


CEDEFOP
**European Centre for the Development
of Vocational Training**

Thessaloniki, 09/07/2010
RS/PRO/CALU/2010/444

OPEN INVITATION TO TENDER

AO/RES/SAK/Helpdesk/009/10
‘Helpdesk Services’
Contract notice: ref. 2010/S 127-193621 of 03/07/10

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 Tendering Specifications. You should note however the following important points concerning the submission of a tender and its implications.

1. Tenders should be submitted preferably in English, but in any case in one (or in any) of the official languages of the European Union (see point IV.3.6 of the contract notice).
2. Tenders may be submitted exclusively in one of the following ways:

(a) by post to be dispatched not later than 13/08/2010, in which case the evidence shall be constituted by the date of dispatch, the postmark or the date of the deposit slip, to the following address:

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

Important:

Tenderers shall inform Cedefop by e-mail (c4t-services@cedefop.europa.eu) or fax (+30 2310 490028)

- ✓ *that they have submitted an offer in time, and*
- ✓ *that they request Cedefop to confirm receipt of the e-mail or fax.*

Do not attach your offer to the confirmation e-mail or fax.

or

(b1) by courier service to be dispatched not later than 13/08/2010, in which case the evidence shall be constituted by the date of dispatch, or the date of the deposit slip,

or

(b2) delivered by hand not later than 17h00 on 13/08/2010, 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:

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service
Attention of Mr G. Paraskevaïdis
Europe 123, 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/RES/SAK/Helpdesk/009/10 ‘Helpdesk Services’ Name of tenderer: NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE
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The inner envelope must also contain three sealed envelopes, namely, Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”. The content of each of these three envelopes is described in point 6 of the attached tendering specifications.

4. Tenderers must ensure that their tenders are signed by an authorised representative and that tenders are legible so that there can be no doubt as to words and figures. **It is a mandatory requirement for the tenderer to include in the offer a cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award. The absence of this signed cover letter may lead to rejection of the offer.**
5. Submission of a tender implies acceptance of all the terms and conditions set out in this invitation to tender, in the specifications and in the draft contract and, where appropriate, waiver of the tenderer’s own general or specific terms and conditions. It is binding on the tenderer to whom the contract is awarded for the duration of the contract.
6. The opening of tenders will take place at Cedefop on 26.08.2010, 11h00 (local time). Each tenderer may be represented at the opening of tenders by one person. The name of the person attending the opening must be notified in writing by fax (Fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu) at least two working days prior to the opening session.

7. Contacts between the contracting authority (Cedefop) and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

Before the final date for submission of tenders:

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

Requests for additional information/ clarification should be received by 04/08/2010. No such requests will be processed after that date.

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

Any additional information, including that referred to above, will be published on Cedefop's website. Please ensure that you visit regularly the site for updates.

After the opening of tenders:

- If clarification is required or if obvious clerical errors in the tender need to be corrected, the contracting authority may contact the tenderer provided the terms of the tender are not modified as a result.

8. All costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.
9. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. This decision must be substantiated and the tenderers notified.
10. This invitation to tender is in no way binding on Cedefop. Cedefop's contractual obligation commences only upon signature of the contract with the successful tenderer.
11. Tenderers are informed that for the purposes of safeguarding the financial interest of the Communities, their personal data may be transferred to internal audit services, to the European Court of Auditors, to the Financial Irregularities Panel and/or to the European Anti-Fraud Office (OLAF).

Data of economic operators which are in one of the situations referred to in Articles 93, 94, 96(1)(b) and 96(2)(a) of the Financial Regulation may be included in a central database and communicated to the designated persons of the Commission, other institutions, agencies, authorities and bodies mentioned in Article 95(1) and (2) of the Financial Regulation. This refers as well to the persons with powers of representation, decision making or control over the said economic operators. Any party entered into the database has the right to be informed of the data concerning it, upon request to Cedefop's Head of Finance and Procurement.

12. Evaluating your tender and your possible subsequent replies to questions, in accordance with the specifications of the invitation to tender will involve the recording and processing of personal data (such as your name, address and CV). Such required personal data will be processed by Cedefop's Finance & Procurement Service solely for that purpose and pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of data by the Community institutions and bodies and on the free movement of such data. You are entitled to obtain access to your personal data on request and to rectify any such data that is inaccurate or incomplete. If you have any queries concerning the processing of your personal data, you may address them to the Head of Finance & Procurement Service. 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.

13. All tenderers will be informed in writing of the results of this tender procedure.

Yours sincerely,

G. Paraskevaïdis

Head of Finance and Procurement

Attached: Tendering Specifications

OPEN INVITATION TO TENDER

AO/RES/SAK/Helpdesk/009/10

‘Helpdesk Services’

Tendering Specifications

Table of contents

INTRODUCTION TO CEDEFOP	7
1. OVERVIEW OF THIS TENDER	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. Validity of tenders	8
1.7. Duration of the contract	8
1.8. Ordering	8
1.9. Invoicing	9
1.10. Main terms of financing and payment	9
1.11. Responsible Department	9
2. TECHNICAL SPECIFICATIONS	10
2.1. Introduction	10
2.2. Working conditions and environment	10
2.3. Scope of services to be provided under this call for tenders	12
2.4. Framework and conditions of services provision	15
2.5. Performance indicators	15
2.6. Service Level Agreement (SLA)	16
2.7. Required level of qualifications and skills (Profiles and CVs)	17
2.8. Security and confidentiality	19
2.9. Meetings and Travel expenses	19
3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER	20
3.1. Exclusion criteria	20
3.2. Selection criteria	20
3.3. Legal Position	23
4. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER	24
4.1. Joint Offers / Groupings (Consortia)	24
4.2. Subcontracting/Subcontractors	25
5. AWARD OF THE CONTRACT	26
5.1. Technical evaluation	26
5.2. Technical proposal	26
5.3. Financial evaluation	28
5.4. Financial proposal	28
6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER	29
6.1. Envelope A - Supporting documents	29
6.2. Envelope B – Technical proposal	29
6.3. Envelope C – Financial proposal	29

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:	Selection criteria – Questionnaires	
Annex H:	Power of Attorney (Models 1 and 2)	Annex J: Cedefop ICT profile
Annex I:	Model of Letter of Intent for Subcontractor/s	

INTRODUCTION TO CEDEFOP

1. Founded in 1975 ⁽¹⁾ and based in Greece since 1995, the European Centre for the Development of Vocational Training (Cedefop) is an agency of the European Union (EU) supporting European vocational education and training (VET) policy development. Its strategic objective for 2009-11 ⁽²⁾ is to ‘contribute to excellence in VET and strengthen European cooperation in developing, implementing and evaluating European VET policy’.
2. This strategic objective is supported by four priorities, namely:
 - (a) informing European VET policies;
 - (b) interpreting European trends in and challenges for skills, competences and learning;
 - (c) assessing VET’s benefits;
 - (d) raising the profile of VET.
3. Cedefop supports the European Commission, Member States (as well as the associated countries of Iceland and Norway) and social partners by:
 - (a) using its expertise, gathered through research, analysis and networking, to identify trends and challenges and propose ideas for VET policies;
 - (b) bringing together policy-makers, social partners, researchers and practitioners to share ideas and debate proposals on the best ways to tackle the challenges we face;
 - (c) encouraging European approaches, principles and tools to improve training and achieve common aims;
 - (d) raising awareness and understanding of how vocational education and training is evolving, and how it contributes to lifelong learning and other policies;
 - (e) disseminating information through websites, publications, networks, study visits, conferences and seminars.

Cedefop carries out its role through the tasks set out in its founding regulation. It disseminates information through its website, publications, networks, study visits, conferences and seminars.

4. Cedefop’s web portal www.cedefop.europa.eu includes news on training developments, information on vocational education and training systems in Europe, statistics and indicators, collaborative workspaces and a bibliographical database as well as information about Cedefop.
5. Information about Cedefop’s publications, many of which can be downloaded, can be found at the Cedefop bookshop at www.cedefop.europa.eu/publications. Cedefop’s wide range of books covers themes such as vocational education and training policy, research, future skill needs, learning outcomes, European qualifications framework and the validation of informal and non-formal learning.

⁽¹⁾ Council Regulation of 10 February 1975 establishing a European Centre for the Development of Vocational Training (Cedefop) EEC No 337/75, *Official Journal of the European Communities* L39, 13.2.1975 as last amended by Council Regulation EC No. 2051/2004.

⁽²⁾ Cedefop, *Enhancing European cooperation in vocational education through evidence and expertise: continuity, focus and flexibility: Cedefop’s medium-term priorities 2009-11*.

1. OVERVIEW OF THIS TENDER

1.1. Description and type of the contract

The specifications and requirements in this document constitute a call for tenders for the provision of services related to first level support and assistance to Cedefop's ICT users as well as the performance of a series of supporting activities to Cedefop's IT Department, according to herein specified requirements. Such activities are commonly known as Helpdesk or Service Desk activities.

The market award will result in a Framework contract based on the draft in Annex B. That framework contract, of which the technical specifications and the successful tenderer/contractor's full offer (including the proposed Service Level Agreement) will be an integral part, shall lay down the legal, financial, technical and administrative provisions governing the relations between Cedefop and the Contractor during the period of its validity.

1.2. Place of delivery or performance

The tasks must be completed on the Cedefop premises in Thessaloniki.

1.3. Division into lots

This invitation to tender **is not** divided into lots.

1.4. Variants

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

1.5. Value or quantity of purchase

Estimated yearly volume of contract is ~600 person-days, therefore estimation of 2400 person-days over four 4 years. See also points 2.2.2, 2.3, 2.4 and 5.4.

1.6. Validity of tenders

Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders, i.e. until 13/02/11.

1.7. Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, and shall be valid for 1 year, renewable through written agreement for 3 additional years (1+1+1+1).

1.8. Ordering

During the validity of the framework contract, orders will be placed by means of specific order forms which will be attached to the framework contract. Each year, a standard order form will cover the required yearly quantity for the core Helpdesk services (two person-days basis). Other work orders will cover specific tasks and activities.

The total number of Order Forms will depend on the needs of Cedefop. For purely indicative purposes (not binding) the estimated yearly quantities that are reasonably

expected to be ordered will range between 550 and 650 person-days per year. The distribution of such quantities over the 4-year period may not be even.

1.9. Invoicing

Completed tasks and orders will be invoiced to Cedefop after prior acceptance. As a rule, invoices will be produced bi-monthly indicating the corresponding consumption of ordered quantities and the corresponding specific work order(s).

1.10. 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 framework contract (attached as Annex B).

Regular activity timesheets on a monthly basis (broken down to daily presence and using a clock-in/clock out system operated by Cedefop) shall be attached to the invoices submitted for the approval of the Head of ICT.

1.11. Responsible Department

The Contractor shall report to the Head of the ICT Service or to a person duly authorised by the latter.

2. TECHNICAL SPECIFICATIONS

2.1. Introduction

Provision of Helpdesk (also known as Service Desk) activity covering on-site first level technical user support and call centre services.

Services provided almost exclusively in English and for their major part at the Centre's premises (approximately **150 users**).

Such services involve remote support to Cedefop's Brussels office (1 to 3 users).

2.2. Working conditions and environment

2.2.1. Place of delivery of services

The Centre is situated about 800m from the Praktiker crossroads at Pylaia, Thessaloniki, Greece (see official address on this document). Access to the Centre is by bus on a limited schedule. The contractor undertakes to cover the cost of transport and to get to work on time.

Due to specific circumstances the Contractor may be required to supply services out of Cedefop's premises. In such cases, the Centre, in accordance with its internal regulation, shall cover per diem and transport costs as appropriate (see Annex V of Draft Framework Contract in Annex B).

2.2.2. Work Schedule

Services shall be supplied daily, Monday through Friday from **08:30 to 17:30**, (with a half-hour lunch break). Eventually, to support extraordinary needs of the Centre, provision of services may be prolonged beyond 17h30 (this to be counted as overtime).

The contractor shall be able to provide service on weekends and Greek holidays and to work overtime upon exceptional Centre's request. The Centre must inform the Contractor of such needs at least two working days in advance. The cost of all extra timeframe periods is foreseen and requested in the Financial Offer.

2.2.3. Work environment

The Centre provides a Help Desk office and necessary equipment (PCs, cordless telephone, lab, IT Storage Room etc.) necessary for the smooth performance of the contractor's services at its premises. It may also offer the possibility of specialized training on specific ICT subjects and functionality specific to the Centre. This specialized training will be given by Cedefop's ICT staff and its duration will be counted as contractor's working time.

The most widely used language in the Centre is English. The second most widely spoken language is Greek, followed by French and German. All internal written information is generally communicated in English. Contractors shall assume that the communication language is English (**and not Greek**). Also please note that the Centre's PC environment is exclusively in English (i.e. no localised software in Greek or French, etc., is used).

The Centre operates a staff cafeteria & canteen serving lunch from 13:00 to 15:00. The cost of meals ranges from 3.00€ – 5.00€, and shall be solely covered by the Contractor.

2.2.4. Holidays

Cedefop observes most Greek holidays and is closed for an additional 6 days every year (Christmas-New Year period (5), Schumann Day (1)).

2.2.5. Technical Environment

(1) Current indicative Hardware

- **PCs:** Dell (>95% various Optiplex models)
- **Servers:** Hewlett Packard (95% HP Proliant Rackable or Blades)
- **Laptops:** Dell (60%), Lenovo (40%)
- **Network:** Ethernet (10GB backbone between floors, 1 GB to clients). All network appliances are Cisco.

(2) Current indicative software

- **Server operating system:** Windows 2003 Server Active Directory Domain, Single Forest, Single Site. Group Policies are in effect for administration purposes
- **RDBMS:** Microsoft SQL2000/2005, SYBASE v12.5/v15
- **Client operating system:** MS Windows XP Pro SP3, very few MS Windows 2000
- **Office Suite:** Microsoft Office 2003 Suite (including some Visio and Project installations)
- **Mail infrastructure:** Microsoft Exchange 2007 on server-side, Outlook 2003 client side, Outlook Web Access to remote or travelling users
- **Internet:** Internet Explorer v7 or higher, Mozilla Firefox
- **ERP platform:** Internally developed client-server supported on a Sybase RDBMS using Power Builder v8.04
- **Web Development Tools:** .NET, Homesite, Macromedia (Fireworks, Dreamweaver)
- **DTP Tools:** Adobe CS2 Suite, Adobe Acrobat Pro 8.0/9.0, Corel Draw X13
- **Anti-Spam central software:** Clearswift's Mailsweeper
- **Antiviral protection:** F-Secure Client Security centrally managed.

(3) Cedefop's peripheral devices:

- **Multifunctional devices:** Hewlett Packard LaserJet 4345mfp, Xerox Workcentre 4150, Canon Laserbase MF 5650
- **Monochrome Printers:** Hewlett Packard LaserJet (LJ 4xxx, LJ 8xxx), Xerox 4510, Xerox 3600 and various standalone HP DeskJet.
- **Colour Printers:** Hewlett Packard LaserJet 4600, Xerox 77xx, 6180 and various standalone HP DeskJet.
- **Scanner:** a few, mainly personal Hewlett Packard and Canon.

(4) Specialised software

The ability to support specialised software such as **collaborative applications** (Web Content Management systems: OpenText Livelink; Reddot) and **ERP applications** will be appreciated.

(5) Telephony infrastructure

Cedefop's telecom infrastructure includes a set of PBX systems (Hipath 4000 and an Ericsson 1800 Dect), PRI and BRI ISDN telephone lines, Video-conference systems, a series of over 20 mobile subscriptions for GSM, GPRS, 3G and roaming services.

A more detailed ICT profile of Cedefop can be found in Annex J.

2.3. Scope of services to be provided under this call for tenders

Help Desk shall respond to all user calls and keep a daily register of problems encountered and solutions found, and of efforts made to find solutions. It shall assist employees in the use of programmes, either by resolving simple problems or questions or by making useful suggestions. It shall maintain and update a database of all calls, using a dedicated service desk system that Cedefop uses, that is, an add-on to Microsoft Outlook called "Public Folder Helpdesk for Microsoft Outlook" by kalmstrom.com Business Solutions (see <http://www.kalmstrom.com/products/outlook/pfhelpdesk/>).

A more analytical (though not restrictive) list of tasks is given below:

2.3.1. Day to day routine tasks

- (1) First level support to Cedefop users covering all aspects of IT. In details:
- Hardware issues regarding each user's Personal Computer and/or Monitor/Screen and other assigned peripherals (i.e. personal printers, scanners) as well as laptops.
 - Questions or issues regarding Operating Systems
 - E-mail and internet connectivity issues that affect users
 - Office automation platform issues including formatting, converting or transmitting documents
 - All other software issues like antivirus, compression tools, multimedia utilities and other small tools used in-house.

- (2) Trouble-shooting and management of peripheral devices; a task which involves:
- Replace consumables such as toner cartridges, fuser appliances, staples etc.
 - Fix small malfunctions such as paper jams, cabling problems etc.
 - Report to servicing companies major errors and keep track of visit repairs and log all communications (contractual and financial control lies in ICT department' responsibility).

2.3.2. Periodically recurring tasks

User initiation and basic user training, a task which involves:

- Establishing user's IT environment
- Basic user initiation to Cedefop's ICT infrastructure based on Cedefop ICT material.
- Basic user initiation to Cedefop's ICT software and application usage.

2.3.3. Monitoring IT infrastructure tasks

The Helpdesk shall keep continuous monitor of all IT infrastructure, a task that involves:

- (1) Keep track of location of each IT item (PCs, Monitors, Printers, Faxes and any other peripheral). Notify in writing the inventory manager or the inventory application of any change in location.
- (2) Assist in user's IT items moves between offices and keep a record of any change as in (1) above.
- (3) Keep all spare IT items in the allocated IT storage room.
- (4) Assist IT department in new IT items reception process.

2.3.4. Conference support tasks

As Cedefop is hosting several conferences annually at Cedefop premises but also in hotels in the vicinity, there is a need of IT technical support before, during and after these events. In detail:

- (1) Prepare conference rooms to accommodate delegates and their presentations
- (2) Assist delegates with their equipment (laptops, handheld devices) in connecting to Cedefop's IT infrastructure (wi-fi network)
- (3) Assist Cedefop staff in organising their conferences providing the appropriate IT logistical support
- (4) Bring material back to place and put rooms/cabling in order.

2.3.5. Telecommunication support tasks

Estimated yearly volume of man-days: 48

Tasks to be performed (on site):

- (1) Day to day management of the Telephone installed Basis (TIB) including troubleshooting of telecom equipment (phones – see detailed description under 2.2.5, faxes, teleconferencing and videoconferencing devices and services).
- (2) Active on site assistance in the setting up and configuration of telephone devices connected to the Ericsson 1800 DECT Telephone Centre (cordless digital telephony).
- (3) Active on site assistance in the setting up and configuration of telephone devices connected to the Siemens Hipath 4000 PBX.
- (4) Log and implement user requirements on the configuration of PBX stations, access, groups, tables, short dialling, pins, using the Hipath 4000 v2.0 assistant software.
- (5) Perform on spot installation, removals, replacement, trouble-shooting and diagnostics of the voice communications systems of Cedefop (analogue, digital, wireless, ISDN, cellular).
- (6) Produce regular reports and statistics on the use of the telecom infrastructure in view of monitoring cost saving plans by following up changing costing patterns of the market and technology trends.
- (7) Monitor suppliers' invoicing and billing including drafting of correspondence with suppliers to address emerging issues.
- (8) Train new staff on the functions of the telephones (Siemens OptiSet and OmniPoint series devices) in conjunction with the offered features and available services of the Hipath 4000 Telephone Centre (i.e. Executive/Secretary function, hunt group function, call forwarding, variable call forwarding, call back function, call park, call pick up, call transfer, call conference, etc).
- (9) Draft and maintain required documentation destined to users and administrators relating to the above fields and required expertise.
- (10) Assistance to users of Cedefop's mobile telephony devices.

2.3.6. Ad-hoc tasks

Under this category the following tasks are grouped:

- (1) Data entry such as transformation of e-mail and other contact data into CRM system, bulky sets of financial data and massive upload of documents between different platforms
- (2) Entry-level HTML coding and content formatting
- (3) Basic scripting using Visual Basic or WMI or Powershell

- (4) Assistance to ICT staff during large scale migrations and deployments.

Estimated yearly volume of person-days: 80

2.4. Framework and conditions of services provision

In providing his services the future Contractor shall be required to offer **at least** the following (**minimum requirement**):

- (1) A team to perform tasks and duties described under §2.3.1, §2.3.2, §2.3.3 and §2.3.4. The Contractor shall foresee a core team on a two-person basis and at least one substitute that would be available in case of absence or during period of extraordinary workload.
- (2) A team of at least two persons (one of which would act as a substitute of the other one in order to prevent interruption of services) assuming the tasks described in §2.3.5.
- (3) A person to perform tasks described in §2.3.6.

Details on the profile requirements for the above described persons can be found in §2.7.

The Contractor shall foresee a system of mobility (helpdesk officers shall be exchanged after a maximum of two years, one at a time) to ensure that “new” expertise and a fresh view on the provision of services facilitate innovation, while safe guarding at the same time that know-how is preserved and transferred to new staff (see also point 5.2.2 and Article I.12 of Annex B-Draft Framework Contract).

2.5. Performance indicators

Cedefop will evaluate the Contractor’s performance on the basis of:

- adherence to the working hours;
- the activity reports created by the logging of Helpdesk call;
- performing user surveys two times per year;
- matching quality procedures announced by the Contractor³ against their actual application throughout the Contract execution on a regular basis, i.e. every semester.

The conclusions from such evaluation shall be discussed with the Contractor and shall form the basis for possible successive contract renewal decisions as per point 1.7.

³ In the context of his proposal in response to the present call for tenders.

2.6. Service Level Agreement (SLA)

A Service Level Agreement will be established with the following **minimum** principles and standards:

- (1) Respect of working hours and conditions set in 2.2.1
- (2) Prioritisation of calls, incidents, problems reported
 - (a) The Contractor shall define at least two priority types (1 and 2).
 - (b) Depending on the type of calls different resolution times will be assigned.
- (3) Initial response times
 - (a) Calls must be answered by a Help Desk staff member within 2 minutes.
 - (b) Problems received by email should, at a minimum, receive an acknowledgement within 1/2 hour.
- (4) Resolution times
 - (a) Problems under priority 1 must be resolved within 1/2h after their acknowledgement.
 - (b) Problems under priority 2 must be resolved within maximum 3h after their acknowledgement.
- (5) Follow-up time
 - (a) Problems that are not resolved within the course of their reception (by phone or mail) must be followed by an update to the user at most within 1h for Priority 1.
 - (b) Problems that are not resolved within the course of their reception (by phone or mail) must be followed by an update to the user at most within 3h for Priority 2.
 - (c) Escalation time for Priority 1 should not exceed 2h.
 - (d) Escalation time for Priority 2 should not exceed 4h.
- (6) Monthly activity reports will be required by means of recordings in the logging system of Cedefop (unless otherwise proposed by the tenderer).
- (7) Contractor staff becoming unavailable should be replaced by maximum in the next business day.

The above **indicative** SLA comprising minimum and mandatory service levels will be finalised after signature of the contract and updated on the basis of the tenderer's proposal (see also section 5 – award criteria).

2.7. Required level of qualifications and skills (Profiles and CVs)

To perform the tasks described in 2.3 and 2.4 the following profiles must be submitted.

2.7.1. Project manager

The Project Manager is the primary point of contact between Cedefop and the contractor. S/He will also be responsible for effectively liaise with subcontractors if any.

The Project Manager will be responsible for the contract management ensuring that the contract is implemented and executed according to the agreed terms and conditions.

The Project Manager is accountable for the operational execution of the contractor's services which include all planning activities as well as problem and change coordination with emphasis to staff replacement and supervision.

His/Her availability should be guaranteed during standard business hours (telephone and email) to address problems arising from the execution of the contract; in case of non availability s/he will specify an individual to serve as backup.

Minimum requirements for profile **Project Manager**:

Required skills and experience	• Minimum proven 5 years experience in the ICT field. • Minimum 3 years experience in Project Management – Account Client Manager of entities and/or projects with similar size and scope. • Very good communication skills in English (spoken and written).
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Services under this profile shall not be **invoiced** separately; therefore the tenderer must take their possible cost into account in submitting his financial offer for the other profiles.

2.7.2. Helpdesk (at least 3 persons team)

This profile is the actual performer of all the tasks described in §2.3.1 to §2.3.4.

Minimum requirements for profile **Helpdesk**:

Required skills and experience	Minimum 5 years experience in IT. Minimum 3 years experience in <u>relevant position</u> with tasks described in §2.3.1 to §2.3.4. Very good communication skills (spoken and written) in English.
IT Qualifications	Certified in: • Microsoft Windows XP or Vista or Windows 7 • Microsoft Office 2003 or 2007 Proven knowledge of • Software deployment or imaging deployment • Antiviral programs and support • Troubleshooting of printers and other peripherals • Basic networking skills Experience in: • Multi-user environments

2.7.3. Telecom Engineer

Minimum requirements for profile:

Required skills and experience	• Minimum 3 years experience in the tasks described in 3.2.5. • Proven hands-on experience of Hipath 4000 V 2.0 assistant • Good communication skills (spoken and written) in English.
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2.7.4. HTML author – Scripting

Minimum requirements for profile:

Required skills and experience	• Minimum 2 years experience in the tasks described above (§2.3.6). • Proven knowledge of HTML authoring, formatting and scripting as evidenced by involvement in similar or equivalent tasks • Good communication skills (spoken and written) in English
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2.8. Security and confidentiality

Any information accessed by the Contractor in the course of assisting end users is to be considered confidential. The Contractor must have in place stringent measures to ensure that all Cedefop information is secure from tampering, re-use, or any use other than the purpose for which it was collected.

All employees or agents of the Contractor who, in the course of their duties, access data containing personal or confidential information, are bound to the confidentiality clauses of the Framework Contract (see Article I.11 of Annex B).

2.9. Meetings and Travel expenses

The Contractor, through his representatives and in all cases with the Project Manager of the proposed team, will be requested to attend at least **two (2) half-day** meetings at Cedefop with Cedefop's ICT team on each year of execution of contract. In the first year a kick-off meeting is foreseen after the signature of the contract to initiate the team to Cedefop's ICT Service.

Such meetings as well as any other meeting held to resolve problems imputable to the Contractor's execution or performance of the Contract will be at the charge of the Contractor.

Cedefop reserves the right to call ad-hoc meetings, if needed. Such meetings or any extra travel and accommodation expenses that might be needed to perform the tasks related to the contract (see also point 2.2.1), shall be subject to Cedefop's prior approval and shall be reimbursed by Cedefop separately, according to its relevant rules (see Annex V of the draft Framework Contract in Annex B).

3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER

Tenderers must meet the exclusion and selection criteria and have the legal position to allow them to participate in this tendering procedure.

In case any document(s) concerning exclusion (point 3.1) and selection criteria (point 3.2) is/are missing, the tender will automatically be rejected. Cedefop reserves the right to ask for additional clarification, if needed, only on documents presented within the tender. Missing documents will not at all be requested. Before sending, please therefore make sure that all requested documents are included.

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 in Annex C. Therefore all tenderers, all consortium members (if any) and all subcontractors specified as per point 4.2, 2nd sub-paragraph (if any) shall provide the self-declaration found in Annex C duly signed and dated. Failure to provide the declaration(s) on exclusion criteria will lead to the rejection of the tenderer from further evaluation.

[For contracts above the threshold (currently 125.000 EUR) of Art. 158.1(a) of the Implementing Rules of the Financial Regulation:

In case of recommendation for contract award the tenderer shall be requested to provide the documentation indicated in point **(I)** of Annex C.]

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

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. The eventual non-submission with the tender of the below required documents / statements will lead to the rejection of the tenderer from further evaluation.

Each and all requirements for economic and financial capacity should be fulfilled by the tenderer - alone (in the case of single tenderers) or by the consortium as a whole (in case the tenderer is a consortium).

Tenders from consortia of firms must specify the qualifications and experience of each member or of the consortium (Please fill in Annex G). In case of consortium (in line with the provisions in point 5.1 below) each consortium member must provide the required evidence for the economic and financial capacity and the selection criteria below will be applied to the consortium and the sub-contractors as a whole.

An economic operator may rely on the capacities of other entities, regardless of the legal nature of the links which he has with them. He must in that case prove to the contracting authority that he will have at his disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at his disposal.

3.2.1. Economic & Financial capacity

Requirement

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

Requirements for Economic and Financial capacity:

- The average annual overall turnover of the tenderer (of a single company, or of the consortium as a whole, if any) for the last three financial years should be at least **320,000 €**;
- The average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) for the last three financial years concerning the type of services covered in this tender should be at least **100,000 €**.

Proof of Economic and Financial capacity **must** be furnished by the following documents respectively for each of the above two bullets:

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

In case of consortium (grouping) or subcontracting (in line with point 4.1 or 4.2 of the tender documents) each member of the consortium and all sub-contractors (identified as per the second sub-paragraph of point 4.2) must provide the required evidence for the economic and financial capacity.

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

3.2.2. Technical and professional capacity

Requirements for Technical and professional capacity:

The Tenderers must have sufficient technical and professional capacity to perform the contract. In case of consortium or subcontracting, the grouping (consortium) or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole (see also 4.1 and/or 4.2 below). Tenderers must demonstrate the ability to perform the tasks outlined in the technical specifications. In particular, they must have:

- (1) The relevant organisational structure and adequate quality assurance procedures in order to be able to supply the services as requested in these technical specifications;

- (2) At least three (3) years of previous experience for the company in terms of contracts similar in scope, size and nature to the Framework contract that shall cover the services requested in these technical specifications;
- (3) The ability to work in an ICT infrastructure similar to Cedefop's, with special speed/quality/reliability requirements.

The following documents or information must be presented as evidence of compliance to the above criteria:

- Proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established;
- Description of the company's unit(s) responsible (Technical or Service Department) for the provision of services requested in these technical specifications (See Annex G – Questionnaire 3);
- Established quality assurance procedures following international standards or if applicable ISO9000 / EN 29000 certification. Announced quality assurance procedures will be binding and adhered to for the Contractor, throughout the execution of the contract;
- A list of at least 3 contracts performed in the past three (3) years similar to **the scope, size, and nature** as those required in these technical specifications, indicating the amounts, the dates, the methodology or infrastructure used, and the name of the consignees (public or private) (See Annex G – Questionnaire 4).

The tenderer must also fulfil the following additional requirement:

- (4) Possess a qualified team to perform the tasks described in points 2.3.1 to 2.3.6 and whose minimum characteristics are described in point 2.7.

The following documents or information must be presented as evidence of compliance with the above criterion:

- Detailed CVs that must indicate to which profile they correspond. The tenderer must provide at least the following number of CVs :

Profile (described in 2.7)	Number of CVs
Project manager	1
Helpdesk	3
Telecom support	2
Ad-hoc tasks (HTML editing, scripting)	1

Note: Concerning the profile “Helpdesk”, CVs might address different fields of expertise within the profile (i.e. client Operating System knowledge or Office Automation knowledge or troubleshooting). However, such complementarity must ensure that the proposed set of **at least 2 CVs** does cover **all required fields**.

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 (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 Annex G - Questionnaire 1.

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

A natural or legal person can take part (as an individual tenderer or as 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.

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 H) 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 H, 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 H, 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 H) 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.

The tenderer must clearly indicate in his offer which parts of the work and what percentage (of the work by value) will be sub-contracted (if any). The tenderers should submit duly filled-in and signed by each sub-contractor the Form in Annex I (Model of Letter of Intent for Subcontractor/s).

If the subcontractors cannot already be clearly identified by the tenderer, then he should at least clearly identify a list of potential subcontractors in the bid. Additionally the tenderer should specify:

- the identity of those subcontractors only undertaking between 10% and 40% of the work by value,
- the identity of all subcontractors if the total sub-contracting is above 40% of the work by value. In this case each and every sub-contractor, independently of his contribution to the work by value, must be identified.

For each subcontractor, identified as per the above two bullets, the tenderer must:

- provide a document stating clearly the identity, roles, activities and responsibilities of subcontractor(s);
- provide a Letter of Intent signed by the subcontractor stating his unambiguous undertaking to collaborate with the tenderer if the latter wins the contract and the extent of the resources that he will put at the tenderer /contractor's disposal for the performance of the contract;
- provide the required evidence for the capacity of the subcontractor(s) in regards to the exclusion and selection criteria.

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 sub-contractor(s) altogether fulfil the criteria.

Where no sub-contractor is given (meaning that possible individual sub-contracting is below 10% by value), the work will be assumed to be carried out directly by the tenderer (single tenderer or group of tenderers (consortium)).

5. AWARD OF THE CONTRACT

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

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

The Total Final Score (TFS) will be calculated for each tender by applying the formula below:

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

Where:

TQV = Total Quality Value of the tender, obtained as per the table in point 5.1

TFO = Total Financial Offer of the tender, obtained as per the table in point 5.4

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

Cheapest Tender Price is the TFO of the cheapest technically compliant tender (i.e. among those having achieved a minimum of 65/100 points (TQV) in the technical evaluation – see below).

5.1. Technical evaluation

The following technical award criteria will be applied to this tendering procedure:

Award criteria	Maximum Points
1. Quality of a detailed implementation plan related to the delivery of the requested services (see 5.2.1)	60
2. Quality and relevance of the proposed procedures put in place to perform the assigned tasks for the purposes of the contract (see 5.2.2)	40
Total Quality Value (TQV)	100

Tenders scoring less than **65 (of maximum 100)** points against the technical criteria, will not be considered acceptable and will therefore not have their financial proposal evaluated.

5.2. Technical proposal

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 technical specifications. To this end, the tenderer must provide the following documents and/or information to allow evaluation of their offer according to the criteria mentioned above. Information provided in this context is binding throughout the contract execution:

5.2.1. A detailed description of how the tenderer intends to deliver the services requested. This description should cover at least the following aspects:

- (1) Methodology in performing the required tasks covering the following aspects: the organization of helpdesk tasks, call prioritisation; levels of proposed response and escalation of issues, follow-up and resolution times; Call centre activity; incident tracking methods; **(20 points)**
- (2) Proposed levels of service (SLA), modalities of compliance to the minimum Service Level Agreement (SLA) of Cedefop (see point 2.6); **(20 points**, where 10 points are given to simple agreement with minimum proposed SLA – see point 2.6)
- (3) Tenderer's internal performance monitoring methods and tools; **(10 points)**
- (4) Security and confidentiality handling **(10 points)**.

5.2.2. *A detailed description of the procedures that the tenderer intends to put in place in terms of human, technical and managerial resources in order to be able to provide the requested services. This description should cover at least the following:*

- (1) The procedures followed to ensure business continuity at the same required level of quality (e.g. procedures applied to replace staff proposed during contract performance, intra-muros Contractor's staff mobility..); **(20 points)**
- (2) Methods applied to assign tasks and responsibilities within the proposed team; procedures and patterns followed before having recourse to the 2nd Level support; **(10 points)**
- (3) Description of how technical knowhow transfer and training are managed by the tenderer **(10 points)**.

In addition to the above the tenderer must clearly specify which parts of the work will be sub-contracted (if any) and the identity of all subcontractors undertaking more than 10% of the work by value as requested in point 4.2 (second paragraph).

5.3. Financial evaluation

Only tenders scoring 65 points or more (of a maximum of 100) against the technical award criteria will have their financial proposal evaluated. The evaluation will be made on the basis of the total Financial Scenario price offered in point 5.4.

5.4. Financial proposal

The financial proposal should indicate the total price in order to carry out all the activities indicated in the technical specifications. The tenderers must fill-in the following table 1 - Price schedule table, and present a detailed breakdown of the price offered.

	Item	Estimated Quantities	Price in EUR excl. VAT	Total
A-1	Cost of person-day performing Helpdesk tasks (see 3.2.1 to 3.2.4)	475		
A-2	Cost of person-day performing Telecom support tasks (see 3.2.5)	48		
A-3	Cost of person-day performing ad-hoc tasks (see 3.2.6)	80		
OV-1	Hourly cost of overtime during weekdays for A-1 (quantity in man-hours)	40		
OV-2	Hourly cost of overtime during weekends for A-1 (quantity in man-hours)	40		
	Total Financial Offer (TFO)			
	Total amount of VAT (for tenderers in Greece): EUR ...			

Information concerning quantities and prices

- The prices quoted must be fixed and not revisable for the first two years of the contract. As from the third year, price revision may take place in accordance with Article I.3 in the draft Framework Contract attached as Annex B.
- Prices must be quoted in euro and include all expenses.
- The estimated quantities in the table are valid for evaluation purposes only and do not bind Cedefop in the final award of the Framework Contract.
- Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges may not therefore be included in the calculation of the price quoted. The VAT amount must be indicated separately (this applies to tenderers established in Greece only).

6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER

It is extremely important that tenderers present their tender in the correct format and 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:

- a cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award as requested in point 4 of the Invitation to Tender;
- the exclusion criteria declaration as requested in point 3.1 of the Tender Specifications and standard template found in Annex C;
- the selection criteria documents as requested in point 3.2, 4.1 and 4.2;
- 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;
- Questionnaires 1 – 4 as requested in point 3.2, 3.3 and found in Annex G;
- Power of Attorney (Model 1 or 2), as requested in point 4.1 (if applicable) and found in Annex H;
- Model of Letter of Intent for Subcontractor/s as required in point 4.2 (if applicable) and found in Annex I.

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 unbound version and three bound copies of:

- the technical proposal providing all information requested in point 5.2, including information relevant to subcontracting as requested in point 4.2.

6.3. Envelope C – Financial proposal

One original signed version and three copies of:

- the financial proposal containing all information requested in point 5.4.

ANNEX A

CONTRACT NOTICE

ANNEX B

DRAFT CONTRACT

ANNEX C

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

The undersigned.....[name of the signatory of this form, to be completed]:

- in his/her own name..... (if the economic operator is a natural person or in case of own declaration of a director or person with powers of representation, decision making or control over the economic operator)
or
- representing..... (if the economic operator is a legal person)

official name in full (only for legal person):.....

official legal form (only for legal person):.....

official address in full:

VAT registration number:

declares that the company or organisation that he/she represents / he/she:

a) is not bankrupt or being wound up, is not having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, and is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

b) has not been convicted of an offence concerning professional conduct by a judgment which has the force of *res judicata*;

c) has not been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;

d) has fulfilled all its obligations relating to the payment of social security contributions and the payment of taxes in accordance with the legal provisions of the country in which it is established, with those of the country of the contracting authority and those of the country where the contract is to be carried out;

e) has not been the subject of a judgement which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;

f) is not the subject of administrative penalty for being guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the procurement procedure or failing to supply an information, or being declared to be in serious breach of its obligation under contract covered by the budget.

In addition, the undersigned declares on their honour that:

g) they have no conflict of interest in connection with the contract; a conflict of interest could arise in particular as a result of economic interests, political or national affinities, family or emotional ties or any other relevant connection or shared interest;

h) they will inform the contracting authority, without delay, of any situation considered a conflict of interest or which could give rise to a conflict of interest;

i) they have not made and will not make any offer of any type whatsoever from which an advantage can be derived under the contract;

j) they have not granted and will not grant, have not sought and will not seek, have not attempted and will not attempt to obtain, and have not accepted and will not accept any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal practice or involving corruption, either directly or indirectly, as an incentive or reward relating to award of the contract;

k) the information provided to Cedefop within the context of this invitation to tender is accurate, sincere and complete;

l) in case of award of contract, they shall provide the evidence that they are not in any of the situations described in points a, b, d, e above⁴. Specifically:

For situations described in (a), (b) and (e), production of a recent extract from the judicial record is required or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the Tenderer is a legal person and the national legislation of the country in which the Tenderer is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the Tenderer.

For the situation described in point (d) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the Tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations (a), (b), (d) or (e), where any document described in the two paragraphs above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

By signing this form, the undersigned acknowledges that they have been acquainted with the administrative and financial penalties described under Article 134b in conjunction with Article 133a of the Commission Regulation (EC, Euratom) No 2342/2002 of 23/12/2002 laying down detailed rules for the implementation of Council Regulation (EC, Euratom) No 1605/2002 on the Financial Regulation applicable to the general budget of the European Communities, which may be applied by analogy by Cedefop if any of the declarations or information provided prove to be false.

Full name

Date

Signature

⁴ Mandatory for contracts of value above €125 000 only (see art. 134(2) of the Implementing Rules). The contracting authority can nevertheless request such evidence for contracts with a lower value.

ANNEX D

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/execution/legal_entities_en.htm

ANNEX E

FINANCIAL IDENTIFICATION FORM

(to be downloaded, depending on the nationality of the tenderer, from the following website)

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

PLEASE NOTE:

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

ANNEX F

CHECK LIST OF MANDATORY DOCUMENTS

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

Please Tick ✓ the boxes provided

Mandatory documents to be included as part of the tender	Reference paragraph	Included		If the document is not included, please provide an explanation for the reason
		Yes	No	
Envelope 'A' must contain				
one original and one copy of:		☐	☐	
- cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award (name and position of the individual(s) entitled to sign contract)	Point 4 of Invitation to tender; 3.3, 6.1	☐	☐	
- this Checklist	6.1 & Annex F	☐	☐	
- Exclusion Criteria Declaration (including those of consortium members and subcontractors, if applicable)	3.1, 6.1 & Annex C	☐	☐	
- Legal Entity Form	3.3, 6.1 & Annex D	☐	☐	
- Financial Identification Form	6.1 & Annex E	☐	☐	
- Selection criteria documents (If applicable, including those of consortia and subcontractors)	3.2, 4.1, 4.2, 6.1	☐	☐	
- Annex G (Questionnaires 1-4)	3.2.1, 3.2.2, 4.1, 6.1 & Annex G	☐	☐	
- Power of attorney of partners in joint bid / Consortium (if applicable)	4.1 & Annex H (models 1 or 2)	☐	☐	
- Letter of intent of subcontractor (if applicable)	4.2 & Annex I	☐	☐	
Envelope 'B' must contain				
one original and three copies of:		☐	☐	
- the Technical Proposal	4.1, 4.2, 5.2, 6.2	☐	☐	
Envelope 'C' must contain				
one original, three copies of:		☐	☐	
- the financial proposal	5.4, 6.3	☐	☐	

You should also ensure that:

☐	your offer is formulated in one of the official languages of the European Union.
☐	both the technical and financial proposals of the offer are signed by you or your duly authorised agent.
☐	your offer is perfectly legible in order to rule out any ambiguity.
☐	your offer is submitted in accordance with the envelope system as detailed in the invitation to tender point 3.
☐	the outer envelope bears the information mentioned in the invitation to tender point 3.

ANNEX G
QUESTIONNAIRES 1-4

ANNEX H

POWER OF ATTORNEY (MODELS 1 AND 2)

ANNEX I

MODEL OF LETTER OF INTENT FOR SUBCONTRACTOR/S

ANNEX J

CEDEFOP ICT PROFILE