fulfilling Cedefop's objective through the provision of the services requested. Tenderers should identify the main challenges of this work and demonstrate the creativity they intend to bring to support their approach and their work.
- An analysis of two hypothetical events is required: **event 6 and event 7** from the scenario in Annex F. For each of these events, the tenderer should detail all the steps required to provide a quality service. The number and type of units – e.g. man-days – employed for the accomplishment of the tasks should be specified for each step.

- A description of the composition and organisation of the team proposed to achieve efficiency in terms of cost, speed and quality of the services requested. Tenderers proposing to employ subcontractors should also identify under this heading the mechanisms to be put in place in order to supervise subcontracted tasks. They should demonstrate their approach to the daily management of the tasks and the communication/collaboration channels with the competent services of Cedefop.

In addition to the above the tenderer must clearly specify which parts of the work will be sub-contracted (if any) and the identity of all subcontractors undertaking more than 10% of the work by value as requested in point 4.2 (second paragraph).

5.3 Financial evaluation

Only tenders scoring 60 points or more (of a maximum of 100) points against the technical award criteria will have their financial proposal evaluated. The evaluation will be made on the basis of the detailed breakdown of the prices offered (see point 5.4).

The total price will be calculated by Cedefop on the basis of a hypothetical but realistic scenario for a typical year, provided in Annex F. This total does not include any advances to be reimbursed, as described in section 1.5 (3rd paragraph) and 2.3.1 (5th bullet) of this tender document.

It must be noted that, the scenario being hypothetical, during the execution of the contract the actual events may vary both in size and in number from those given in Annex F.

A calculation spreadsheet giving this total price, on the basis of the scenario in Annex F and the prices to be supplied by the tenderer is also attached in Annex H for tenderers' convenience.

During the evaluation of the tenders, the case of abnormally low prices will also be considered. A tender with abnormally low prices shall be subject to a request for clarifications from the tenderer in order to determine the way through which the tenderer has arrived to this price and whether this fulfils Cedefop requirements.

For the purposes of the evaluation, a price for a service which is below 50% of the price estimated by Cedefop will be considered abnormally low.

In case the prices are eventually considered as abnormally low in more than 3 services or in services which in the estimate represent more than 1/3 of the total value, the tender shall be rejected. The detailed estimate that Cedefop has prepared will become available to tenderers on the opening day of the tenders.

5.4 Financial proposal

The financial proposal should indicate the price in order to carry each and every one of the activities indicated in the technical specifications. The tenderers must present a detailed breakdown of the prices offered for the individual activities at the level of detail provided in **Annex G** - where instructions are provided as to what is to be included in the prices to be quoted.

Information concerning price

- The prices quoted must be fixed and not revisable (for the first year of the contract).
- Prices must be quoted in euro and include all expenses.
- Any extra travel expenses, that might be needed to perform the tasks related to the contract, shall be subject to Cedefop's prior approval and shall be reimbursed by Cedefop separately, according to its relevant rules (see Annex II of the draft contract in Annex B).
- 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 may not therefore be included in the calculation of the price quoted. The VAT amount must be indicated separately see point 5.4.

6 Information on presentation and content of tender

It is extremely important that tenderers present their tender in the correct format and provide all documents necessary to enable the evaluation committee to assess their tender. Tenderers should fully respect the instructions indicated under points 2 and 3 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:

- the checklist found in Annex J
- the exclusion criteria declaration as requested in point 3.1 and standard template found in Annex C
- the selection criteria documents as requested in point 3.2
- the legal entity form as requested in point 3.3 and found in Annex D
- a statement containing the name and position of the individual(s) entitled to sign the contract
- the financial identification form as found in Annex E

6.2 Envelope B – Technical proposal

One original signed unbound version and three bound copies of:

- the technical proposal providing all information requested in point 5.2 including information relevant to subcontracting as requested in point 4.2.

6.3 Envelope C – Financial proposal

One original signed unbound version and three bound copies of:

- the financial proposal containing all information requested in point 5.4.

ANNEX A

CONTRACT NOTICE

ANNEX B

DRAFT FRAMEWORK CONTRACT

ANNEX C

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

The undersigned.....[*name of the signatory of this form, to be completed*]:

- in his/her own name..... (*if the economic operator is a natural person or in case of own declaration of a director or person with powers of representation, decision making or control over the economic operator*)
or
- representing..... (*if the economic operator is a legal person*)

official name in full (*only for legal person*):.....

official legal form (*only for legal person*):.....

official address in full:

VAT registration number:

declares that the company or organisation that he/she represents / he/she:

a) is not bankrupt or being wound up, is not having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, and is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

b) has not been convicted of an offence concerning professional conduct by a judgment which has the force of *res judicata*;

c) has not been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;

d) has fulfilled all its obligations relating to the payment of social security contributions and the payment of taxes in accordance with the legal provisions of the country in which it is established, with those of the country of the contracting authority and those of the country where the contract is to be carried out;

e) has not been the subject of a judgement which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;

f) is not the subject of administrative penalty for being guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the procurement procedure or failing to supply an information, or being declared to be in serious breach of its obligation under contract covered by the budget.

In addition, the undersigned declares on their honour that:

- g) they have no conflict of interest in connection with the contract; a conflict of interest could arise in particular as a result of economic interests, political or national affinities, family or emotional ties or any other relevant connection or shared interest;
- h) they will inform the contracting authority, without delay, of any situation considered a conflict of interest or which could give rise to a conflict of interest;
- i) they have not made and will not make any offer of any type whatsoever from which an advantage can be derived under the contract;
- j) they have not granted and will not grant, have not sought and will not seek, have not attempted and will not attempt to obtain, and have not accepted and will not accept any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal practice or involving corruption, either directly or indirectly, as an incentive or reward relating to award of the contract;
- k) that the information provided to Cedefop within the context of this invitation to tender is accurate, sincere and complete;
- l) that in case of award of contract of a value greater than 133,000 Euro, they may be requested to provide the evidence that they are not in any of the situations described in points a), b), d) and e) above – see also point 3.1 of the tendering specifications. Specifically:

For situations described in (a), (b) and (e), production of a recent extract from the judicial record is required or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the Tenderer is a legal person and the national legislation of the country in which the Tenderer is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the Tenderer.

For the situation described in point (d) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the Tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations (a), (b), (d) or (e), where any document described in the two paragraphs above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

By signing this form, the undersigned acknowledges that they have been acquainted with the administrative and financial penalties described under Article 134b in conjunction with Article 133a of the Commission Regulation (EC, Euratom) No 2342/2002 of 23/12/2002 laying down detailed rules for the implementation of Council Regulation (EC, Euratom) No 1605/2002 on the Financial Regulation applicable to the general budget of the European Communities, which may be applied by analogy by Cedefop if any of the declarations or information provided prove to be false.

Full name

Date

Signature

ANNEX D

LEGAL ENTITY FORM

(to be downloaded, depending on the nationality and legal status of the tenderer, from the following website)

http://europa.eu.int/comm/budget/execution/legal_entities_en.htm

ANNEX E

FINANCIAL IDENTIFICATION FORM

(to be downloaded, depending on the nationality of the tenderer, from the following website)

http://europa.eu.int/comm/budget/execution/ftiers_en.htm

PLEASE NOTE:

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

ANNEX F

SCENARIO FOR TECHNICAL PROPOSAL

The financial evaluation will be based on the cost of the following scenario representing a typical set of activities in a year. Underneath the brief description of each event is given a list of the services assumed to be required (the names of the services are as per the detailed description in section 2.3.1 through to 2.3.16 of the specifications).

The cost of the scenario will be calculated on the basis of the services assumed to be requested by Cedefop (see below) and using the rates/prices quoted by the tenderer in Annex G and will form the basis for the financial evaluation of the offer. The scenario, however, or many of its elements may be used by the tenderers as a simulation sample for the presentation of their methodology as stated in point 5.2 of the Tendering Specifications.

Event 1 (M1) 1 Conference with 54 persons and duration of 2 days:

Accommodation
Catering: (2 lunches, 1 dinner)
Conference materials
Contact with participants
Database of participants
Secretariat on site
Social Programme and Entertainment
Travel arrangements
Transfers and on-site transportation

Event 2 (M2) 1 Conference with 40 persons and duration of 2 days:

Accommodation
Conference materials
Contact with participants
Database of participants
Secretariat on site
Social Programme and Entertainment
Travel arrangements
Transfers and on-site transportation

Event 3 (M3) 1 Conference with 150 persons and duration of 2 days (21 VIPs, 40 speakers):

Accommodation
Catering: 1 Dinner, gala dinner, 2 lunches and 3 coffee breaks
Conference materials
Contact with participants
Database of participants
Transcription of proceedings (30 pages)
Interpretation (3 Active languages)
Media and PR activities – General Activities with International Coverage and a press event with European coverage
Protocol and security

Registration Statistics
Secretariat on site
Social Programme and Entertainment
Speakers and abstracts
Travel arrangements
Transfers and on-site Transportation
Web and IT

Event 4 (M4) 1 Conference with 110 persons and duration of 2 days:

Accommodation
Catering: 2 lunches
Conference materials
Contact with participants
Database of participants
Transcription of proceedings (70 pages)
Secretariat on site
Social Programme and Entertainment
Transfers and on-site transportation

Event 5 (M5) 1 Conference with 80 persons and duration of 2 days (up to 5 speakers):

Accommodation
Catering: 2 lunches
Conference materials
Contact with participants
Database of participants
Secretariat on site
Social Programme and Entertainment
Speakers and abstracts
Technical assistants
Transfers and on-site transportation

Event 6 (T6) 1 Conference with 35 persons and duration of 2 days:

Secretariat on site
Social Programme and Entertainment
Technical assistants
Transfers and on-site transportation

Event 7 (T7) 1 Conference with 140 persons and duration of 2 days (21 VIPS, 40 speakers):

Accommodation
Catering: 1Dinner, gala dinner, 2 lunches and 3 coffee breaks
Conference materials
Contact with participants
Database of participants
Transcription of proceedings (50 pages)
Interpretation (3 Active languages)
Media and PR activities – Press event with European coverage
Protocol and security
Registration Statistics

Secretariat on site
Social Programme and Entertainment
Speakers and abstract
Technical assistance
Transfers and on-site Transportation
Web and IT

Event 8 (T8) 1 Conference with 65 persons and duration of 1.5 day:

Catering: welcome reception, 1 dinner, 2 lunches, and 3 coffee breaks
Conference materials
Contact with participants
Database of participants
Media and PR activities: General activities with Greek coverage and a public event
Protocol and Security
Registration Statistics
Secretariat on site
Transfers and on-site Transportation

Event 9 (T9) 1 Conference with 100 persons and duration of 1.5 day:

Catering: welcome reception, 1 dinner, 2 lunches, and 3 coffee breaks
Conference materials
Contact with participants
Database of participants
Media and PR: General media activities with European coverage and one public event.
Protocol and Security
Registration Statistics
Secretariat on site
Transfers and on-site Transportation

Event 10 (T10) 1 Conference with 150 persons and duration of 2 days:

Catering: 1Dinner, gala dinner, 2 lunches and 3 coffee breaks
Conference materials
Contact with participants
Database of participants
Media and PR activities: A public event
Protocol and Security
Registration Statistics
Secretariat on site
Social Programme and Entertainment
Transfers and on-site Transportation
Web and IT
Catering: 1Dinner, gala dinner, 2 lunches and 3 coffee breaks
Travel arrangements

Event 11 (T11) 1 Conference with 100 persons and duration of 2 days (6-10 speakers):

Catering: 1Dinner, 2 lunches and 3 coffee breaks
Conference materials

Contact with participants
Database of participants
Secretariat on site
Transfers and on-site Transportation

Event 12 (T12) 1 Conference with 70 persons and duration of 2 days:

Catering: 1Dinner, 4 coffee breaks
Conference materials
Contact with participants
Database of participants
Secretariat on site
Transfers and on-site Transportation

Event 13: A Bureau meeting with 20 persons lasting 0.5 day:

Accommodation
Catering: 1 dinner

Event 14: An Extended Bureau meeting with 30 persons lasting 1 day:

Accommodation
Catering: 1 dinner

Event 15: A meeting of the Governing Board with 95 persons lasting 2 days:

Catering: 1 dinner for 30 persons, 2 lunches for 95 persons

Event 16: Away Day (for all Cedefop staff)

Accommodation
Transfers and on-site Transportation

Event 17: Open Day

Media and PR activities: A public event
Transfers and on-site Transportation

Event 18: Reception of Members of the European Parliament (VIPs)

Catering: 1 Lunch
Media and PR activities: General media activities with Greek coverage

ANNEX G

FINANCIAL OFFER FORM

In the form below, all the boxes with question marks should be filled. A blank form is provided in the attached CD with the file name ESS_Fin_Offer.xls.

Activity 1 – See section 2.3.1

Accommodation

		15-30 persons	31-70 persons	71-150 persons
	Total service Fee	?	?	?

Activity 2 – See section 2.3.2

Catering

	Per person for:	15-30 persons	31-70 persons	71-150 persons
	Service Fee + Lunch	?	?	?
	Service Fee + Dinner	?	?	?
	Service Fee + Gala Dinner	?	?	?
	Service Fee + Coffee Break	?	?	?

Activity 3 – See section 2.3.3

Conference Materials

		15-30 persons	31-70 persons	71-150 persons
	Total Service fee	?	?	?

Activity 4 – See section 2.3.4

Contact with participants

		15-30 persons	31-70 persons	71-150 persons
	Total Service fee	?	?	?

Activity 5 – See section 2.3.5

Database of Participants

		15-30 persons	31-70 persons	71-150 persons
	Total Service fee	?	?	?

Activity 6 – See section 2.3.6

Transcription of Proceedings

	Per Standard A4 Page	?
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Activity 7 – See section 2.3.7

Interpretation

	Daily Rate per interpreter	?
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Activity 8 – See section 2.3.8

Media and PR Activities

	International Coverage	Only European Coverage	Only Greek Coverage
	General Media Activities	?	?

	Media Events		?	?
	Public Events			?

Activity 9 – See section 2.3.9

Protocol and Security

	Total Service Fee	?
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Activity 10 – See section 2.3.10

Registration Statistics

		15-30 persons	31-70 persons	71-150 persons
	Total Service fee	?	?	?

Activity 11 - See section 2.3.11

Secretariat on Site

		15-30 persons	31-70 persons	71-150 persons
	Estimated No of CO staff required per day (A)	?	?	?
	Average Daily Rate for CO staff on site (B)	?	?	?
	Total per day (AxB)=			

Activity 12 – See section 2.3.12

Social Programme and Entertainment

		15-30 persons	31-70 persons	71-150 persons
	Total Fee for the service (excluding meals that will be covered under the heading "Catering")	?	?	?

Activity 13 – See section 2.3.13

Technical Assistance

	Service cost per day	?
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Activity 14 – See section 2.3.14

Travel Arrangements

		15-30 persons	31-70 persons	71-150 persons
	Total Fee for the service (excluding cost of tickets)	?	?	?

Activity 15 - See section 2.3.15

Transfers and on-site Transportation

		15-30 persons	31-70 persons	71-150 persons
	Service cost per day	?	?	?

Activity 16 – See section 2.3.16

Web and IT

		1 day event	2 days event	3 days event
	Total Service Cost	?	?	?

Important note on filling the form – Please read carefully

General Principle: The value to Cedefop of having a framework contract for a CO providing Event Support Services is that it can plan ahead in a flexible manner and not need to have a call for tenders each time an event is foreseen and for each of the different services. It is therefore important that a framework contract allows a single sum to be calculated for the full cost of a planned event and the contractor to undertake everything needed to bring it to completion. Alternatively Cedefop would have to go to tender for each of the individual expenses covered by each activity and for each of the events organised (e.g. if 20 events were to be organised in a year needing catering, Cedefop would have to go to tender 20 times). Prices quoted must therefore be inclusive of all the costs implicit in the Activity description with some exceptions which are made explicit in the explanations below (e.g. hotel bills and air fares).

For extra clarity, a commentary is provided below for each of the 16 activities and the tasks involved in them.

Activity 1: Accommodation (Section 2.3.1 of the call).

All tasks described in this section should be included in the price quoted for the total service fee. Accommodation cost is **not** to be included in the price as it will be paid either directly by the participants or globally on the basis of the final bill of the hotel and shown separately on the CO's invoice for the event.

Payment of an advance or deposit when required is an obligation of the contractor but is not included here and is handled separately (see sections 1.5 and 2.3.1). If too many participants do not show up ending up with the hotel retaining parts or all of the deposit, Cedefop underwrites it. In other words, the Contractor shall not be held responsible for any deposit so lost.

Activity 2: Catering (Section 2.3.2 of the call).

All activities, including the cost of meals, are to be included in the price quoted. Cedefop will make no separate payments for catering other than to the CO and for the price quoted.

Activity 3: Conference Materials (Section 2.3.3 of the call).

The full costs of this activity should be included in the price. In the first bullet of section 2.3.3 of this document, we ask for a compilation of an information pack whose original documents are provided by Cedefop and complemented by other documents specific to the service provided by the CO. All other bullets refer to conference materials whose design adaptation and production (printing, photocopying etc) are the responsibility of the CO. Such design adaptation and production costs should be reflected in the price quoted.

Activity 4: Contact with participants (Section 2.3.4 of the call).

Cedefop will be providing the CO with the names and contact data of participants to be invited. All the tasks that follow and are described in this section are the responsibility of the CO and should be taken into account in the price quoted.

Activity 5: Database of Participants (Section 2.3.5 of the call).

All the tasks described should be included in the price.

Activity 6: Transcription of proceedings (Section 2.3.6 of the call).

The full cost of transcribing a standard A4 page should be included. Cedefop provides an audio tape containing one or more speeches and it is the responsibility of the CO to produce the written transcription of what is included in the tape.

Activity 7: Interpretation (Section 2.3.7 of the call).

A daily rate per interpreter is requested.

Activity 8: Media and PR activities (Section 2.3.8 of the call).

All the activities described in section 2.3.8 should be covered by the price quoted. Cedefop will only supply the original for press dossiers and the press releases. The remainder is the job of the CO. Please also note that the “public events” category catering, in the form of a stand-up reception, is included here. This is separate from item 2.3.2 on catering which does not cover receptions.

Activity 9: Protocol and Security (Section 2.3.9 of the call).

The full cost of carrying out the tasks described in section 2.3.9 should be taken into consideration in the price quoted, including the liaison with the government authorities for the security arrangements warranted.

Activity 10: Registration Statistics (Section 2.3.10 of the call).

All the tasks described should be included in the price.

Activity 11: Secretariat on Site (Section 2.3.11 of the call).

All the tasks described should be included in the price.

Activity 12: Social Programme and Entertainment (Section 2.3.12 of the call).

The price quoted should cover all the tasks described in section 2.3.12. A complete service will be provided and no separate invoices outside this contract can be submitted to Cedefop. However, although a social event may include one or more meals, these are not to be included in this price. Instead, if during the execution of the contract a meal is required for a social event, the meal will be the subject of a separate order under clause 2.3.2 of this call.

Activity 13: Technical Assistance (Section 2.3.13 of the call).

All the tasks described should be included in the price. In principle, this service will only be requested when an event is held outside Cedefop's premises.

Activity 14: Travel Arrangements (Section 2.3.14 of the call).

All the tasks described in section 2.3.14 are to be included in the price. Travel tickets should not be included as these are paid either by the event participants themselves or directly by Cedefop in the case of participants specially invited by it.

Activity 15: Transfers and On-site Transportation (Section 2.3.15 of the call).

All the tasks described in section 2.3.15 and all associated costs of transport (for example the hiring of vehicles) should be included in the price.

Activity 16: Web and IT (Section 2.3.16 of the call).

The price quoted is for all the tasks described in section 2.3.16 of the call. This includes the cost of the use of hardware, software and communication implicit in the use of the contractor's web site that will be used for registration and information to the participants as well as any other equipment or service that will be needed in order to deliver the services requested. Note that the CO does not have to provide information on the content of the event on their web site but will have to provide a link to the appropriate pages of Cedefop's site.

ANNEX H

CALCULATION SPREADSHEET

ANNEX I

Conference rooms at CEDEFOP

There are three (3) distinct conference rooms at CEDEFOP in Thessaloniki located at the ground floor level of the building. Café-restaurant facilities are close-by. These are:

EUROPA

- Capacity 132 persons – 16 non-active (headphones only) - including presidium (5 persons) with access to DCN (Digital Congress Network – simultaneous conferencing system);
- 116 persons enabled with **Electronic voting system**;
- The total capacity can be extended to 152 persons (i.e. 132+20 – the additional 20 are observers);
- 11 standard interpretation booths (ISO/DIS 2663); simultaneous interpretation: up to 11 outgoing languages (each booth accommodates 3 interpreters);
- There is a Video Conference System (Tandberg Codec 6000) for single and multi-site Video Conferences installed in the Europa Conference Hall, capable of H.320 up to 768Kbps and H.323 up to 2 Mbps Video-Conferencing.

MONTESSORI

- Capacity 62 persons including presidium (5 persons) with access to DCN; total capacity 70 persons (8 observers with non-active access to DCN);
- 5 interpretation booths, 5 outgoing languages (each booth accommodates 3 interpreters).

EMILE ROUSSEAU

- Capacity 30 persons (+ 8 non-active) including presidium; (up to 50 with observers);
- 2 interpretation booths, 2 outgoing languages (each booth accommodates 2 interpreters).

GENERAL

- Europa and Montessori rooms have full audio and video-projection facilities (including overhead projector, slides, VHS, Hi-Fi audio, PC connectivity). Audio-visual play-back is available, including the technical possibility of recording audio from any of the interpretation or original channels.

In Rousseau there is only an audio-recording facility from the original.

- In all three rooms, delegates can use a laptop or PC to perform multimedia presentations (including music). If required, access can be gained to the Internet, to the Intranet as well as to the internal computer network of Cedefop. Delegates can use their PC and have access to the voice/data networks (i.e. telephony, Internet, e-mail etc). These services **must** be ordered in advance. These services are also available for the interpreters.
- Multimedia facilities offered for the use of participants include: giant-screens, video (VCR), camera, hi-fi sound, satellite TV, PC screen output.
- There is a second Video-Conference (Polycom) System mobile available which can be configured at any Conference Hall for single and multi-site Video Conferences capable of H.320 up to 512Kbps Video-Conferencing.
- Secretarial support is available for all rooms (inside and outside the room).

ANNEX J

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

<u>Mandatory</u> documents to be included as part of the tender	Reference paragraph	Included		If the document is not included, please provide an explanation for the reason
<u>Envelope 'A' must contain</u> one original and one copy of: - this checklist		Yes	No	
- exclusion criteria declaration (If applicable, including those of consortia and subcontractors)	3.1, 4.1 & 4.2	☐	☐	
- selection criteria documents (If applicable, including those of consortia and subcontractors)	3.2, 4.1 & 4.2	☐	☐	
- legal entity form	3.3	☐	☐	
- name and position of the individual(s) entitled to sign contract	3.3	☐	☐	
- financial identification form	6.1	☐	☐	
<u>Envelope 'B' must contain</u> one original and four copies of:				
- the technical proposal	5.2	☐	☐	
<u>Envelope 'C' must contain</u> one original and four copies of:				
- the financial proposal	5.4	☐	☐	

You should also ensure that:

☐	your offer is formulated in one of the official languages of the European Union.
☐	both the technical and financial proposals of the offer are signed by you or your duly authorised agent.
☐	your offer is perfectly legible in order to rule out any ambiguity.
☐	your offer is submitted in accordance with the envelope system as detailed in the invitation to tender point 3.
☐	the outer envelope bears the information mentioned in the invitation to tender point 3.