



CEDEFOP

European Centre for the Development
of Vocational Training

Area Resources

Finance and Procurement, Procurement Service

Thessaloniki, 08/11/12

RS/PRO/DELE/2012/0936

OPEN INVITATION TO TENDER**AO/RES/ITK-AMC/ICT-Training/021/12****‘Provision of ICT training to Cedefop staff’****Contract Notice: 2012/S 213-351312 of 06/11/2012**

Dear Sir/Madam,

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

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

1. Tenders should be submitted preferably in English, but in any case in one (or in any) of the official languages of the European Union.
2. Tenders may be submitted exclusively in one of the following ways:

(a) by post to be dispatched not later than **the date and time specified in the timetable in point 8 below**, in which case the evidence shall be constituted by the date of dispatch on the postmark or the date of the deposit slip, to the following post address of Cedefop :

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service, Attention of Mr G. 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 any of the above information e-mail or fax.

or

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

or

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

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

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service
Attention of Mr G. Paraskevaïdis
123, Europe Str, GR-57001 Thessaloniki-Pylea,
PO Box 22 427 - 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/RES/ITK-AMC/ICT-Training/021/12 ‘Provision of ICT training to Cedefop staff’ Name of tenderer: NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE

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

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

7.1 Contacts before the final date for submission of tenders:

- At the request of the tenderer, the Cedefop Procurement Service may provide additional information solely for the purpose of clarifying the tender documents. Any request for additional information must be made in writing by fax (fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu).

Requests for additional information/clarification (if any) from potential tenders should preferably be written in English and should be received by the date and time as specified in the timetable in point 8 below. No such requests will be processed after that date.

- Cedefop may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other clerical error in the text of the call for tenders.

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

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

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

7.3 Contacts after the opening of tenders:

- Tenderers should not contact Cedefop on their own initiative at that stage.
- If clarification on the compliance with the Eligibility and/or Selection Criteria is required or if obvious clerical errors in the tender need to be corrected, Cedefop may contact tenderer/s in writing to obtain further clarification or documents on specific points of the tender or to correct obvious clerical errors.
- If the necessary information and/or supporting documents for the assessment of an award criterion are missing, these may not be requested as clarification if this might alter the proposal. Any requests for clarification in that regard should not lead to amendment of the terms of the tender. Tenderers must not modify their tender or add any new elements to it. The reply must therefore make clear reference to the relevant information already present in the file. This will serve solely the purpose to provide the Evaluation Committee with a clarification regarding the technical proposal, provided the terms of the tender are not modified as a result.
- With regard to possible clarifications on obvious clerical errors in the Financial Offer, tenderers must not add any new prices, but only explain the quotation on the basis of elements and prices already present in the offer. In case a tenderer alters his financial offer during a clarification (beyond the correction of any obvious clerical/calculation errors), this offer will be automatically rejected.
- Tenderers should be prepared to reply to such requests for clarification within a short reasonable deadline as it will be stated in the request for clarification.

8. Timetable:

	DATE	TIME
Deadline for request for any clarifications from the Contracting Authority (Cedefop)	07/12/2012	< N/A >
Last date on which clarifications are issued by Cedefop	as soon as possible	< N/A >
Deadline for submission of tenders (hand delivered)	18/12/2012	17h00
Deadline for submission of tenders by post / courier	18/12/2012	< N/A >
Validity of the tenders	18/06/2012	< N/A >
Tender opening session	10/01/2013	11.00h

9. Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders.

In exceptional cases, before the period of validity expires, Cedefop may ask the tenderers to extend the period for a specific number of days, which may not exceed 40.

The selected tenderer must maintain his tender for a further period of 60 days from the date of notification that his tender has been recommended for the award of the contract. The further period of 60 days is added to the initial period of 6 months irrespective of the date of notification.

10. All costs incurred in preparing and submitting tenders are borne by the tenderers.
11. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. If such decision is taken, the tenderers will be notified accordingly.
12. 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.
13. Evaluating your tender and your possible subsequent replies to questions in accordance with the specifications of the invitation to tender, will involve the recording and processing of personal data (such as your name, address and CV). Unless indicated otherwise, such personal data will be processed by Cedefop's Finance and Procurement Service solely for that purpose and pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of data by the Union institutions and bodies and on the free movement of such data. Details concerning the processing of your personal data are available on the privacy statement at: http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf.

You have the right of recourse at any time to the European Data Protection Supervisor for matters relating to the processing of your personal data

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

Yours sincerely,

signed G. Paraskevaïdis
Head of Finance and Procurement

Attached: Tender Specifications

OPEN INVITATION TO TENDER

AO/RES/ITK-AMC/ICT-Training/021/12

‘Provision of ICT training to Cedefop staff’

Tender Specifications

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Introduction to Cedefop: Europe's agency for training policy

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

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

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

The evidence Cedefop provides comes from its:

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

CEDEFOP'S OBJECTIVE AND PRIORITIES FOR 2012-14

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

- **Supporting modernisation of VET systems**

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

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

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

⁽¹⁾ Cedefop also works with Iceland and Norway.

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

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

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

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

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

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

CEDEFOP'S INFORMATION

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

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

1 Overview of this tender

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

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

1.1 Description and type of the contract

- **Title of the contract:**

Provision of ICT training to Cedefop staff.

- **Short description of content of this contract:**

The purpose of this call for tenders is to acquire ICT training services for Cedefop staff.

Training in ICT applications and tools will allow staff to acquire the necessary technical knowledge to work competently with IT applications in use within the organisation.

Examples of services to be provided : Training in MS Office, Visio, MS Project, Adobe, and for specific needs such as XML, .NET, statistical software, web design, SQL server, Sharepoint, AutoCad.

- **Type of contract:**

The contract to be concluded is a framework service contract, whereby the services will be provided following the signature of order forms within the context of the framework contract throughout its validity. The number and content of order forms will depend on the needs of Cedefop. Each order form will specify the nature of the training services to be provided and the precise number of training hours to be acquired.

For the purposes of this call for tenders, one training hour equals forty-five minutes of instruction (one academic hour).

1.2 Place of delivery or performance

The tasks will be completed mostly in Cedefop's premises, 123 Europe St., Pylea, Thessaloniki, and where appropriate, in the Contractor's premises or appropriate training centres.

1.3 Division into lots

This tender procedure is not divided into lots.

1.4 Variants

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

1.4 Value or quantity of purchase

The maximum quantity of purchase is 1200 training hours over 4 years.

Tenderers should be aware that the estimated volume is purely indicative, shall not be binding on Cedefop and should not be considered as a warranty as to the final value of the contract. The sum of the amounts of the successive Order Forms to be issued after the Framework Contract is signed may not reach the aforementioned estimated volume. Cedefop will be contractually bound only by the amounts effectively entered in the successive signed Order Forms. The total value of the Framework contract will ultimately depend on the orders which Cedefop may place through Order Forms.

1.6 Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, shall have an initial duration of one (1) year and will be automatically renewed up to three (3) times, each for an additional period of one (1) year, covering a total acquisition period of four (4) years (1+1+1+1).

1.7 Main terms of financing and payment

Payments will be made within 30 days of submission of invoices and in accordance with the conditions set out in the draft contract. Invoices should be submitted by the Contractor following completion of the services.

2 Technical Specifications

2.1 General purpose

The purpose of this invitation to tender is to acquire ICT training services for Cedefop staff.

Services will be acquired in the form of training hours (one training hour = 45 minutes instruction), organised in sessions, categorised in course profiles.

All training must be delivered in English.

Services will be delivered mostly on-site in Cedefop's premises in Thessaloniki and where appropriate at the Contractor's premises or appropriate training centres.

2.2 Deliverables

The services to be provided are training services in ICT technologies, for example:

- (1) MS Office – end-user training;
- (2) Outlook, Visio, MS Project end-user training;
- (3) Adobe, Photoshop end-user training;
- (4) Administration of MS exchange;
- (5) Technical courses on Microsoft Sharepoint, statistical package, SQL Server Reporting Services, web design and/or development, Autocad;
- (6) Other courses as required and feasible. These will be based mainly on the contractor's standard courses. The Centre shall offer some of its own material and suggestions for forming the final curriculum.

All Cedefop staff has at least basic knowledge of MS Office. However the level of computer literacy of Cedefop's staff members varies and consequently different kinds of courses will be needed.

There will be two ways to deliver the training services: customised courses at Cedefop's premises in Thessaloniki or courses at the contractor's premises or appropriate training centres.

For customised courses at Cedefop, the following shall apply:

- Training will be charged per training hour (one hour = 45 minutes instruction), independently of the number of trainees;
- The training days will be organised in half-day sessions of four training hours or in daily sessions of eight training hours, unless otherwise agreed;
- There will be a maximum of 10 trainees per session;
- The Contractor shall provide handouts (tailored or ready made from the market) in English, to be used in the courses. Electronic material shall be provided as appropriate;
- The Contractor shall discuss and agree with Cedefop's Training Service and ICT Department the topics to be covered during the courses, which will be based mainly on standard courses and adapted as necessary;
- the Contractor shall set-up the appropriate teaching material on the computers in the training room at Cedefop's premises in cooperation with Cedefop ICT department;
- The tenderer will commit to providing a customised course within one month of the request.

For courses at the contractor's premises, Cedefop staff will follow the courses offered by the contractor. The price is per hour and per trainee.

2.3 Additional requirements and information

- The Cedefop training coordinator is responsible for the follow-up of the contract;
- The tenderer shall identify a Project Manager within his organisation who will represent the single contact point for all administrative and operational communication with regard to the contract implementation. Cedefop will also designate the Contact Person in charge of handling the contact with the selected tenderer;
- Cedefop and the contractor will communicate in English. To that effect, tenderers must have the capacity to communicate fluently in English;
- The Contractor shall agree to personal interviews with the proposed trainer(s) in order for the Centre to assess the level of English skills and knowledge of the subject for which they are proposed, if required by Cedefop;
- The Centre shall inform the Contractor of any course cancellation at least 5 working days in advance. Cancelled courses will be re-scheduled in cooperation with the contractor and upon demand. Such cancellations carry no financial implications for the Centre;
- The Contractor shall prepare any additional audio-visual material (e.g. PowerPoint presentations) necessary for the smooth running of the courses;
- The Contractor shall provide hands-on training exercises necessary for practising the knowledge gained from the training. During the course, the Contractor shall discuss students' questions, help them practice the skills and inform Cedefop's Training Service of any important issues or problems raised;
- The Contractor shall provide a certificate for the students who successfully complete the courses. These certificates should indicate the title of the course, the level, the dates and duration of the course as well as the name of the instructor;
- The tenderer shall replace a person involved in the project under the present call for tenders:
 - (a) Whose conduct and behaviour are considered to be unsatisfactory by Cedefop
 - (b) Whose abilities and/or performance are assessed as unsatisfactory by Cedefop;
- In case of replacement, the Contractor shall propose another person with the same level of qualifications and experience and shall ensure that changes in his staff will have no negative impact on the execution of the services (in terms of quality, deadlines and costs). Prior approval of new trainers by Cedefop is required. The approval will be based on examination of a curriculum vitae and adequate certifications.
- As indicated in point 3.2.2 below, tenderers are required to be "Microsoft Learning Partners". The successful tenderer/contractor must retain the "Microsoft Learning Partner" throughout the duration of the contract. Should this become impossible, for any reason, the Contractor must immediately inform Cedefop. The successful tenderer will be asked to submit a certificate of continued enrolment to Cedefop 3 months before the automatic renewal of the contract.

2.4 Meeting and Travel expenses

There will be no meeting and travel expenses reimbursement. The tenderer must include all related expenses in the financial offer.

3 Specific information concerning participation to this tender

3.1 Exclusion criteria

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

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

3.2 Selection criteria

The selection criteria concern the tenderer's capacity to execute similar contracts.

The tenderers **must** submit documentary evidence (or statements, where required) of their economic, financial, technical and professional capacity to perform this contract.

Each and all requirements for economic and financial capacity should be fulfilled by the tenderer alone (in the case of single tenderers) or as a whole (in case the tenderer is a grouping/ consortium). Participation in tendering is open to all legal persons bidding either individually or in a grouping (consortium) of tenderers.

An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which he has with them. He must in that case prove to the contracting authority that he will have at his disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at his disposal. This obligation may be fulfilled by presenting statements from those entities. Please note that natural persons (individuals, freelancers) are also considered 'entities' for this purpose.

3.2.1 Economic and Financial capacity

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

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

- Signed Statement (Please fill-in and sign your Statement in Questionnaire 2 of Annex G) of the tenderer's turnover for the last 3 (three) financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

3.2.2 Technical and professional capacity

Requirements for Technical and professional capacity

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

Requirements for Technical and Professional capacity:

1. The tenderer must have the relevant know-how, experience and expertise to provide the requested services.
2. Tenderers are required to be a **"Microsoft Learning Partner"**.
3. The Tenderer's ICT trainers, whose involvement will be instrumental for the successful implementation of the contract, must have the appropriate profiles, knowledge and experience to be able to provide the services described in section 2.2 'Deliverables' above.

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:

- Proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established;
- Company profile demonstrating the ability to provide services similar to those described in this call for tenders;
- Evidence of being a “Microsoft Learning Partner”;
- Description of the training facilities of the Contractor;
- List of at least 10 courses performed in the past three (3) years concerning MS Office, indicating the subjects, the amounts, the dates and the target groups. It is mandatory to properly fill-in Questionnaire 3 in Annex G of the tender documents;
- List of at least five (5) courses performed in the past three (3) years concerning MS SQL and/or statistical packages and/or MS Exchange administration, indicating the subjects, the amounts, the dates, and the target groups. It is mandatory to properly fill-in Questionnaire 3 in Annex G of the tender documents;
- List of at least three (3) courses performed in the past three (3) years concerning web design, indicating the subjects, the amounts, the dates, and the target groups. It is mandatory to properly fill-in Questionnaire 3 in Annex G of the tender documents;
- Detailed CVs of proposed trainers:
 - **At least 2** detailed CVs of trainers with the following profile:
 - Post-secondary degree, or experience of at least 3 years in a subject relevant to Information Technology and/or teaching-training;
 - In addition minimum 3 years’ experience as trainer of which 2 years teaching experience specifically on MS Office;
 - Certified as Microsoft Certified Trainer for MS Office;
 - Excellent communication skills (spoken and written) in English
 - **At least 1** detailed CV of trainer with the following profile:
 - Post-secondary degree, or experience of at least 3 years in a subject relevant to Information Technology and/or teaching-training;
 - In addition minimum 3 years’ experience as trainer of which 2 years teaching experience specifically on MS Exchange or MS SQL;
 - Certified as Microsoft Certified Trainer;
 - Excellent communication skills (spoken and written) in English
 - **At least 1** detailed CV of trainer with the following profile:
 - Post-secondary degree, or experience of at least 3 years in a subject relevant to Information Technology/Multimedia and/or teaching-training;
 - In addition minimum 3 years’ experience as trainer of which 2 years teaching experience specifically on web design;
 - Excellent communication skills (spoken and written) in English

CVs assessed as inadequate for the performance of the contract will be disregarded. The minimum number of compliant CVs should be as requested above.

In case of consortium or subcontracting, the consortium or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole (please see also 4.1 and/or 4.2 below).

3.3 Legal Position

Tenderers may choose between submitting a joint offer (see 4.1) as a Consortium / Grouping or introducing a bid as a single tenderer, in both cases with the possibility of having one or several subcontractors (see 4.2). Whichever type of bid is chosen, the tender must stipulate the legal status and role of each legal entity in the tender proposed. To identify himself the tenderer must complete a Legal Entity Form found in Annex D which must be accompanied by all documents and information indicated in the form. Tenderers are also requested to complete the respective Questionnaire 1 in Annex G.

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

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

4 Additional information concerning participation in this tender

Participation in Cedefop tendering procedures is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the Treaties. It includes all economic operators registered in the EU and all EU citizens. Pursuant to Article 106 of the general Financial Regulation the participation is also open to all natural and legal persons from non-EU countries that have a ratified agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Cedefop can therefore accept offers from and sign contracts with tenderers from 34 countries, namely: the 27 EU member States, 3 EEA Countries (Lichtenstein, Norway, Iceland) and 4 SAA Countries (Croatia, FYROM, Albania and Montenegro). The procurement (tender) procedures of Cedefop are **not** open to tenderers from GPA countries.

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

4.1 Joint Offers/ Groupings (Consortia)

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

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

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

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

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

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

The offer has to be signed by all members of the group (consortium). However, if the members of the group so desire they may grant an authorisation to one of the members of the grouping (consortium). In this case they should attach to the offer a power of attorney (see model in Annex I) authorising this company or person to submit a tender on behalf of the grouping (consortium). For groupings not having formed a common legal entity, Annex I, model 1 should be used and separate legal entity forms (see point 3.3 and Annex D) should be completed and signed by all members. For groupings with a legal entity in place, Annex I, model 2 and one legal entity form (see point 3.3 and Annex D) should be completed and signed only by the single representative of the consortium.

The contract will have to be signed by all members of the group (consortium). If the members of the group (consortium) so desire, they may grant authorisation to one of the members of the grouping by signing a power of attorney. The same model as above duly signed and returned together with the offer (Annex I) is valid also for signature of the contract.

Partners in a joint offer assume joint and several liability towards Cedefop for the performance of the contract as a whole.

4.2 Subcontracting/Subcontractors

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

The contractor retains full liability towards Cedefop for performance of the contract as a whole. Cedefop will treat all contractual matters (e.g. payments) with the contractor, whether or not some tasks are performed by a subcontractor. Under no circumstances can the contractor avoid liability towards Cedefop on the grounds that the subcontractor is at fault.

Any subcontracting/subcontractor must be approved by Cedefop, either by accepting the bidder's tender, or, if proposed by the Contractor after contract signature, in writing by an exchange of letters. In the latter case subcontracting/subcontractor will be accepted only if it is judged necessary and does not lead to distortion of competition.

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

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

Only in cases when::

- the identity of those subcontractors only undertaking between 10% and 40% of the work by value,
- the identity of each and every subcontractor if the total subcontracting is above 40% of the work by value, independently of his contribution to the work by value.

For each subcontractor, identified as per any of the above two bullet-points, the tenderer should submit with the offer:

- the Declaration on exclusion criteria and absence of conflict of interest (Annex C) filled-in and signed by the respective subcontractor;
- the required documents to show the economic/financial and technical/professional capacity of the subcontractor as described in points 3.2.1 and 3.2.2;
- the Form in Annex J (Model of Letter of Intent for Subcontractor/s) duly filled-in and signed by each respective subcontractor, stating his unambiguous undertaking to collaborate with the tenderer if the latter wins the contract. Also should be stated the roles, activities and responsibilities of the subcontractor(s) and the extent of the resources that the respective subcontractor will put at the tenderer's /contractor's disposal for the performance of the contract.

N.B. The subcontractor(s) (if any) have to provide the documents to prove their capacity only for the parts of the contract that are relevant to them. The evidence provided will be checked to ensure that the tenderer with the subcontractor(s) altogether fulfil the criteria.

Where no subcontractor is given (meaning that possible individual subcontracting is below 10% by value), the work will be assumed to be carried out directly by the tenderer (single tenderer or group of tenderers (consortium)).

5 Award of the contract

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

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

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

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

Whereby:

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

TFO = Total Financial Offer of the tender (as per point 5.3);

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

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

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

5.1 Technical proposal and evaluation

The assessment of the technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in the tender specifications.

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

The tenderer must provide the documents and/or information as specified in column 4 to allow evaluation of their offer.

No.	Award Criteria	Max. Points	Information to be provided in the Technical proposal
1	Quality of the proposal for two courses intending to facilitate the transition from MS Office 2003 to MS Office 2010 for a) end-users with an intermediate knowledge of Office 2003, and b) end-users with very advanced knowledge of Office 2003	30	Description of two courses (course outline, detailed agenda, duration, training material, etc.) intended to facilitate the transition from MS Office 2003 to MS Office 2010. The first course is intended for end-users who have an intermediate knowledge of Office 2003, the second course for end-users who have very advanced knowledge of Office 2003. The description should also indicate: - the relative balance of theory and practice during the training; - teaching methods - ability to understand the needs and flexibility to adapt to the needs of the training audience.
2	Quality of the proposal for a customised course relating to MS SQL (process description, course outline and duration, training material, etc) based on the requirements described in Annex K	20	Proposal for a customised course relating to MS SQL based on the requirements described in Annex K . The course description should include: - a detailed agenda - the relative balance of theory and practice during the training; - teaching methods - ability to understand the needs and flexibility to adapt to the needs of the training audience.
3	Quality assurance for ensuring appropriate content and delivery of training sessions	20	Description of the measures foreseen by the tenderer: - to ensure continued professional development of trainers, including on pedagogical methods - to ensure that feedback provided by Cedefop users is taken into consideration in subsequent trainings - to ensure that training material is user-friendly and appropriate for the target audience.
4	Quality of the measures foreseen for management of the contract and communication with Cedefop, including: - availability of appropriate trainers for the courses - replacement of trainers when required - proposing solutions for difficulties which may arise in executing the contract	15	Description of the method and means for managing the contract and communicating with Cedefop, including: - the availability of services during the entire duration (4 years) of the contract - responsiveness to Cedefop requests for training - Preliminary assessment of difficulties which may arise in executing the tasks and proposed solutions.
5	Quality, extensiveness and relevance for Cedefop of the training catalogue	15	Catalogue of the relevant training courses proposed by the tenderer
	Total Quality Value (TQV)	100	

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

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

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

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

5.2 Financial evaluation

Only tenders scoring **65** points or more (of a maximum of 100 points) against the technical award criteria and 50% or more of the possible maximum score for each award criterion will have their financial proposal evaluated. The evaluation will be made on the basis of the **Total Price** (on the Financial Scenario) offered in the Price schedule table (see point 5.3 below and Annex H).

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

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

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

5.2.1 Financially unacceptable tenders

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

If any tender's price appears to be abnormally low in relation to the services offered, and in order to check if the tender can be considered valid, the evaluation committee will, before it may reject this tender, send a request for clarifications to ask for explanations on the components of the tender which it considers relevant to the presumed abnormally low price and shall verify those constituent elements taking account of the explanations received. If in that relation the tenderer cannot explain his price on the basis of the economy of the services or supplies offered, or the method used, or the technical solution chosen, or the exceptionally favourable conditions available to the tenderer, the tender will be rejected.

A price will be considered abnormally low if the financial offer of any tenderer is lower with more than the acceptable margin of deviation from the average price of the other technically acceptable offers (please note that definition of which offers are technically acceptable/ compliant is given in points 5 and 5.1 above).

The acceptable margin of deviation is set to 40%.

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

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

- apply the acceptable margin of deviation from the average price of the other technically acceptable offers and set aside the offers that go beyond it;
- check if specific notes or specific items included in the offer justify to some extent the deviation and ask for clarifications as necessary;
- decide on the acceptability of the offer on the basis of the clarification reply received.

5.3 Financial proposal / Financial Scenario

When submitting their financial offer the tenderers should take into account the services requested, the requirements and other information described in points 2.1, 2.2, 2.3 and 2.4 of the technical specifications. The financial proposal should indicate the total price in order to carry out all the activities indicated in the technical specifications.

The financial offer must be clear and in compliance with the tender specifications. The tenderers must fill in the form for the financial offer provided in **Annex H**.

The financial proposal is based on a scenario for evaluation purposes only and is not binding on Cedefop.

The Financial Offers will be checked for any arithmetical errors in computation and summation. Errors will be corrected by the evaluation committee as follows:

- where there is a discrepancy between a unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will be the price taken into account. Tenderers will be requested to confirm in writing the corrected calculation so that it may eventually be included in the contract.

Information concerning price

- The prices quoted must be fixed and not revisable for the first two years of the contract. For the remaining years Article I.3.3 of the Contract shall apply (see draft Framework Contract at Annex B).
- Prices must be quoted in EURO and include all expenses (without VAT).
- There will be no meeting, travel and accommodation expenses reimbursement. The tenderer must include all related expenses in his financial offer.
- Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges shall therefore not be included in the calculation of the price quoted.

6 Information on presentation and content of tender

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

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

6.1 Envelope A - Supporting documents

One original and one copy of:

- cover letter, signed by the person/s (name and position) that is/are authorised to sign the contract in case of contract award
- the exclusion criteria declaration requested in point 3.1 and standard template found in Annex C;
- the selection criteria documents as requested in points 3.2, 4.1, 4.2
- Questionnaires 1 – 3 as found in Annex G
- Power of Attorney (Model 1 or 2), as required in point 4.1 (if applicable) and found in Annex I
- Model of Letter of Intent for Subcontractor/s as required in point 4.2 (if applicable) and found in Annex J
- the Legal Entity Form as requested in point 3.3 and found in Annex D
- the Financial Identification Form as found in Annex E
- the checklist found in Annex F

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

6.2 Envelope B – Technical proposal

One original signed unbound version and three bound copies of:

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

6.3 Envelope C – Financial proposal

One original signed unbound version and three bound copies of:

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

ANNEX A

CONTRACT NOTICE

(Given as separate file in *.pdf)

ANNEX B

DRAFT CONTRACT

(Given as separate file in *.pdf)

ANNEX C

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

(Given as separate file in *.doc)

ANNEX D

LEGAL ENTITY FORM

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

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

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

ANNEX E

FINANCIAL IDENTIFICATION FORM

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

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

and completed and signed by an authorised representative of the tenderer (with indication of name and function), but not by subcontractors.

PLEASE NOTE:

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

ANNEX F

CHECK LIST OF MANDATORY DOCUMENTS

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

Please Tick ✓ the boxes provided

Mandatory documents to be included as part of the tender	Reference paragraph	Included		If the document is not included, please provide an explanation for the reason
		Yes	No	
Envelope 'A' must contain				
one original and one copy of:	6.1	☐	☐	
- Cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award (name and position of the individual(s) entitled to sign contract)	Art. 4 of Invitation to tender	☐	☐	
- Exclusion Criteria Declaration (including those of consortium members and subcontractors, if applicable)	3.1 & Annex C	☐	☐	
- selection criteria documents (If applicable, including those of consortia and subcontractors)	3.2, 4.1, 4.2	☐	☐	
- Questionnaires 1-3 (Annex G)	3.2.1, 3.2.2, 3.3, 4.1, 4.2 & Annex G	☐	☐	
- Power of attorney of partners in joint bid / Consortium (if applicable)	4.1 & Annex I (models 1 or 2)	☐	☐	
- Letter of intent of subcontractor (if applicable)	4.2 & Annex J	☐	☐	
- Legal Entity Form	3.3 & Annex D	☐	☐	
- Financial Identification Form	6.1 & Annex E	☐	☐	
- this Checklist	6.1 & Annex F	☐	☐	
Envelope 'B' must contain				
one original and three copies of:	6.2	☐	☐	
- the technical proposal	5.1	☐	☐	
Envelope 'C' must contain				
one original and three copies of:	6.3	☐	☐	
- the Financial Proposal	5.3 & (Annex H)	☐	☐	

The tenderers should also ensure that:

☐	the 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 duly authorised agent.
☐	the offer is perfectly legible in order to rule out any ambiguity.
☐	the 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.

ANNEX G - Questionnaires 1 - 3

(Given as separate files in *.doc)

ANNEX H

Financial Proposal

(Given as separate excel file)

ANNEX I

Power of Attorney - Models 1 & 2

(Given as separate files in *.doc)

ANNEX J

Model of Letter of Intent for Subcontractor/s

(Given as separate file in *.doc)

ANNEX K

**Requirements for a customised course “SQL 2008
for experienced developers & administrators”**

(Given as separate file in *.doc)