

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:249727-2016:TEXT:EN:HTML>

**Greece-Thessaloniki: Provision of stakeholder feedback
services for Cedefop's performance measurement system
2016/S 138-249727**

Contract notice

Services

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Cedefop
Europe Street 123, PO Box 22427
Thessaloniki
551 02
Greece
Contact person: Clotilde Assumel-Lurdin
Telephone: +30 2310490287
E-mail: c4t-services@cedefop.europa.eu
Fax: +30 2310490028
NUTS code: GR122
Internet address(es):
Main address: www.cedefop.europa.eu

I.2) Joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.cedefop.europa.eu/about-cedefop/public-procurement>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted to the abovementioned address

I.4) Type of the contracting authority

European institution/agency or international organisation

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

Provision of stakeholder feedback services for Cedefop's performance measurement system.
Reference number: AO/DIR/GKO/Stakeholder_feedback_services_PMS/010/16.

II.1.2) Main CPV code

73000000

II.1.3) Type of contract

Services

II.1.4) Short description:

The purpose of the contract is to support Cedefop to:

- better understand to which extent the quality and relevance of Cedefop's work and expertise are used and valued by its stakeholders,
- assess the quality and relevance of Cedefop's consultation with its key stakeholders,
- gain more insight into how Cedefop's Governing Board members are exercising their supervisory function with a view to improve its performance in fulfilling its vision and reaching its multi-annual objectives.

II.1.5) Estimated total value

Value excluding VAT: 85 000.00 EUR

II.1.6) Information about lots

This contract is divided into lots: no

II.2) Description

II.2.1) Title:

II.2.2) Additional CPV code(s)

II.2.3) Place of performance

NUTS code: GR122

Main site or place of performance:

The tasks will be completed both in the contractor's premises and in Cedefop's premises, Europe Street 123, Pylea, Thessaloniki, GREECE.

II.2.4) Description of the procurement:

The contractor is expected to carry out the following tasks, in close collaboration with and under the close supervision of Cedefop:

- i. develop the appropriate indicators (quantitative and qualitative) and link them conceptually to Cedefop's performance measurement system (PMS) in response to the results of the internal review of the PMS, the requirements of the external evaluation and the requirements for KPIs for Director as these are described in point 2.1 of the tender specifications. These indicators will bring qualitative insights to the current system and will help to complement measurement at organisational level on the organisation's impact in helping to develop European VET policy. This conceptual work should define indicators and the appropriate methodologies and tools that are complementary to each other and are part of an integrated Cedefop performance measurement system;
- ii. develop the appropriate tools, to analyse and report on qualitative insights into how Cedefop's outputs, activities and expertise are perceived by its stakeholders and how they are used. This insight will complement the quantitative data of the Cedefop performance measurement system (PMS). The qualitative tools used under the framework contract will be mainly targeted customer feedback surveys addressing the categories of Cedefop's stakeholders from Cedefop's contact database. It is expected that this exercise will take place every 2 or 3 years. The first deployment will depend on the timing of the next Cedefop external evaluation in order to avoid overlapping and will most probably take place in the second quarter of 2019;
- iii. develop the appropriate tools to assess, analyse and report on Cedefop's consultation with its key stakeholders when developing and implementing its work programme. This refers to Cedefop's communication and information with its Governing Board and Bureau members (e.g. are they regularly consulted, through which channels, do they receive the right and timely information, are their directions and proposals taken into account, etc.). The qualitative tools used under this framework contract will be mainly customer satisfaction surveys addressed to Governing Board members combined with interviews and/or focus groups. The review of Cedefop's consultation process with its key stakeholders will be part of the regular annual review activities of

Cedefop as part of the Centre's PMS. This exercise is expected to take place for the first time in the second half of 2017;

iv. develop the appropriate self-assessment tools to assess, analyse and report to which extent Cedefop's Governing Board exercises its supervisory function (e.g. planning of annual work programmes and programming document, annual reporting, annual budget, etc.). The qualitative tools used under this framework contract will be mainly customer satisfaction surveys addressed to Governing Board members combined with interviews and/or focus groups. This exercise is expected to be held every 3 years (subject to agreement of Cedefop's Governing Board). This will also include the identification of indicators to measure performance in this respect in between the subsequent assessment exercises. This exercise should be developed in 2016 and carried out in the second half of 2017.

It should be noted that although exercises iii and iv have different purposes, in some instances and depending on the time-frame they might be combined to produce the expected results and reduce the 'survey fatigue' to the respondents.

II.2.5) Award criteria

Criteria below

Quality criterion - Name: The level of understanding of the nature of the assignment, its context and results to be achieved / Weighting: 25

Quality criterion - Name: Quality and appropriateness of the methods suggested to carry out the work / Weighting: 40

Quality criterion - Name: Quality of work organisation and composition of team proposed / Weighting: 20

Quality criterion - Name: Quality of management arrangements / Weighting: 15

Price - Weighting: 70/30

II.2.6) Estimated value

Value excluding VAT: 85 000.00 EUR

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract shall enter into force on the date of signature of the last contracting party, shall have an initial duration of 1 year and will be automatically renewed up to 2 times, each for an additional period of 1 year, covering a total acquisition period of 3 years (1+1+1).

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues

II.2.13) Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) Additional information

Cedefop shall be closed on 15.8.2016.

Section III: Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Participation in 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 of the tender documents. All tenderers, all group (consortium) members (if any) and any subcontractor(s) (identified as per the 2 bullet points in the fourth paragraph of point 4.2 of the tender documents) must provide the declaration on honour found in Annex C, duly signed and dated.

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

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

For more information please refer to the tender documents.

III.1.2) Economic and financial standing

List and brief description of selection criteria:

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

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

In the case of a consortium (grouping) or subcontracting each member of the consortium and all subcontractors 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 subcontractors who are natural persons/freelancers, a tax declaration and tax clearance statement for the last 3 financial years will be requested.

If, for some exceptional reason the winning tenderer (or any consortium member or subcontractor) is unable to provide 1 or the other of the above documents, they will be required to justify the non-provision and may prove their 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.

Minimum level(s) of standards possibly required:

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 3 financial years concerning the type of services covered in this call for tenders should be at least 50 000 EUR.

III.1.3) Technical and professional ability

List and brief description of selection criteria:

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 to prove the ability, technical know-how, experience and expertise needed for the provision of the required services under this call for tenders,
- list of at least 3 contracts performed in the past 3 years, describing the contracting authorities, the subjects, the dates, the percentage and the specific tasks performed by the tenderer,
- detailed CVs of the key experts whose involvement will be crucial for performing the contract. Tenderers are requested to include also a description of projects carried out during the last 5 years (for the project leader) or last 2 years (for the team members), demonstrating experience and expertise with respect to performance management and improvement and carrying out customer feedback surveys, customer panels, and customer focus groups.

In the case of a consortium or subcontracting, the consortium or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole.

Minimum level(s) of standards possibly required:

The tenderers are required to have sufficient technical and professional capacity to perform the contract. They must demonstrate qualifications, knowledge, skills and the ability to perform the tasks outlined in the terms of reference.

Requirements for technical and professional capacity:

- have performed at least 3 contracts within the past 3 years (to have been concluded by the deadline of submission of offers) in developing performance measurement/management systems and in carrying out customer/user feedback or satisfaction surveys for EU, international organisations or for government, public sector organisations,
- the tenderer's key experts, whose involvement will be instrumental for the implementation of the contract, must have, relevant to the subject of the contract, the profiles, knowledge and experience for the successful implementation of the contract.

In particular, the project leader/senior expert must possess:

- a university degree,
- at least 5 years' full time experience as a performance improvement expert working in the design, implementation and delivery of performance management systems,
- at least 5 years' full time experience in project management, leading teams in carrying out customer/user feedback/satisfaction surveys, interviews and facilitation of customer focus groups,
- at least 5 years' full time experience in areas such as customer survey management and in the analysis and reporting of survey and focus groups results,
- knowledge and understanding of EU or international or government/public sector institutional contexts and settings in the area of education and training or social policies proven by involvement in 3 performance improvement projects within the last 5 years,
- languages: linguistic ability to communicate and draft to a high standard in English (level C1 as determined in 'Language levels of the Common European Framework of Reference (CEF)').

Each project team member/junior expert must possess:

- a university degree,
- at least 2 years' full time experience as a performance improvement consultant working in the design, implementation and delivery of performance management systems,

— at least 2 years' full time experience in carrying out customer/user feedback/satisfaction surveys, interviews and facilitation of customer focus groups for EU, international organisations or for government, public sector organisations,

— languages: linguistic ability to communicate and draft to a high standard in English (level C1 as determined in 'Language levels of the Common European Framework of Reference (CEF)').

III.1.5) Information about reserved contracts

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

III.2.2) Contract performance conditions:

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.1.6) Information about electronic auction

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

IV.2.2) Time limit for receipt of tenders or requests to participate

Date: 12/09/2016

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4) Languages in which tenders or requests to participate may be submitted:

Bulgarian, Czech, Danish, German, Greek, English, Spanish, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Lithuanian, Latvian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Swedish

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 12/03/2017

IV.2.7) Conditions for opening of tenders

Date: 23/09/2016

Local time: 11:00

Place:

Cedefop's premises.

Information about authorised persons and opening procedure:

Each tenderer may be represented at the opening of tenders by maximum 2 representatives. The names of the persons attending the opening must be notified in writing by fax (+30 2310 490 028) or by e-mail ([C4T-](#)

services@cedefop.europa.eu) at least 3 working days prior to the opening session. Failing that, Cedefop reserves the right to refuse access to its premises.

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about electronic workflows

VI.3) Additional information:

VI.4) Procedures for review

VI.4.1) Review body

General Court
rue du Fort Niedergrünwald
Luxembourg
2925
Luxembourg

VI.4.2) Body responsible for mediation procedures

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures:

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

VI.4.4) Service from which information about the review procedure may be obtained

General Court
Luxembourg
Luxembourg

VI.5) Date of dispatch of this notice:

08/07/2016