

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:142047-2014:TEXT:EN:HTML>

**Greece-Thessaloniki: ICT services for Livelink-OpenText content server 10
2014/S 082-142047**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

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

Internet address(es):

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

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

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

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

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Education

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

Section II: Object of the contract

II.1) Description

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

ICT services for Livelink-OpenText content server 10.

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

Services

Service category No 7: Computer and related services

Main site or location of works, place of delivery or of 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).

NUTS code

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

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in months: 48

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

The purpose of this 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 licences, and the provision of the annual maintenance fee.

II.1.6) Common procurement vocabulary (CPV)

72200000

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

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

II.1.8) Lots

This contract is divided into lots: no

II.1.9) Information about variants

Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

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.

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 3

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

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

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

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

Not applicable.

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

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

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

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

For more information please refer to the tender documents.

III.1.4) Other particular conditions

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

Description of particular conditions: Subcontracting is allowed and is defined as the situation where a contract has been or is to be established between Cedefop and a contractor and where the contractor, in order to carry out that contract, enters into legal commitments with other entities for performing part of the service.

If awarded, the contract will be signed by the selected tenderer (the contractor), who will be vis-à-vis Cedefop the only contracting party responsible for the performance of this contract. Cedefop has no direct legal commitment with the subcontractor(s). For more information please refer to the tender documents.

III.2) Conditions for participation

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

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

Participation to this tender is only open to tenderers who are in a position to subscribe in full to the declaration on exclusion criteria and absence of conflict of interest in Annex C of the tender documents.

For more information please refer to the tender documents.

III.2.2) Economic and financial ability

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

Minimum level(s) of standards possibly required: Requirement:

The average annual turnover of the tenderer for the last 3 financial years concerning the type of services covered in this call for tenders should be at least 250 000 EUR.

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 tender dossier) of the tenderer's turnover for the last 3 financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

In the case of a consortium (grouping) or subcontracting, each member of the consortium and all subcontractors (in line with points 4.1 or 4.2 of the tender dossier) must provide the required statement for the economic and financial capacity (questionnaire 2 of Annex G of the tender dossier), 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 subcontractors (identified as per any of the 2 bullet points in paragraph 4 of point 4.2 of the tender dossier) who are natural persons/freelancers, a tax declaration and tax clearance statement for the last 3 financial years will be requested.

If for some exceptional reason the winning tenderer (or any consortium member or subcontractor) 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.

III.2.3) **Technical capacity**

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

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

Minimum level(s) of standards possibly required:

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 3 years, each one of a minimum invoiced financial value of 40 000 EUR,
- the tenderer's key profiles, whose involvement will be instrumental for the implementation of the contract, must have, relevant to the subject of the contract, the background, knowledge and experience for the successful implementation of the contract as follows:

Profile project manager:

- post-secondary education degree, or 4 years of working experience after completion of secondary education,
- in addition, a minimum experience of 6 years in IT, of which a minimum of 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 or equivalent).

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 2 requirements are not excluding each other; the experience may also be in the form of proven 2 years working at the senior analyst level with Livelink,
- be a 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).

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 OpenText builder fundamentals 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 of the tender dossier),
- evidence of being an OpenText partner and OpenText reseller,
- list of at least 3 contracts of minimum invoiced financial value of 40 000 EUR each, performed in the past 3 years (to have been concluded by the deadline of submission of offers) in the field of Livelink 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 of the tender dossier),
- detailed CVs, indicating to which profile they correspond. The tenderer must provide at least the following number of distinct CVs:

2 CVs for the profile project manager

2 CVs for the profile Livelink senior expert

3 CVs for the profile Livelink developer/technical support

total CVs: 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 of the tender dossier, satisfying the requirements in terms of educational background, length and scope of experience and knowledge as specified above in the relevant profiles. 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 1 person to be an expert in all the tasks described in Section 2.5.2 of the tender dossier. 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 of the tender dossier.

Concerning the OpenText courses which are required for the profile Livelink developer/technical support, please note that each individual CV should have completed at least one of the required courses (OpenText builder fundamentals or Livelink administrator). The 3 proposed CVs shall cover as a whole the required set of courses (OpenText builder fundamentals and Livelink administrator). In addition, please note that for the developer/technical support profile, Cedefop is aware that it might be difficult for 1 person to be an expert in all the tasks

described in point 2.5.3 of the tender dossier. 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 of the tender dossier.

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 of the tender dossier).

III.2.4) Information about reserved contracts

III.3) Conditions specific to services contracts

III.3.1) Information about a particular profession

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

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

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure

Open

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

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

IV.2) Award criteria

IV.2.1) Award criteria

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

IV.2.2) Information about electronic auction

An electronic auction will be used: no

IV.3) Administrative information

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

AO/RES/ITK/Livelihood-OTCS10-Services/004/14.

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

no

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

Payable documents: no

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

10.6.2014

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

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

Any EU official language

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

until: 10.12.2014

IV.3.8) Conditions for opening of tenders

Date: 24.6.2014 - 11:00

Place:

Cedefop's premises.

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

Additional information about authorised persons and opening procedure: Each tenderer may be represented at the opening of tenders by 1 person. The name of the person attending the opening must be notified in writing by fax (+30 2310490028) or by e-mail (c4tservices@cedefop.europa.eu) at least 2 working days prior to the opening session.

Section VI: Complementary information

VI.1) Information about recurrence

VI.2) Information about European Union funds

VI.3) Additional information

The tender documents will be available on Cedefop's website:

<http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/calls-for-tenders.aspx>

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

VI.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures

General Court

rue du Fort Niedergrünwald

2925

LUXEMBOURG

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

Telephone: +352 4303-1

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

Fax: +352 4303-2100

VI.4.2) Lodging of appeals

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

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

Same as in point VI.4.1

VI.5) Date of dispatch of this notice:

16.4.2014