



Thessaloniki, 14/07/2010
RS/PRO/YSIRAK/2010/456

OPEN INVITATION TO TENDER

AO/RES/SAN/ICT Services/013/09

‘ICT External Services’

Ref.: Contract Notice - 2010/S 133-203562 of 13/07/2010

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. Paraskevoidis
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. Paraskevaidis
123, Europe Str, GR-57001 Thessaloniki-Pylea, Greece
Tel: +30 2310 490 111 / +30 2310 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/SAN/ICT Services/013/09 ‘ICT External Services’ Name of tenderer: Lot No......<i>[the respective Lot number tendered for]</i> NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE
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The inner envelope must also contain three sealed envelopes, namely, Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”. The content of each of these three envelopes is described in point 7 of the attached Tender 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. It is a mandatory requirement for the tenderer 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. The absence of this signed cover letter may lead to rejection of the offer.
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:

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 should be received by the date and time specified in the timetable in point 8 below. 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 tenders.

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 up to the closing date for receipt of tenders.

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.
- Tenderers should not contact the contracting authority (i.e. Cedefop) on their own initiative after the tenders have been opened.
- The non-submission with the offer of the mandatory documents required in the Tender Specifications below in regards to the Exclusion and Selection Criteria, will lead to rejection of the respective tender without requesting any clarification. Clarifications during the first phase (exclusion and selection criteria) may be asked only for presented documents.
- If the supporting documents for the assessment of an award criterion are missing, these may not be requested as clarification either, because this would alter the proposal. Any requests for clarification in that regard should not lead to amendment of the terms of the tender. The tenderers' replies must serve solely the purpose to provide the Evaluation Committee with a clarification regarding the offer in relation to the technical proposal or concerning obvious clerical errors in the breakdown of the financial offer. Neither the technical content of the tender nor the total financial offer may be amended. In case the tenderer alters the total financial offer during a clarification for an obvious clerical error in the financial offer, this offer will be automatically rejected.

8. Timetable:

	DATE	TIME
Deadline for request for any clarifications from the Cedefop	09/08/2010	N/A
Last date on which clarifications are issued by the Cedefop	as soon as possible	N/A
Deadline for submission of tenders (hand delivered)	24/08/2010	17.00h
Deadline for submission of tenders by post / courier	24/08/2010	N/A
Tender opening session	07/09/2010	11.00h

Minimum Validity of the tender - until **24/02/2011**

9. All costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.
10. 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.
11. This invitation to tender is in no way binding on Cedefop. The contractual obligation commences only upon signature of the contract with the successful tenderer.
12. Tenderers are informed that for the purposes of safeguarding the financial interests of the Communities, their personal data 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.

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). Such required 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 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. If you have any queries concerning the processing of your personal data, you may address them to the Head of Finance and Procurement. 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. All tenderers will be informed in writing of the results of this tender procedure.

Yours sincerely,

G. Paraskevaidis

Head of Finance and Procurement

Attached: Tender Specifications

OPEN INVITATION TO TENDER

AO/RES/SAN/ICT SERVICES/013/09

ICT External Services

Tender Specifications

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1. INTRODUCTION TO CEDEFOP

- (1) Founded in 1975 and based in Greece since 1995, the European Centre for the Development of Vocational Training (Cedefop) is an agency of the European Union (EU) supporting European vocational education and training (VET) policy development. Its strategic objective for 2009-11 is to ‘contribute to excellence in VET and strengthen European cooperation in developing, implementing and evaluating European VET policy’.

This strategic objective is supported by four priorities, namely:

- (a) informing European VET policies;
 - (b) interpreting European trends in and challenges for skills, competences and learning;
 - (c) assessing VET’s benefits;
 - (d) raising the profile of VET.
- (2) Cedefop supports the European Commission, Member States (as well as the associated countries of Iceland and Norway) and social partners by:
- (a) using its expertise, gathered through research, analysis and networking, to identify trends and challenges and propose ideas for VET policies;
 - (b) bringing together policy-makers, social partners, researchers and practitioners to share ideas and debate proposals on the best ways to tackle the challenges we face;
 - (c) encouraging European approaches, principles and tools to improve training and achieve common aims;
 - (d) raising awareness and understanding of how vocational education and training is evolving, and how it contributes to lifelong learning and other policies;
 - (e) disseminating information through websites, publications, networks, study visits, conferences and seminars.
- (3) Cedefop is helping to design, develop and implement joint European approaches. For example, Cedefop is supporting work on tools such as Europass, the European qualifications framework and European credit system for vocational education and training to make it easier to study and work in another Member State. Cedefop is also helping develop common European principles for validating non-formal learning, improving vocational guidance, and assuring the quality of training.
- (4) Cedefop carries out its role through the tasks set out in its founding regulation. It disseminates information through its website, publications, networks, study visits, conferences and seminars.
- (5) More information about Cedefop can be found on its website: <http://www.cedefop.europa.eu>

2. OVERVIEW OF THIS TENDER

2.1. Description and type of the contract

- (a) The purpose of this open invitation to tender divided in 3 Lots is to conclude framework contracts with Service Providers for the provision of various external ICT services categorized into three distinct fields (Lots).
- (b) The ICT External Services will be acquired per lot in the form of person-days, categorised in different profiles. A detailed description of the services and profiles required under each Lot can be found in Chapter 3 below (Technical Specifications).
- (c) The type of contract that will be signed is framework service contract (per Lot). The framework contract lays down the legal, financial, technical and administrative provisions governing the relations between Cedefop and the contractor during the period of its validity. Specific agreements or Order Forms will be issued throughout the validity of the Framework contract for each of the three lots. Such orders will be attached to the framework contract.
- (d) Cedefop shall not be liable for any compensation with respect to tenderers whose offers have not been accepted, nor shall it be so liable in the event of its deciding not to award the contract.

2.2. Place of delivery or performance

The place of provision of services will be partly at the contractor's premises (hereafter: **off-site**, extra-muros) and partly at Cedefop's premises (hereafter: **on-site**, intra-muros).

The decision on which of the tasks and services should be performed on-site or off-site will be made by the ICT Service based on the needs, on efficiency considerations, on the elements of the offer of the successful tenderer and will be agreed with the selected Contractor for each lot.

A relatively small quantity of services (1%-3%) may need to be delivered in Brussels. However, this is expected not to occur more than on 1-2 occasions over the four year term of contract.

2.3. Division into lots

The tender for provision of ICT External Services is divided into the following 3 Lots:

- LOT 1 - Server and Desktop administration, consultancy and technical support
- LOT 2 - ICT Technical project management assistance
- LOT 3 –ICT Systems Security Services

Tenderers may submit tenders for one or more lots taking into account the exception below (Note). In case where a tenderer decides to submit an offer for more than one lot, a separate tender must be made for each lot.

Each individual lot will be examined and evaluated separately.

Note:

The services that should be provided under the contracts referring to Lots 1 and/or 2 are mutually exclusive with those to be provided under Lot 3, therefore Tenderers who apply for Lot 3 cannot apply (and will not be considered) for Lot 1, or Lot 2. The Technical works that may be recommended under Lot 3 may be considered for implementation under Lots 1 and 2.

2.4. Variants

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

2.5. Value or quantity of purchase (per Lot)

The estimated volume of services per Lot is expected to be as follows:

- **Lot 1** (Server and Desktop administration; consultancy and technical support)
Estimated person-days: 1200 person-days over 4 years (~300 person-days per year).
 - **Lot 2** (ICT technical project management assistance)
Estimated person-days: max. 400 person-days over 4 years (100 person-days per year).
 - **Lot 3** (ICT Systems Security Services)
Estimated person-days: 200 person-days over 4 years (50 person-days per year).
- (1) The above estimations are only indicative and are not binding on Cedefop. The total value of the contracts to be awarded depends on the quantities to be ordered by Cedefop. It is not possible for Cedefop to commit itself to ordering a specified volume of services.
 - (2) The number of Order Forms will depend on the needs of Cedefop. Each Order Form will specify the precise number of person-days to be acquired for each profile.
 - (3) The sum of the person-days of the Order Forms that will be issued during the period of the framework contract per Lot may not exceed the maximum forecasted amount under the respective Lot. Cedefop will only be bound by the amounts effectively entered in the successive Order Forms.
 - (4) The framework contract will define the unit costs of the personnel to be used to undertake the work described in this call for tenders (for work both on the Contractor's and/or Cedefop's premises as appropriate). Based on these costs, work orders will be concluded according to the terms and conditions of this call for tenders and of the corresponding financial proposal of the Contractor.
 - (5) The Order Forms and the person-days volumes might not be distributed evenly over the duration of the contract.

2.6. 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 **24/02/2011**.

2.7. Duration of the contract

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

2.8. 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 contract for each lot.

3. TECHNICAL SPECIFICATIONS

The services covered under the 3 Lots of this tender procedure are mainly permanent activities requiring **high level of expertise to guarantee that processes, organisation, systems and tools ensure a stable ICT infrastructure**. The permanent activities covered under these contracts are therefore critical as they should ensure in all times the good functioning of the ICT technology infrastructure; they should re-source, complement (in terms of workload), further develop, support and back-up the activities of Cedefop's ICT staff.

Assignments shall often be of a complex nature requiring technical knowledge and experience to develop and implement solutions. Different levels of expertise are categorized to different service provider profiles (IT consultant, expert, junior, etc).

In delivering the services all oral and written communication will be in English; therefore textual deliverables (reports, technical documentation, briefs, mails etc) shall be drafted and delivered in English.

3.1. Technical Specifications for LOT 1 – Consultancy and Technical support related to Servers and Desktop administration

3.1.1. *Tasks to be performed*

General context of services: Assist in the daily administration of computer systems (servers, desktop and peripherals) and contribute to the smooth and optimized running of operational central computing resources of Cedefop. Assist with installing, supporting, and maintaining central and desktop computers, planning for and responding to service outages and other problems. More specifically:

- (1) Consultancy and technical support related to the administration of Cedefop servers, e.g. regular administration, automation of administrative tasks, script development, software upgrades, performance measuring and improvement, writing of documentation, policy making.
- (2) Other duties shall include scripting or light programming, follow-up of systems-related projects, supervising documenting or knowledge-transferring in computer operations, consulting for computer problems beyond the knowledge of technical support staff.
- (3) Consultancy and technical support related to the administration of Cedefop desktop environment e.g. regular administration, automation of administrative tasks, script development, upgrade, deployment, performance measuring and improvement, documentation, policy making, second level support, etc.

The current server environment is mainly Microsoft Windows 2003 and MS Exchange 2007 servers based on Blade architecture accompanied by Storage

Area Network (SAN). Additionally, there is a small number of Linux servers.

The current desktop environment is mainly Microsoft Office 2003, Outlook 2003 and CRM; all software will be eventually upgraded to newer-higher versions. PDAs (running any of the Operating Systems: Windows mobile, Mac OS X, Symbian S60, etc) are also in use.

Refer to Annex I, ICT profile for more details on Cedefop's ICT environment.

Services will be acquired in the form of person-days, shall engage different profiles and shall involve off- or on-site work. An indicative distribution is given below:

- IT consultant **off-site** for an estimated number of 50 person-days in the period of four years;
- IT consultant on-site for an estimated number of 220 person-days in the period of four years;
- Technical support on-site for an estimated number of 920 person-days in the period of four years.
- Technical support off-site for an estimated number of 10 person-days in the period of four years.

Estimated total number of man-days for the four years period: 1200.

Important note: The above estimated quantities might not be evenly distributed within the 4-year contractual period. Differences, in the order of $\pm 5\%$ to $\pm 10\%$, in the estimates concerning the specific profiles may also occur.

A detailed description of the profiles involved in Lot 1 is provided below under points 3.1.2 and 3.1.3.

Please Note: The paragraph 'Requirements' of each profile for Lot 1 is referenced in the respective Selection Criteria section of the Tender Specifications (section 4.2.2).

3.1.2. **Task Profile: IT consultant/s (off-site and on-site) – Lot 1**

Typical services for this profile shall include (indicative list):

- 3.1.2.1. Consulting in system management products and tools for the Windows server platforms (analyse, plan, design, deploy, maintain and support servers related operations).
- 3.1.2.2. Maintain integrity and reliability of server through the application and further development of procedures and standards. Propose and apply capacity planning analysis strategies as appropriate. Consult in the establishment of policies and procedures relating to the operation and maintenance of servers.
- 3.1.2.3. Consulting in server migration and software upgrades; drafting of documents related to server SW operations (SW upgrade, firmware upgrade, etc).
- 3.1.2.4. Propose methodology for server performance measuring, improvement and benchmarking; define, create and monitor baseline statistics.
- 3.1.2.5. Prepare server product evaluation studies, including market survey, technical evaluation, testing and preparation of technical reports on server related issues/ requests.
- 3.1.2.6. Conduct feasibility studies, cost/benefit analysis on proposed server based SW solutions; consulting, proposing and discussing the appropriate server SW solutions for meeting user requirements.
- 3.1.2.7. Preparation of technical documentation related to the server operation and maintenance.
- 3.1.2.8. Consult in system management products and tools for the Windows Desktop platforms.
- 3.1.2.9. Consulting and proposing appropriate solutions for office automation systems and their integration covering: i) MS Office tools, ii) other desktop applications; iii) Microsoft Dynamics **CRM**.
- 3.1.2.10. Consulting in software distribution systems (this may require the development of specific procedures and tools to facilitate the distribution of software in the desktop environment).
- 3.1.2.11. Consulting, and proposing appropriate solutions for desktop related problems including desktop management policies and procedures; desktop solutions development, including market surveys, technical evaluations and testing, and preparation of technical reports.
- 3.1.2.12. Provide studies, design and advice on Microsoft Windows Exchange protocols and their interaction with desktop Microsoft Office applications and tools.
- 3.1.2.13. Assistance to the IT staff as required within the abovementioned fields.

➤ **Requirements (for the profile IT Consultant/s – Lot 1)**

Tenderers are required to propose CVs demonstrating a blend of technical skills and responsibility.

The CVs that tenderers shall submit under this profile, **taken as a whole must cover all the certifications listed below.**¹

Please Note: The paragraph ‘Requirements’ of each required profile for Lot 1 is referenced in the selection criteria section of the Tender Specifications (section 4.2.2).

- 3.1.2.14. Minimum 5 years experience in the tasks described above
- 3.1.2.15. Very good attested communication skills (spoken and written) in English
- 3.1.2.16. Proposed consultants' CVs should contain certification covering all of the following:
 - (a) Microsoft **IT Pro** Enterprise Administrator 2008
 - (b) Microsoft **IT Pro** Designing Messaging Systems with Exchange 2007 **OR** Microsoft IT Pro Deploying Messaging Systems with Exchange 2007
 - (c) Microsoft **IT Pro** Enterprise Desktop Support technician **OR** MCITP Windows 7 Desktop Administrator
 - (d) Any type of certification on Linux Administration (e.g. RHCT, RHCE, other) or equivalent training.

¹ In other words, no single CV is expected to cover all the required certifications.

3.1.3. **Task Profile: Technical Support Expert/s (off-site and on-site) – Lot 1**

General context: Assistance in the development and implementation of standards for systems maintenance and configuration i.e. assistance in automating routine maintenance tasks as appropriate ensuring proper back-up procedures are in place and in use. Assist ICT developers in optimizing systems resource utilization. More specifically:

- 3.1.3.1. Support, installation, update and administration of servers and operating systems (Windows Server 2000, 2003 and 2008, Red Hat Enterprise Linux, Unix (POSIX/SUS V3)).
- 3.1.3.2. Implement policies and procedures on server operation and maintenance.
- 3.1.3.3. Scripting for automation of administrative procedures and support of Anti-Virus (F-Secure) services (e.g. product support, interventions, prevention activities).
- 3.1.3.4. Reviewing backup logs and verifying backup integrity; perform restore operations; review, report and correct OS event logs and errors; monitor virus protection operations (status, updates etc); monitor server capacities, proposing actions for capacity planning.
- 3.1.3.5. Participation in technical support activities relating to the integration of hardware, operating system and application software for Windows workstations and servers, resulting in “Reference Configurations” for desktops, laptops, servers and terminal servers, assistance in developing standardised reference configurations (images); assistance in 2nd level support.
- 3.1.3.6. Support of systems management products and tools for the Windows platforms supporting software distribution systems, installation of centrally controlled printers and other peripherals (this may require the development of specific procedures and tools to facilitate the software distribution).
- 3.1.3.7. Setup Performance processes for measuring and improvement of applications.
- 3.1.3.8. Contribute to the creation of product evaluation studies, including market survey, user survey, technical evaluation, testing and preparation of technical reports on server related requests or server errors.
- 3.1.3.9. Provide system administration support and maintenance in terms of proper operation and security for Cedefop’s desktop applications.
- 3.1.3.10. Provide studies, design and advice on Microsoft Windows Exchange protocols and the interaction with the Microsoft Office product applications to the user’s environment.
- 3.1.3.11. Automation of Administrative tasks by developing scripts.
- 3.1.3.12. Perform measuring and improvement of desktop applications.

- 3.1.3.13. Development and 2nd level support of desktop reference configurations.
- 3.1.3.14. Elaborate and produce technical documentation.
- 3.1.3.15. Assistance to the IT staff as required within the abovementioned tasks.

➤ **Requirements for Technical Support Expert/s**

- 3.1.3.16. Minimum 3 years experience in the systems described above (3.1.3.1)
- 3.1.3.17. Good communication skills (spoken and written) in English
- 3.1.3.18. Proposed CVs should cover all fields specified below with Microsoft Certified Technology Specialist (MCTS, previously known as MCP) certification:
 - (e) Certified Technology Specialist (MCTS) in Server 2008 Configuration and Management
 - (f) Microsoft Certified Technology Specialist (MCTS) in Windows Server 2008 Active Directory, Configuring **OR** Windows Server 2008 Network Infrastructure, Configuring
 - (g) Microsoft Certified Technology Specialist (MCTS) in Exchange Server 2007 – Configuring
 - (h) Microsoft Certified Technology Specialist in Configuration Windows 7, Configuring **OR** Microsoft Certified Technology Specialist in Microsoft Desktop Optimization Pack Configuring
 - (i) Microsoft Certified IT Professional for Microsoft Dynamics CRM v4.0 **OR** Microsoft Certified Technology Specialist for Microsoft Dynamics CRM v4.0

Important note: The CVs that tenderers shall submit under this profile, taken as a whole must cover **all** the certifications listed above.

3.1.4. Meetings (Lot 1)

Upon signature of the contract a kick-off meeting between Cedefop's ICT staff and the Contractor shall be organised. Cedefop reserves its right to convene meetings with the contractor in case of problematic execution of the contract. Such meetings' expenses shall be at the cost of the contractor (see also §3.4.5 and §3.4.9).

3.2. **Technical specifications for Lot 2 – ICT Technical Project Management Assistance**

General context:

Provide technical assistance in ICT project management and quality control to Cedefop ICT staff, as required. The goal is to help in ad-hoc, planned or opportunity ICT projects. This activity will ensure that all parts of a specific ICT operation, project, or system are well-coordinated while communication and data exchange between the various parties of the project is facilitated, properly reported and accounted for by the Cedefop ICT. Typical tasks are listed below (indicative list):

3.2.1. ***Typical services under Lot 2.***

1. Provision of Technical Project management assistance including drafting and/or reviewing of solutions, requirements, project documents, tasks, deliverables, involved in the complete life-cycle of the projects.
2. Assistance in drafting quality control methods, status and problem reporting, review of change control systems, project planning, follow-up of project organisation.
3. Assist Cedefop project managers in project activities and testing of deliverables. Assist and participate in the drafting of functional specifications, in technical working groups and progress meetings.
4. Assist in matters relating to progress reporting, to the on-time and on-budget delivery of ICT projects, in compliance with specifications and EU/Cedefop regulations in force where applicable (e.g. financial regulation, staff regulations, data protection regulation).
5. Assist in the technical development and writing of technical documentation of projects from inception to completion.
6. Assist in the drafting of project design and the drafting of the relevant call for tenders specifications.
7. Assist in the preparation of presentations or training courses related to the needs of projects.

Estimated total number of man-days for the four years period: 400.

Important note: The above estimated quantity might not be evenly distributed within the 4-year contractual period. Differences, in the order of $\pm 5\%$ to $\pm 10\%$, in the estimate may also occur.

A detailed description of the profile is provided below under point 3.3.2.

Please Note: The paragraph ‘Requirements’ of each required profile for Lot 2 is referenced in the selection criteria section of the Tender Specifications (section 4.2.4).

3.2.2. ***Task Profile: Technical Project management assistant/s (off-site and on-site) - Lot 2***

➤ **Requirements**

- 3.2.2.1. Have a level of education which corresponds to completed university studies in relevant technical fields with strong ICT component attested by a diploma.
- 3.2.2.2. At least 3 years of professional experience, in ICT projects management or software development, or in web applications management, or in ICT systems integration.
- 3.2.2.3. If University education is not attested it is mandatory to have for the above requirement (3.2.2.1) a professional experience of minimum 8 years with tasks and activities directly related to the ones mentioned under §3.2.1 (and 3.2.2.2).
- 3.2.2.4. Minimum 2 years experience in using a project management tool or methodology (i.e. Microsoft Project, Prince2 or any other equivalent tool or methodology).
- 3.2.2.5. Very good attested communication skills (spoken and written) in English.

3.2.3. ***Meetings (Lot 2)***

Upon signature of the contract a kick-off meeting between Cedefop's ICT staff and the Contractor shall be organised. Cedefop reserves its right to convene meetings with the contractor in case of problematic execution of the contract. Such meetings' expenses shall be at the cost of the contractor (see also §3.4.5 and §3.4.9).

3.3. **Technical specifications for Lot 3 – ICT Systems Security Services**

The selected Contractor shall provide the services in the following areas:

1. **Consulting** regarding the introduction and use of security software/hardware tools, review of methodologies and policies (e.g. reviewing technical weaknesses; determining new security needs, auditing ICT systems to determine degree of compliance with best practices and current standards).
2. **Advice** regarding the adoption of new technologies/solutions in the fields of Information Security, Risk management and Business Continuity, Identity management (e.g. reviewing and recommending security products, installing, and testing software, updating policies and procedures).
3. **Implementation of security solutions** (e.g. installation, configuration and troubleshooting, inspecting, and connecting security hardware; developing security policies; developing security plans).

3.3.1. ***Specific tasks to be performed***

The tasks to be performed by the selected Contractor should be in relation to the security of the current ICT infrastructure, i.e.:

- the ICT Network and communications infrastructure,
- the central systems, databases, applications and web servers,
- the desktop environment and peripherals (including laptops and PDAs),
- the Information Systems and processes.

Throughout the duration of the framework contract, typical work orders shall include but will not be limited to: analysis, diagnostics, reporting, implementation, mitigation and remedial action regarding protocols, certificates, processes, procedures, systems, devices, etc.

Tasks and services described above shall be provided to the Centre following the signature of Order Forms which will define in detail the specific deliverables to be provided for the duration of each order form.

Estimated total number of man-days for the four years period: 200.

Important note: The above estimated quantities might not be evenly distributed within the 4-year contractual period. Slight differences, in the order of $\pm 5\%$ to $\pm 10\%$, in the estimates concerning the specific profiles (see below) may also occur.

A detailed description of the required profiles is provided below under points 3.3.2, 3.3.3, and 3.3.4.

Please Note: The paragraph ‘Requirements’ of each required profile for Lot 3 is referenced in the selection criteria section of the Tender Specifications (section 4.2.6).

3.3.2. Task Profile: Senior Security Expert/s (on-site/ off-site) - Lot 3

- 3.3.2.1. Ensure delivery, management and follow-up of work orders throughout the life-cycle of services under the contract. Supervise, coordinate and monitor the tasks under 3.3.1 ensuring they are successfully carried out in conformance with the requirements and provisions of this call for tenders.
- 3.3.2.2. Analyse security issues and translate Cedefop's security requirements, proposing solutions, strategies and policy updates to keep abreast with Cedefop evolving needs, emerging technologies and best practices.
- 3.3.2.3. Liaise with Cedefop ICT project managers. Guarantee confidentiality and privacy of all the Contractor's undertakings, ensuring adequate protection of Cedefop's sensitive information throughout the performance of the contract.
- 3.3.2.4. Assist Cedefop to formulate security requirements and objectives and to implement relevant information security components ensuring the five points below:
- 3.3.2.5. Compliance with laws and regulations;
- 3.3.2.6. Existing information security management processes are adequately identified, clarified and formalised at a meaningful degree;
- 3.3.2.7. Security risks are cost-effectively managed;
- 3.3.2.8. Cedefop management stays informed at all times on the status of information security management activities;
- 3.3.2.9. Increase transparency for external auditors to understand how the adopted information security policies, directives and standards comply with regulatory requirements and best practices.

Requirements for Senior Security Expert/s

- 3.3.2.10. Have either
 - a) a level of education which corresponds to completed university studies attested by a diploma in Information Security, computer science or computer engineering or a relevant field (Physics, Mathematics, general engineering)
 - OR
 - b) be certified ISMS auditor for ISO/IEC 27001:200x (or equivalent national standard)
- 3.3.2.11. Have at least five (5) years professional experience in the field of ICT Security
- 3.3.2.12. Demonstrate through the CV a leading role in drafting security policy guidelines and expertise in best security practices both at a theoretical and at hands-on level
- 3.3.2.13. Demonstrate through the CV a technical project management role in relevant projects of similar size and scope
- 3.3.2.14. Very good attested communication skills (spoken and written) in English.

3.3.3. **Task Profile: Junior Security Expert/s (off-site/ on-site) – Lot 3**

- 3.3.3.1. Perform tuning and optimization to ensure the security of Cedefop's ICT infrastructure.
- 3.3.3.2. Report to the Senior Security Expert and provide him with assistance in this project.

More specifically, the following typical tasks shall be performed by this profile (indicative list):

- (a) ICT systems' specific security policies including a.o.: access rights and policies, password handling, virus protection, remote access, intrusion avoidance and detection, authentication management; setting up terminal ports, clients, users, groups, databases, and directories; integrating new systems into the network.
- (b) Control mechanisms and procedures to be actively integrated to existing applications in order to address security gaps and improve systems security.
- (c) Troubleshooting, patching, hardening, filtering, and Security incident investigations, forensics and contingency management.
- (d) Configuration, tuning, optimization (e.g. analyzing routers, switches, firewalls, and other security controls, identifying security shortcomings in operating systems, legacy equipment, databases, and network services).
- (e) Detection and vulnerability analysis, Active security testing, internal and external penetration testing.
- (f) Application code reviews and compliance reviews.

Requirements for Junior Security Expert/s (off-site/on-site)

- 3.3.3.3. Have at least a three (3) year degree in Information Systems, computer science or computer engineering or a relevant field
- 3.3.3.4. Have at least 3 years of relevant professional experience as junior security expert
- 3.3.3.5. Demonstrate through the CV experience in applying security policy guidelines and expertise in security practices at hands-on level
- 3.3.3.6. Demonstrate through the CV knowledge of security techniques, tools, and methods in similar technical projects of similar size and scope.

3.3.4. **Task Profile: ICT Security Trainer (on-site) – Lot 3**

- 3.3.4.1. Prepare and deliver training sessions to technical and non technical staff. The length of the training sessions should be at most half a day for non-technical sessions. They might have to be repeated in order to provide training to as many staff members as possible. Technical training sessions can be prepared and delivered for selected technical staff of the Centre.
- 3.3.4.2. Draft curriculum for security training sessions in co-operation with the ICT staff.
- 3.3.4.3. Report to the Senior Security Expert and provide him with assistance in this project as regards relevant training needs.

Requirements for ICT Security Trainer

- 3.3.4.4. Have at least 3 years of training experience in the field; this experience should include training to technical as well as non-technical audiences;
- 3.3.4.5. Knowledge of ICT security techniques, tools, and methods;
- 3.3.4.6. Experience in drafting curriculum for security training sessions;
- 3.3.4.7. Experience in developing training documentation, hand-outs, etc.

3.3.5. **Meetings (Lot 3)**

Upon signature of the contract a kick-off meeting between Cedefop's ICT staff and the Contractor shall be organised. Cedefop reserves its right to convene meetings with the contractor in case of problematic execution of the contract. Such meetings' expenses shall be at the cost of the contractor (see also §3.4.5 and §3.4.9).

3.4. Provisions applicable to all Lots

3.4.1. Orders

Services shall commence upon signature of specific work orders describing the tasks to be performed. Upon reception of such orders the Contractor shall submit an offer expressed in person-days. To avoid eventual over-estimation of required person-days per given set of tasks for each specific work order, total order costs will be duly justified and agreed in writing between both parties before the execution of the order begins.

3.4.2. Task assignment procedure

To issue orders and define task assignment the following procedure will be applied:

- (1) A request for quotation is sent by Cedefop to the Contractor, with the task(s) description and the related technical specifications;
- (2) If necessary, clarifications are requested by the Contractor through phone conferences, emails, or a clarification log. Cedefop provides clarifications accordingly;
- (3) The Contractor provides an estimate of the work days the task will require, as well as the delivery date;
- (4) Cedefop negotiates the offer with the Contractor, if necessary, until there is agreement for the undertaking of the task or part of the task;
- (5) The order form/specific contract is sent to the Contractor for signature (see Par. I.4.1 of the draft contract in Annex B);
- (6) The Contractor undertakes the task and provides the deliverable(s) in accordance with terms and conditions applicable in the framework contract, the provisions of this call for tender, and the Contractor's commitments contained in his offer including all quality assurance commitments.

3.4.3. Profiles

The Contractor shall bear responsibility for correctness of the information indicated in the proposed CVs, per profile.

3.4.4. Follow-up of the contract

The ICT Department of Cedefop will be responsible for the contract implementation under each Lot and will respectively assign a Project Manager to its execution.

The Contractor shall manage the provision of the services and all stages of it.

Cedefop and the Contractor will communicate in English. The Contractor's experts must have good command of English in order to communicate with

the respective Cedefop experts. See also specific language requirements per lot and profile type.

In the course of the implementation of the framework contract, the Contractor must be able to start the provision of the required services, after the signature of the respective Order Form, and within one (1) calendar month notice at the latest, including for on-site services.

In the course of the framework contract, the Contractor shall ensure availability of all profiles making the object of the tender specifications and should arrange the working schedule in cooperation with the Cedefop ICT.

The project team shall be the one proposed in the tenderer's technical proposal. The Contractor shall give one month's notice to Cedefop of any personnel changes in the team. The prior agreement of Cedefop must be obtained. In case of replacement for whatever reason of any member of the project team, the Contractor is committed to formally submit the CV of a proposed replacement candidate having the same level of qualifications and experience (in scope, type and length). The Contractor is also committed to take all measures in order to ensure that changes in staff will have no negative impact on the execution of the services (in terms of quality, deadlines and costs). If in the course of implementation of the services covered by a signed Order Form, the Contractor decides to replace one of the experts the Contractor must ensure, at no extra cost for Cedefop, a period of overlapping (transitional) between the departing and the incoming expert. The duration of this period shall be agreed between Cedefop and the Contractor, and it shall not be less than 5 working days.

The Contractor shall replace immediately an expert, involved in the contract implementation whose conduct and behaviour have been found or proven unsatisfactory, or whose abilities and/or performance have proven unsatisfactory to the ICT Service of Cedefop.

The Contractor shall take timely and corrective action to ensure service performance in accordance with the tender specifications (per Lot) and the contract and record the action taken in accordance with approved procedures and best practice; he shall ensure the timely development and provision of required documentation.

3.4.5. *On-site services*

Remuneration for provision of on-site services under all service contracts (all lots) shall not, in all cases, be assimilated to a salary governed by requirements and legislation related to dependent work (i.e. service providers shall not acquire from Cedefop any rights for pensions or other social rights). The Contractor shall be bound to inform and advise his employees accordingly.

The on-site Services will be acquired in the form of person-days performed at Cedefop's premises. One person-day is defined to be 8 hours – lunch break not included. The services shall be provided mostly within the normal working hours of Cedefop (08h00 to 20h00 - weekdays). It might be required to provide services outside normal working hours or

during week-ends, in special cases (e.g. migrations). In this case there will be a written mutual consent.

Working time shall not comprise: lunch breaks, breaks for purposes with no relation to the activities under the present call for tenders, and meetings with the company or the physical person acting as a company that are convened to tackle problems and issues related to: a) the pre-sales and post-sales market activities; b) any problems resulting from the service(s) provision by the company/physical person. (See also §3.3.9). Cedefop disposes of a clock-in and clock-out electronic system which the Contractor or his staff shall be bound to use.

The Contractor's staff will be provided with a proper working environment at Cedefop premises.

The Centre is situated about 1km from the Praktiker crossroads at Pylaia, Thessaloniki (see official address on this document). Access to the Centre is by bus on a limited schedule. The Contractor undertakes to cover the cost of transport and to ensure timely presence on Cedefop premises when required. The Centre operates a staff canteen serving lunch from 13:00 to 15:00. The cost of meals, which ranges from 5€ – 10€, shall be covered by the Contractor.

The most widely used language in the Centre is English. The second most widely spoken language is Greek, followed by French and German. All internal written information is generally communicated in English. Contractors are expected to communicate in writing exclusively in English.

Cedefop observes most Greek holidays and is closed for an additional 6 days every year (5 days on Christmas/New Year, Schumann Day on May 9th). It is however possible that the Centre may be open during some Greek public holidays during which the person providing on-site services shall be bound to perform work, if required.

3.4.6. *Remote connection*

Where necessary and if required the Contractor(s) selected for the implementation of Lots 1, 2 and 3 may connect remotely to Cedefop server(s) as appropriate. Transmissions must use secure end-to-end encryption and access will be arranged via the ICT of Cedefop.

The technical arrangements for carrying out remote maintenance shall comply with the following rules:

- (a) No one except *Cedefop* ICT staff shall be able to initiate remote maintenance.
- (b) *Cedefop* staff shall be able to interrupt remote maintenance immediately and at any time from their premises.
- (c) All operations on the *System* being maintained shall always be displayed in full, in real time, on the terminal or console of

Cedefop staff responsible for monitoring the operation, in such a way as to enable them to follow clearly what is happening.

- (d) The remote maintenance process shall enjoy only the access rights assigned by *Cedefop* staff from their premises, and these shall be valid only for the duration of the maintenance session.
- (e) Any audit trails or log files shall be generated in Cedefop's ICT environment.

3.4.7. *Confidentiality*

Neither the Contractor nor Cedefop will, without the written approval of the other, make public or disclose the information of the other which is confidential. Confidential information includes information marked as confidential, and information which by its nature is confidential, which is known to be confidential or which is listed as confidential in the contract.

The above rules and other warranties governing Remote Access to Cedefop's ICT infrastructures will be enforced by an NDA (Non Disclosure Agreement) to be signed by the Contractor.

3.4.8. *Additional requirement and information on Multilingualism and Internationalisation aspects*

Cedefop works in a multilingual environment. Informatics systems must support at least all the current 23 official languages of the EU. The tenderer should be familiar with multilingual issues (Unicode, UTF-8, legacy character sets, customised versions of software applications, multiple languages spell-checking tools, Language packs, different-national keyboard types etc).

3.4.9. *Meeting and travel expenses*

The Contractors selected for Lot 1, Lot 2 and Lot 3 will be required to attend scheduled meetings at Cedefop.

Meetings dates and frequency will be decided upon common agreement between Cedefop and the respective Contractor for the Lot concerned.

All costs incurred, including travel-accommodation related to Cedefop's meetings as well as any travel expenses (see also §3.1.4, §3.2.3, §3.3.5) that may occur in performing the tasks under this Call for tenders, have to be included in the daily rates of the financial offer (see section 6.13 - Financial proposal).

In **exceptional cases**, any extra travel expenses that might be needed in order to perform the tasks under 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).

Kick-off meetings will be organised at Cedefop premises; the Contractor shall not charge any costs for the kick-off meeting.

Expenses for meetings called by Cedefop, in the context of contract performance, to solve serious problems of cooperation between the two parties (e.g. to eventually address repeated shortcomings in the Contractor's obligations) shall not be charged to Cedefop. The same applies for pre-sales or marketing activities initiated by the Contractor.

4. 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 tender procedure.

4.1. Exclusion criteria (for all Lots 1, 2 and 3)

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 group (consortium) members (if any) and the sub-Contractor/s (if any), identified as per the two bullet-points in the fourth paragraph of point 5.2 below, shall provide the self-declaration found in Annex C duly signed and dated. Failure to provide the declaration(s) on exclusion criteria will lead to the exclusion of the tenderer from further evaluation.

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

In case of recommendation for contract award point l) of Annex C will apply [to contracts above the threshold provided for in Articles 134.2(a) and 158.1(a) of the Implementing Rules of the general Financial Regulation (currently 125 000 EUR)].

4.2. Selection criteria (for all Lots 1, 2 and 3)

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

The tenderers applying for any of the 3 lots must submit documentary evidence (or statements, where required) of their economic, financial, technical and professional capacity to perform the contract (for each lot). The eventual non-submission with the tender of the below required documents / statements will lead to the exclusion of the tenderer from further evaluation.

Each and all requirements for economic and financial capacity (per lot) 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 or the consortium agreement.

Tenderers are required to submit a specific number of CVs for each profile for each Lot. The number of CVs requested for each profile is determined

from the technical specifications (Chapter 3 above) and the range of tasks to be covered by each Lot and profile. Three (3) CVs are requested when there is a wide range of activities, specialties and certifications to be covered by a specific Lot. Two (2) CVs are requested when the range of activities is not as wide, there is a need however for the tenderer to indicate that at least two CVs meet the requirements and this covers the service continuity in case one of the two experts becomes unavailable. The tenderers may also need to use multiple staff to complete urgent assignments in short periods of time (e.g. an assignment of 10 working days may be completed in 5 working days if two staff are available and are assigned to the specific task).

Important Note on Lot 3:

The tasks that should be implemented under Lots 1, 2 are mutually exclusive with Lot 3, therefore Tenderers who apply for this Lot 3 cannot apply (and will not be considered) for Lot 1 or Lot 2. Technical works that may be recommended under Lot 3 may be considered for implementation under Lots 1, 2.

4.2.1. Economic & Financial capacity (for Lot 1)

Requirements:

- The average annual overall turnover of the tenderer (of a single company, or of the consortium as a whole, if any) for the last three financial years should be **at least 400,000 €**;
- The average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) concerning the type of services covered by this Lot for the last three financial years should be **at least 150.000 €**.

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

- Statement(s) of overall turnover of the tenderer (single company, or statements for each consortium member, in case of a consortium) supported by Audited Financial Statements including the Profit and Loss Account or equivalent for each of the last three years to prove that the average turnover of the tenderer over that period meets the minimum required;
- Statement(s) of turnover of the tenderer (single company, or statements for each consortium member, in case of a consortium) concerning the type of services covered by this Lot during each of the last three financial years. Please fill-in also the required information in Questionnaire 2 of Annex G.

If, for some exceptional reason the tenderer is unable to provide one or other of the above documents he is required to provide justification for the non provision and may prove his economic and financial capacity by any other document which Cedefop considers appropriate. Cedefop reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

4.2.2. *Technical and professional capacity (for Lot 1)*

Taking into account points 5.1 and 5.2 below (if applicable), tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract under this Lot. Evidence of the technical and professional capacity may 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;
- Tenderer's profile, demonstrating the ability to provide services required under § 3.1;
- List of at least 3 contracts performed in the past three years (3) similar to the scope of this Lot, giving the subjects, a brief description of the project, the amounts, the dates, the technology used, and the name of the consignees (public or private);
- Detailed CVs of the tenderer's staff; each CV must indicate to which profile it corresponds. The tenderer must provide **at least** the following number of CVs :

Profile	Number of CVs
IT Consultant	3
Technical Support	3

The CVs must show evidence of experts' qualifications and experience as requested under the Technical Specifications, points 3.1.2 and 3.1.3.

Important Note: Special attention should be given to how CVs address the different needs of Cedefop as expressed in the above points, namely:

- Proposed CVs for profile "IT Consultant" should address different fields of expertise and certifications within the profile. In detail the proposed set of the CVs for this profile should cover all certifications as required under 3.1.2.
- Proposed CVs for profile "Technical Support" should address different fields of expertise and certifications within the profile. In detail the proposed set of the CVs for this profile should cover all certifications as required under 3.1.3.

4.2.3. *Economic & Financial capacity (for Lot 2)*

Requirements:

- The average annual overall turnover of the tenderer (of a single company, or of the consortium as a whole, if any) for the last three financial years should be **at least 180,000 €**;
- The average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) concerning the type of services covered by this Lot 2 (technical project management) for the last three financial years should be **at least 60,000 €**. Amounts corresponding to Technical Project management activity gained as part of larger ICT projects, and not only as dedicated activity per se, can be accumulated.

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

- Statement(s) of overall turnover of the tenderer (single company, or statements for each consortium member, in case of a consortium) supported by Audited Financial Statements including the Profit and Loss Account or equivalent for each of the last three years to prove that the average turnover of the tenderer over that period meets the minimum required;
- Statement(s) of turnover of the tenderer (single company, or statements for each consortium member, in case of a consortium) concerning the type of services covered by this Lot during each of the last three financial years. Please fill-in also the required information in Questionnaire 2 of Annex G.

If, for some exceptional reason the tenderer is unable to provide one or other of the above documents he is required to provide justification for the non provision and may prove his economic and financial capacity by any other document which Cedefop considers appropriate. Cedefop reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

4.2.4. **Technical and professional capacity (for Lot 2)**

Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract under this Lot, taking also into account points 5.1 and 5.2 below on sub-contracting and consortia (if applicable). Evidence of the technical and professional capacity may 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 years (3) similar to the scope of this Lot 2, giving the subjects, a brief description of the project, the amounts, the dates, the technology used, and the name of the consignees (public or private);
- Detailed CVs of the tenderer's staff; each CV must indicate to which profile it corresponds. The tenderer must provide **at least** the following number of CVs:

Profile	Number of CVs
Technical project management assistance	2

The CVs must show evidence of staff qualifications as requested under the Technical Specifications, point 3.2.2.

Note: CVs might address different fields of expertise within the profile (i.e. for Lot 2, particularly knowledgeable of project management software tools, communication skills). However, the proposed set of at least 2 CVs should cover all the relevant fields.

4.2.5. ***Economic & Financial capacity (for Lot 3)***

Requirements:

- The average annual overall turnover of the tenderer (of a single company, or of the consortium as a whole, if any) for the last three financial years should be **at least 200,000 €**;
- The average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) concerning the type of services covered by this Lot for the last three financial years should be **at least 60,000 €**.

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

- Statement(s) of overall turnover of the tenderer (single company, or statements for each consortium member, in case of a consortium) supported by Audited Financial Statements including the Profit and Loss Account or equivalent for each of the last three years to prove that the average turnover of the tenderer over that period meets the minimum required;
- Statement(s) of turnover of the tenderer (single company, or statements for each consortium member, in case of a consortium) concerning the type of services covered by this Lot during each of the last three financial years. Please fill-in also the required information in Questionnaire 2 of Annex G.

If, for some exceptional reason the tenderer is unable to provide one or other of the above documents he is required to provide justification for the non provision and may prove his economic and financial capacity by any other document which Cedefop considers appropriate. Cedefop reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

4.2.6. ***Technical and professional capacity (for Lot 3)***

Taking into account points 5.1 and 5.2 below (if applicable), tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract under this Lot. Evidence of the technical and professional capacity may 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 years (3) similar to the scope of this Lot, giving the subjects, a brief description of the project, the amounts, the dates, the technology used, and the type of the consignees (public or private);
- Detailed CVs of the tenderer's staff; each CV must indicate to which profile it corresponds. The tenderer must provide at least the following number of CVs :

Profile	Number of CVs
Senior Security Expert	2
Junior Security Expert	2
Security Trainer	1

The CVs must show evidence of staff qualifications as requested under the Technical Specifications, point 3.3.1 and task profiles 3.3.2, 3.3.3, 3.3.4.

The Security trainer may be one of the senior security experts provided s/he possesses the required training experience.

Note: CVs might address different fields of expertise within the profile (e.g. particularly knowledgeable of security protocols and policies, vulnerability analysis, penetration testing and security incident investigations).

5. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER

Participation in 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 EU general Financial Regulation, the participation is also open to all natural and legal persons in any non-EU country which has an agreement with the Union in the field of public procurement on the conditions laid down in that agreement.

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

5.1. Participation of consortia (per lot)

Groupings (consortia), irrespective of their legal form, may submit a tender for each lot 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 (per lot), 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 (per lot)).

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 5.3 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 5.3 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.

5.2. Subcontracting/Subcontractors (per lot)

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 sub-Contractor(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 sub-Contractor. 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.

The tenderer must clearly indicate:

- 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 section §4.2 per each lot;
- 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)).

5.3. Legal Position

Tenderers (for each lot) may choose between submitting a joint offer (see 5.1) 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 5.2). Whichever type of bid is chosen, the tender for each lot 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 form (tables) in Annex G (per lot).

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).

6. 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 score). A quality-price sum (Total Score) will be calculated for each tender thus indicating which tender represents the best value for money (please refer to **point 6.9** below).

Quality is a fundamental dimension in this phase representing the added-value of an offer. All elements of quality assurance contained in the tenderer's offer will bind the Contractor and be considered as applicable to all deliverables and to all services provided by the future Contractor(s) to the Centre. Tenderer's quality commitments as to their precise nature and scope shall be clear and unambiguous leaving no room for misunderstanding. In the contrary case such ambiguity may affect negatively the ranking and value of the offer. Quality commitments of the tenderers shall be permanently monitored and reviewed by Cedefop.

6.1. Technical evaluation for Lot 1

The following award criteria will be applied for the evaluation of the quality of the technical proposal for Lot 1 of this tender procedure:

Criterion	Description	Points
1	Quality of the methodology approach for the Server and Desktop administration: a) Production server administration b) Test and development servers administration c) Desktop administration d) Roaming – laptop administration Sub-total:	 15 10 15 10 50
2	Quality of the methodological approach for providing basic operational statistics on servers operations, and desktop/laptop environment	15
3	Quality assurance for the measures foreseen by the Contractor to assist Cedefop ICT staff in ensuring availability of services and day-to-day business continuity	15
4	Quality of the work organisation foreseen; quality of contract management, communication and cooperation with Cedefop	10
5	Quality of the proposal for connecting remotely to Cedefop servers	10
Total:		100

Only tenders scoring **at least 65/100 points in total** will be considered acceptable and will proceed to financial evaluation.

6.2. Technical proposal for Lot 1

The assessment of the technical quality will be based on the ability of the tenderer to meet the corresponding requirements as described in the technical specifications of Lot1. To this end, the tenderer must provide the following information to allow evaluation of their offer.

The elements of the tenderer's offer that will be submitted in response to the points 1-5 below will be binding on the tenderer during contract performance. The Contractor shall offer his services at the highest possible professional standards in all the fields and aspects of such service provision.

The numbering scheme below follows the respective list of criteria under §6.1 above:

1. Comprehensive description of the methodological approach for each sub-criterion (award criterion 1):
 - a) A list of procedures to be documented and scripts to be developed for production servers, from initialisation to retirement
 - b) A list of procedures to be documented and scripts to be developed for test and development servers
 - c) A list of procedures to be documented and scripts to be developed for the administration of Desktops, from initialisation to retirement
 - d) A list of procedures to be documented and scripts to be developed for the administration of laptops (roaming users), from initialisation to retirement.
2. Precise description of the ways the Contractor will perform the corresponding tasks of collecting, analysing and monitoring data on server and desktop operations (award criterion 2).
3. Description of the measures foreseen by the Contractor to ensure: e.g. quality of support, permanent availability of services, response times and procedures (e.g. on-site/off-site situations, outside normal hours etc), **service quality assurance** during the entire life-cycle of the contract (award criterion 3).
4. Anticipated type and level of involvement of Cedefop's ICT staff (in person-days per week) i.e. effort and investment required by the Contractor from Cedefop's ICT staff during contract execution (award criterion 4).
5. Substantiated technical, administrative description/proposal to ensure secure remote connection to Cedefop servers (award criterion 5).

6.3. Technical evaluation for Lot 2

The following award criteria will be applied for the evaluation of the quality of the technical proposal for Lot 2 of this tender procedure.

Criterion	Description	Points
1	Quality of the methodology used to provide technical project management services (see 6.4.1):	
	a) work organisation and planning	30
	b) methodologies applied in collecting requirements and translating them into functional and technical specifications; use of formal project management tools	30
	Sub-total:	60
2	Quality assurance for the measures foreseen by the tenderer to ensure availability of services and business continuity throughout the duration of the contract (see 6.4.2)	40
Total:		100

Only tenders scoring **at least 65/100 points in total** will be considered acceptable and will proceed to financial evaluation.

6.4. Technical proposal for Lot 2

The assessment of the technical quality will be based on the ability of the tenderer to meet the corresponding requirements as described in the technical specifications of Lot 2. To this end, the tenderer must provide the following information to allow evaluation of their offer.

The elements of the tenderer's offer that will be submitted in response to the points 1 and 2 below will be binding on the tenderer during contract performance. The numbering scheme below follows the respective list of criteria under §6.3:

1. Comprehensive description of the methodologies that will be used to ensure optimal service provision in accordance with the requirements of Lot 2: Tenderers shall use the following case scenario with subject "Implementation of Public Key Infrastructure on Exchange 2003-based system". Without focusing on specific technical details for this use case, tenderers are asked to provide concise information covering:
 - a) A brief description of the organisation of work and time planning for such a project,
 - b) The way they will collect requirements and translate them into functional and technical specifications for the specific use case above, from inception to completion, including the use of formal project management tools.

2. A description of:

- the method applied to select consultants for Cedefop for this particular lot per type of project to ensure adequacy with the requirements;
- the procedures and principles followed for their replacement and the actual measures foreseen to ensure permanent availability of services and knowledge retention during the entire life of the contract (award criterion 2).

6.5. Technical evaluation for Lot 3

The following technical award criteria will be applied for the evaluation of the quality of the technical proposal for Lot 3 of this tender procedure:

Criterion	Description	Points
1	Quality of the overall presentation of the technical proposal, taking into account the specifications mentioned in 3.4. This criterion is broken down as follows:	
	a) Service provision organisation	20
	b) Quality assurance measures proposed to ensure availability of services and business continuity throughout the duration of the contract. See also 6.6.1	30
	Sub-total:	50
2	Quality of the methodology used for providing security related data and statistics resulting from auditing, reviewing and monitoring systems. See also 6.6.2	40
3	Quality of the proposal for connecting remotely to Cedefop ICT infrastructure. See also 6.6.3	10
Total:		100

Only tenders scoring **at least 65/100 points in total** will be considered acceptable and will proceed to financial evaluation.

6.6. Technical proposal for Lot 3

The assessment of the technical quality will be based on the ability of the tenderer to meet the corresponding requirements as described in the technical specifications of Lot 3. To this end, the tenderer must provide the following information to allow evaluation of their offer.

The elements of the tenderer's offer that will be submitted in response to the points 1-3 below will be binding on the tenderer during contract performance. The numbering scheme below follows the respective list of criteria under §6.5:

1. Comprehensive description of the methodology suggested for carrying out the work and meeting the tendering specifications (award criterion 1):

- a) A short document describing the procedure for taking work assignments and how time planning is organised in line with tasks specified under §3.4.
 - b) Description of the measures foreseen by the Contractor to ensure: e.g. quality of support, availability of services, response times and procedures (e.g. on-site/off-site situations, outside normal hours etc), **service quality assurance** during the entire life-cycle of the contract.
2. Comprehensive description of working methodologies used to provide security services and basic security data statistics resulting from auditing, reviewing and monitoring systems behaviour and logs (e.g. levels of security on penetration testing, statistics on the grants and denials threshold of monitored resources, security levels of network utilisation, etc) (award criterion 2).
 3. Substantiated technical proposal for connecting remotely to Cedefop ICT infrastructure in a secure way (award criterion 3).

6.7. Financial proposal

The financial proposal should indicate the total price in order to carry out all the activities indicated in the technical specifications. The tenderers must fill in the spreadsheet/s in **Annex H** (the model of the Financial proposal (Financial Scenario)) the corresponding sheets (“Financial Offer Lot 1”, “Financial Offer Lot 2”, “Financial Offer Lot 3”) and present a detailed breakdown of the price offered. The Financial Proposal should be submitted also in electronic format on a CD (per lot).

The financial offer per Lot is based on a scenario **for tender evaluation purposes only, defined on reasonable assumptions and past experience for minimum quantities**, and which is not binding on Cedefop. Quantities of services cannot be determined precisely at this stage. Therefore actual total volume and value of orders should be expected to fluctuate to a reasonable extent (±5% to ±10%).

6.8. Financial evaluation

Only tenders scoring **65 points** or more (of a maximum of 100) points against the total technical award criteria will be considered technically acceptable and will have their financial proposal evaluated.

The total financial offer (TFO) per Lot will be used for the evaluation.

6.9. Total score and Contract Award

A quality-price score will be calculated for each tender by using the formula below to calculate the Total Final Score (out of 100) (per Lot) obtained by each tenderer:

$$\text{Total Final Score} = 65 * (\text{TQV} / 100) + 35 * (\text{Cheapest Tender Price} / \text{TFO})$$

Whereby:

TQV - Total Quality Value of the proposal for each Lot;

TFO - Total Financial Offer for each Lot.

65 and **35** are respectively the weightings for quality (TQV) and for price (TFO).

The tenderer achieving the highest score calculated according to the above formula will be invited to sign a contract for the respective Lot.

6.10. Information concerning price

- The prices quoted must be fixed and not revisable for the first two years of the contract. From the beginning of the third year, price revision may take place in accordance with the provisions of Article I.3 (Special Conditions) of the model contract attached as Annex B.
- Prices must be quoted in euro (without VAT) and include all expenses.
- Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges may not therefore be included in the calculation of the price quoted. The VAT amount must be indicated separately at the bottom of the respective spreadsheet of the Excel table (Financial proposal) in Annex H (this applies to tenderers established in Greece only).
- The travel expenses of the selected Contractor (under each Lot), that will be needed for the off-site profiles to perform the tasks related to the contract (per Lot), shall be subject to Cedefop's prior approval and shall be reimbursed by Cedefop according to the financial offer.
- Any extra travel expenses of the selected Contractor that might be needed to perform the tasks related to the contract, shall be subject to Cedefop's prior approval and might be reimbursed by Cedefop separately, according to its relevant rules (see Annex IV of the draft contract in Annex B).
- Please note that travel time will not be reimbursed or paid.
- Accommodation costs are all inclusive and include all daily expenses. Prices indicated in columns "Cost per travel (C)" and "Accommodation cost per day (E)" of the tables in Annex H will be used during the contract life to charge such expenses depending on the actual duration of the meeting.

7. 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 (for each lot they apply for) indicated under points 2, 3, and 4 of this open invitation to tender.

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

7.1. **Envelope A - Supporting documents (for each Lot for which a tender is submitted)**

One original and one copy of:

- a cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award as requested in point 4 of the Invitation to Tender;
- the exclusion criteria declaration as requested in point 4.1 of the Tender Specifications and standard template found in Annex C;
- the legal entity form as requested in point 5.3 and found in Annex D;
- the financial identification form as found in Annex E;
- the checklist found in Annex F;
- the selection criteria documents as requested in points 4.2 (4.2.1-4.2.6), 5.1 and 5.2;
- Questionnaires 1 – 4 as found in Annex G;
- Power of Attorney (Model 1 or 2), as required in point 5.1 (if applicable) and found in Annex I;
- Model of Letter of Intent for Subcontractor/s as required in point 5.2 (if applicable) and found in Annex J.

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 5.1 and 5.2 respectively (with reference to points 4.1, 4.2 and 4.3).

7.2. **Envelope B – Technical proposal (for each Lot for which a tender is submitted)**

One original signed unbound version and three bound copies of:

- the Technical proposal (per Lot) providing all information requested respectively in points 6.2, 6.4, and 6.6, including information relevant to subcontracting as requested in point 5.2.

7.3. **Envelope C – Financial proposal (for each Lot for which a tender is submitted)**

One signed original, three copies and an electronic file on a CD of:

- the Financial proposal (only the spreadsheet for the respective Lot) containing all information requested in point 6.7 and Annex H.

ANNEX A

CONTRACT NOTICE

(Given as a separate file in *.pdf)

ANNEX B

DRAFT CONTRACT

(Given as a separate file in *.pdf)

ANNEX C

Declaration of honour with respect to the Exclusion Criteria and absence of Conflict of Interest

(given as a separate *.MS Word file)

To be filled-in separately for each LOT

ANNEX D

LEGAL ENTITY FORM

To be filled-in separately for each LOT

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

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

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 filled-in separately for each LOT

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

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

Financial Identification 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).

PLEASE NOTE:

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

ANNEX F
CHECK LIST OF MANDATORY DOCUMENTS

(given as a separate *.MS Word file)

To be filled-in separately for each LOT

ANNEX G

Questionnaires (1-4)

(given as a separate *.MS Word file)

To be filled-in separately for each LOT

Annex H

Model for Financial proposal (Financial Scenario)

(given as a separate MS Excel file)

To be filled-in separately for each LOT

Annex I

MODEL 1 - POWER OF ATTORNEY

(given as a separate *.MS Word file)

To be filled-in separately for each LOT

Annex I

MODEL 1 - POWER OF ATTORNEY

(given as a separate *.MS Word file)

To be filled-in separately for each LOT

ANNEX J

Model of Letter of Intent for Subcontractor/s

(given as a separate *.MS Word file)

To be filled-in separately for each LOT

Annex K

Cedefop ICT department's profile

(given as a separate * pdf Word file)

Annex L

GLOSSARY OF TERMS and ACRONYMS

Budget breakdown	The schedule which breaks down the contract value according to the different items or services, stating out fee rate, unit prices and lump sums for each item provided (Services, Supplies, Works).
Consortium	A grouping of eligible natural and legal persons or public entities which submits a tender or an application, under a tender procedure or in response to a Call for Tenders. It may be a permanent, legally-established grouping or a grouping which has been constituted informally for a specific tender procedure. All members of a consortium (i.e., the leader and all other partners) are jointly and severally liable to the Contracting Authority (Cedefop).
Contract	1. Direct Contract: contract containing all the details necessary to implement it (as opposed to FWC) 2. Framework Contract: contract establishing only the general outline of the services or goods to be delivered and requiring an additional step to make the actual purchase 3. Specific Contract or order form: contract specifying details of a particular task based on the previously signed framework contract 4. Purchase Order: request for services, supplies or works used generally for procurement of a value below €25 000 as an equivalent to a contract
Contracting Authority	Cedefop
Evaluation committee	A committee made up of an odd number of members (at least three) with the necessary technical and administrative expertise to give an informed opinion on tenders.
Fee-based contract	A contract under which the services are provided on the basis of fixed fee rates for each day worked by experts (SERVICES).
Financial offer	The part of a tender which contains all the financial elements of the tender, including its summary budget and any detailed price breakdown or cash-flow forecast required by the tender dossier.

Framework contract (FWC)	A framework contract is a contract concluded between Cedefop (the Contracting Authority) and an economic operator for the purpose of laying down the essential terms governing a series of specific contracts and/ or Order Forms to be awarded during a given period, in particular as regards the duration, subject, prices, conditions of performance and the quantities envisaged. Cedefop may also conclude multiple framework contracts, which are separate contracts with identical terms awarded to a number of suppliers or service providers.
General conditions	The general contractual provisions setting out the administrative, financial, legal and technical clauses governing the execution of all contracts of a particular type.
Lump Sum Contract	A contract under which the services are performed for an all-inclusive fixed price (SERVICES).
Open procedure	Calls for tender are open where all interested economic operators may submit a tender.
Project	The project in relation to which the services/works/supplies are to be provided under the contract.
Project manager	The person responsible for monitoring the implementation of a project/contract on behalf of Cedefop.
Service contract	A contract between a service provider and Cedefop for the provision of services such as technical assistance or studies (SERVICES).
Services	Activities to be performed by the Contractor under the contract such as technical assistance, studies, training and designs (SERVICES).
Special Conditions	The special conditions laid down by Cedefop (the Contracting Authority) as an integral part of the tender specifications (tender dossier), including amendments to the General Conditions, clauses specific to the contract and the terms of reference (for a service contract) or technical specifications (for a supply or works contract).
Successful Tenderer	The tenderer selected at the end of a tender procedure for the award of contract.
Supplier	Any natural or legal person or public entity or consortium of such persons and/or bodies offering to supply products (SUPPLIES).
Supplies	All items which the Contractor is required to supply to Cedefop (the Contracting Authority), including, where necessary, services such as installation, testing, commissioning, provision of expertise, supervision, warranty, maintenance, repair, training and other such obligations connected with the items to be provided under the contract (SUPPLIES).

Supply contract	Supply contracts cover the purchase of products. A contract for the supply of products and, incidentally, for siting and installation shall be considered a supply contract.
Tender	A written or formal offer to supply goods, perform services or execute works for an agreed price and under agreed conditions.
Tender dossier	The set of tender specifications which contains all the documents needed to prepare and submit a tender.
Tender specifications	Document or set of documents giving full details of the conditions, organisation and subject of the procurement procedure (includes technical specifications)
Tender Price	The sum stated by the tenderer in his tender for carrying out the contract.
Tender procedure	The overall process of putting a contract out for tender, starting with the publication of a contract notice and ending with the award of the contract (contract award notice).
Tenderer	A natural or legal person or consortium thereof submitting a tender with a view to concluding a contract.
Technical Specifications	The document drawn up by Cedefop (the Contracting Authority) setting out its requirements and/or objectives in respect of the provision of supplies (or works), specifying, where relevant, the methods and resources to be used and/or results to be achieved (SUPPLIES, WORKS).
Terms of Reference (ToR)	The document drawn up by Cedefop (the Contracting Authority) setting out its requirements and/or objectives in respect of the provision of services, specifying, where relevant, the methods and resources to be used and/or results to be achieved (SERVICES).
Warranty obligations	The warranty of the Contractor towards Cedefop that the supplies are new, unused, without defects, of the most recent models and incorporate all recent improvements in design and materials.

Where Services, Supplies or Works are not specified the definition applies to all type of contracts.

ACRONYMS

OJ	Official Journal
EU	<i>European Union</i>
ICT	Information and communication technologies
IT	Information Technology
Cedefop	European Centre for the Development of Vocational Training
C4T	Call for tender
OLAF	European Anti-Fraud Office
CV	Curriculum Vitae
VET	Vocational Educational Training
EU	European Union
POSIX/SUS V3	Portable Operating System Interface for UniX/Single Unix Specification Version 3
SMTP	Simple Mail Transfer Protocol
MCP	Microsoft Certified Professional
PDA	Personal Digital Assistant
CRM	Contact Relationship Management
PBX systems	Private Branch Exchange systems
ISDN	Integrated Services Digital Network
PRI ISDN	Primary Rate Interface Integrated Services Digital Network
BRI ISDN	Basic Rate Interface Integrated Services Digital Network
GSM	Global System for Mobile communications
GPRS	General Packet radio service
3G	Third generations
OS	Operating System
TFS	Total Final Score
TFO	Total Financial Offer
TQV	Total Quality Value
VAT	Value Added Tax
BIC	Bank Identification Code