



CEDEFOP

European Centre for the Development
of Vocational Training

Area Resources

Finance and Procurement, Procurement Service

Thessaloniki, 09/11/2012
RS/PRO/CALU/2012/0950

OPEN INVITATION TO TENDER

AO/CID/CF/ProfessionalConferenceOrganiser/020/12

‘Provision of services by a Professional Conference Organiser’

Ref.: Pre-info notice and/or contract notice: 2012/S 213-351310 of 06/11/12

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) 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. Paraskevaïdis
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:

OPEN INVITATION TO TENDER CEDEFOP No: AO/CID/CF/ProfessionalConferenceOrganiser/020/12 ‘Provision of services by a Professional Conference Organiser’ Name of tenderer: NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE

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

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

7.1 Contacts before the final date for submission of tenders:

- An on-site visit is **not** foreseen to take place during this procedure as Cedefop main conference rooms are currently closed due to renovation works. They are due to re-open at the time of the signature of the related contract. For further information on Cedefop facilities, see Annex L.
- 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) 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)	10/12/2012	17.00h
Last date on which clarifications are issued by Cedefop	< as soon as possible >	N/A
Deadline for submission of tenders (hand delivered)	19/12/13	17.00h
Deadline for submission of tenders by post / courier	19/12/13	N/A
Validity of the tenders	19/06/13	N/A
Tender opening session	09/01/13	11.00h

9. Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders.
In exceptional cases, before the period of validity expires, Cedefop may ask the tenderers to extend the period for a specific number of days, which may not exceed 40.
The selected tenderer must maintain his tender for a further period of 60 days from the date of notification that his tender has been recommended for the award of the contract. The further period of 60 days is added to the initial period of 6 months irrespective of the date of notification.
10. All costs incurred in preparing and submitting tenders 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 an Order Form 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.
You have the right of recourse at any time to the European Data Protection Supervisor for matters relating to the processing of your personal data
14. Your personal data (name, given name if natural person, address, legal form, registration number and name and given name of the persons with powers of representation, decision-making or control, if legal person) may be registered in the Early Warning System (EWS) only or both in the EWS and Central Exclusion Database (CED) by the Accounting Officer of the Commission, should you be in one of the situations mentioned in:
 - the Commission Decision 2008/969 of 16.12.2008 on the Early Warning System (for more information see the Privacy Statement on http://ec.europa.eu/budget/info_contract/legal_entities_en.htm), or
 - the Commission Regulation 2008/1302 of 17.12.2008 on the Central Exclusion Database (for more information see the Privacy Statement on http://ec.europa.eu/budget/library/sound_fin_mgt/privacy_statement_ced_en.pdf).
15. All tenderers will be informed in writing of the results of this tender procedure.

Yours sincerely,

G. Paraskevaidis

Head of Finance and Procurement

Attached: Tender Specifications

OPEN INVITATION TO TENDER

AO/CID/CF/Professional Conference Organiser/020/12

**‘Provision of services by a
Professional Conference Organiser’**

Tender Specifications

Table of contents

<i>Introduction to Cedefop: Europe's agency for training policy</i>	6
<i>1 Overview of this tender</i>	8
1.1 Description and type of the contract	8
1.2 Place of delivery or performance	8
1.3 Division into lots	8
1.4 Variants	8
1.5 Value or quantity of purchase	8
1.6 Duration of the contract	9
1.7 Main terms of financing and payment	9
<i>2 Terms of Reference</i>	10
2.1 Background information	10
2.2 Objective of this call and expected results	10
2.3 Project management	10
2.4 Contract execution – general requirements	11
2.5 Services to be delivered by the professional conference organiser	13
<i>3. Specific information concerning participation to this tender</i>	27
3.1 Exclusion criteria	27
3.2 Selection criteria	27
3.3 Legal Position	28
<i>4. Additional information concerning participation to this tender</i>	29
4.1 Joint Offers/ Groupings (Consortia)	29
4.2 Subcontracting/Subcontractors	30
<i>5. Award of the contract</i>	31
5.1 Technical evaluation	31
5.3 Financial evaluation	33
5.4 Financial Scenario	34
<i>6. Information on presentation and content of tender</i>	35
6.1 Envelope A - Supporting documents	35
6.2 Envelope B – Technical proposal	35
6.3 Envelope C – Financial proposal	35

ANNEXES:

Annex A:	Contract Notice
Annex B:	Draft framework 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 scenario/Specimen quotation
Annex I:	Cedefop events – facts and figures
Annex J:	Power of Attorney (Models 1 and 2)
Annex K:	Model of Letter of Intent for Subcontractor/s
Annex L:	Description of Cedefop's conference facilities
Annex M:	Budget management workflow

Introduction to Cedefop: Europe's agency for training policy

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

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

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

The evidence Cedefop provides comes from its:

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

CEDEFOP'S OBJECTIVE AND PRIORITIES FOR 2012-2014

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).

▪ **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

⁽¹⁾ Cedefop also works with Iceland and Norway.

the skills required helps ensuring that training meets labour market needs. It helps to promote a better match between individuals' potential and jobs' requirements.

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

CEDEFOP'S INFORMATION

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

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

CEDEFOP'S COMMUNICATION STRATEGY

In line with Cedefop's communication strategy, conferences, seminars, workshops and meetings complement Cedefop's other information and communication channels (web portal, publications and media). All communication channels are closely interlinked to reinforce Cedefop's messages in a consistent way. The main goal of Cedefop's events is to provide an expert and independent European perspective, to provide a discussion forum for vocational education and training policy-makers, the social partners, researchers and practitioners, and to foster awareness, understanding, mutual learning and transnational cooperation.

■ Conferences

They usually target a wide audience, including high-level policy-makers, the social partners and researchers and are linked to a major research or project outcome. Depending on the results and the position of the topic on the political agenda, a Cedefop reference publication or an electronic research paper (optionally printed on-demand) is presented. Conferences usually have between 60 and 200 participants.

■ Seminars

These are usually smaller events with 31 to 60 participants to share new research results; they provide a forum for discussion and knowledge-sharing to Cedefop's stakeholders.

■ Workshops

Workshops are targeted at a narrower audience, for example expert working groups, network members, researchers or practitioners interested in a particular theme and are not intended to be forums for the presentation or discussion of final results; they are designed as venues for the discussion of preliminary findings, planned research or project activities and to initiate scientific debates on new or hot topics on the EU policy agenda. The number of participants is typically between 15 and 30 participants.

■ Special events

They are organised irregularly to celebrate anniversaries or other festive occasions. They normally take place in Thessaloniki and can have any number of participants between 15 and 200.

1 Overview of this tender

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

- a) *Title of the contract:* “Provision of services from a Professional Conference Organiser”.
- b) Short description of content of this contract: The purpose is to acquire the services of a professional conference organiser to support Cedefop in the organisation of its events (conferences, seminars, workshops, other events). Services comprise inter alia the management of a participants' database (list of participants, contact with participants), the provision of accommodation, catering and bus transfers, the preparation and printing of documents and on-site secretariat. Cedefop events may take place in Greece or in Brussels.
- c) 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

For each event, preparatory tasks will be completed in the Contractor's premises and the place of delivery will be the venue of the event (in most cases Cedefop's own premises, 123 Europe str., Pylea, Thessaloniki, or another venue in Thessaloniki, Brussels or elsewhere in Europe).

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 described in this call for tenders is of the order of 900,000 EUR (**without VAT**) over a 4 year period (225.000 EUR per year, broken down into 195.000 EUR service fees and 30.000 EUR for hotel prepayment). 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 aforementioned estimated value for the Framework Contract. Cedefop will be contractually bound only by the content of the successive signed Order Forms and by the amounts indicated on the invoices, in prior agreement with Cedefop and on the basis of the real services provided. The total value of the framework contract will ultimately depend on the orders which Cedefop may place through Order Forms.

1.6 Duration of the contract

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

1.7 Main terms of financing and payment

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

2 Terms of Reference

Within this Framework Contract, various subsets of the following services, depending on the needs of each event, will be the subject of specific forms (Order Forms) that will be submitted to the contractor throughout the period of its validity.

2.1 Background information

In line with its communication strategy, Cedefop organises various meetings/gatherings to disseminate the outcomes of its work or to discuss project related or administrative issues with project partners or statutory bodies. Typically, participants come from the Member States of the European Union, other partner countries (e.g. Iceland, Norway, Turkey), EU institutions (Commission, Parliament, other decentralized agencies) and international organisations (e.g. OECD, ILO).

Cedefop's conferences, seminars, workshops and events are in principle organised at its headquarters in Thessaloniki where substantial meeting facilities exist (a description of these facilities is available in annex L). However, any of these meetings may exceptionally also take place in a different part of Greece or in Brussels. Cedefop's meetings range in size from 15 to 200 participants and usually have a duration of a half day to two and a half days (for meeting hours and related staffing requirements see point 2.4 below).

Indicatively, in the last four years, Cedefop has organised two major conferences per year on average (to disseminate the outcomes of its work), three major annual meetings (of its Governing Board and its networks) and roughly 10 seminars and workshops per year. Special events have taken place irregularly (once or twice per year at the most). For facts and figures on Cedefop events see annex I.

2.2 Objective of this call and expected results

The objective of the present call for tender is to acquire high level professional services of a **professional conference organiser** to support Cedefop in the organisation of its conferences, workshops, seminars and events. The professional conference organiser will provide advice, knowledge and administrative support to Cedefop for the full implementation of all aspects of event management, and will implement Cedefop's decisions, as laid out in the order form for each event.

2.3 Project management

For a successful implementation of the activities, the contractor will have to ensure the coverage of two distinct functions related to the overall management of the contract and the management of individual assignments. To this end, the contractor shall assign to this contract a dedicated team and make available

- ❖ a **project leader** for the overall management of the contract: He/she is the main reference person (plus back-up staff as required) and will be responsible for
 - dealing with all communication with Cedefop's conference service and, where necessary, the hierarchical superior
 - agreeing on procedures and standards of operations in cooperation with Cedefop's event officer
 - managing and coordinating the delivery of all activities and services required by Cedefop according to contractual standards
 - ensuring that the same methodology and quality standards are applied by the contractor's staff through all Cedefop events
 - assessing risk and ensuring quality control of all activities performed by the contractor.
- ❖ a **project manager** for the implementation of each individual assignment: He/she is the main reference person and will coordinate operational staff as required. He/she will be responsible for

- implementing logistical activities and services indicated by Cedefop's event officer in the event requirements according to contractual standards
- providing advice and guidance on the event as a whole to the Cedefop's event owner
- maintaining regular oral and written communication with participants and with the Cedefop event owner
- reviewing actions on an ongoing basis and being proactive in proposing steps to enhance the impact of the activities
- if necessary, coordinating with third parties who are involved with the Cedefop event
- ensuring the full management of the event on site
- reporting on technical and financial issues to Cedefop's event officer after the event.

On Cedefop's side, the Conference Service is responsible for the day-to-day management of this framework contract, in particular as regards general coordination, set-up and monitoring of procedures, quality standards and financial issues (**event officer**). Initial contacts for the organisation of any event (up to the signature of the order form) are always between the professional conference organiser and the event officer.

Cedefop's Stakeholder Relations officer has the overall responsibility for this framework contract. The Head of Cedefop's Area Communication, Information and Dissemination is the authorising officer for the budget. A detailed description of the workflow is to be found in annex N.

Following acceptance of the financial offer, subsequent contacts for the implementation of the services are with the various Cedefop **event owners**, as the management of each individual assignment will lie with the event owner in the initiating department. The event owner will appoint a member of staff as logistics coordinator, who will be the main liaison person for the conference organiser's project manager appointed to the event: he/she will oversee the implementation of the assignment and deal with all issues arising from the daily implementation of activities, according to the modalities described by this contract.

2.4 Contract execution – general requirements

The professional conference organiser is required to make himself familiar with Cedefop, its mission and its stakeholders (who are participants of its meetings and events). Cedefop expects a tailor made approach for its clients, many of whom have been known to the organisation for a long period of time. Cedefop's invitees are a multilingual and multicultural group and awareness of cross cultural differences is essential in dealing with them.

Concerning relations with Cedefop

An inception meeting will take place in Thessaloniki as soon as the contract is signed. At the inception meeting, all information and templates necessary for the execution of the framework contract will be given to the successful tenderer (design/layout guidelines, disclaimers, logos etc.). Subsequently, the professional conference organiser may be requested to attend working meetings at Cedefop. All costs related to these meetings shall be reimbursed by Cedefop, according to its relevant reimbursement rules (see the draft framework contract in annex B).

The communication language with Cedefop in all correspondence related to the project implementation is English.

The project leader of the professional conference organiser shall regularly report to Cedefop's event officer on the state of play and results of its activities. After each event the project manager of the professional conference organiser shall carry out an evaluation of the activities, including a self-assessment of the overall event organisation and a debriefing with the Cedefop event owner. The results should be reported in writing, and the whole evaluation process used for sharing good practices and capacity building between Cedefop and the professional conference organiser team. Furthermore, for any specific complaint, the conference organiser shall take care of the follow-up with the individual, as appropriate, in consultation with Cedefop.

It may happen that some services, due to unforeseen circumstances, are requested at short notices (e.g. transportation in case of strike).

Cedefop reserves the right to check the proposals submitted by the contractor (catering/ accommodation/ promotional material, etc.) – see specimen quotation in Annex H - and to choose the one offering best value for money. Cedefop may request a sample (e.g. of promotional material) before taking a decision.

In fulfilling the contractual obligations, the contractor should not take any discretionary power of judgment. For any decision having an impact on costs and/or which can be seen as an exception to the standards herein mentioned, the responsibility for approval lies with Cedefop and it must be agreed a priori with the Cedefop event officer (conference service), who should ensure that approval is accorded by the hierarchy. The contractor should maintain complete documentary evidence of such agreements and attach it to the relative claims of payment.

Concerning the contractor's team assigned to Cedefop

The contractor shall assign staff with the qualifications needed to ensure high level service to each specific event, in particular with regard to peak periods and linguistic requirements. In addition they must be able to respond to any request from Cedefop or event participants in the shortest time possible, in particular as regards point 3 (Contact with participants) of the specific activities listed in point 2.5.

The contractor shall guarantee that the team assigned to the Cedefop contract is properly staffed to ensure a consistent high level of performance in accordance with the contractual obligations, taking into account any variations in Cedefop's event cycle.

The working language of Cedefop meetings is mainly English; however, in Governing Board meetings and some large conferences interpretation is provided. As Cedefop's meeting participants do not always communicate fluently in English the professional conference organiser should have staff able to communicate with delegates in other languages, if possible Greek, French, German..

During the period of the framework contract, the contractor is obliged to ensure that the team is composed of at least the same number of people with similar skills and professional experience as proposed in the tender offer.

Cedefop may require one or more members of the team to be replaced if an adequate service is not provided in accordance with the contractual obligations.

In case of the replacement of a team member by the contractor during the period of the contract, Cedefop should be informed in writing.

The duration of Cedefop's meetings and events is typically between a half-day and two and a half days. Meeting hours are roughly the following:

- morning sessions start any time between 8.30 and 10.00 and usually finish at 13.00 or 13.30;
- lunch is usually between 13.00 and 15.00;
- afternoon sessions typically start at 14.00 or 15.00 and end between 17.00 and 19.00.

On-site staff will have to cover these hours and the necessary time before the start and after the end of a meeting to ensure smooth operation. This means that a half-day meeting may entail six hours of work and a full-day meeting 10 hours of work for the on-site staff of the professional conference organiser.

Think green

Cedefop is committed to making its activities as much as possible environmentally friendly. The professional conference organiser should incorporate sustainable practices throughout the overall planning process in the organisation of Cedefop events.

Concerning data protection and confidentiality

Any personal data included in the Contract shall be processed pursuant to Regulation (EC) No 45/2001 on

the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. Such data shall be processed solely for the purposes of the performance, management and monitoring of the Contract by the Head of Finance & Procurement Service acting as data controller without prejudice to possible transmission to the bodies charged with monitoring or inspection task in application of Union law (see also Articles I.8 and I.12 of the draft Framework Contract attached in annex B).

Concerning copyright

All data collected for any event are and remain the property of Cedefop. This applies also to photographs and other visual and/or audio material. The professional conference organiser cannot use any of the data collected on behalf of Cedefop for its own purposes or for purposes others than those specified by Cedefop (see also Article I.9 of the draft Framework Contract attached in annex B).

2.5 Services to be delivered by the professional conference organiser

Depending on the purpose, size, duration and location of a meeting, one or more of the following services (in alphabetical order) will be required from the professional conference organiser:

1. Accommodation
2. Catering
3. Contact with participants
4. Documents and material
5. Event website
6. Interpretation
7. Management of database of invitees and list of participants
8. Photographic services
9. Protocol and security
10. Secretariat on-site
11. Special programme and entertainment
12. Technology support services
13. Transfers and on-site transportation
14. Venue

1. Accommodation

Cedefop may require the following tasks:

- Identification of suitable hotels, according to the meeting requirements. The same quality standard (3-5 stars) and a similar location should be provided for all invited guests and as many rooms as possible should be booked in a minimum number of hotels.
- Submission of a written proposal (with at least 3 options) presenting the relevant features of the proposed hotels so that Cedefop may select the most appropriate one(s).
- The proposed hotels should be within Cedefop's current limit of allowance (100 € per night for accommodation; at present, this limit applies both to Thessaloniki and Brussels; prices of 2012, liable to adjustment). Negotiation of preferential tariffs, complimentary rooms and/or parking spaces, penalties and no show policies. Flexibility is needed on deadlines for rooming lists and last minute changes.
- Manage hotel reservations and provide early information to the Cedefop event owner about option deadlines, cut-off date and cancellation policy, including a clear policy on room guarantees (especially in case of hotel overbooking) and procedures for early arrivals and late checkouts.
- Payment of the hotel deposit. The professional conference organiser may be requested to prepay

the hotel on the basis of a previously agreed number of reservations. In this case, the professional conference organiser will include this hotel pre-payment in the invoice he submits to Cedefop and attach the relevant proof (hotel invoice).

- Preparation and transmission of the rooming list to the hotel(s) within the appropriate deadline. Monitoring the rooming list changes (new reservations, cancellations and no-shows) and communicating with the hotel(s) as necessary in order to minimise penalties.
- Review hotel invoices (cross checking hotel attendance lists, including no show reports, against the organiser's list) to ensure that it fits with the financial agreement and the actual nights of accommodation.

The professional conference organiser will take care of hotel reservations for all participants who need it, regardless if they are self-paying or funded by Cedefop.

Cedefop usually offers participants single room accommodation including breakfast. Double rooms for accompanying persons shall be reserved only upon the event owner's request, and the additional cost will be at the participant's expense. All incidentals (such as mini-bar, pay TV, phone calls, hotel bar etc.) will also be at the participant's own expense.

Shared rooms do not form part of Cedefop's policy and must be avoided even in emergency cases (such as overbooking).

The professional conference organiser will determine how many nights to reserve on the basis of the list of participants, the length of the conference and the flight schedules. Where special travel arrangements requested by participants require spending additional nights in the hotel, this must be authorised by Cedefop.

2. Catering

Lunches, dinners, refreshment breaks and other networking occasions are usual components of Cedefop's events.

The professional conference organiser's tasks may include:

- Organisation of coffee breaks and lunches at the venue in line with the programme of the event.
- Identification of suitable restaurants for official dinners.
- Provision of refreshments and mineral water in conference rooms and interpreters' booths.
- Occasionally, organisation of receptions, cocktails and/or gala dinners.

The contractor may be requested to submit up to three offers for catering services.

The contractor will prepay catering and include the catering cost in the overall invoice he submits to Cedefop following an event.

The professional conference organiser shall take into account dietary requirements of participants (cultural, religion, vegetarian, health problems) and plan individual menus accordingly.

A cross check of the different menus offered at the same event should be carried out by the professional conference organiser to avoid duplication, including with regard to the meeting history, in case of regular meetings.

A choice of three offers including menus, venues and costs will be presented to the Cedefop event officer for

approval, unless differently agreed.

Occasionally, the professional conference organiser may be asked to ensure translation of menus in English and print copies in line with the event graphics (logo, title and date of the event etc.). Seating order and place names may be required for official dinners.

The professional conference organiser shall pay attention to avoid over- or underestimating catering numbers and keep flexibility vis-à-vis the supplier until the agreed cut-off date. If a minimum guarantee is asked for by the suppliers, this shall be clearly indicated in the budget proposal. The professional conference organiser shall envisage a practical system to ensure catering costs accounting.

3. Contact with participants

Correspondence shall normally be sent to participants by e-mail, in pdf format, unless otherwise agreed. The professional conference organiser is responsible for ensuring that the communication sent on behalf of Cedefop is actually received by the recipient.

The professional conference organiser may be requested to set up a specific event e-mail address and to provide a telephone hotline.

Occasionally, written communication with participants of events involving more than one official language may need to be translated (invitation letters, official documents, registration forms, practical information). This may have to be covered by the professional conference organiser.

A. PRE-EVENT

Mailing of the invitation package

The Cedefop event owner will provide the professional conference organiser with:

- the list of invitees in excel format (see point 3 *Database of invitees and list of participants*)
- the draft agenda
- the text of the invitation letter
- the registration form (including data protection disclaimer)
- any administrative and practical information needed for the event.

The mailing of the invitation package shall be done by the professional conference organiser **within two working days** upon receipt of the above documents from Cedefop.

It includes:

Invitation letter

The invitation letter shall be personalised according to the type of invitee (speaker, delegate, self-paying guest, VIP).

Agenda of the event

The draft agenda of the event is often a Word document, especially at the first stage of the organisation of an event. The professional conference organiser shall ensure that professional graphic solutions are available to improve its visual quality (to be agreed with Cedefop).

Registration form

The professional conference organiser shall prepare the registration form upon the event owner's request and submit it to the event owner for approval before the mailing of the invitation package. The registration form

must be clear, user friendly and comprehensive of all the information needed, such as:

- personal data of the participant: gender, title, first name, family name, company/institution, department/service, job title, complete address (fields: street and number, country code, post code, town, country phone, fax and e-mail)
- logistical information about the participant's registration: attendance of sessions or workshops, social event, lunches/dinners (including any special requirements), hotel confirmations (including any special requirements), travel and flight details
- data protection disclaimer

Administrative and practical information for the participant:

- information on the conference site, full hotel details (name, address, fax, tel. numbers, possibly a link to their website), check-in and check-out time, indication of hotel rates for self-funding guests or the maximum number of nights covered for Cedefop guests, what is covered by Cedefop in terms of accommodation, meals and other expenses, deadline for registration
- additional information such as registration/welcome desk opening times, instructions for pick up at the airport upon arrival or for public transport, facilities for persons with disabilities, official documents required (if any), local information (language, currency and exchange facilities, plug type, climate, clothing etc.)
- Cedefop rules of expenses reimbursement and other Cedefop guidelines (if applicable)
- A map showing how to get to Cedefop and other event related venues.

Nota bene: When a dedicated event website is set up, the major part of the above information will be made available to participants via the website and does not need to be included in the invitation package.

Registration and follow-up of participants

The professional conference organiser shall be responsible for comprehensive assistance to participants and direct communication with them as regards all logistical matters (hotel reservation/ confirmation of travel arrangements, administrative procedures such as insurance, reimbursements, visa, etc.).

The processing of registrations must be quick and efficient. All individual cases and requests will have to be handled in a quick and courteous way.

The professional conference organiser will

- acknowledge participants' registration and confirmation of participation **within 1 working day** from receipt of the registration. The acknowledgement must be personalised.
- follow-up with the participants on their practical arrangements **within 2 working days** from when the registration was received
- upon agreement about individual practical arrangements, send final personalised confirmation **within 1 working day**. In case a participant comes from outside the EU, this should include a reminder of documents needed, such as visas.

The professional conference organiser will ensure a rational and timely finalisation of practical arrangements with participants. In case of any delay the professional conference organiser will undertake corrective actions, if necessary, informing the Cedefop event owner.

The professional conference organiser will ensure an accurate follow-up by e-mail and phone of those participants who did not reply to the first announcement, to make sure that the invitation package has been received.

B. POST-EVENT

At the end of an event, upon request, the professional conference organiser will send 'thank you' letters to

relevant recipients (speakers, facilitators, etc.) and will take care of circulating the event documentation, hand-outs or proceedings to all delegates (or, alternatively, upload these to the event website –see service No 5).

4. Documents and conference materials

All documents and material related to events (agenda, formal correspondence, handouts, etc.) must bear Cedefop's design and logo and/or the event logo, if applicable. The professional conference organiser shall follow Cedefop's visual identity system and logo application guidelines in order to ensure that Cedefop's identity is consistent on all written hard-copy and electronic communication (correspondence, agenda, speakers' papers, folders, badges, nameplates etc.). Cedefop will provide all logos and documentation on its visual identity to the professional conference organiser for each event.

In case an event is jointly organised with other partners, more than one logo may be required on the event material.

In the preparation of a Cedefop event, the following tasks are usually required:

Standard package:

- Preparation of welcome information (to be delivered to participants at the hotel upon arrival), including local information, tourist information, town map, practical information regarding the event (such as transfer, social programme, etc.).
- Preparation of conference kit (to be delivered to participants upon registration on site). The original documents, including agenda, list of participants, speakers' papers and event evaluation forms, are supplied by the Cedefop event owner. The professional conference organiser will reproduce them in the required numbers, supplement them with notepads and pens and, if necessary, with other information (relating to transfers, social programme, etc.), and make them available to all participants, including interpreters and Cedefop staff, in the required languages. Documents are to be provided in a professional format, either in print or for electronic viewing (USB sticks).²
- Preparation of name badges, including the Cedefop and/or event logo, name of participant, organisation and/or country. Back-up system to produce professional looking replacement badges on site, in case of late substitutions or spelling mistakes. Badges must be simple and fixed without damaging clothing (no pins).
- Production of name plates (printed in recto-verso and readable from a distance) with the Cedefop logo in colour.

Extra package:

- Preparation of information packages for various types of public (high profile delegates, speakers, press, etc.).
- Adaptation of standard design and production of high quality printed material, such as invitations, programme, etc.
- Organisation of tickets and vouchers (for special events, meals, etc.) and production of invitations, mini programmes, seating arrangements, etc.
- for major events, the design and production of bags, brochures/flyers and various gadgets (pens, pins, block notes, conference accessories etc.) with a dedicated graphic or logo may be required: for this, the contractor may be requested to submit an ad-hoc offer.

The professional conference organiser may be required to pick up material at Cedefop and to deliver/send it to the event venue.

² Notepads, pens and USB sticks bearing Cedefop's design and logo will normally be provided by Cedefop.

5. Event website

Cedefop may request the professional conference organiser to create and/or maintain a website dedicated to an event. The website shall apply Cedefop's corporate identity design guidelines (the design guidelines for the conference website will be provided to the professional conference organiser by Cedefop's Web Content Management service).

The professional conference organiser must be able to provide suitable electronic platforms to manage efficiently all aspects of event organisation and the related communication.

Cedefop will redirect appropriate urls on its website to a corresponding IP address provided by the professional conference organiser. The conference organiser is wholly responsible for the technical and overall functioning of the website and of the online registration procedure including, but not limited to, data integrity-security-confidentiality as well as compliance with the EC 45/2001 data protection regulation.

Duration of website hosting:

Webhosting of all event websites created by the professional conference organiser shall remain active for one additional year after the end of this contract to allow Cedefop to migrate their content to another web platform.

Indicative sections and content of an event website:

Depending on the event, the event website can contain all or some of the following sections: Welcome, Registration, Agenda/Programme, Speakers, Presentations, Background documents, Venue, Practical information, Photo gallery.

The professional conference organiser shall update the website content with content provided by Cedefop (web page texts, downloadable files, photo galleries, recorded video galleries / real time video streaming, agendas, presentations, list of speakers).

Online registration form and participants' data

- The registration section shall contain the registration form.
- The registration form may be based on an online tool where participants self-register themselves and their data are stored in an underlying database.
- Alternatively the registration form can be based on electronic files of appropriate format (doc, pdf, etc).
- In either case a printed version of the registration form should be available.
- Participants' personal details shall be stored in a database to be available for repeated participation in Cedefop events. It shall also contain all information related to attendance (confirmation of attendance of the event's activities, namely plenary sessions, breakout sessions, specific workshops/seminars, social events (dinners, guided tours, etc.) and logistic information (flight details, hotel accommodation, special requirements e.g. diet etc.).
- Acknowledgement receipt following participant's registration.
- Participant-User management with possibility for the participant to view and update his/her personal details.
- Notification to all registered participants that their data will be handled in full compliance with data protection Regulation EC 45/2001 and request of consent to include their data in Cedefop's contact database.

Event information

- Content related information (general description, programme).
- Map of venue and city.
- Useful links related to the event venue (e.g. city tourist centre, airport, city hall, main museums

and sightseeing); each link shall be presented together with a title, a brief description and the indication of the website language(s).

- Practical information page only for logged-in participants.
- Presentations shown during the conference shall be made available for download (after the permission and agreement of the author) at the end of the conference next to the relevant title and timeslot of the agenda.

Backend management and reporting

- Mailing list management, allowing emails to be sent to all or some of the participants, according to various criteria
- Content management for webpages related to event information
- Full reporting on participant registration and transactions
- Statistics on page views and downloads.

6. Interpretation

The professional conference organiser may be requested to undertake the selection and employment of a maximum of two interpreters in accordance with the event requirements. Services may include:

- simultaneous interpretation (direct interpretation and not relay system, as a first option),
- consecutive interpretation
- whispering interpretation.

As a guarantee of quality, membership of respected international associations with certified standards is required for the hiring of interpreters. Where possible, local interpreters should be recruited.

The professional conference organiser shall provide interpreters with all necessary meeting documentation well in advance of the event.

7. Management of database of invitees and list of participants

For any individual assignment, the Cedefop event owner will provide the professional conference organiser with the initial provisional list of invitees in excel format and all relevant documents/templates. On the basis of this information, the professional conference organiser will be responsible for managing the following:

a. Database of invitees

- Entry of personal data upon receipt of registration forms from participants.
- Notification of any changes to participants' personal data to the Cedefop event owner.
- Day-to-day management and production of regularly updated reports in Excel format.
- Notification to all registered participants that their data will be handled in full compliance with data protection Regulation EC 45/2001 and request of consent to include their data in Cedefop's contact database.

b. Registration reports

During the preparation of an event, the professional conference organiser shall provide the Cedefop event owner with regular and accurate registration reports in Excel format, in principle once a week, starting from the mailing of the invitation. An ad hoc timetable should be agreed for any given event with the Cedefop event owner. The professional conference organiser shall be able to produce up to the minute registration reports at short notice.

The registration report will include information such as:

- personal details
- category of invitees
- attendance of sessions and/or social events
- travel schedule (date and time of arrival and departure, flight numbers)
- hotel assignment
- remarks (any other information about a participant, e.g. linguistic or dietary requirements)
- travel cost type (prepaid, reimbursable, non-reimbursable) and cost
- any other information requested by Cedefop.

The registration report should be organised in a flexible way allowing multiple sorting (by any type of information: name, country, category of invitee, hotel, attendance of sessions or social event, etc.). Separate lists can be requested on different subjects (accommodation, transfer, arrival, participants' category, etc.).

After the event, the professional conference organiser shall provide the Cedefop event owner with final registration statistics which include the final list of participants, including cancellations or replacements, dates and times of arrivals and departures, numbers of nights of accommodation, cost of travel arrangements, other costs if any, catering and social activities attendance, and other details.

Additionally, the professional conference organiser shall deliver a final list of participants to Cedefop's contact database manager, using a special excel template prepared for importing data into the contacts database.

The professional conference organiser should envisage, in cooperation with Cedefop, putting in place a user-friendly system for the interfacing and smooth communication and management of invitees/participants data. If technically feasible, the professional conference organiser will provide Cedefop with remote access (username and password) to the database of invitees and the registration reports.

c. List of participants

- Production and printing of the list of participants to be distributed at the event. The list of participants must be accurate and up-to-date, and delivered in a professional format. The Cedefop audience is multilingual and particular attention must be paid to the accuracy of personal data (including titles and the spelling of names). Before final production, the list shall be approved by Cedefop. Cedefop may request small changes to the list up to one day before an event.
- Updating of the list of participants at the event or shortly before the event if needed (e.g. no-show, data change notification etc.) and distribution of *addendum*.
- Production of a final post-event list of participants to be delivered to Cedefop.

Nota bene: for points a, b, and c see also point 5 of this list of services. There is a trend towards creating dedicated event websites allowing, inter alia, for participants' online registration and registration management.

d. List of participants' signatures

- The professional conference organiser shall be responsible for collecting the list of actual participants' signatures to be used as the supporting document for the eligibility of costs. The list of signatures will be based on the most updated registration report and should include the names of all the people registered to the event, not only those entitled to reimbursement. This list shall be in line with Cedefop's template and will be provided to the professional conference organiser.
- The list of signatures may differ from the list of participants described under sub-point c above, which is only for communication purposes (e.g. not all participants may be eligible for

reimbursement of expenses on the basis of the Cedefop's rules of expenses reimbursement).

8. Photographic services

The professional conference organiser may be requested to provide an on-site photographer for Cedefop events.

The photographs should be of people (participants attending meetings, portraits, group photos etc.) and, if appropriate, features of the building where the event takes place.

These photographs will be used by Cedefop for its website, newsletter or publications. They may also be used, with the agreement of Cedefop, by other interested parties. The copyright of the photographs produced by the professional conference organiser in the context of this contract belongs to Cedefop. A licence to use the copyright may be granted to the professional conference organiser upon request.

Photographs shall be provided in digital format (high resolution) and, if requested, in print format.

The photographer may also be asked to produce a slideshow with up to 6 pictures and sound from selected events (e.g. short interviews arranged by Cedefop), using the multimedia application Flash MX for uploading on the internet in the following formats: Flash Player, Quicktime and for Windows Projector.

A photographer's session is usually between 1 and 3 hours maximum (usually at the beginning of an event).

9. Protocol and security

For events in which there is ministerial level attendance, protocol and security should be carefully planned in advance in consultation with Cedefop and if necessary with the governmental authorities involved. The same applies to possible attendance of EU Commissioners. Arrangements may cover:

- welcome at the airport
- decorations, such as flowers at the speakers' table
- flags (in principle, in alphabetical order in English)
- interpretation as necessary (i.e. beyond the official languages of the conference)
- seating arrangements at the conference
- seating arrangement at social event
- social invitation to local authorities.

Protocol arrangements concern maximum two persons in an event, i.e. Minister of a foreign country or European Commissioner plus a Greek Minister.

Only the host country authorities can take responsibility and be accountable for security matters. However, the professional conference organiser must be aware of potential risks in the case of sensitive events or attendance and should liaise with Cedefop and the government authorities regarding the security arrangements that need to be made and their implications for the organisation of the event.

10. Secretariat on site

a) On-site staff

The professional conference organiser's project manager will be responsible for the management of the event on site, before, during and after the event. He/She will be the main reference person for the Cedefop event

owner. He/She will closely liaise with the Cedefop event owner well in advance on all aspects of the operations on site.

On-site staff has to be at the meeting venue well in advance of the start of the meeting and after the end of the meeting to ensure smooth operation (see also point 2.4 of these terms of reference).

Occasional staff have to be accurately briefed by the professional conference organiser on all aspects of the event and of the facility, as well as on time schedules and task allocations, to be able to handle queries and necessities with authority and assurance.

Conference assistants must have an excellent command of English. Any other language is an asset. Between themselves, assistants working on a particular assignment should ideally cover both English and the language of the host country (in most cases Greek). They shall work in a team under the supervision of a coordinator. The same team shall be available throughout the whole event.

Conference assistants shall wear uniforms and name badges.

The mobile phone numbers of on-site staff should be made available to the Cedefop event owner to facilitate handling of last minute changes (e.g. strikes).

The contractor shall provide to Cedefop the following number of on-site staff per event category:

Event with 15-30 participants: 1 on-site secretary
 Event with 31-60 participants: 2 on-site secretaries
 Event with 61-100 participants: 2 on-site secretaries
 Event with 101-200 participants: 3 on-site secretaries.

b) Secretariat facilities (rooms and equipment)

The reception desk and/or secretariat area should allow a smooth and orderly development of the tasks in progress, providing a sufficient and well organised space for staff, material and equipment.

For events outside Cedefop, the professional conference organiser may be required to equip the reception desk / secretariat area with a computer, a printer, a photocopier, a fax, complete stationery and a bell (see also service No 12 B, Technology and IT).

Availability of a cloakroom, a luggage room and a (lockable) storage room should be foreseen.

c) Tasks

Welcome service

- Hospitality desk at strategic locations as necessary (airport, hotel lobbies, etc.)
- Assistance upon arrival, including for lost luggage

Venue and Registration desk set-up

- Setting up registration desks
- Meeting rooms and technical equipment
- Organisation of the registration area, including office stationery
- Organisation of badges
- Clearing of registration desks

Assistance to participants at event venue

- Registration of participants (see below)
- Distribution of name badges and conference kits
- Signage of attendance list
- Handling of reimbursement formalities (collecting and photocopying reimbursement forms of participants on the basis of Cedefop's Rules for Participants' Expenses Reimbursement)
- Signposts for conference rooms and posting of information (shuttle departure, taxis, etc.)
- Management of a petty cash system for unforeseen petty expenditure during the event
- Accompany participants (e.g. in European Parliament from entrance to conference venue)
- Management of cloakrooms and stored luggage
- Provision of certificates of attendance as necessary
- Distributing and collecting participants' event evaluation forms
- Help call participants to conference session with bell.

Assistance to speakers

- Help speakers handling technical details in connection with their speech (IT assistance, distribution of hand-outs etc.).

On-site registration

- In the on-site registration process, efficiency and rapidity will be of utmost importance, therefore the necessary resources (staff, infrastructure, equipment, and software) shall be provided to guarantee smooth onsite registration. Furthermore, the registration procedure must be organised in such a way as to take into account the handling of reimbursements for some participants.
- The registration processing system may be electronic or manual, depending on the size of the event. Electronic systems however should also foresee a manual backup. A description of on-site software used, if any, shall be provided in the tender presentation.

Display areas set-up

- Transport/distribution of publications and material from the storage room to the display area
- Organising the display of Cedefop publications and promotional material
- Setup and dismantling of the Cedefop stand; retrieval and disposal of material after closure of event

Assistance in conference room

- Opening, closing, reception of participants, light control, A/V control, etc.
- Distribution of documents to interpreters
- Assisting speakers with IT presentations, distribution of hand-outs, etc.
- Verification/change of nameplates after each session
- Distribution of head sets
- Handling of wireless microphones for participants' questions and comments

Assistance to VIPs

Accompanying VIPs and being at their disposal if needed

Closure operations

- Assistance to participants with departure
- Monitoring participants' departure
- Clearing up of reception desk and display area
- Check with suppliers for invoicing
- Assistance to Cedefop's event owner (e.g. final briefings)

11. **Special programme and entertainment**

The professional conference organiser's know-how and creativity in designing a special programme to enrich the event schedule may be requested, as the ability to link this with the event content message while reflecting Cedefop's mission statement (in agreement with Cedefop.)

The professional conference organiser may be requested to arrange:

- 1) gala dinner (table plan, participants list, place of names for tables, including seating chart for participants direction, welcome/opening reception, dinner time speakers);
- 2) cultural visits and events, guided and sightseeing tours;
- 3) organisation of entertainment (music, theatre performance, typical local evening, etc.);
- 4) speakers/press lunch or dinner.

The professional conference organiser may be requested to submit two proposals for each of these services to the Cedefop event officer.

Information on a social invitation should contain:

- who extends the invitation
- date
- location and address
- map, if necessary
- colour code, if there are seating areas
- meeting place, if there is transportation
- dress code
- RSVP

12. **Technology support services**

A. Web and ICT related services for events at Cedefop premises

The Cedefop event owner shall indicate the type of web and ICT related services needed on the basis of the following table.

Type of service	Description of technical service requested	Code of Service
Video-Conference and Teleconference Services	Multipoint Control Units (MCU) and bridging services. To connect more than two video locations using multipoint bridging technologies, media servers and equipment that enable group video conferencing and collaboration. In addition, a variety of software-based and hardware-based MCU products to ensure the right fit for any conference-meeting environment.	V1
	Video Conferencing Bridging for IP-to-ISDN Gateway Services. To connect IP and ISDN sites in the same meeting - both point-to-point and multi-point.	V2

	Audio Conferencing Services. To provide high-quality Audio Conferencing including the dialling in/out of all participant(s). For dial-in conferences a password protection to prevent unauthorized access should be provided.	A1
Streaming Services of Video / Audio	Real Time Services using RTMP (Real Time Messaging Protocol), live-streaming. In conjunction with the video-conference services it is possible to request the live streaming of an event during the actual time of the event.	S1
	Recording of an even for “on demand” streaming of a conference using RTMP (Real Time Messaging Protocol)	S2
Technical Assistance	Video-conference Audio-engineer as a Network Consultant/Engineer to provide on-site support	T1
	Video-conference Audio-engineer as a Network Consultant/Engineer to provide remote support	T2

The professional conference organiser will be responsible for providing the categories of services as described in the above table. These services shall be set up and delivered with excellent video and sound quality and shall be inclusive of all required staff, equipment, infrastructure, communication means and media, and testing of connectivity.³

B. Technology and IT services in venues outside Cedefop

When an event takes place outside Cedefop’s premises, the professional conference organiser may be required to provide state of the art technical equipment and related support services in the venue. This may typically include one or more of the services below:

- Laptop(s) and up-to-date software
- Overhead projector
- Presentation screen and monitors
- Video projector (beamer)
- Full sound system (table microphones and receiver sets for all participants and 1 or 2 wireless microphones)
- Photocopier
- Printer
- Mobile interpretation booths⁴

³ The contractor may be requested to provide any of the services mentioned above for video-conference, audio-conference, streaming services in conjunction with technical assistance according to the technical specifications below:

- Video conferencing shall be possible using both H.320 (ISDN) and H.323 (IP) connections and should support calls up to 384 Kbps. over ISDN and speeds up to 1024 Kbps. over IP.
- Streaming shall be possible as Adaptive Streaming with Hi-Resolution MP4 format

The contractor will be required to provide the necessary computer hardware, internet connection (with adequate bandwidth), cameras, capture cards, RTMP encoder, etc.

RTMP Live Encoders: The encoders should be able to broadcast out using H.264 or VP6 as their video codec. MP3, M4A and AAC can be used for the audio format when streaming.

⁴ Mobile interpretation booths according to ISO 4043-1998. The interpretation system will include:

- a. The corresponding number of receivers and headphones
- b. The relevant control keyboards for the interpreters
- c. 1 interpretation transmitter (and 1 spare)
- d. 1 central interpretation unit (and 1 spare)
- e. Radiators

Technical assistance may include, depending on the venue, full-time assistance from the preparatory stage (setting up of conference room and/or reception desk equipment) to the end of the event. For all technical equipment, back-up equipment for the whole duration of the event shall be foreseen (with no additional cost).

13. Transfers and on-site transportation

The professional conference organiser shall take care of the overall organisation of transportation services for the event, including:

- detailed plan of arrivals and departures
- maintenance of an arrivals and departures transport list and provision of an accurate and updated list to the transport company
- staff at the airport, including assistance for lost luggage
- shuttle service to and from the airport/hotels/conference venue/restaurant including hostess to provide full assistance
- transport for cultural programme
- effective communication with all cars/buses in real time
- review of invoices from transport suppliers (in particular cross checking transfer times against the logistics of the event list, to ensure that it fits with the financial agreement and the actual transfers carried out).

Full assistance from the professional conference organiser shall be ensured for the entire period in which participants are travelling, to be able to monitor arrival and departure and modify local transfer services according to the needs, in case of last minute changes (flight delays and cancellations etc.).

Where applicable and as a first option, the professional conference organiser should negotiate with the recommended hotels whether free bus service is offered between the hotel and the conference / dinner venue according to the conference needs.

14. Venue

In case of activities outside Cedefop's premises, the professional conference organiser may be required to rent an appropriate event venue. If necessary, this may also entail the renting of interpretation booths and technical equipment, catering and transportation.

The professional conference organiser may be required to conduct a search of a suitable venue based on the event location, objectives, format, budget, accommodation and other relevant requirements specified by Cedefop's event owner, and to submit two offers.

These offers shall include a description of the main features of the venues proposed, including a rationale for decision.

If necessary, on-site inspections will have to be carried out by the professional conference organiser, with or without the Cedefop event owner. The findings of the site inspections will be shared in writing with the event owner.

-
- f. Sound console and amplifier
 - g. 2-4 loudspeakers
 - h. 10 table microphones
 - i. 1 table microphone for the podium.
- Transportation, installation and operation by experienced technicians.

3. Specific information concerning participation to this tender

3.1 Exclusion criteria

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, 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 l) 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...

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.

Requirements:

- The average annual turnover of the tenderer for the last three 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, **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.

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 is 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. They must demonstrate qualifications, knowledge, skills and the ability to perform the tasks outlined in the terms of reference. In particular, they must comply with the following requirements:

- Enrolment in the relevant professional register;
- Adequate technical and human office infrastructure in order to perform the services described in the Terms of Reference;
- Over the past three (3) years, the tenderer must have performed per year at least 1 event with more than 100 participants and 2 events with 50 to 80 participants comprising the same kind of services as those required in this call for tenders. For the organisation of these three yearly events as a whole, the tenderer must have performed at least services 1,2,3,4,5,7,10,12, and13. In addition, at least 1 event out of the three must have taken place in a country other than that where the tenderer has his seat.
- The Tenderer's team, who will be proposed for the implementation of the contract, must be composed of at least 3 team members (1 project leader and 2 project managers). Their profiles, knowledge and experience must be relevant to the subject of the contract for its successful implementation (see also point 2.3). In particular:
 - o The team leader must have at least five (5) years of experience in leading a team providing Professional Conference Organiser services. He/she must also possess an excellent working knowledge of English (at least C1).
 - o Each project manager must have at least three (3) years of experience in providing Professional Conference Organiser services. Each project manager must also possess an excellent working knowledge of English (at least C1).

Proof / Evidence of Technical and professional capacity

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

- 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 (**please fill-in Annex G – Questionnaire 4**) including a description of premises from which the Professional Conference Organiser will operate, their office equipment, IT tools in use and communication facilities. It should also include the number of staff proposed to implement the contract;
- List of major events performed in the past **three (3)** years describing the contracting authorities, the number of participants, the dates, the percentage and the specific services provided by the tenderer (**please fill-in Annex G – Questionnaire 3**); in case of subcontracting, the tenderer must indicate also the exact percentage of the work carried out;
- The CVs of the team proposed for the implementation of the contract (project managers and their team leader) including professional experience and language abilities. The Tenderer may use the [Europass](#) format.

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

3.3 Legal Position

Tenderers may choose between submitting a joint offer (see 4.1) as a Consortium / Grouping or introducing a bid as a single tenderer, in both cases with the possibility of having one or several subcontractors (see

4.2). Whichever type of bid is chosen, the tender must stipulate the legal status and role of each legal entity in the tender proposed. To identify himself the tenderer must complete a Legal Entity Form found in Annex D which must be accompanied by all documents and information indicated in the form. Tenderers are also requested to complete the respective forms (tables) in Annex G.

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

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

4. Additional information concerning participation to this tender

Participation in Cedefop tendering procedures is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the Treaties. It includes all economic operators registered in the EU and all EU citizens. Pursuant to Article 106 of the general Financial Regulation the participation is also open to all natural and legal persons from non-EU countries that have a ratified agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Cedefop can therefore accept offers from and sign contracts with tenderers from 34 countries, namely: the 27 EU member States, 3 EEA Countries (Lichtenstein, Norway, Iceland) and 4 SAA Countries (Croatia, FYROM, Albania and Montenegro).

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

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

4.1 Joint Offers/ Groupings (Consortia)

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

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

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

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

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

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

The offer has to be signed by all members of the group (consortium). However, if the members of the group so desire they may grant an authorisation to one of the members of the grouping (consortium). In this case they should attach to the offer a power of attorney (see model in Annex J) 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 J, 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 J, 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 J) is valid also for signature of the contract.

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

4.2 Subcontracting/Subcontractors

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

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

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

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

Only in cases when:

- 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 K (Model of Letter of Intent for Subcontractor/s) duly filled-in and signed by each respective Subcontractor, stating his unambiguous undertaking to collaborate with the tenderer if the latter wins the contract. Also should be stated the roles, activities and responsibilities of the subcontractor(s) and the extent of the resources that the respective subcontractor will put at the tenderer's /contractor's disposal for the performance of the contract.

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

Where no subcontractor is given (meaning that possible individual subcontracting is below 10% by value and total subcontracting does not exceed 40%), the work will be assumed to be carried out directly by the tenderer (single tenderer or group of tenderers (consortium)).

All the above on subcontracting does not apply to the **outsourcing of services that the contractor cannot provide by definition**: e.g. hotel accommodation, catering, printing of documents, interpretation, bus transfers and technology support services.

5. Award of the contract

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

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

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

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

Whereby:

TQV = Total Quality Value of the tender (as per points 5.1 and 5.2);

TFO = Total Financial Offer of the tender (as per points 5.3 and 5.4);

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

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

Cheapest TFO is the Cheapest Tender Price of a technically compliant tender (i.e. among those having achieved a minimum of 50% of the possible score for each award (evaluation) criterion and 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.

The Award Criteria for the technical evaluation that will be applied to this tender procedure are indicated in table 1 below (see point 5.2).

In order to guarantee a minimum threshold of quality, offers that

- do not reach a minimum of 50% of the possible score for each award (evaluation) criterion, and
- obtain an overall total score (Total Quality value) of less than **65** (of a maximum of 100) points against the award (technical) 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 (5.4).

5.2 Technical proposal

The tenderer's technical proposal should consist of a clear and comprehensive response to all requirements as per the Terms of Reference 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 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 to) all requirements outlined in the Terms of Reference.

For the technical evaluation of the offer against the award (technical) criteria mentioned above, the tenderer must provide the information and documents as requested in the table 1 below.

The Technical Proposal should prove that the Tenderer is capable of meeting the tender specifications, by providing all the information related to the scope of this project. All the information and means of proof provided in the tender commit the contractor throughout the duration of the contract.

The tenderer shall identify a Project Manager within his organisation who will represent the single contact point for all administrative and operational communication in regards to the contract implementation. As appropriate, the Team leader (see 3.2.2.) can also act as Project Manager or two different persons can be identified. Cedefop will also designate the Contact Person in charge of handling the contact with the selected tenderer.

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

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

Table 1:

No	Award criterion	Max points	Supporting documentation /information to be provided in the technical proposal
1	LEVEL OF UNDERSTANDING OF THE SERVICES REQUESTED	35	Description of how the required services will be optimally carried out in Greece and in Brussels (overall management of the contract, communication with Cedefop, quality assurance, identification of main challenges and of likely difficulties in carrying out the work and proposed actions, environmentally sustainable practices): maximum 2 pages.
1.1.	Overall management of the contract, communication with Cedefop and quality assurance	20	
1.2	Risk assessment (challenges, likely difficulties and proposed solutions)	15	
2	QUALITY OF THE SCENARIO ANALYSIS	40	Analysis of two hypothetical events: event 1 and event 4 presented in Annex I. For each of these events, the tenderer shall provide a description and time schedule of the various actions that he will undertake in order to organise each event (pre-, during and post-event). The number and type of units (e.g. half day, full day, number of staff, etc.) assigned for the accomplishment of the tasks should be specified for each step of the time schedule and examples of correspondence (invitation letter, confirmation of attendance) included.
2.1.	Appropriateness of the time schedule proposed	20	
2.2.	Relevance of the actions taken in relation to the required tasks	20	
3	ORGANISATION AND MANAGEMENT OF THE HUMAN RESOURCES	25	Description of the composition and organisation of the tenderer's own team and of the other service providers proposed (division of work and roles of each team member, back-up arrangements as well as coordination and supervision of all persons) to achieve maximum efficiency of the services requested.
3.1	Team organisation and roles, division of work	15	
3.2	Work coordination including outsourcing and supervision of team and other providers	10	
Overall total score (total quality value –TQV)		100	

5.3 Financial evaluation

Only tenders scoring 65 points or more (of a maximum of 100 points) against the technical award criteria and 50% or more of the possible maximum score for each award criterion will have their financial proposal evaluated. The evaluation will be made on the basis of the **Grand Total Specimen quotation** offered in Annex H (see point 5.4). This total price is an automatically calculated figure, based on various prices inserted by the tenderer in the yellow cells displayed in the “Financial Offer PCO”.

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

*Financial score = (cheapest Financial Scenario / Financial Scenario 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)
- 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.

5.3.1 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 (Grand total Specimen quotation) 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 and 5.3 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 at **40%**.

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.

5.3.2 Financially unacceptable tenders

In the context of financial evaluation, the Evaluation Committee could find that tenders are unacceptable because the price is:

- abnormally low (see point 5.3.1);
- is 15% or more above the estimated budget announced in these Tender Specifications (see point 1.5).

Such tenders will have to be rejected by the Evaluation Committee, independently of their quality value as determined in the preceding (technical) evaluation stage.

5.4 Financial Scenario

The financial scenario must be clear and in compliance with the tender specifications (See instructions in the green cell of the “Financial Offer PCO” attached in annex H).

The Financial Scenario should indicate the total price in order to carry out all the activities indicated in the Terms of Reference. The tenderers must fill-in all yellow cells of the “Financial Offer PCO” attached in Annex H and present a detailed breakdown of the price offered.

The figures inserted by the tenderers will serve as data in order to have the totals requested in the **Grand Total Specimen quotation** (based also in Specimen quotations Event 1, Event 2, Event 3, Event 4) automatically calculated. The tenderers should take into account for the establishing of their prices this Specimen quotation which corresponds to a hypothetical but realistic annual volume of required services. This annual volume is however indicative and therefore not binding to Cedefop in case of future orders.

Any missing figure in the requested fields of the Financial offer will lead to rejection of the offer.

The Financial Scenario should clearly match the Terms of Reference and the estimate of value. All services that shall be procured should be included.

The tenderers are requested to submit and include in their tender the Annex H in a signed print-out form.

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 J
- Model of Letter of Intent for Subcontractor/s as required in point 4.2 (if applicable) and found in Annex K
- 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.

6.3 Envelope C – Financial proposal

One original signed version and three copies of:

- the Financial Offer (Annex H) containing all information requested in point 5.4.

ANNEX A

CONTRACT NOTICE

(Given as separate file in *.pdf format)

ANNEX B

DRAFT CONTRACT

(Given as separate file in *.pdf format)

ANNEX C

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

(Given as 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

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

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.

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PLEASE NOTE:

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

ANNEX F

CHECK LIST OF MANDATORY DOCUMENTS

(Given as separate file in *.doc format)

ANNEX G

Questionnaires 1-4

(Given as separate file in *.doc format)

ANNEX H

FINANCIAL PROPOSAL

(Given as separate Excel file)

ANNEX J

MODELS of POWER OF ATTORNEY

(Given as separate file in *.doc format)

ANNEX K

Model of Letter of Intent for Subcontractor/s

(Given as separate file in *.doc format)