

FINANCE AND PROCUREMENT

DRS/PRO/GBACH/RB(2016)01712  
Thessaloniki, 11/08/2016

## OPEN INVITATION TO TENDER

### **Provision of Engineering Services for Cedefop** **AO/DRS/ASAIN/Engineering Services/012/16**

REFERENCE: *Contract notice - 2016/S 154-278318 of 11/08/16*

Dear Sir/Madam,

We thank you for the interest you have shown in this tender procedure.

The purpose of this call for tenders 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),  
Attention of Procurement Service  
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.f*

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

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

Tenderers should not attach their offer to any of the above informative e-mail or fax.

or

(b1) **by courier service** to be dispatched not later than **the date and time specified in the timetable in point 8 below**, in which case the evidence shall be constituted by the date of dispatch to the address below or the date of the deposit slip,

or

(b2) **delivered by hand** not later than **the date and time specified in the timetable in point 8 below**, in which case a receipt must be obtained as proof of submission, signed and dated by the official in the above mentioned Service who took delivery,

to the following address (for points (b1) and (b2) above):

**European Centre for the Development of Vocational Training (Cedefop),  
Attention of Procurement Service  
123, Europe Str,  
GR-57001 Thessaloniki-Pylea, Greece  
Tel: +30 2310 490111 / 490 064**

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

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

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

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

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

|                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>OPEN INVITATION TO TENDER</b></p> <p><b><i>CEDEFOP No: AO/DRS/Engineering Services/012/16</i></b></p> <p><b><i>‘Provision of Engineering Services for Cedefop’</i></b></p> <p><b>Name of tenderer: .....</b></p> <p><b>NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE</b></p> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

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

4. Tenderers must ensure that their tenders are signed by an authorised representative and that tenders are legible so that there can be no doubt as to words and figures.
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. Therefore, 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).
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 maximum two representatives. The names of the persons attending the opening must be notified in writing by fax (Fax No +30 2310 490 028) or by e-mail ([C4T-services@cedefop.europa.eu](mailto:C4T-services@cedefop.europa.eu)) at least three working days prior to the opening session. Failing that, Cedefop reserves the right to refuse access to its premises.
7. Contacts between the contracting authority (Cedefop) and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

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

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

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

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

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

Before requesting any additional information, the tenderers are kindly requested to visit the FAQ page on Cedefop website:

<http://www.cedefop.europa.eu/en/about-cedefop/faqs/procurement-procedures>.

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

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

7.3 Contacts after the opening of tenders:

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

## 8. Timetable:

|                                                                                      | DATE                 | TIME   |
|--------------------------------------------------------------------------------------|----------------------|--------|
| Deadline for request for any clarifications from the Contracting Authority (Cedefop) | <b>12/09/2106</b>    | 17.00h |
| Last date on which clarifications are issued by Cedefop                              | <b>14/09/2016</b>    | N/A    |
| Deadline for submission of tenders (hand delivered)                                  | <b>22/09/2016</b>    | 17.00h |
| Deadline for submission of tenders by post / courier                                 | <b>22/09/2016</b>    | N/A    |
| Validity of the tenders                                                              | <b>22/03/2017</b>    | N/A    |
| Tender opening session                                                               | <b>06/10/2016</b>    | 11.00h |
| Estimated contract signature date                                                    | <b>December 2016</b> |        |

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

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

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

## 10. All costs incurred for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.

## 11. Up to the point of signature, the contracting authority (i.e. Cedefop) may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. If such decision is taken, the tenderers will be notified accordingly.

## 12. This invitation to tender is in no way binding on Cedefop. Cedefop's contractual obligation commences only upon:

- the signature of the Contract with the successful tenderer, or
- the signature of an Order or Specific Contract under the Framework Contract, whereby signature of the Framework Contract alone does not commit Cedefop to order.

## 13. Evaluating your tender and your possible subsequent replies to questions in accordance with the specifications of the invitation to tender, will involve the recording and processing of personal data (such as your name, address and CV). Unless indicated otherwise, such personal data will be processed by Cedefop's Finance and Procurement Service solely for that purpose and pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of data by the Union institutions and bodies and on the free movement of such data. Details concerning the processing of your personal data are available on the privacy statement at:

[http://ec.europa.eu/dataprotectionofficer/privacystatement\\_publicprocurement\\_en.pdf](http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf).

You have the right of recourse at any time to the European Data Protection Supervisor for matters relating to the processing of your personal data.

14. Your personal data may be registered in the Early Detection and Exclusion System (EDES) if you are in one of the situations mentioned in Article 106 of the Financial Regulation<sup>1</sup>. For more information, see the Privacy Statement on [http://ec.europa.eu/budget/explained/management/protecting/protect\\_en.cfm#BDCE](http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm#BDCE) ).
15. Once Cedefop has opened the tender, it becomes its property and it shall be treated confidentially.
16. You will be informed of the outcome of this procurement procedure by e-mail only. It is your responsibility to provide a valid e-mail address together with your contact details in your tender and to check this e-mail address regularly.

Yours sincerely,

Isabelle Thomas-Kollias  
Acting Head of Procurement

Attached: Tender Specifications

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<sup>1</sup> Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25 October 2012 on the financial rules applicable to the general budget of the Union and repealing Council Regulation (EC, Euratom) No 1605/2002 (OJ L 298 of 26.10.2012, p. 1) as amended.

# **OPEN INVITATION TO TENDER**

***AO/DRS/ASAIN/Engineering Services/012/16***

***'Provision of Engineering Services for Cedefop'***

**Tender Specifications**

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# 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 supports the European Commission, Member States <sup>(2)</sup> and social partners by helping design VET policies that promote excellence and social inclusion and strengthen European cooperation in VET.

## Cedefop's objective and priorities for 2012-16

Cedefop's activities are guided by its strategic objective and medium-term priorities 2012-16. 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.

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<sup>(2)</sup> Cedefop also works with Iceland and Norway.

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

Europe's growth and competitiveness will be held back if people's skills do not meet job requirements. Unemployment currently coexists with skill shortages. Understanding and anticipating the skills required helps ensuring that training meets labour market needs. It helps to promote a better match between individuals' potential and job 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](http://www.cedefop.europa.eu). The web portal provides news on Cedefop's major themes "Identifying skills needs", "Understanding qualifications", "Analysing policy" and "Developing lifelong learning". All Cedefop publications are available for download. Cedefop hosts and organises conferences and events throughout the year.

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

## 1. OVERVIEW OF THIS TENDER PROCEDURE

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

Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender dossier. Failure to submit a Technical and a Financial Proposal 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 Engineering Services for Cedefop'***
- b) Short description of content of this contract: Cedefop is looking to sign a framework contract with a competent and experienced service provider for assistance in the areas of Facilities, Building and Infrastructure.
- c) Type of contract: **Framework Service Contract.**
- d) Framework Service Contract whereby the services will be provided following the signature of Order forms or Specific Contracts throughout its validity. The number and content of Order Forms/Specific Contracts will depend on the needs of Cedefop.

### 1.2. Place of delivery or performance

The tasks will be completed both in the Contractor's and in the Cedefop premises, 123 Europe str., Pylea, Thessaloniki.

### 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 **105,000 EUR (without VAT)** over a **four (4)** year period. 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/Specific Contracts that will be issued after the Framework Contract is signed may not reach the a.m. estimated value for the Framework Contract. Cedefop will be contractually bound only by the amounts effectively entered in the successive signed Order Forms/Specific Contracts. The total value of the framework contract will ultimately depend on the orders which Cedefop may place through Orders Forms/Specific Contracts.

### **1.6. Duration of the contract**

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

### **1.7. Main terms of financing and payment**

Payments will be made upon completion of specific tasks and after the approval by Cedefop Project Manager, **within 30 days** of submission of invoices and at the conditions set out in the draft contract. Invoices shall be issued only after the explicit acceptance and approval by the Cedefop project manager of the activity reports. Each invoice must clearly correspond to the respective Order Form or specific contract

## 2. TERMS OF REFERENCE

### 2.1. Description of the Subject and Scope of the Contract

Cedefop is looking to sign a framework contract with a competent and experienced service provider for assistance in the areas of Facilities, Building and Infrastructure. The Facilities service at Cedefop is responsible for the management of services and processes that support the core business of the Centre. The main tasks of the Facilities service are:

- Planning and managing the use of building space and business continuity arrangements;
- Managing the maintenance and renovation of the buildings;
- Preparing and managing budgets relating to facility management;
- Procurement of facility-related services (cleaning, gardening, office supplies, furniture etc.) and implementation of service contracts;
- Preparation of tendering procedures in the areas of design, construction, fitting-out and refurbishment of office buildings and premises, preventive, conductive and remedial maintenance for building technical installations and civil assets;
- Advising on energy efficiency;
- Proposing improvements within the field of responsibility, with particular emphasis on improving the quality of service and the health and safety of staff.

In the context of the management of existing premises, Cedefop needs assistance in the fields of:

#### 1. Facility Management Consultancy Services:

- A. Strategic Facility Management
- B. Commercial Facility Management
- C. Technical Facility Management
- D. Infrastructural Facility Management

#### 2. Project Supervision/Management Services:

- A. Project Supervision & Project Management during construction/ refurbishing works

Please note that all tasks to be carried out by the Contractor shall be done in close cooperation and with the express agreement of Cedefop and in particular of the Cedefop Facility Manager, who may also appoint another project manager for specific tasks or projects.

### 2.2. Description of the Services Required

#### 1. Facility Management Consultancy Services:

Cedefop needs high-quality Facility Management (FM) consultancy services by different specialists/engineers for its premises in Thessaloniki.

##### 2.2.1. Specialist services

In the course of the building life span certain specialists/engineering consultancy services will be necessary for the purpose of providing technical advice and/or assistance.

In line with the above the following have been identified as potentially being required by Cedefop:

- Architect/interior designer
- Structural engineer
- Mechanical engineer
- Electrical engineer
- Energy consultant
- Topographer
- Audiovisual media technology consultant
- Health and safety consultant
- Data centre consultant
- CAD (Computer-Aided Design) consultant

#### **2.2.2. General consultancy in the context of the strategic, commercial, technical and infrastructural building management, as well as accompanying implementation guidance**

The potential specific areas where FM consulting services are required have been defined as follows:

### **A. STRATEGIC FACILITY MANAGEMENT**

#### **2.2.3. Design of the facility management process**

Assisting in the development of an integrated FM concept including, but not limited to, the following:

- Assisting in the development of the strategic goals for the FM system;
- Developing the existing FM processes;
- Drafting implementation strategies taking into account the actual situation and potential future development of Cedefop (growth, etc.);
- Development of operator concepts.

### **B. COMMERCIAL FACILITY MANAGEMENT**

#### **2.2.4. Determination and analysis of key performance figures and identification of optimisation potential (e.g. cost, quality and usage)**

Assisting in securing and supporting the economic efficiency of building operations.

#### **2.2.5. Identification and support in the use of space**

Assist Cedefop in managing current space, finding additional space for office use as well as for areas such as:

- Storage (e.g. furniture, office supplies, etc.);
- Archives;
- Data centre;
- Exhibitions,
- Etc.

## C. TECHNICAL FACILITY MANAGEMENT

### 2.2.6. Monitoring of technical warranties (operational, supplies, etc)

- Monitoring faults/defects;
- Acceptance of fault/defect reports;
- Monitoring the rectification of faults/defects;
- Processing claims for defect products/receivables from the suppliers/providers;
- Follow-up and approval of the repair/replacement of defects;
- Support with regard to documentation/filing of evidence.

### 2.2.7. Energy consultancy

Verifying the energy performance of the building (including technical building infrastructure), and making recommendations on optimisation possibilities.

- Drafting tender/technical specifications, feasibility studies and risk assessments and assessing technical proposals in the area of technical building management;
- Drafting tender/technical specifications, contract documents, Quality Management (QM) specifications, implementation guidelines, evaluation and selection methods etc.;
- Assisting in drafting feasibility studies and risk assessments.

### 2.2.8. Assisting in the monitoring of further service providers/specialists in the area of technical facility management

- Supporting in the implementation of contracts and ensuring that all set requirements are fulfilled - in particular those relating to the QM requirements;
- Assisting in the monitoring, control and implementation of performance indicators;
- Advice with regard to consolidation and optimisation potentials of the various agreements with specialists/engineers in use;

## D. INFRASTRUCTURAL FACILITY MANAGEMENT

### 2.2.9. Assisting in drafting tender/technical specifications, feasibility studies and risk assessments in the area of infrastructural building/facility management

- Assisting Cedefop in drafting tender/technical specifications, contract documents, Quality Management (QM) specifications, implementation guidelines, evaluation and selection methods, assessing technical proposals etc.;
- Assisting in drafting feasibility studies and risk assessments.

### 2.2.10. Assisting in the monitoring of further service providers/specialists in the area of infrastructural facility management

- Supporting in the implementation of contracts and ensuring that all set requirements are fulfilled - in particular those relating to QM requirements;
- Assisting in the monitoring, control and implementation of any bonus malus schemes;
- Advice with regard to consolidation and optimisation potentials of the various agreements with specialists/engineers in use.

## **2. Project Supervision & Project Management Services during construction and refurbishing works**

Cedefop may require assistance for project supervision/management services by construction-specialists/engineers for its premises in Thessaloniki.

### **2.2.11. Specialist services**

In the course of the project, specialists/engineers will be necessary for the purpose of providing technical advice and/or assistance with its implementation and implementation control.

In line with the above the following have been identified as potentially being required by Cedefop:

- Architect/interior designer
- Structural engineer
- Mechanical engineer
- Electrical engineer
- Audiovisual media technology consultant
- Health and safety consultant
- Data Centre consultant

## **A. PROJECT SUPERVISION AND PROJECT MANAGEMENT DURING CONSTRUCTION/REFURBISHMENT**

### **2.2.12. Project Supervision (during construction/refurbishment)**

The services to be provided by the project supervisor(s) may include, but are not limited to, the following:

- Assisting in the timely anticipation and conclusion of necessary decisions with regard to function, construction, standard and design as well as quality, costs and deadlines in coordination with Cedefop;
- Ensuring all approvals, permissions etc. required by public Authorities are obtained;
- Assisting in conducting project meetings with various audiences for the preparation, initiation and enforcement of decisions.

### **2.2.13. Project Management (during construction/refurbishment)**

The services to be provided by the project supervisor(s) may include, but are not limited to, the following:

#### **i. Preparation for execution:**

- Assisting in updating documentation for the schedule and resource planning to include any logistical factors to be considered;
- Reporting - providing regular updates and consultation to the Centre;
- Assisting in the assessment of the technical and health and safety risks;
- Checking the compliancy of the planning against the project objectives;
- Design concept/catalogue - assisting/guiding with the selection of materials for the fit out/construction;
- Updating the project implementation flow chart/plan;

**ii. Execution:**

- Assistance in supervising the construction site management as well as proposing corrective measures should the project targets be at risk;
- Assisting in the assessment of the technical risks;
- Assisting in the assessment of health and safety risks;
- Reporting - providing regular updates and consultation to Cedefop;
- Assistance with the preservation of evidence/records management;
- Control of the project implementation schedule to meet with targets/deadlines;
- Assisting in the enforcement of contractual obligations with involved third parties;
- Arranging for the necessary regulatory approvals, final checks and/or functional/operational tests to be carried out;
- Assistance in any insurance related claims;

**iii. Project conclusion:**

- Assisting in the design of an organisational and administrative concept for the hand over;
- Arranging for the systematic collection and archiving of all project documentation;
- Reporting - providing regular updates and consultation to Cedefop;
- Assisting in the assessment of any further technical risks;
- Assistance in verifying all project documentation in particular those provided by specialists involved;
- Organisational and technical building/construction related support in the case of legal proceedings;
- Review and control of the defects liability directory/register;
- Arranging for, coordinating and controlling the rectification of faults/defects occurring after acceptance/hand-over of the object;
- Assisting in the control and realisation of the final acceptance and hand-over;
- Assisting in the acceptance of services delivered by specialists/engineers.

**2.3. Reporting**

All reporting, documentation, presentations etc. shall be prepared in the English language and to a consistent level of high quality and accuracy.

**2.4. Project Team**

The contractor shall assign a competent project team<sup>3</sup> holding the necessary competence and professional experience to deliver the services under this contract. The contractor shall ensure that the necessary resources and expertise are made available in order to execute each specific OF/contract to the highest level of quality and in a professional and organised manner.

**2.4.1. Project Team Leader**

The contractor shall nominate a **project team leader** including a suitable back-up who will be responsible for the overall management of the contract and timely completion of the activities including ensuring the required level of quality and prompt delivery of any reports/deliverables. The project team leader shall ensure that all work performed by the project team is adequately validated and approved.

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<sup>3</sup>

For ease of reference the project team shall refer to the contractor and their staff assigned to perform services under the contract including all consortium members (and their staff) and sub-contractors (and their staff).

#### **2.4.2. Administrative Focal Point**

The contractor shall also nominate an administrative point of contact in order to act as focal point/provide support to the Centre on all administrative issues such as ensuring timely signature and return of specific contracts, processing of invoices etc.

#### **2.5. Ordering process**

For the Framework Contract the subsets of services will make the object of Order Forms or specific contracts or e-mail notifications that will be addressed to the Contractor throughout the period of validity of the framework contract. In particular:

Services shall be performed on a per need basis as stipulated in Section 2–Technical Specifications. Whenever Cedefop requires the Contractor to perform Services, it will issue an Order Form or specific contract. In view of preparation of the Order Form, the Contractor will be asked to provide:

- a) A reasonable estimate of the work required for the provision of the Services, including a detailed break-down of person-days by specialist. Such calculation must be consistent with the Contractor's offer in respect of the Services on the basis of costs as per Annex H–Financial Proposal.
- b) The timeline that the Contractor will need in order to implement the required Service.

In case Cedefop accepts the Contractor's proposal in terms of compensation (fee) and of estimated time for providing the Services, the Order Form/specific contract shall be prepared on that basis. Otherwise, agreement will be sought through continued exchange, and the Order Form will eventually be prepared based on the agreement thus reached.

After signature of the Order Form/specific contract by both sides, the Contractor will start performing the Services, in accordance with its provisions as regards the remit and timing of the operation.

#### **2.6. Replacements**

Should problems/complaints arise as a result of the competence/behaviour of a member of the project team the contractor shall take immediate action to remedy such problems. In the case that such issues continue Cedefop reserves the right to demand the replacement of any such project team member under the framework contract (at no additional cost to Cedefop). The contractor should replace within five (5) working days any person involved in the project under the present call for tenders whose conduct or performance are considered to be unsatisfactory. For his/her replacement the Contractor shall submit compliant CV(s) within maximum three (3) working days. Cedefop will grant approval for the replacement and appointment of a new individual (other than those originally included in the proposal), to work on the tasks set out in the order form(s) only after the CV(s) and copies of the professional qualifications of the individual(s) proposed are carefully examined and accepted.

#### **2.7. Under-performance**

In the case that the contractor does not meet the quality expectations of the Centre he shall be contacted in writing by Cedefop and informed of the shortcomings/complaint. Upon such request the contractor is expected to take immediate measures to address and resolve such problems. Under the term quality, the following (non-exhaustive) elements are to be highlighted:

- Non-delivery/completion of contracted services within the agreed deadline.  
*\*Please note that during the performance of a specific contract should the contractor find that changes need to be made to the scope of tasks/specific contract/deadline etc. they shall inform Cedefop of this request, without delay, upon which any appropriate extension of the deadline and/or specific contract (if found acceptable) shall be agreed between the parties **in writing**. In the absence of such an agreement any changes shall be regarded as outside the scope of the contract, which may result in non-payment (e.g. for additional services performed) and/or any other corresponding consequences.*
- Deterioration in the quality of the services delivered shall not be acceptable (e.g. as a means of complying with an agreed deadline). As mentioned above - should changes to the scope of the specific contract/deadline need to be made the contractor shall request such a change from Cedefop without delay.
- Failure to timely replace a member of the project team (see section 2.6.) in cases where complaints have been received about such members and where the contractor has been subsequently and specifically asked to provide suitable replacements.
- In the case of poor quality reports/documentation/deliverables and despite subsequent discussions with Cedefop on their improvement/revision the contractor fails to implement such changes and/or the revised versions show serious deficiencies resulting in them being rendered (even partly) unusable for Cedefop.
- The contractor's behaviour is found to put the implementation of the contract significantly at risk, so that the mutual trust and professional contractual relationship, between the contractor and Cedefop, is no longer achievable.
- The contractor does not fulfil his obligations with regard to the protection of Cedefop, in the context of the contract, to the full extent.
- Conflict of Interest & Confidentiality:  
 Without prejudice to the relevant provisions of the contract in this respect (Annex III of the draft framework contract at Annex B) if the contractor does not fulfil their obligations with regard to conflict of interest and confidentiality) - should any member of the project team (including any subcontractor's staff) be found to be in a situation of conflict of interest the contractor shall inform the Centre immediately and take remedial action.
- Failure to react to complaints from Cedefop and implement corrective measures/actions.

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

Participation to this tender procedure is only open to tenderers who are in a position to subscribe in full to the “**Declaration on honour on exclusion criteria and selection criteria**”, given in Annex C. 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 declaration on honour found in Annex C duly signed and dated.

#### 3.1. Exclusion Criteria

The purpose of the exclusion criteria is to determine whether an economic operator/tenderer is allowed to participate in the procurement procedure or to be awarded the contract.

The exclusion criteria will be assessed in relation to each company individually. In the event of recommendation for contract award, evidence will be requested as described in Annex C (last page).

#### 3.2. Selection criteria

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

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

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

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

##### 3.2.1. Economic and Financial capacity

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

#### Requirement:

- The average annual turnover of the tenderer for the last three (3) financial years concerning the type of services covered in this call for tenders (Consultancy services in the area of Facility Management (FM) and Project supervision/management services during construction/refurbishment) should be at least **50,000 €**.

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 (3) financial years in the field of Consultancy

services in the area of Facility Management (FM) and Project supervision/management services during construction.

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. For tenderers or sub-contractors (identified as per any of the two bullet-points in paragraph 4 of Art. 4.2 below) who are natural persons/freelancers, a tax declaration and tax clearance statement for the last three financial years will be requested.

If, for some exceptional reason the winning tenderer (or any consortium member or sub-contractor) is unable to provide one or other of the above documents, they will be required to justify the non-provision and may prove his economic and financial capacity by any other document which Cedefop considers appropriate. Cedefop reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

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

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

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

- Be enrolled in the relevant professional register;
- Have adequate structure and resources (trained and certified technical staff) to perform the services described in the Technical Specifications;
- The tenderer must have:
  - Proven experience in minimum two of the four areas of FM and in integrated FM consulting and
  - Proven experience in project supervision/management of construction/refurbishment projects.
- Have proposed a competent team of key experts (engineers/consultants to be identified) whose involvement will be instrumental for the successful implementation of the contract, and who have the appropriate profiles, knowledge and experience relevant to the subject of the contract, namely:

#### **1. Project Team Leader/ Senior Consultant**

- University degree in a relevant field (architecture, civil/mechanical/electrical engineering);
- Be enrolled in the relevant professional register;

- Minimum a **10-year experience** as an engineer, after enrolment in the relevant professional register;
- Excellent communication skills (spoken and written) in English (level C1-C2 as determined in “Language levels of the Common European Framework of Reference CEF<sup>4</sup> or equivalent).

## 2. Consultants/Engineers

- University degree in a relevant field (architecture, civil/mechanical/electrical engineering);
- Be enrolled in the relevant professional register;
- Minimum a **7-year experience** as an engineer, after enrolment in the relevant professional register;
- Very good communication skills (spoken and written) in English (level B2 as determined in “Language levels of the Common European Framework of Reference CEF<sup>as n.4 above</sup> or equivalent).

### **Proofs/Evidences of Technical and professional capacity**

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

- Document for enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established;
- Brief company profile (**please fill-in Questionnaire 4 of Annex G**) to prove the ability, technical know-how, experience and expertise needed for the provision of the required services under this call for tenders;
- **For Facility management consulting services:**
  - **Presentation** of at least 2 projects/contracts where **facility management consulting services** have been provided for office and commercial space on the real estate market, in accordance with the services described under section 2.2 points 2.2.1 to 2.2.10 and where:
    - the projects have been performed in the period 2007-present;
    - the property size was of at least 1,000.00 m<sup>2</sup> of net floor space;

Detailed description of the projects performed (in line with the requirements above) by completing the table and providing the information requested (**please fill-in Questionnaire 3-Table 1 of Annex G**);

- **For (Construction) project supervision/project management services:**
  - **Presentation** of at least 2 building projects where in the course of their **construction project supervision/project management services** have been provided for office and commercial space where:
    - the projects have been completed in the period of 2007-present;
    - the property size was of at least 1,000.00 m<sup>2</sup> of net floor space.

Detailed description of the projects performed (in line with the requirements above) by completing the table and providing the information requested (**please fill-in Questionnaire 3-Table 2 of Annex G**);

<sup>4</sup> <http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en>

- Overview of Project Team indicating the members of the project team, in line with the categories defined in Annex H - Financial Proposal),
  - Detailed CVs of the Team Leader/Senior Consultant and of all Consultants/Engineers, who will be proposed to implement the contract (please see points 1 and 2 above), clearly indicating to which profile they correspond and which work experiences are relevant for the fulfilment of the specific requirements (specifying dates, employer, and main activities and responsibilities). (please fill-in **Questionnaire 5 of Annex G**);

The CVs must clearly demonstrate:

- for the Team Leader/Senior Consultant and the backup Team Leader- educational background, experience (and relevant experience) and the level of linguistic abilities; Additionally the project team leader/focal point shall have been involved (in a primary/responsible position) in at least 1 of the projects presented in 3.2.2 above - which should be duly indicated in **Annex G – Questionnaire 3**;
- for the Consultants/Engineers - educational background, experience (and relevant experience) and the level of linguistic abilities.
- Copy of an official Document (for the Team Leader/Senior Consultant and all Consultants/Engineers) for enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established.

### 3.3. Legal Position

Tenderers may choose between submitting a joint offer (see 4.1) as a Consortium/Grouping or introducing a bid as a single tenderer, in both cases with the possibility of having one or several subcontractors (see 4.2). Whichever type of bid is chosen, the tender must stipulate the legal status and role of each legal entity in the tender proposed (see also 5<sup>th</sup> bullet of point 4.1. below). To identify himself (and any other participating entities, if applicable), the tenderer must complete **Questionnaire 1 in Annex G**. In the same Questionnaire each tenderer (and each member of the group in case of joint tender) must declare whether it is a Small or Medium Size Enterprise in accordance with Commission Recommendation 2003/361/EC which can be found in the following link: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2003:124:0036:0041:en:PDF>.

Tenderers are also requested to complete a **Legal Entity Form** found in **Annex D**, accompanied by all documents and information indicated in the form.

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

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

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

Participation in Cedefop tendering procedures is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the Treaties. It includes all economic operators registered in the EU and all EU citizens. Pursuant to Article 119 of the general Financial Regulation the participation is also open to all natural and legal persons from non-EU countries that have a ratified agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Cedefop can therefore accept offers from and sign contracts with tenderers from 36 countries, namely: the 28 EU Member States, 3 EEA Countries (Liechtenstein, Norway, Iceland) and 5 SAA Countries (FYROM, Albania, Serbia, Montenegro and Bosnia & Herzegovina).

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

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

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

- Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. A consortium may be a legally-established permanent grouping, or informally constituted group of tenderers submitting an offer (joint offer) for a specific tender procedure.
- Cedefop does not require consortia (if any) to have a given legal form in order to submit a tender, but reserves the right to require a consortium to adopt a given legal form before the contract is signed (if this change is necessary for proper performance of the contract). This can take the form of an entity with or without legal personality but offering sufficient protection of the contractual interests of Cedefop.
- If awarded the contract, the tenderers of the group (consortium) will have an equal standing towards Cedefop in executing it.
- A grouping (if any) of firms must nominate one party to be responsible for the receipt and processing of payments for members of the grouping, for managing the service administration, and for coordination.
- Tenders submitted by consortia of firms must specify the role, qualifications and experience of each member or of the group (please fill-in the respective **Questionnaires in Annex G**).
- Each member of the group (consortium) must provide the required evidence for the exclusion and selection criteria. Concerning the selection criteria, the evidence provided by each member of the group (consortium) will be checked to ensure that the consortium as a whole fulfils the criteria.
- The offer has to be signed by all members of the group (consortium). However, if the members of the group so desire they may grant an authorisation to one of the members of the grouping (consortium). In this case they should attach to the offer a power of attorney

(see model in Annex I) authorising this company or person to submit a tender on behalf of the grouping (consortium). For groupings not having formed a common legal entity, Annex I, model 1 should be used and separate legal entity forms (see point 3.3 and Annex D) should be completed and signed by all members. For groupings with a legal entity in place, Annex I, model 2 and one legal entity form (see point 3.3 and Annex D) should be completed and signed only by the single representative of the consortium.

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

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

#### 4.2. Subcontracting/Subcontractors

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

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

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

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

##### Only in cases when:

- a Subcontractor undertakes between 10,01% 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 honour on exclusion criteria and selection criteria”** (Annex C) filled-in and signed by the respective Subcontractor;
2. the documents related to the economic/financial and technical/professional capacity of the Subcontractor as described in points 3.2.1 and 3.2.2 necessary for evaluating of the combined capacity (as a whole) of the tenderer together with his subcontractor(s);

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

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

## 5. AWARD OF THE CONTRACT

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

**The contract shall be awarded to the tenderer submitting the best price-quality ratio method as represented by the highest Total Score (TS) out of 100.**

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

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

Whereby:

**TQV = Total Quality Value** of the tender (as per 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 following Award Criteria for the technical evaluation will be applied to this tender procedure:

| Award criteria                                                                                                                                                  | Maximum number of points |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <b>1) ORGANISATION AND METHODOLOGY</b>                                                                                                                          | <b>70</b>                |
| 1.1. Facility management consultancy services:<br>Planned working methods; understanding of and methodology for providing services for a European organisation. | 20                       |
| 1.2. Project Supervision/Management Services:<br>Planned working methods; understanding of and methodology for providing services for a European organisation.  | 20                       |
| 1.3. Scenario: quality of the proposal for a feasibility study for the refurbishment of the servers' room                                                       | 30                       |
| <b>2) QUALITY ASSURANCE</b>                                                                                                                                     | <b>30</b>                |

| Award criteria                                                   | Maximum number of points |
|------------------------------------------------------------------|--------------------------|
| 2.1 Quality concept & accessibility and flexibility arrangements | 20                       |
| 2.2. Communication with Cedefop and reporting lines              | 10                       |
| <b>Overall total score (Total Quality Value -TQV)</b>            | <b>100</b>               |

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 the total **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 (5.3).

## 5.2. Technical proposal

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

Tenderers are requested to organise the technical offer in headings i.e. per award criterion to facilitate the subsequent evaluation of tenders against the technical award criteria.

In particular, for the technical evaluation of the offer against the award (technical) criteria mentioned above, the tenderer must provide as a minimum documentation and detailed information as follows:

### 1) Organisation and Methodology: (70 points)

#### **For award criterion 1.1 (20 points)**

- Detailed presentation of the methodology and approach for the implementation of the contract. Reference shall be made to the projects presented under 3.2.2 where comparable services must have already been performed/delivered - in particular referring to the different areas (A - Strategic, B - Commercial, C - Technical, D - Infrastructural FM) of F+M where competency has been gained;
- Description of the tenderer's understanding and methodology for working with a European organisation - with reference (if applicable) to projects/cases where comparable services have been provided;
- Description of how the work shall be organised and distributed including:  
Experience mix of proposed a) Team leader and b) specialists team and coverage of complementary subjects, including explicit roles and responsibilities per position, back up replacements per position, locality as well as the workflow referring to synergies among in-house resources including how their availability will be ensured as well referring to the different areas (A - Strategic, B - Commercial, C - Technical, D - Infrastructural FM) of FM where competency has been gained.
- Communication: short description of how communication will be ensured and information properly transferred/shared amongst the project team members.

**For award criterion 1.2 (20 points)**

- Detailed presentation of the methodology and approach for the implementation and delivery of the respective services (including analysis methods, decision-making and evaluation methods, planning methods, control methods different steps, milestones/results, deliverables etc.). Reference shall be made to the projects presented under 3.2.2 where comparable services must have already been performed/delivered;
- Description of the tenderer's understanding of and methodology for working with a European organisation- with reference (if applicable) to projects/cases where comparable services have been provided;
- Description of how the work shall be organised and distributed including:  
Experience mix of proposed a) Team leader and b) specialists team and coverage of complementary subjects, including explicit roles and responsibilities per position, back up replacements per position, locality as well as the workflow referring to synergies among in-house resources including how their availability will be ensured;
- Communication: short description of how communication will be ensured and information properly transferred/shared amongst the project team members.

**For award criterion 1.3 (30 points)**

- Provide full details on how you intend to run the below described hypothetical project from start to finish, giving sufficient information to demonstrate your understanding of the requirements included in the invitation to tender and you capability to achieve the services requested: **'You should carry out a feasibility study for the refurbishment of the servers' room of the Cedefop building'**.

Items which need to be included in your proposal include the following::

- a detailed check list per activity/an outline of the different stages of the project implementation (all elements your feasibility study would include in bullet points) as well as a brief description of each stage, including your assumptions (max 15 points);
- a time plan indicating the different stages of the feasibility study until its completion (5 points);
- the team organization, with a list of specialists/profiles required for this project, as well as an indication of the number of days required per profile (max 5 points);
- any risks foreseen during the implementation of the project (max 5 points).

Auxiliary information: The current server's room is a blind room, with dimension 570 cm by 420 cm. It hosts 200 servers. It is housed in a building site that covers ~9000 square meters of office space, in 5 floors. It has 150 staff working on the premises, and houses web sites with visits that reach 1,000,000 per month. The web visits have been estimated that will be doubled within the next 5 years.

**2) Quality Assurance: (30 points)****For award criterion 2.1 (20 points):**

- Description of how quality shall be managed by the tenderer specifically with reference to how the services delivered and all deliverables shall be ensured to be of a high level of quality, incorporating:
  - any self-control schedule in order to ensure that the services requirements will be achieved and maintained at all times, outlines any policy, practice or procedure

related to the provision of respective services in order to comply with Cedefop and/or State Authorities requirements;

- the measures foreseen by the tenderer to ensure permanent availability of services, business continuity and quality during the entire life of the contract;
- proposed response time to requests for adaptations;
- accessibility and flexibility arrangements for the Team leader and his back up.

#### **For award criterion 2.2 (10 points):**

- Description of the organisation arrangements for communication with Cedefop, reports and reporting lines.

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 sub-contracting 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.

The tender(s) who have got more than 65 points in total against the Award Criteria for quality and a minimum of 50% of the possible score for the 2 award criteria, will be considered technically acceptable and will be subject to Financial (Price) Evaluation (5.2).

### **5.3. Financial evaluation**

Only tenders scoring in total 65 points or more (of a maximum of 100 points) against the technical award criteria and 50% or more of the possible maximum score for each award criterion will [have their financial proposal evaluated. The evaluation will be made on the basis of the **Total Price** offered (**Total Financial Offer TFO**) in the Price schedule table (see point 5.4).

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

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

#### **Information concerning price**

- The prices quoted must be fixed and not revisable.
- Prices must be quoted in EURO and include all expenses.  
 Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges shall therefore not be included in the calculation of the price quoted.

[For contractors based in Greece, invoices will include VAT which is paid by Cedefop and later reimbursed by the State.]

[For contractors established in other countries exemption is direct (invoices are submitted without VAT), subject to fulfilling as necessary the requirements of Article 151 of Council Directive 2006/112/EC]

[In Belgium, use of this contract constitutes a request for VAT exemption No. 450, VAT exemption article 42, paragraph 3.3 of the VAT code (circular 2/1978), provided

the invoice includes: "Commande destinée à l'usage officiel de l'Union Européenne, Exonération de la TVA; art. 42 § 3.3 du code TVA (circulaire n° 2/1978)".]

#### 5.3.1. Financially unacceptable tenders

In the context of financial evaluation, the Evaluation Committee could find that tenders are unacceptable because the price 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 Proposal / Financial Scenario

**Tenderers should not disclose their financial offer in any part of their tender (technical proposal, cover letter) other than the sealed envelope C.**

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 tables in Annex H as follows:

- a) In table 1 of the Financial proposal (Annex H), the tenderers must offer the flat-rate daily fee of the specialists for **Management & Consultancy Services** (mainly **off site**);
- b) In table 2 of the Financial proposal (Annex H), the tenderers must offer the flat-rate daily fee of the specialists for Project Supervision & Project Management Services (mainly **on site**);
- c) When tables 1 and 2 have been filled in, then the totals will be automatically transferred to table 3.

The VAT amount must be indicated separately here (this applies to tenderers established in Greece only): EUR.

The Financial Offers will be checked for any arithmetical errors in computation and summation. Errors will be corrected by the evaluation committee as follows:

- where there is a discrepancy between a unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will be the price taken into account (*not applicable for global price contract*). Tenderers will be requested to confirm in writing the corrected calculation so that it may eventually be included in the contract.

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

#### Reimbursement of travel expenses

All costs incurred (travel, accommodation etc.) related to Cedefop's meetings and execution of services have to be included in the financial offer, in the daily rate.

## 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 “*Declaration on honour on exclusion criteria and selection criteria*” 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 – 6 as found in Annex G
- Power of Attorney (Model 1 or 2), as required in point 4.1 (if applicable) and found in Annex I
- Model of Letter of Intent for Subcontractor/s as required in point 4.2 (if applicable) and found in Annex J
- the Legal Entity Form as requested in point 3.3 and found in Annex D
- the Financial Identification Form as found in Annex E
- the checklist found in Annex F

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

### 6.2. Envelope B – Technical proposal

One original signed version and three copies of:

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

### 6.3. Envelope C – Financial proposal

One original signed version and three copies of:

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

# **ANNEX A**

## **Contract Notice**

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

# **ANNEX B**

## **Draft Contract**

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

# **ANNEX C**

## **Declaration on honour on exclusion criteria and selection criteria**

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

# ANNEX D

## Legal Entity Form

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

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

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

# ANNEX E

## Financial Identification Form

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

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

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

PLEASE NOTE:

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

# ANNEX F

## Check list of mandatory documents

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

Please Tick ✓ the boxes provided

| Mandatory documents to be included as part of the tender                                                                                              | Reference paragraph                 | Included                 |                          | If the document is not included, please explain the reason |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|--------------------------|------------------------------------------------------------|
|                                                                                                                                                       |                                     | Yes                      | No                       |                                                            |
| <u>Envelope 'A' must contain</u>                                                                                                                      |                                     |                          |                          |                                                            |
| one original and one copy of:                                                                                                                         | 6.1                                 | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - Cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award (name and position of the individual(s)) | Art. 4 of Invitation to tender; 6.1 | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - Declaration on Exclusion & Selection Criteria (including those of consortium members and subcontractors, if applicable)                             | 3, 6.1 & Annex C                    | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - selection criteria documents (if applicable, including those of consortia and subcontractors)                                                       | 3.2, 4.1, 4.2, 6.1                  | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - Questionnaires 1 - 6 (Annex G)                                                                                                                      | 3.2, 4.1; 6.1 & Annex G             | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - Power of attorney of partners in joint bid / Consortium (if applicable)                                                                             | 4.1, 6.1 & Annex I (model 1 or 2)   | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - Letter of intent of subcontractor (if applicable)                                                                                                   | 4.2, 6.1 & Annex J                  | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - Legal Entity Form                                                                                                                                   | 3.3, 6.1 & Annex D                  | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - Financial Identification Form                                                                                                                       | 6.1 & Annex E                       | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - this Checklist                                                                                                                                      | 6.1 & Annex F                       | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| <u>Envelope 'B' must contain</u>                                                                                                                      |                                     |                          |                          |                                                            |
| one original and three copies of:                                                                                                                     | 6.2                                 | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - the technical proposal                                                                                                                              | 2, 5.2, 6.2                         | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| <u>Envelope 'C' must contain</u>                                                                                                                      |                                     |                          |                          |                                                            |
| one original and three copies of:                                                                                                                     | 6.3                                 | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |
| - the Financial Proposal                                                                                                                              | 5.4, 6.3 & Annex H                  | <input type="checkbox"/> | <input type="checkbox"/> |                                                            |

The tenderers should also ensure that:

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

# **ANNEX G**

## **Questionnaires 1 - 6**

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

# ANNEX H

## Financial Proposal

(Given as a separate Excel file)

# **ANNEX I**

## **Models of power of attorney**

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

# **ANNEX J**

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

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