

FINANCE AND PROCUREMENT

 DRS/PRO/CALU/RB(2016)/01703
 Thessaloniki, 05 August 2016

OPEN INVITATION TO TENDER

Mobile Telephony Services for Cedefop AO/DRS/SAN/MobileTelephony-Services/013/16

 REFERENCE: *Contract notice - 2016/S 150-270666 of 05/08/16*

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.

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

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

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

or

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

or

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

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

**European Centre for the Development of Vocational Training (Cedefop),
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:

OPEN INVITATION TO TENDER
CEDEFOP No: AO/DRS/SAN/MobileTelephony-Services/013/16
‘Mobile Telephony Services for Cedefop’
NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE

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

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) 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) 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.

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>.

- 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.**

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)	01/09/2016	N/A
Last date on which clarifications are issued by Cedefop	05/09/2016	N/A
Deadline for submission of tenders (hand delivered)	12/09/2016	17h00
Deadline for submission of tenders by post / courier	12/09/2016	N/A
Validity of the tenders	11/03/2017	N/A
Tender opening session	26/09/2016	11h00
Estimated contract signature date	December 2016	

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 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.

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 Regulation¹. For more information, see the Privacy Statement on 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,

signed Isabelle Thomas-Kollias
Acting Head of Procurement

Attached: Tender Specifications

¹ 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/SAN/MobileTelephony-Services/013/16

‘Mobile Telephony Services for Cedefop’

Table of contents

Introduction to Cedefop: Europe's agency for training policy	9
1. Overview of this tender procedure.....	10
1.1. Description and type of the contract	10
1.2. Place of delivery or performance	10
1.3. Division into lots	10
1.4. Variants.....	10
1.5. Value or quantity of purchase	11
1.6. Duration of the contract	11
1.7. Main terms of financing and payment	11
2. Terms of Reference.....	12
3. Specific information concerning participation to this tender procedure	18
3.1. Exclusion Criteria	18
3.2. Selection criteria.....	18
3.2.1. Economic and Financial capacity.....	18
3.2.2. Technical and professional capacity	19
3.3. Legal Position.....	20
4. Additional information concerning participation to this tender procedure	21
4.1. Joint Offers/ Groupings (Consortia)	21
4.2. Subcontracting/Subcontractors	22
5. Award of the contract	24
5.1. Financial evaluation.....	24
5.2. Financial Proposal / Financial Scenario.....	25
6. Information on presentation and content of tender.....	26
6.1. Envelope A - Supporting documents	26
6.2. Envelope B – Financial proposal	26

ANNEXES:

Annex A:	Contract Notice
Annex B:	Draft contract
Annex C:	Declaration on honour on exclusion criteria and selection criteria
Annex D:	Legal Entity Form
Annex E:	Financial Identification Form
Annex F:	Check list of mandatory documents
Annex G:	Questionnaires 1 - 6
Annex H:	Financial Proposal
Annex I:	Power of Attorney (Models 1 and 2)
Annex J:	Model of Letter of Intent for Subcontractor/s
Annex K:	Glossary of Terms

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 ⁽²⁾ and social partners by helping design VET policies that promote excellence and social inclusion and strengthen European cooperation in VET.

Cedefop's information

Cedefop shares its expertise through its publications, networks, conferences, seminars and web portal www.cedefop.europa.eu. The web portal provides news on Cedefop's major themes "Identifying skills needs", "Understanding qualifications", "Analysing policy" and "Developing lifelong learning". All Cedefop publications are available for download. Cedefop hosts and organises conferences and events throughout the year.

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

⁽²⁾ Cedefop also works with Iceland and Norway.

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 Financial Proposal containing all the required information may lead to the rejection of the tender.

1.1. Description and type of the contract

- a) *Title of the contract:* **'Mobile Telephony Services'**
- b) Short description of content of this contract: **'Acquisition of mobile telephony services used by the Cedefop staff and its PBX (Public Branch Exchange) to cover communications with the mobile networks.'**
- c) Type of contract: **Framework Service Contract.** whereby the services will be provided following the signature of Order forms throughout its validity. The number and content of Order Forms will depend on the needs of Cedefop.

1.2. Place of delivery or performance

The services are provided partly in the Contractor's premises and partly in Cedefop's premises.

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 **60,000 EUR, excluding** VAT for the 4-year duration of the contract. Tenderers should be aware that the information on volume is purely indicative, shall not be binding on Cedefop and should not be considered as a warranty as to the final value of the contract. The sum of the amounts of the successive Order Forms that will be issued after the Framework Contract is signed may not reach the 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. The total value of the framework contract will ultimately depend on the orders which Cedefop may place through Orders Forms.

1.6. Duration of the contract

The contract shall enter into force on 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.

2. TERMS OF REFERENCE

2.1 Subject Matter

- Cedefop is looking to acquire the following products and services:

2.1.1. Mobile voice services³

Mobile-to-mobile national traffic = calls originating from CEDEFOP's GSM phones and GSM fixed cellular terminals located in Greece to any mobile number.

Mobile international traffic = calls originating from CEDEFOP's GSM phones located in Greece to any (mobile + fixed) international destination.

Mobile Roaming-In traffic = calls received by CEDEFOP's GSM phones while abroad.

Mobile Roaming-Out traffic = calls originating from CEDEFOP's GSM phones while travelling abroad.

2.1.2. Mobile data services (GPRS, 3G, 4G, HSDPA)

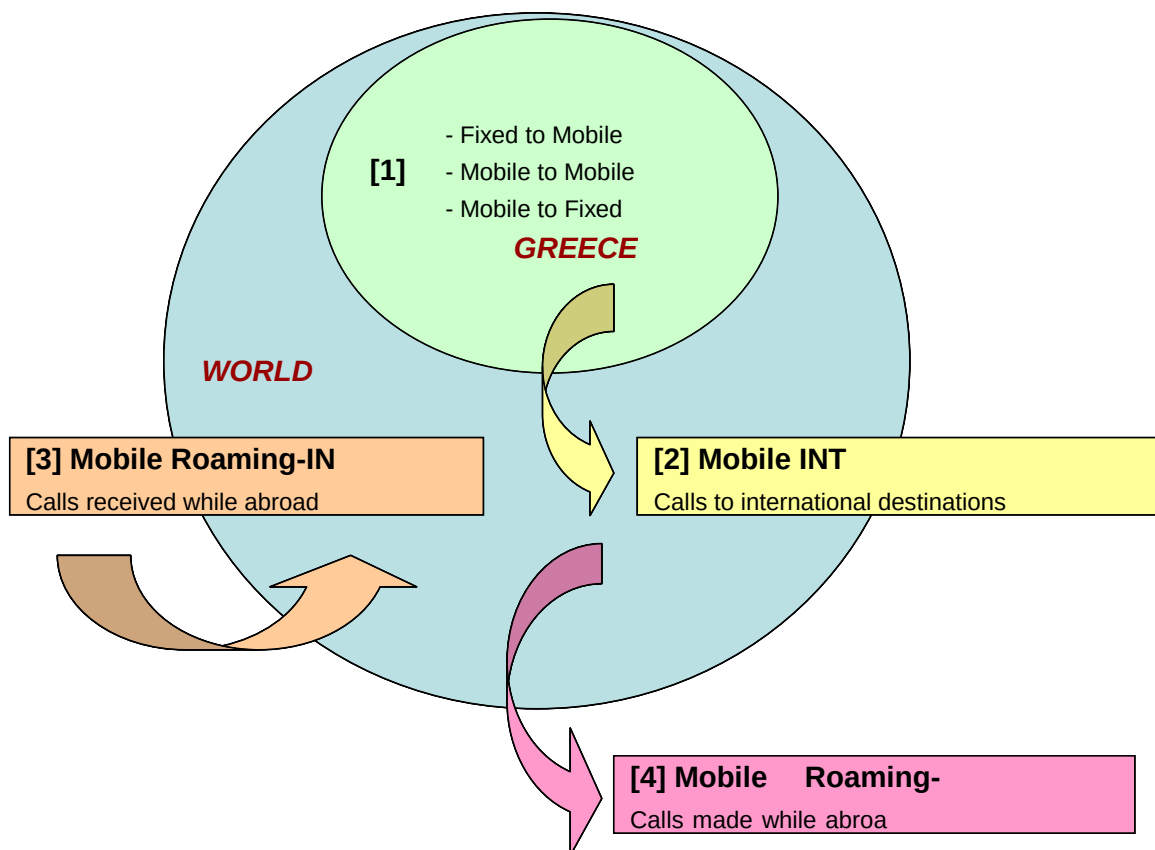
2.1.3. Supply of voice centric mobile devices and accessories as a result of the annual subsidy policy (headsets, etc...)

2.1.4. Hotline 24h/7d for end-user support in the fields of contract administration and mobile devices handling

2.1.5. Electronic billing information according to the format requested in ANNEX F.

2.2 Current situation

The diagram below describes the current situation for all the traffic types that are concerned by this call for tenders.



³ Portability for the current numbering plan must be considered

CEDEFOP is currently receiving mobile telephony services from a Greek Mobile operator. Six (6) of the GSM mobile connections stand for SIM cards placed on GSM “gateways” (referred hereafter as antennas), which cover the needs of CEDEFOP premises for communication to mobile networks (mobile-to-mobile communications).

The annual traffic scheme presented above refers both to antennas and users. The current traffic follows the distribution model below:

55% of the overall GSM communication is distributed through the **antennas**, although this traffic represents only 15% of the overall GSM costs.

45% of the overall GSM communication is distributed through the **users** although this traffic represents 85% of the overall GSM voice and data costs.

Fifty percent (50%) of the overall traffic refers to international calls to and from the European Union’s 28 countries (hereafter **EU28**). Eighty percent (80%) of the previously mentioned figure refers to international calls and roaming charges from CEDEFOP’s “hot spot” destinations: Belgium, Luxembourg, U.K., The Netherlands, France, Germany (hereafter **EU6**).

Wireless Internet connection through GPRS and 3G and 4G is also available for **users**. The data amount for each user’s subscription is subject to modification in the future according to the individual’s needs and requirements.

Users’ GSM connections should be capable for roaming all over the World.

Users’ GSM SIM cards should be capable of connecting to the Internet wirelessly using the GPRS (General Packet Radio Service) protocol, 3G and 4G.

NB: The number of the overall GSM subscriptions may increase or decrease in the future, depending on the needs of the Centre during the contract period.

2.2.1 Mobile Voice Services

At present, approximately 20 handsets and GSM fixed cellular terminals and equal amount of SIM cards are used both for mobile voice and data services.

From January 2015 to December 2015 approximately 18Kcalls mobile-originated traffic were recorded.

2.2.2 Mobile data services

For the time being, data traffic represents less than 10% of the overall mobile telecommunication costs, including corporate exchange email capabilities.

2.2.3 Numbering plan

CEDEFOP currently uses the following numbers:

- 6937220130-31
- 6973808550-57
- 6973808559-60
- 6978181170-71
- 6978480719-24
- 6936090421

Please note that portability of the numbers in use is mandatory for the new framework contract.

2.3 Expected Services

2.3.1 Mobile Voice Services

CEDEFOP is expecting to use GSM voice services for all the subscribers covered by the current contract. GSM protocol for voice services is expected to be provided, unless during the validity period of the contract, the provider migrates to UMTS (Universal Mobile Telecommunications System) for voice communications.

Among others, the following basic voice services should be supported:

- call forwarding,
- call diverting,
- conference call,
- call barring capabilities,
- call alerting for missed calls,
- voice mailboxes,
- data and fax services,
- SMS, MMS

Tenderers are requested to provide over-the-air configuration for all of the above mentioned functionalities.

2.3.2 Mobile Data Services

CEDEFOP is interested in the transition to mobile data services using a push email mobile technology involving CEDEFOP push email exchange server capabilities. Through this service, CEDEFOP would like to provide to pre-selected users the following features and functionalities:

- (1) Wireless access to the corporate email (receive, reply, read and forward email)
- (2) Receipt of attachments (images, pdf, doc, xls, ppt)
- (3) Wireless administration of email settings (Out Of Office Reply, Auto Signature, Mail Filters)
- (4) Automatic synchronisation and administration of the corporate details (contacts, address book, calendar, tasks etc)
- (5) Internet & Intranet access using GPRS or 3G/4G connection method.

The provision of the service should be implemented using MS Exchange 2010 push email capabilities (automatic synchronisation).

2.3.3 Mobile devices and Subsidy policy

An annual subsidy policy scheme is mandatory to be provided at the initiation and at each renewal of the contract. The subsidy shall be used for the acquisition of related hardware (Fixed mobile terminals – GSM gateways) and accessories.

For your information, mobile communication devices and accessories were acquired in the past as a result of a subsidy policy. These devices were GSM SIM card based handhelds, including advanced devices such as i-mate, with a 1 year warranty period.

2.3.4 Flat-fee roaming charges – “Eurotariff”

Regulation (EC) 717/2007 foresees a reduction of roaming charges across Europe. Cedefop is expecting from tenderers to conform with the pre-mentioned regulation and its amendments, providing roaming charges lower or in the worse case equal to the prices of the Eurotariff table.

2.3.5 Network

Tenderers are required to provide full description of their network infrastructure capacity and redundancy stating in general the approximated number of base stations all over Greece.

Tenderers are required to provide description of network density by providing information on the population coverage (Greece) regarding GSM/3G/4G voice and data service.

Tenderers are invited to provide a roadmap related to the 3G/4G coverage of Greece. They are also invited to describe the added value services (location based services, information channels, streaming video, etc) that are planned to be provided with full/partial 3G/4G deployment.

Finally special mention should be made of mobile telephony network monitoring mechanisms, as well as incident alerts in case of network congestion/outages. You are invited to describe in particular the procedure (if any) through which Cedefop ICT administrators will be alerted (informed) for foreseen or special network outages.

2.4 Technical Mandatory Requirements

2.4.1 Hotline Support

The principles for the hotline support are drawn hereafter. The hotline service principles are not expected to change within the duration of the framework contract. Therefore, the description below applies to the expected situation as long as the contract between the successful tenderer and CEDEFOP is active.

- during 7days/24hours, a **Hotline** (telephone line) must be available from all over the world.
- the Hotline provides assistance and support to the end-users via telephone.
- the **handling of equipment** support includes: SIM cards configuration, GSM configuration (telephony features), GPRS/3G/4G data configuration, data.
- the hotline support is bilingual (Greek/English).

Change requests: on individual lines regarding voice and data tariff plans.

Theft reporting, SIM card blocking, device blocking (anti-fraud, anti-theft etc).

2.4.2 Electronic Billing Format

CEDEFOP wishes to use an electronic billing mechanism in which access to corporate bills is provided through the internet. The specifications of the electronic billing mechanism are laid out below and must be fixed throughout the whole contract duration.

ELECTRONIC BILLING FORMAT

On a monthly basis, reports related to the calendar month *N* must be provided both in written and electronic format.

The reports must be provided online in an electronic format which is compatible with one of the following: Microsoft Excel, Microsoft Access, csv format, txt.

The report for “electronic-billing” must contain the following fields and values:

Field	Value	Example/Format	Field Length
Invoice Number	Numeric value stating the invoice number	555505042007	16 characters long
Mobile Number calling	Numeric value stating the mobile number that is making the call	3069xxXXXXXX	12 characters long
Call start time	Stating the time of the day that a voice call or a data transfer was initiated	YYYY-MM-DD hh:mm:ss	20 characters long
Call duration	Stating the duration of a call. In case of a GPRS connection, this field indicates the data amount transferred	hh:mm:ss/1500kB	8 characters long
Number called	Numeric value stating the line that received the call. In case of a GPRS connection, this field should be left blank	69xxXXXXXX/_blank	12 characters long
Called From	This field indicates the operator from which the call was initiated. For domestic operators this field should be left blank. While roaming this field should indicate the operator abroad.	_blank/WIND	0-12 characters long
Service	This field indicates the service involved and the operator that received the service: For voice calls: For data connections: For SMS/MMS:	Call to “Operator” Wireless Internet SMS/MMS	Up to 24 characters long
Call amount	Service cost in Euros	€€.cccc (e.g. 13.7234)	8 characters long
Any other fields may also be available but the above mentioned are the minimum required.			

The contractor is encouraged to work closely with the IT team of CEDEFOP in order to follow the given format for the electronic billing system which is crucial for the post processing of the data from CEDEFOP's ERP system.

NB: The format of the web based electronic billing mechanism must not be changed during the period of the framework contract.

2.4.3 Specific Requirements

- a) Support portability for the existing Numbering plan of CEDEFOP.**
- b) Support GSM for voice and GPRS/3G/4G for data transfer.
- c) Provision of annual subsidy policy for the renewal of the mobile devices.
- d) Support invoicing in written and electronic format (as per point 2.4.2).

2.4.4 Project Management

The tenderer shall identify an Account Manager within his organisation who will represent the single contact point for all administrative and operational communication in regards to the contract implementation.

The tenderer must provide a signed declaration that he fulfils all above requirements in points 2.4.1 to 2.4.3 and indicate an Account Manager as per point 2.4.4.

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 financial years concerning the type of services covered in this call for tenders should be at least **30.000,00 €**

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

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

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

In the event of recommendation for contract award the winning tenderer (single tenderer or in the case of a consortium (grouping) each member of the consortium) will be requested to prove the above by submitting Audited Financial Statements (Audited Profit and Loss Account/ Statement or equivalent) if these are foreseen by the respective national legislation. Should total subcontracting exceed 40% of the work by value, Cedefop reserves the right to request audited financial statements also from the subcontractors. 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:

- The tenderer must have ability to provide mobile telephony services on the whole Greek market

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:

- Brief company profile with a presentation of the organisational structure of the company (please fill-in Annex G, Questionnaire 4);
- Network map showing geographical coverage of the company's existing infrastructure;
- License for the provision and the handling of mobile voice and data services in Greece as described in section 2 – Technical Specifications;
- List of at least **3 contracts** performed in the past **three (3)** years (to have been concluded by the deadline of submission of offers) similar to the scope, size and nature of this call for tenders, describing the contracting authorities, the amounts and the dates (please fill-in Annex G, Questionnaire 3).

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 5th 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 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

The contract will be awarded to the **lowest bid** that satisfies

a) all exclusion and selection criteria as per point 3

and

b) all technical requirements as per point 2.4.

Only the tender(s) which meet(s) all exclusion and selection criteria as well as all technical requirements (compliant tenders) will be subject to Financial (Price) Evaluation. The compliant lowest price offer will be the winning one.

5.1. Financial evaluation

The financial evaluation should identify the lowest financial offer on the basis of the **Total Price** offered in the Financial Proposal table (see point 5.2 and Annex H). The contract will be awarded to the tenderer submitting the least expensive, compliant tender.

Information concerning price

- The prices quoted must be fixed and nor revisable for the first year of the contract. From the 2nd year onwards, Articles I.5.2 and II.20 of the Contract shall apply (see draft Framework Contract at Annex B).
- Prices must be quoted in EURO and include all expenses.
Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges shall therefore not be included in the calculation of the price quoted.

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

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

[In Belgium, use of this contract constitutes a request for VAT exemption No. 450, VAT exemption article 42, paragraph 3.3 of the VAT code (circular 2/1978), provided the invoice includes: "Commande destinée à l'usage officiel de l'Union Européenne, Exonération de la TVA; art. 42 § 3.3 du code TVA (circulaire n° 2/1978)".]

5.2. Financial Proposal / Financial Scenario

The financial offer must be clear and in compliance with the tender specifications. Tenderers are requested to fill in the scenario in the Financial Offer Form in Annex H and to submit prices for the pre-defined scenario reflecting the volume estimates of the Centre for the various requested services for the whole contract duration of 4 years.

Please note that Cedefop's estimates mentioned in Annex H are indicative and do not constitute any kind of legal obligation for the Centre.

For the purposes of appreciation of the specific offer made to Cedefop, tenderers are also requested to attach to their offer their usual draft commercial agreement applicable to large corporate clients (private or public) at the time of submitting the tender.

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.

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 – 4 as found in Annex G
- A signed declaration covering the requirements of points 2.41 to 2.4.3
- 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 – Financial proposal

One original signed version and three copies of:

- the Financial Proposal containing all information requested in point 5.2 and Annex H.

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

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

ANNEX E

Financial Identification Form

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

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_fr.cfm

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

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	
Envelope 'A' must contain				
one original and one copy of:	6.1	☐	☐	
- 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	☐	☐	
- Declaration on Exclusion & Selection Criteria (including those of consortium members and subcontractors, if applicable)	3, 6.1 & Annex C	☐	☐	
- selection criteria documents (if applicable, including those of consortia and subcontractors)	3.2, 4.1, 4.2, 6.1	☐	☐	
- Questionnaires 1 - 4 (Annex G)	3.2, 4.1; 6.1 & Annex G	☐	☐	
- Signed declaration for technical requirements (points 2.4.1 to 2.4.3)	2.4	☐	☐	
- Power of attorney of partners in joint bid / Consortium (if applicable)	4.1, 6.1 & Annex I (model 1 or 2)	☐	☐	
- Letter of intent of subcontractor (if applicable)	4.2, 6.1 & Annex J	☐	☐	
- Legal Entity Form	3.3, 6.1 & Annex D	☐	☐	
- Financial Identification Form	6.1 & Annex E	☐	☐	
- this Checklist	6.1 & Annex F	☐	☐	
Envelope 'B' must contain				
one original and three copies of:	6.2	☐	☐	
- the Financial Proposal	5.2, 6.2 & Annex H	☐	☐	

The tenderers should also ensure that:

☐	the 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 duly authorised agent.
☐	the offer is perfectly legible in order to rule out any ambiguity.
☐	the 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

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

ANNEX H

Financial Proposal

(Given as a separate Excel file)

ANNEX I

Models of power of attorney

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

ANNEX J

Model of Letter of Intent for Subcontractor/s

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

ANNEX K

Glossary of Terms

The term **GSM** stands for Global System for Mobile Communications (cellular phone technology).

The term **GSM** equals to **mobile**.

The **GPRS** stands for General Packet Radio Service Communications (data transfer through GSM network).

The term **HSDPA** stands for **High-Speed Downlink Packet Access** and is a [3G](#) and 4G [mobile telephony protocol](#) in the [HSPA](#) family, providing 1.8 Mbit/s or 3.6 Mbit/s in downlink.

The term PBX stands for Public Branch Exchange.

The term **3G** stands for 3rd Generation mobile telephony.

The term **4G** stands for 4th Generation mobile telephony.

The term ERP stands for Enterprise Resource Planning.

The acronym INT stands for International.