

AREA RESOURCES  
FINANCE AND PROCUREMENT SERVICE

RS/PRO/DELE/RB(2014)01152  
Thessaloniki, 29 April 2014

## OPEN INVITATION TO TENDER

**ICT SERVICES FOR LIVELINK-OpenText Content Server 10**

**AO/RES/ITK/Livelink-OTCS10-Services/004/14**

REFERENCE: **Contract notice – 2014/S 082–142047 of 26/04/2014**

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

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

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

**Important:**

*If using a postal service, tenderers must use a registered, reliable one. If no postmark has been stamped or if the postmark is not legible, Cedefop will accept deposit slip issued by the postal service, provided that this clearly indicates the date as filled in by the post office and not by the tenderer.*

Tenderers shall inform Cedefop by e-mail ([c4t-services@cedefop.europa.eu](mailto: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.

Tenderers should not attach their offer to any of the above informative 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)** above):

**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 490111 / 490 064**

Please note that Cedefop is open from 09h00 to 17h00, Monday to Friday. It is closed on Saturday, Sunday and Cedefop holidays.

3. Tenders must be submitted strictly adhering to the following.

Tenders must be submitted in a sealed envelope itself enclosed within a second sealed envelope. If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape.

The **outer envelope**, addressed simply to Cedefop (address depending on the means of submission, see point 2 above), should only bear additionally **the name and address** of the sender.

The **inner envelope**, addressed to the Procurement Service as indicated under point 2 above, must bear a self-adhesive label with the indication **“Open Invitation to tender – Not to be opened by the internal mail service”** and all the necessary information, as shown below:

|                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p style="text-align: center;"><b>OPEN INVITATION TO TENDER</b></p> <p style="text-align: center;"><b><i>CEDEFOP No: AO/RES/ITK/Livelink-OTCS10-Services/004/14</i></b></p> <p style="text-align: center;"><b><i>‘ICT SERVICES FOR LIVELINK-OpenText Content Server 10’</i></b></p> <p style="text-align: center;"><b>Name of tenderer: .....</b></p> <p style="text-align: center;"><b>NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE</b></p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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 section 6 of the attached Tender Specifications.

Tenderers should not disclose their financial offer in any part of their tender other than the sealed envelope C, not even disclose the total amount of their financial offer on the cover letter.

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

#### 7.1 Contacts before the final date for submission of tenders:

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

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

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

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

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

- Tenderers should not contact the Contracting Authority (i.e. Cedefop) on their own initiative.

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

### 7.3 Contacts after the opening of tenders:

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

### 8. Timetable:

|                                                                                      | DATE                       | TIME   |
|--------------------------------------------------------------------------------------|----------------------------|--------|
| Deadline for request for any clarifications from the Contracting Authority (Cedefop) | <b>30/05/2014</b>          | 17.00h |
| Last date on which clarifications are issued by Cedefop                              | <i>as soon as possible</i> | N/A    |
| Deadline for submission of tenders (hand delivered)                                  | <b>10/06/2014</b>          | 17h00  |
| Deadline for submission of tenders by post / courier                                 | <b>10/06/2014</b>          | N/A    |
| Validity of the tenders                                                              | <b>10/12/2014</b>          | N/A    |
| Tender opening session                                                               | <b>24/06/2014</b>          | 11h00  |
| Date of entry into force of the contract                                             | <b>15/09/2014</b>          |        |

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

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

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

10. All costs incurred in preparing and submitting tenders should be borne by the tenderers.
11. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. If such decision is taken, the tenderers will be notified accordingly.
12. This invitation to tender is in no way binding on Cedefop. Cedefop's contractual obligation commences only upon:
- the signature of the Contract with the successful tenderer, or
  - the signature of an Order or Specific Contract under the Framework Contract, whereby signature of the Framework Contract alone does not commit Cedefop to order.
13. Evaluating your tender and your possible subsequent replies to questions in accordance with the specifications of the invitation to tender, will involve the recording and processing of personal data (such as your name, address and CV). Unless indicated otherwise, such personal data will be processed by Cedefop's Finance and Procurement Service solely for that purpose and pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of data by the Union institutions and bodies and on the free movement of such data. Details concerning the processing of your personal data are available on the privacy statement at:  
[http://ec.europa.eu/dataprotectionofficer/privacystatement\\_publicprocurement\\_en.pdf](http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf).  
 You have the right of recourse at any time to the European Data Protection Supervisor for matters relating to the processing of your personal data
14. Your personal data (name, given name if natural person, address, legal form, registration number and name and given name of the persons with powers of representation, decision-making or control, if legal person) may be registered in the Early Warning System (EWS) only or both in the EWS and Central Exclusion Database (CED) by the Accounting Officer of the Commission, should you be in one of the situations mentioned in:
- the Commission Decision 2008/969 of 16.12.2008 on the Early Warning System (for more information see the Privacy Statement on [http://ec.europa.eu/budget/info\\_contract/legal\\_entities\\_en.htm](http://ec.europa.eu/budget/info_contract/legal_entities_en.htm)), or
  - the Commission Regulation 2008/1302 of 17.12.2008 on the Central Exclusion Database (for more information see the Privacy Statement on [http://ec.europa.eu/budget/library/sound\\_fin\\_mgt/privacy\\_statement\\_ced\\_en.pdf](http://ec.europa.eu/budget/library/sound_fin_mgt/privacy_statement_ced_en.pdf)).

15. Once Cedefop has opened the tender, the document shall become the property of Cedefop and it shall be treated confidentially.
16. You will be informed of the outcome of this procurement procedure by e-mail. It is your responsibility to provide a valid e-mail address together with your contact details in your tender and to check it regularly.

Yours sincerely,

signed G. Paraskevaïdis  
Head of Finance and Procurement

Attached: Tender Specifications

# **OPEN INVITATION TO TENDER**

**AO/RES/ITK/Livelink-OTCS10-Services/004/14**

***“ICT SERVICES FOR LIVELINK-OpenText Content Server 10”***

**Tender Specifications**

## Table of contents

|                                                                                          |           |
|------------------------------------------------------------------------------------------|-----------|
| <b>Introduction to Cedefop: Europe's agency for training policy .....</b>                | <b>9</b>  |
| 1. Overview of this tender procedure.....                                                | 11        |
| 1.1. Description and type of the contract .....                                          | 11        |
| 1.2. Place of delivery or performance .....                                              | 11        |
| 1.3. Division into lots .....                                                            | 12        |
| 1.4. Variants.....                                                                       | 12        |
| 1.5. Value or quantity of purchase .....                                                 | 12        |
| 1.6. Duration of the contract .....                                                      | 12        |
| 1.7. Main terms of financing and payment.....                                            | 12        |
| <b>2. Terms of Reference.....</b>                                                        | <b>13</b> |
| 2.1. Purpose.....                                                                        | 13        |
| 2.2. Provision of Livelihood licenses, modules and annual maintenance fees .....         | 13        |
| 2.3. Tasks to be performed .....                                                         | 13        |
| 2.4. Place of delivery or performance .....                                              | 14        |
| 2.5. Profiles of the required experts.....                                               | 14        |
| 2.6. Multilingualism.....                                                                | 15        |
| 2.7. Task assignment procedures .....                                                    | 16        |
| 2.8. Additional requirements, information and implementation provisions.....             | 17        |
| 2.9. Meeting and travel expenses.....                                                    | 18        |
| <b>3. Specific information concerning participation to this tender procedure .....</b>   | <b>20</b> |
| 3.1. Exclusion criteria .....                                                            | 20        |
| 3.2. Selection criteria.....                                                             | 20        |
| 3.3. Legal Position.....                                                                 | 24        |
| <b>4. Additional information concerning participation to this tender procedure .....</b> | <b>24</b> |
| 4.1. Joint Offers/ Groupings (Consortia) .....                                           | 24        |
| 4.2. Subcontracting/Subcontractors .....                                                 | 25        |
| <b>5. Award of the contract .....</b>                                                    | <b>27</b> |
| 5.1. Technical evaluation.....                                                           | 27        |
| 5.2. Financial evaluation.....                                                           | 31        |
| 5.3. Financial Proposal / Financial Scenario.....                                        | 33        |
| <b>6. Information on presentation and content of tender.....</b>                         | <b>34</b> |
| 6.1. Envelope A - Supporting documents .....                                             | 34        |
| 6.2. Envelope B – Technical proposal .....                                               | 34        |

### **ANNEXES:**

|          |                                                         |
|----------|---------------------------------------------------------|
| Annex A: | Contract Notice                                         |
| Annex B: | Draft contract                                          |
| Annex C: | Declaration on Exclusion Criteria                       |
| Annex D: | Legal Entity Form                                       |
| Annex E: | Financial Identification Form                           |
| Annex F: | Check list of mandatory documents                       |
| Annex G: | Questionnaires 1-4                                      |
| Annex H: | Financial Proposal                                      |
| Annex I: | Power of Attorney (Models 1 and 2)                      |
| Annex J: | Model of Letter of Intent for Subcontractor/s           |
| Annex K: | Description of the Livelihood Implementation in Cedefop |
| Annex L: | ICT Profile                                             |

# Introduction to Cedefop: Europe's agency for training policy

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

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

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

The evidence Cedefop provides comes from its:

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

## Cedefop's objective and priorities for 2012-14

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

- **Supporting modernisation of VET systems**

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

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

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

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<sup>(1)</sup> Cedefop also works with Iceland and Norway.

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

Today, people are likely to change jobs more often. Cedefop is looking at how continuing training and work-based learning for adults can help people to manage their careers better and improve their job prospects. Cedefop is also examining how work-based learning for adults can help enterprises to deal with technological change, generate innovation and increase competitiveness. New demands are also being made of VET teachers and trainers and Cedefop is looking at their changing roles and their skill and learning needs.

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

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

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

### **Cedefop's information**

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

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

## **1. OVERVIEW OF THIS TENDER PROCEDURE**

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

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

### **1.1. Description and type of the contract**

- **Title of the contract**

ICT services for Livelink –OpenText Content Server 10, hereafter referred as CS10 or as Livelink

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

The purpose of this open invitation to tender is to conclude a framework contract with a service provider for the provision of services related to Cedefop Livelink platform. Specifically these services concern analysis, consulting, development, maintenance and administration, technical support and project management. Services will be acquired in the form of person-days, categorised in profiles of project manager, senior expert, and developer/ technical support.

In addition, this framework contract includes the provision of CS10 software modules and licenses, and the provision of the annual maintenance fee.

- **Type of contract**

Framework Service Contract whereby the services will be provided following the signature of Order forms throughout its validity. The number and content of Order Forms will depend on the needs of Cedefop.

### **1.2. Place of delivery or performance**

Most tasks will be completed mainly in the Contractor's premises and when necessary in Cedefop's premises (e.g. specific tasks related to migration, face to face meetings).

### 1.3. Division into lots

This tender procedure is not divided into lots.

### 1.4. Variants

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

### 1.5. Value or quantity of purchase

The estimated budget for the required services corresponds to **950** person-days over 4 years; the person-days might not be distributed evenly over the years. In addition, the provision of software licenses and annual fees are estimated at some **180 000** EUR (without VAT) over 4 years.

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

### 1.6. Duration of the contract

The contract shall enter into force on **15 September 2014**, shall have initial duration of one (1) year and will be automatically renewed up to three (3) times, each for an additional period of one (1) year, covering a total acquisition period of four (4) years (1+1+1+1).

### 1.7. Main terms of financing and payment

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

## 2. TERMS OF REFERENCE

### 2.1. Purpose

The purpose of the present call is to ensure the smooth operation of the Livelihood platform over a 4-year period through the acquisition of services relating to the maintenance of the platform, to the maintenance of the existing Livelihood applications and to the development of new applications.

#### Background:

Livelihood was implemented in Cedefop in 2004 and is used for the following:

- Electronic Document Management and Record Management (Record Bank), Mail Registration;
- Intranet and internal dissemination of documents;
- Administrative applications (mainly workflows) such as Career Development Review, follow-up of translation requests, Procurement workflow;
- Collaboration platform (extranet) with ReferNet (a European network created by Cedefop in 2002 to provide information on national vocational education and training systems and policies).

Custom applications on Livelihood have been developed using

- Livelihood workflows;
- xml exports and xsl transforms;
- JavaScript, java;
- Livelihood LAPI;
- Livelihood SDK custom modules;
- .NET

A description of the current configuration of Livelihood in Cedefop is in Annex K.

### 2.2. Provision of Livelihood licenses, modules and annual maintenance fees

Through the framework contract that will be signed following the present procurement procedure, Cedefop shall pay the annual maintenance fee and acquire additional licenses and modules, including third-party modules integrated with CS10. The contractor shall take all necessary steps to ensure the on time delivery of requested items, including ensuring liaison with Opentext Inc.

### 2.3. Tasks to be performed

The contractor will provide services related to the maintenance of the Livelihood platform in Cedefop: administration of the CS10 platform, performance measuring and improvement, troubleshooting, second level support, applying patches, upgrading to new versions, etc.

In addition, the contractor will be requested to provide services for the development and maintenance of applications in CS10. Tasks shall include project management, analysis, designing, consulting, development, testing, deployment, corrective and evolutionary maintenance, performance measuring and improvement, documentation, possibly transfer of knowledge to administrators and super-users.

Services will be acquired in the form of person-days, categorised in profiles as follows:

- Project manager
- Senior expert
- Developer/ technical support

A detailed description of profiles is to be found in section 2.5.

## 2.4. Place of delivery or performance

The place of delivery of services will be mainly at the contractor's premises (extra-muros, off-site). However Cedefop will request, when more efficient, that some of the work take place at Cedefop's premises (intra-muros, on-site). Please see section 2.9 for more details on work within Cedefop premises.

## 2.5. Profiles of the required experts

Services will be acquired in the form of tasks expressed in person-days, categorised in profiles as follows:

|    | Profiles                                 | Short |
|----|------------------------------------------|-------|
| 1. | Project manager                          | PM    |
| 2. | Livelihood Senior Expert                 | SE    |
| 3. | Livelihood developer / Technical Support | DEV   |

A detailed description of the profiles is provided below.

### 2.5.1 Profile: Project Manager

Tasks will include:

- Project management including proposals for project strategies, definition of tasks and deliverables, review of project deliverables, quality control, risk analysis and management, status reports, problem reporting and management systems, change control systems, issue tracking, planning and reporting (establishment of time plan / roadmap, control of progress), administrative follow up and organisation;
- Guidance of the team members in charge of project activities and review of their deliverables;
- Participation in functional and technical working groups and progress meetings.

### 2.5.2 Profile: Livelihood Senior Expert

Tasks will include:

- Analysis of user requirements, functional analysis;
- Design of applications; drafting technical specifications and technical system architecture;
- Data analysis, data modelling, database design;
- Design of high quality, self-explanatory, simple, user-friendly user interfaces;
- Validation, deployment and documentation of deliverables;
- Advanced performance management and troubleshooting; optimisations and tuning at the level of the operating system;

- Problem diagnosis, recording and resolution;
- Apply security best practices;
- Testing of new or modified software; assist with evaluating and testing products delivered by developers;
- Produce and/or establish quality assurance validation on the relevant technical documentation and user documentation;
- Assist in training the users of the system and designing training sessions; transfer of knowledge;
- Participation in meetings with Cedefop and other stakeholders.

### **2.5.3 Profile: Livelihood Developer/Technical Support**

Tasks will include:

- Development and maintenance of Livelihood applications which reflect the specifications based on user requirements;
- Set-up, installation and administration of Livelihood systems;
- Technical support, troubleshooting, debugging;
- Assistance in migrations/upgrades;
- Testing and validation, deployment;
- Produce the relevant technical documentation and user documentation.

## **2.6. Multilingualism**

Cedefop, by its very nature, is a multilingual environment. IT systems must support at least all the current 26 languages (European Union + European Economic Area + candidate countries), including Latin, Cyrillic and Greek alphabets. Languages of other countries (e.g. FYROM, Serbia, and Montenegro) may be added in the next five years.

## 2.7. Task assignment procedures

**2.7.1** The following task assignment procedure will apply, before the signature of a new order form:

- 1) A request for quotation is sent by Cedefop to the Contractor, with the task description and the related technical specifications;
- 2) If necessary, clarifications may be requested by the Contractor through phone conferences or emails. Cedefop will provide clarifications accordingly;
- 3) The Contractor shall provide an estimate of the work days the task will require, as well as the delivery date; quotes should take into account testing, documentation and follow-up (quality control of the deliverable);
- 4) If necessary Cedefop will discuss the offer with the Contractor (see (3) above) until an agreement for the undertaking of the task or part of the task is reached;
- 5) An Order Form will be prepared by Cedefop and sent to the Contractor for signature;
- 6) Upon signature by both sides, the Contractor undertakes the task and provides the deliverable(s) within the agreed delays.

**2.7.2** In case there exists a running specific order form, containing a number of person-days destined to cover various tasks (like e.g. corrective maintenance and second level support over a few months), the following simplified procedure shall apply:

- 1) Cedefop will request (by email or through an issue tracking system) the implementation of a specific task, providing also the related technical specifications;
- 2) The Contractor shall estimate the work hours or days the task will require, as well as the delivery date; quotes should take into account testing, documentation and follow-up (quality control of the deliverable); in case the task is less than half day work, the contractor will execute the task. Otherwise the procedure described below in (3) & (4) will be followed;
- 3) If necessary Cedefop will discuss the offer (see (2) above) with the Contractor until an agreement for the undertaking of the task or part of the task is reached;
- 4) Once the effort is accepted by Cedefop, the Contractor undertakes the task and provides the deliverable(s).

The result of the above procedure is reflected in the activity reports and invoices delivered by the Contractor and allows due operational verification by Cedefop.

## 2.8. Additional requirements, information and implementation provisions

- 2.8.1 The contractor should be able to ensure the availability and provide the proposed team within one (1) month following the signature of the framework contract (expected signature by 15/09/2014).
- 2.8.2 The document management system and the mail registration are mission critical systems. In case of down-time, the contractor shall allocate resources to resolve the issue rapidly (see also award criteria 1 and 3).
- 2.8.3 In case of problems and bugs attributable to the contractor, the contractor shall resolve them at no cost within 48 hours from the announcement of the issue by Cedefop. Moreover, in case of mission-critical services (e.g. down-time of the system), the resolution should not exceed 24 hours.
- 2.8.4 For any request or question by Cedefop, the contractor commits to respond with an acknowledgment message within 12 working hours, giving short comment and estimate of when the question can be resolved/answered, which must not exceed a maximum of five (5) working days, unless it concerns tasks larger than 5 days. The contractor shall handle larger tasks in a reasonable delay, i.e. the delay shall never be more than the time it actually takes to execute the tasks, unless otherwise agreed with Cedefop.
- 2.8.5 The project team members shall be the ones described in the tenderer's proposal. In case of replacement for whatever reason of any member of the project team, the selected contractor should propose a candidate with the same level of qualifications and experience for the project and commit to take all measures for ensuring that the changes in the project team will have no negative impact on the execution of the services (in terms of quality, deadlines and costs).
- 2.8.6 The selected Contractor should always keep Cedefop updated about the names and qualifications of all people participating in each work package, including all subcontractors (if any). Cedefop will accept contractor's experts to carry out the tasks specified only from among the compliant CVs which were part of the tenderer's proposal in regards to the selection criteria. If any of these individuals is unable to perform his/her duties, Cedefop should be informed within two working days. For his/her replacement the Contractor has to submit compliant CV(s) within maximum 5 working days. Cedefop will grant approval for the replacement and appointment of a new individual (other than those originally set out in the proposal), to work on the tasks set out in the Order Form(s) only after the CV(s) and copies of the professional qualifications of the individual(s) proposed are carefully examined and accepted.
- 2.8.7 The contractor should replace within 10 working days a person involved in the project under the present call for tenders:
  - 2.8.7.1 *Whose conduct and behaviour are considered to be unsatisfactory*
  - 2.8.7.2 *Whose abilities and/or performance are considered to be unsatisfactory.*

- 2.8.8 The Contractor shall provide 12 months guarantee (free fixes of bugs) for any developed module.
- 2.8.9 The contractor will be able to connect remotely to Cedefop server(s) as appropriate, in agreement with Cedefop information and network security rules and policies.
- 2.8.10 Cedefop will provide a staging environment; however the contractor should possess his own development server, and must ensure that it is compliant with software licensing policies, where applicable.
- 2.8.11 Any new code or module developed and integrated with the current system, should not break existing functionality. The contractor must apply appropriate testing to guarantee this.
- 2.8.12 All deliverables should first undergo rigid and thorough testing before being submitted for acceptance testing by Cedefop.
- 2.8.13 The ICT Department of Cedefop is responsible for the contract and will assign one Project Manager to its execution.
- 2.8.14 The tenderer shall identify a Project Manager within his organisation who will represent the single contact point for all administrative and operational communication in regards to contract implementation.
- 2.8.15 The contractor will provide monthly work reports according to the scope of the deliverables, demonstrating the completed work performed during this period.
- 2.8.16 Cedefop and the contractor will communicate in English. All the proposed experts are required to communicate in English to a very good standard.

**N.B.**: Please note that items in this section are binding and are integral part of the future contract. Non-conformance to the tenderer's commitments under this section during the performance of the contract could constitute a ground for Cedefop to terminate the contract.

## **2.9. Meeting and travel expenses**

- 2.9.1 The contractor will be required to attend scheduled meetings at Cedefop. Indicative number is about 8 over 4 years. Meetings dates and frequency will be decided upon common agreement between Cedefop and the contractor.
- 2.9.2 Meeting expenses (i.e. travel and accommodation) will be reimbursed to the contractor on the basis of the contractor's Financial Offer. Prices stipulated in table 4 (cost of meetings) will be used to reimburse travel and accommodation expenses for contractor's staff (any profile) who will come to Cedefop premises in Thessaloniki. Travel costs are all inclusive and cover transportation from and to the airport. Accommodation costs are all inclusive and cover all daily expenses, including taxis. Please note that travel time will not be reimbursed or paid.

- 2.9.3 A kick-off meeting will take place at Cedefop premises. The contractor will be entitled to reimbursement of expenses for the kick-off meeting, whereby at least two representatives from the contractor should participate, i.e. the project manager and one of the senior experts who will play a key role in the execution of the contract.
- 2.9.4 Any meeting held to resolve problems manifestly imputable to the Contractor's execution or performance of the Contract will be at the charge of the Contractor.
- 2.9.5 In case of a specific project, an emergency situation, or a problem not imputable to the Contractor's execution or performance of the Contract, Cedefop will call ad-hoc working meetings. Such meetings or any extra travel and accommodation expenses that might be needed to perform the tasks related to the contract shall be subject to Cedefop's prior approval and shall be reimbursed by Cedefop, according to the travel and accommodation expenses as proposed by the Contractor in his financial offer.

### 3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

#### 3.1. Exclusion criteria

Participation to this tender procedure 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, given in Annex C. Therefore all tenderers, all group (consortium) members (if any) and any subcontractor/s (identified as per the two bullet-points in the fourth paragraph of point 4.2 below) **MUST** provide the self-declaration found in Annex C duly signed and dated. The exclusion criteria will be assessed in relation to each company individually.

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

In the event of recommendation for contract award, point j) of Annex C will apply.

#### 3.2. Selection criteria

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

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

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

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

##### 3.2.1 Economic and Financial capacity

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

##### Requirement:

The average annual turnover of the tenderer for the last *three* (3) financial years **concerning the type of services covered in this call for tenders** should be at least **250,000 €**.

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

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

In case of a consortium (grouping) or subcontracting each member of the consortium and all sub-contractors (in line with points 4.1 or 4.2 below) must provide the required statement for the economic and financial capacity (Questionnaire 2 of Annex G), **but the assessment of whether the minimum requirement is met will bear on the consortium as a whole or the tenderer together with his subcontractors.**

In the event of recommendation for contract award the winning tenderer (single tenderer or in the case of a consortium (grouping) each member of the consortium) will be requested to prove the above by submitting Audited Financial Statements (Audited Profit and Loss Account/ Statement or equivalent) if these are foreseen by the respective national legislation. Should total subcontracting exceed 40% of the work by value, Cedefop reserves the right to request audited financial statements also from the subcontractors. For tenderers or sub-contractors (identified as per any of the two bullet-points in paragraph 4 of point 4.2 below) who are natural persons / freelancers, a tax declaration and tax clearance statement for the last three financial years will be requested.

If, for some exceptional reason the winning tenderer (or any consortium member or sub-contractor) is unable to provide one or other of the above documents, he or she will be required to justify 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.

### **3.2.2 Technical and professional capacity**

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

#### **Requirements for Technical and professional capacity:**

- The tenderer must be enrolled in the relevant professional register;
- The tenderer must have the technical know-how, experience, expertise and adequate structure and resources to perform the services described in the Terms of Reference;
- The tenderer must be an OpenText partner and an OpenText reseller;
- The tenderer must have a minimum of 3 years experience in the field of Livelink services, having performed at least 3 **contracts** during the last three (3) years, **each one** of a minimum invoiced financial value of **40,000 Euro**;
- The Tenderer's **KEY** profiles, whose involvement will be instrumental for the implementation of the contract, must have the relevant to the subject of the contract background, knowledge and experience for the successful implementation of the contract as follows:

### 3.2.2.1 Profile Project Manager

- Post-secondary education degree, **or** 4 years of working experience after completion of secondary education;
- In addition, minimum experience of 6 years in IT, of which minimum 2 years in Project Management of computer software construction;
- Excellent communication skills (spoken and written) in English (level C2 as determined in “Language levels of the Common European Framework of Reference CEF<sup>2</sup> or equivalent).

### 3.2.2.2 Profile: Livelink Senior Expert

- Post-secondary education degree, or 4 years of working experience in IT after completion of secondary education;
- In addition, minimum experience of 5 years in IT, including 2 years at senior analyst level and at least 2 years with Livelink. These last two requirements are not excluding each other; the experience may also be in the form of proven 2 years working at senior analyst level with Livelink;
- Be certified *Livelink Consultant* (or possess equivalent certification by OpenText)
- Excellent communication skills (spoken and written) in English (level C2 as determined in “Language levels of the Common European Framework of Reference CEF or equivalent).

### 3.2.2.3 Profile: Livelink Developer/Technical Support

- Post-secondary education degree, or 4 years of working experience in IT after completion of secondary education;
- In addition minimum experience of 2 years as developer or administrator in Livelink;
- Knowledge of Livelink workflows, xml exports and xsl transforms, JavaScript, Livelink LAPI, Livelink SDK;
- Successful completion (proven by a certificate) of OpenText course equivalent to *Open Text Builder Fundamental* **or** *Livelink Administrator*;
- Very good knowledge of English (level B2 as determined in “Language levels of the Common European Framework of Reference CEF or equivalent).

**Important: the number of years requested in all profiles above refers to complete years until the deadline of submission of offers.**

### Proofs / Evidences of Technical and professional capacity

The following documents or information must be presented by the tenderer to prove his technical and professional capacity to perform the proposed contract:

- Document for enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established;
- Brief company profile indicating the relevance of the activities of the company with the present call for tenders (Questionnaire 4 in Annex G);

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<sup>2</sup> <http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en>

- Evidence of being an OpenText partner and OpenText reseller;
- List of at least **3** contracts of minimum invoiced financial value of 40.000 Euro each, performed in the past **three (3)** years (to have been concluded by the deadline of submission of offers) in the field of Livelihood services describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer (Questionnaire 3 in Annex G);
- Detailed CVs, **indicating to which profile they correspond**. The tenderer must provide **at least** the following number of distinct CVs:

| Profiles |                                        | Short | Minimum number of CVs to be provided |
|----------|----------------------------------------|-------|--------------------------------------|
| 1.       | Project manager                        | PM    | 2                                    |
| 2.       | Livelihood Senior Expert               | SE    | 2                                    |
| 3.       | Livelihood Developer/Technical Support | DEV   | 3                                    |
| TOTAL    |                                        |       | 7                                    |

The CVs must show evidence of proposed experts' experience and knowledge which enable them to perform the tasks specified for each of the profiles described in Section 2.5, satisfying the requirements in terms of educational background, length and scope of experience and knowledge as specified in points 3.2.2.1, 3.2.2.2 and 3.2.2.3. The CVs of the experts proposed for each profile should clearly indicate which work experiences are relevant for the fulfilment of the specific requirements (specifying dates, employer, main activities and responsibilities, and technologies), and clearly present the English linguistic abilities.

CVs should not be anonymous, since the staff proposed with certain skills, education and experience should be identifiable for the execution of the contract.

Please note that for the Senior Expert profiles, Cedefop is aware that it might be difficult for one person to be an expert in all the **tasks** described in section 2.5.2. The tenderer is thus required for the selection criteria to present a set of CVs which as a whole cover all the **tasks** of point 2.5.2.

Concerning the OpenText courses which are required for the profile Livelihood Developer/Technical Support, please note that each individual CV should have completed at least one of the required courses (Open Text Builder Fundamental **or** Livelihood Administrator). The three proposed CVs shall cover as a whole the required set of courses (Open Text Builder Fundamental **and** Livelihood Administrator). In addition please note that for the Developer/Technical Support profile, Cedefop is aware that it might be difficult for one person to be an expert in all the **tasks** described in point 2.5.3. The tenderer is thus required for the selection criteria to present a set of CVs which as a whole cover all the **tasks** of section 2.5.3.

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

### 3.3. Legal Position

Tenderers may choose between submitting a joint offer (see 4.1) as a Consortium / Grouping or introducing a bid as a single tenderer, in both cases with the possibility of having one or several subcontractors (see 4.2). Whichever type of bid is chosen, the tender must stipulate the legal status and role of each legal entity in the tender proposed (see also 5<sup>th</sup> bullet of point 4.1. below). To identify himself (and any other participating entities, if applicable), the tenderer must complete **Questionnaire 1 in Annex G**. Tenderers are also requested to complete a **Legal Entity Form** found in **Annex D**, accompanied by all documents and information indicated in the form.

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

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

## 4. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

Participation in Cedefop tendering procedures is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the Treaties. It includes all economic operators registered in the EU and all EU citizens. Pursuant to Article 119 of the general Financial Regulation the participation is also open to all natural and legal persons from non-EU countries that have a ratified agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Cedefop can therefore accept offers from and sign contracts with tenderers from 35 countries, namely: the 28 EU Member States, 3 EEA Countries (Lichtenstein, Norway, Iceland) and 4 SAA Countries (FYROM, Albania, Montenegro and Serbia).

The procurement (tender) procedures of Cedefop are **not** open to tenderers from GPA countries.

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

### 4.1. Joint Offers/ Groupings (Consortia)

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

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

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

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

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

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

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

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

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

#### **4.2. Subcontracting/Subcontractors**

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

The contractor retains full liability towards Cedefop for performance of the contract as a whole. Cedefop will treat all contractual matters (e.g. payments) with the contractor, whether or not some tasks are performed by a subcontractor. Under no circumstances can the contractor avoid liability towards Cedefop on the grounds that the subcontractor is at fault. Any subcontracting/subcontractor must be approved by Cedefop, either by accepting the bidder's tender, or, if proposed by the Contractor after contract signature, in writing by an exchange of letters. In the latter case subcontracting/subcontractor will be accepted only if it is judged necessary and does not lead to distortion of competition.

Tenderers are free to choose their subcontractors from both eligible and non-eligible countries. Thus, in principle all economic operators can act as subcontractors of eligible tenderers.

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

**Only in cases when:**

- a Subcontractor undertakes between 10% and 40% of the work by value,
- the total subcontracting is above 40% of the work by value, independently of the individual Subcontractor's contribution to the work by value,

the tenderer should submit with the offer:

1. the Declaration on exclusion criteria and absence of conflict of interest (Annex C) filled-in and signed by the respective Subcontractor;
2. the required documents related to the economic/financial and technical/professional capacity of the Subcontractor as described in points 3.2.1 and 3.2.2;
3. 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.

## 5. AWARD OF THE CONTRACT

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

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

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

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

Whereby:

**TQV = Total Quality Value** of the tender (as per point 5.1);

**TFO = Total Financial Offer** of the tender (as per points 5.2 and 5.3);

**X** is the weighting for quality score (TQV) and for this tender procedure it is fixed to **(60)**;

**Y** is the weighting for price (TFO) and for this tender procedure it is fixed to **(40)**.

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

### 5.1. Technical evaluation

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

#### 5.1.1 Award criteria

The following Award Criteria will be applied to this tender procedure. The fourth column contains the required documentation for performing the technical evaluation and defines the structure and content of the technical proposal:

| No | Award Criteria                                                                                                           | Max. Points | Supporting documentation / information to be provided in the technical proposal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----|--------------------------------------------------------------------------------------------------------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Quality and appropriateness of the services for the regular technical support and maintenance of the Livelihood platform | 25          | <p>Description of how regular technical support and maintenance of the Livelihood platform (<b>excluding</b> customised applications) will be optimally carried out. The proposal shall include at least:</p> <ul style="list-style-type: none"> <li>the proposed output in terms of availability of the system and response time</li> <li>procedures and tools to achieve the above results</li> <li>methodology and tools for reporting, monitoring and resolving issues, incident management</li> <li>the composition of the team and a quantitative estimation of the contractor's resources needed</li> </ul> <p>Table 2 of the financial proposal in Annex H must be consistent with the required effort as described in the above document.</p> <p>The proposal should take into account the current technical environment as described in annex K. The role of Cedefop ICT team is also described in annex K.</p> |
| 2  | Quality of the methodology for optimal take-over from the previous contractor                                            | 20          | <p>The proposal should include a methodology for familiarisation with the existing technical background of the Livelihood platform (<b>including</b> customised applications), so as to ensure an optimal take-over from the previous contractor.</p> <p>The proposal shall include at least:</p> <ul style="list-style-type: none"> <li>A list of actions</li> <li>The composition of the team and a rough quantitative estimation of the contractor's resources needed</li> <li>An estimation of the resources (Human and other) needed from Cedefop and the incumbent contractor</li> <li>An estimation for the number of meetings required.</li> </ul> <p>The proposal should take into account the current technical environment as described in annex K. The role of Cedefop ICT team is also described in annex K.</p>                                                                                             |
| 3  | Quality of the Change Control System                                                                                     | 20          | <p>Description of the change control system (procedures and tools) for managing on going change demands, taking into account the obligation to hand over the system to the next contractor at the end of the FWC (normally 4 years).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|   |                                                                                                                                                                |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | <b>Quality of the technical proposal and project plan for the following mini-project scenario: “Submission of the VET Country Report by a ReferNet member”</b> | 20         | A description of the solution for carrying out the tasks described in section 5.1.2 below. The description should include an outline of the technical solution proposed, an outline of the project stages, the tasks involved, timing, effort allotted to the specific tasks, project team, and the number of meetings necessary. Table 3 of the financial proposal in Annex H must be consistent with the required effort as described in the above document. |
| 5 | <b>Quality of the proposal for the “Creation of an image bank for internal use”</b>                                                                            | 15         | A discussion paper on the pros and cons of implementing the “Image Bank” in Livelink. The discussion paper should not be longer than 2 pages. Please see details in section 5.1.3.                                                                                                                                                                                                                                                                             |
|   | <b>Total Quality Value (TQV)</b>                                                                                                                               | <b>100</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

### 5.1.2 Specific information for award criterion 4

ReferNet is a network of institutions created by Cedefop in 2002 to provide information on national vocational education and training (VET) systems and policies in the EU Member States, Iceland and Norway. There are one or more ReferNet partners from each EU country (a total of about 80 Livelink external users). We need to create an application that will allow the ReferNet partners (external Livelink users) to submit a specific report which is a MS word document. This report should be received by the ReferNet assistant (internal Cedefop staff member) for verification and correction if needed. Following the verification, the MS word document should be stored within a specific Livelink folder named “country reports”, and particularly into the subfolder that corresponds to the country of the ReferNet member. The proposed solution should provide an easy way for the ReferNet assistant to follow up on submissions.

|               |                                                                                                                                                                    |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Step 1</b> | <b>The ReferNet member uploads the report indicating the originating country</b>                                                                                   |
| System        | A confirmation email is sent to the ReferNet member                                                                                                                |
| System        | An email is sent to the ReferNet assistant informing on the new submission, including a link to the document                                                       |
| <b>Step 2</b> | <b>The ReferNet assistant validates the document (The ReferNet assistant may have to edit it before validation)</b>                                                |
| System        | The document is copied into the appropriate folder according to the originating country. (There is one folder for each country e.g. France, Germany, Greece, etc.) |
| System        | An email is sent to the ReferNet team (group of internal users) informing them about the new validated document including a link to the copied document.           |
| System        | An email is sent to the ReferNet partner informing him/her that the document has been validated, including a link to the final document.                           |
| <b>Step 3</b> | <b>The process is finalised</b>                                                                                                                                    |

### 5.1.3 Specific information for award criterion 5

The ICT Service got a request to implement an “Image Bank”. The tenderer should provide a discussion paper on the pros and cons of implementing the “Image Bank” in Livelink. The discussion paper should not be longer than 2 pages.

Please find below the request which came to the ICT service.

#### **Aim**

We build this collection of images (image bank) with the primary aim to use the photos in our communication products/channels: website, Cedefop magazine, book covers, ads, Facebook, twitter etc.

This will not be a library for archival/historical purposes.

#### **The bank**

It will comprise three main groups of images:

- photos from events and conferences
- clipart photos purchased from online image libraries
- photos from the archives

The first two groups are a priority while the third could be in the second wave of development.

#### **Keywords/tags - metadata**

It is very essential to build a simple but powerful (therefore smart) keyword vocabulary. It will help us search and find the image that we need especially when the collection will grow. We will also need some custom metadata which will include all the info we need to know in advance before publishing: copyright, last used, data protection cleared, etc. Cedefop will build the keyword vocabulary.

#### **Workflow**

We have gathered all photos available up to now. In the future, the conference team will feed the images taken from events or sent by externals. Also we will purchase some clipart ones (in consultation with the communication group). Currently, we have about 3000 photos.

#### **Software requirements**

We need the simplest/cheapest software that meet our requirements:

- multiuser
- one administrator uploads the photos, adds tags and metadata
- five users will search and use the photos
- allows group tagging
- metadata based on international standards or not. Custom metadata possible
- supports all image formats (also raw) plus video, audio
- simple, fast and easy to use
- search by keyword or browse folders
- exports metadata and keywords for possible future upgrade / change of technology
- possibly versioning of images (to be discussed).

### 5.1.4 Technical evaluation – general requirements

In order to guarantee a minimum threshold of quality, offers that do not reach a minimum of 50% of the possible score for each award criterion, and obtain an overall total score (Total Quality value) of less than the total **65** (of a maximum of 100) points against the award criteria, will not be considered acceptable and will be eliminated from further evaluation. Only the technically compliant (acceptable) tenders as per the above will be subject to Financial (Price) Evaluation (5.2).

The tenderer's technical proposal should consist of a clear and comprehensive response to all requirements as per the Terms of Reference / Technical Specifications in point 2 above providing a practical, detailed description of the goods or services proposed for performance of the contract.

Tenderers are requested to organise the technical offer in headings or to structure it in such a way so as to ensure that the content of the technical offer meets the requirements set out in the Terms of Reference or Technical Specifications as closely as possible and to facilitate the subsequent evaluation of tenders against the technical award criteria. It is up to the tenderer to present in his Technical Proposal a detailed organisation and methodology such that they fulfil (comply in full with) all requirements outlined in the Terms of Reference.

Tenderers are requested to include their technical proposal (envelope B) in one original and three hard copies and in the form of a read access secured CD.

The content of the technical proposal in the hard copies and the one in the CD must be identical. In case of discrepancies between the hard copies and the CD, the hard copies shall take precedence.

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

### 5.2. Financial evaluation

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

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

Financial score = (cheapest Financial Proposal / Financial Proposal of the tender considered)\* Y.  
Where Y = price weighting (see the complete formula under point 5 above)

### Information concerning price

- The prices quoted must be fixed and not revisable for the first year of the contract. From the 2<sup>nd</sup> year onwards Article I.3.2 of the Contract shall apply (see draft Framework Contract at Annex B).
- Prices must be quoted in EURO 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 shall therefore not be included in the calculation of the price quoted.
  - For contractors based in Greece, invoices will include VAT which is paid by Cedefop and later reimbursed by the State.
  - For contractors established in other countries exemption is direct (invoices are submitted without VAT), subject to fulfilling as necessary the requirements of Article 151 of Council Directive 2006/112/EC.
  - In Belgium, use of this contract constitutes a request for VAT exemption No. 450, VAT exemption article 42, paragraph 3.3 of the VAT code (circular 2/1978), provided the invoice includes: "Commande destinée à l'usage officiel de l'Union Européenne, Exonération de la TVA; art. 42 § 3.3 du code TVA (circulaire n° 2/1978)".

### 5.2.1 Evaluation of abnormally low prices

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

A price will be considered abnormally low if the financial offer of any tenderer is lower with more than the acceptable margin of deviation from the average price of the other technically acceptable offers (please note that definition of which offers are technically acceptable/ compliant is given in points **5**, **5.1.4** and **5.2** above). The actual deviation will be calculated as % as follows:

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

The acceptable margin of deviation is set to **30%**.

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

- a) apply the acceptable margin of deviation from the average price of the other technically acceptable offers and set aside the offers that go beyond it;
- b) check if specific notes or specific items included in the offer justify to some extent the deviation; if not, or if inadequate, send relevant request for explanation(s) to the tenderer concerned;
- c) decide on the acceptability of the offer on the basis of the notes in the tender and/or the clarification reply received.

### 5.3. Financial Proposal / Financial Scenario

The Financial Offer must be clear and in compliance with the Terms of reference. The tenderers must fill-in the financial offer spread sheet in Annex H (first tab) which presents a detailed breakdown of the price offered. The unit prices are binding and will be used as basis for the execution of the contract via order forms. All services that shall be provided should be included in these prices.

The Financial Scenario is described in the second tab of Annex H and is automatically calculated from the financial offer (tab 1 of Annex H). It is based on an estimated but realistic 4-year work-plan and serves as a method for the calculation of the Total Financial Offer (TFO) that will be used for evaluation purposes only.

Please note that Cedefop estimates for quantities are indicative and do not constitute any kind of legal obligation for the Centre.

The corresponding total VAT amount must be indicated separately under the Financial Scenario Table in the second tab of Annex H (this applies to tenderers established in Greece only).

The Financial Offers will be checked for any arithmetical errors in computation and summation.

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

The annual software maintenance fee should not be provided in the Financial Offer. The financial offer is a scenario for evaluation purposes only. (For information only - the annual software maintenance fee is determined by OpenText).

#### **Reimbursement of travel expenses:**

Prices indicated in table 4 (cost of meetings) will be used to reimburse travel and accommodation expenses for contractor's staff (any profile) who will come to Cedefop premises in Thessaloniki. Travel costs are all inclusive and cover transportation from and to the airport. Accommodation costs are all inclusive and cover all daily expenses, including taxis. Please note that travel time will not be reimbursed or paid.

## **6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER**

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

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

### **6.1. Envelope A - Supporting documents**

One original and one copy of:

- cover letter, signed by the person/s (name and position) that is/are authorised to sign the contract in case of contract award
- the exclusion criteria declaration requested in point 3.1 and standard template found in Annex C
- the selection criteria documents as requested in points 3.2, 4.1, 4.2
- Questionnaires 1 – 4 as found in Annex G
- Power of Attorney (Model 1 or 2), as required in point 4.1 (if applicable) and found in Annex I
- Model of Letter of Intent for Subcontractor/s as required in point 4.2 (if applicable) and found in Annex J
- the Legal Entity Form as requested in point 3.3 and found in Annex D
- the Financial Identification Form as found in Annex E
- the checklist found in Annex F

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

### **6.2. Envelope B – Technical proposal**

One original signed version and three copies of:

- the Technical Proposal providing all information requested in point 5.2, including information relevant to subcontracting, if any, as requested in point 4.2.
- a read access secured CD containing the submitted in paper form technical proposal

### **6.3 Envelope C – Financial proposal**

One original signed version and three copies of:

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

## **ANNEX A**

### **Contract Notice**

**(Given as a separate file in \*.pdf format)**

# **ANNEX B**

## **Draft Contract**

(Given as a separate file in \*.pdf format)

## **ANNEX C**

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

**(Given as a separate file in \*.doc format)**

## **ANNEX D**

### **Legal Entity Form**

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

[http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/legal\\_entities/legal\\_entities\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm)

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

## **ANNEX E**

### **Financial Identification Form**

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

[http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/financial\\_id/financial\\_id\\_fr.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_fr.cfm)

and completed and signed by an authorised representative of the tenderer (group leader in case of consortium, with indication of entity, name and function), but not by subcontractors.

**PLEASE NOTE:**

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

## ANNEX F

### Check list of mandatory documents

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

Please Tick ✓ the boxes provided

| Mandatory documents to be included as part of the tender                                                                                                                        | Reference paragraph                   | Included                 |                          | If the document is not included, please provide an explanation for the reason |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------|--------------------------|-------------------------------------------------------------------------------|
|                                                                                                                                                                                 |                                       | Yes                      | No                       |                                                                               |
| <b><u>Envelope 'A' must contain</u></b>                                                                                                                                         |                                       |                          |                          |                                                                               |
| one original and one copy of:                                                                                                                                                   | 6.1                                   | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - Cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award (name and position of the individual(s) entitled to sign contract) | Art. 4 of Invitation to tender; 6.1   | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - Exclusion Criteria Declaration (including those of consortium members and subcontractors, if applicable)                                                                      | 3.1, 6.1 & Annex C                    | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - selection criteria documents (If applicable, including those of consortia and subcontractors)                                                                                 | 3.2, 4.1, 4.2, 6.1                    | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - Questionnaires 1-4 (Annex G)                                                                                                                                                  | 3.2, 3.2.1, 3.2.2, 4.1; 6.1 & Annex G | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - Power of attorney of partners in joint bid / Consortium (if applicable)                                                                                                       | 4.1, 6.1 & Annex I (models 1 or 2)    | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - Letter of intent of subcontractor (if applicable)                                                                                                                             | 4.2, 6.1 & Annex J                    | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - Legal Entity Form                                                                                                                                                             | 3.3, 6.1 & Annex D                    | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - Financial Identification Form                                                                                                                                                 | 6.1 & Annex E                         | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - this Checklist                                                                                                                                                                | 6.1 & Annex F                         | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| <b><u>Envelope 'B' must contain</u></b>                                                                                                                                         |                                       |                          |                          |                                                                               |
| one original, three copies and a read access secured CD:                                                                                                                        | 6.2                                   | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - the technical proposal                                                                                                                                                        | 5.2, 6.2                              | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| <b><u>Envelope 'C' must contain</u></b>                                                                                                                                         |                                       |                          |                          |                                                                               |
| one original and three copies of:                                                                                                                                               | 6.3                                   | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |
| - the Financial Proposal                                                                                                                                                        | 5.3, 6.3 & Annex H                    | <input type="checkbox"/> | <input type="checkbox"/> |                                                                               |

| The tenderers should also ensure that: |                                                                                                                |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/>               | the offer is formulated in one of the official languages of the European Union.                                |
| <input type="checkbox"/>               | both the technical and financial proposals of the offer are signed by duly authorised agent.                   |
| <input type="checkbox"/>               | the offer is perfectly legible in order to rule out any ambiguity.                                             |
| <input type="checkbox"/>               | the offer is submitted in accordance with the envelope system as detailed in the invitation to tender point 3. |
| <input type="checkbox"/>               | the outer envelope bears the information mentioned in the invitation to tender point 3.                        |

# **ANNEX G**

## **Questionnaires 1 - 4**

**(Given as a separate file in \*.doc format)**

## **ANNEX H**

### **Financial Proposal**

**(Given as a separate excel file)**

## **ANNEX I**

### **Models of power of attorney**

**(Given as a separate file in \*.doc format)**

## **ANNEX J**

### **Model of Letter of Intent for Subcontractor/s**

**(Given as a separate file in \*.doc format)**

## **ANNEX K**

### **Description of the Livelink Implementation in Cedefop**

**(Given as a separate file in \*.doc format)**

## **ANNEX L**

### **ICT Profile**

**(Given as a separate file in \*.doc format)**