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**GR-Thessaloniki: provision of ICT training to Cedefop staff
2012/S 213-351312**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

Cedefop — European Centre for the Development of Vocational Training
Europe Street 123, PO Box 22427
Contact point(s): Ms Dimitra Eleftheroudi
For the attention of: Mr George Paraskevaïdis
551 02 Thessaloniki
GREECE
Telephone: +30 2310490064
E-mail: c4t-services@cedefop.europa.eu
Fax: +30 2310490028

Internet address(es):

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

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

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

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

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Education

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

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

Section II: Object of the contract

II.1) Description

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

Provision of ICT training to Cedefop staff.

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

Services

Service category No 27: Other services

Main site or location of works, place of delivery or of performance: The tasks will be completed mostly in Cedefop's premises, Europe St. 123, Pylea, Thessaloniki, GREECE and where appropriate, in the contractor's premises or appropriate training centres.

NUTS code

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in months: 48

II.1.5) Short description of the contract or purchase(s)

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.

II.1.6) Common procurement vocabulary (CPV)

80533000, 80533200, 80533100

II.1.7) Information about Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): no

II.1.8) Lots

This contract is divided into lots: no

II.1.9) Information about variants

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The maximum quantity of purchase is 1 200 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.

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 3

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts: in months: 12 (from the award of the contract)

II.3) Duration of the contract or time limit for completion

Duration in months: 12 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

Not applicable.

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:

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

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded:

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

III.1.4) Other particular conditions

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

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

III.2) Conditions for participation

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

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

Participation 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 of the tender documents.

For more information please refer to the tender documents.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

Minimum level(s) of standards possibly required: 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 tender documents) of the tenderer's turnover for the last 3 financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

III.2.3) Technical capacity

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

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

Minimum level(s) of standards possibly required:

Requirements:

1. the tenderer must have the relevant know-how, experience and expertise to provide the requested services.
2. the tenderer is 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' of the tender documents.

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 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 5 courses performed in the past 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 3 courses performed in the past 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 a 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 a 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.

III.2.4) Information about reserved contracts

III.3) Conditions specific to services contracts

III.3.1) Information about a particular profession

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

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

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

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure

Open

IV.1.2) Limitations on the number of operators who will be invited to tender or to participate

IV.1.3) Reduction of the number of operators during the negotiation or dialogue

IV.2) Award criteria

IV.2.1) Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) Information about electronic auction

An electronic auction will be used: no

IV.3) Administrative information

IV.3.1) File reference number attributed by the contracting authority:

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

IV.3.2) Previous publication(s) concerning the same contract

no

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4) Time limit for receipt of tenders or requests to participate

18.12.2012

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up

Any EU official language

IV.3.7) Minimum time frame during which the tenderer must maintain the tender

until: 18.6.2013

IV.3.8) Conditions for opening tenders

Date: 10.1.2013 - 11:00

Place:

Cedefop's premises.

Persons authorised to be present at the opening of tenders: yes

Additional information about authorised persons and opening procedure: Each tenderer may be represented at the opening of tenders by 1 person. The name of the person attending the opening must be notified in writing by fax (+30 2310490028) or by e-mail (c4T-services@cedefop.europa.eu) at least 2 working days prior to the opening session.

Section VI: Complementary information

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.2) **Information about European Union funds**

VI.3) **Additional information**

The tender documents will be available on Cedefop's website: <http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/calls-for-tenders.aspx>

Cedefop's website will be updated regularly, therefore tenderers must ensure that they visit regularly the site for updates up to the closing date for receipt of tenders.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

General Court

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

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

Telephone: +352 4303-1

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

Fax: +352 4303-2100

VI.4.2) **Lodging of appeals**

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

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

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

25.10.2012