

FINANCE AND PROCUREMENT

DRS/PRO/CALU/RB(2018)/1447
Thessaloniki, 25 July 2018

OPEN INVITATION TO TENDER

ICT Helpdesk Services **AO/DRS/SAN-SAK/Helpdesk/006/18**

REFERENCE: *Contract notice – 2018/S 141-322354 of 25/07/18*

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) that they have submitted an offer in time, and

✓ that they request Cedefop to confirm receipt of the e-mail.

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

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.

Tenderers must pay attention to the **quality of the packaging material**, especially of the inner envelope, in order to make sure that it will remain sealed until the formal opening of tenders by the Agency.

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 <i>CEDEFOP No: AO/DRS/SAK-SAN/Helpdesk/006/18</i> <i>‘ICT Helpdesk Services’</i> Name of tenderer: Lot(s) No.....[The number(s) of the lot(s) tendered for] NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE

The inner envelope must also contain three sealed envelopes, namely, Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”. The content of each of these three envelopes is described in section 7 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 e-mail (C4T-Services-mbx@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-mbx@cedefop.europa.eu).

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)	31/08/18	N/A
Last date on which clarifications are issued by Cedefop	04/09/18	N/A
Deadline for submission of tenders (hand delivered)	10/09/18	17.00h
Deadline for submission of tenders by post / courier	10/09/18	N/A

Validity of the tenders	10/03/19	N/A
Tender opening session	21/09/18	11.00h
Estimated contract signature date	End of November 2018	

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/ENISA) 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 or ENISA. The Agencies contractual obligation commences only upon the signature of an Order Form under their respective Framework Contract, whereby signature of the Framework Contract alone does not commit the Agencies 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:
https://www.cedefop.europa.eu/files/public_procurement_-_privacy_statement_2018-05-18.pdf
 You have the right of recourse at any time to the European Data Protection Supervisor (www.edps.europa.eu) 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.

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.

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,

Michail Christidis
Head of Finance and Procurement

Attached: Tender Specifications

OPEN INVITATION TO TENDER

AO/DRS/SAN-SAK/Helpdesk/006/18

‘ICT Helpdesk Services’

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>

About Cedefop

Cedefop is the European Union's agency for vocational education and training (VET). With its research and analyses, it supports the European Commission, EU Member States and social partners in designing and implementing VET policies, with a focus on how best to link education and employment.

European labour markets have been unsettled by globalisation, technological advances and demographic changes (ageing of the population and immigration). The economic downturn of the last decade has increased social inequality and geographical disparity. To address the economic, social, technological and environmental challenges, structural reforms both of labour markets and education and training systems are needed.

In this context, vocational education and training can help get people (back) into work and promote equality, inclusion and solidarity. VET is a pillar of lifelong learning, providing young people with an initial qualification and adults with upskilling options. VET caters both for the brightest, offering them interesting career prospects, and the most vulnerable, opening different pathways into the labour market.

Cedefop's work can be divided into three main strands:

Shaping VET

VET systems and institutions must be relevant to individual and labour market needs. Cedefop fosters their renewal and modernisation in response to emerging policy needs and priorities. It monitors labour market changes and policy implementation in the EU Member States and reports on these.

VET systems need to take into account learning acquired in different ways and at different times and allow people to move between countries and sectors. Cedefop promotes the use of European tools such as qualifications frameworks which allow Europeans working or learning abroad to "take their qualifications with them" by facilitating understanding and recognition of these.

Valuing VET

The ultimate goal of VET policy is to meet the needs of individuals: to strengthen their employability, help them find and keep jobs and allow them to make a good living. At individual countries' request, Cedefop reviews their VET policies and programmes to support effective implementation of European policies (e.g. work-based learning and apprenticeships) and policy learning between countries.

With its work on guidance and the validation of non-formal and informal learning, Cedefop promotes access to VET. It supports the inclusive role of VET by facilitating the (re)integration into education and training of low-skilled and other vulnerable groups.

Informing VET

Cedefop looks into how socio-economic and demographic trends affect employment, nature of jobs and demand for skills in the labour market. It forecasts future skills needs and supply to help individuals, employers and policy makers to make informed decisions about education, training and careers. It identifies policies and practices to help policy makers and VET providers address skills mismatches.

Cedefop supports countries to develop their own intelligence and data on skills and employment needs.

Cedefop's information

Cedefop shares its expertise through its publications, networks, conferences, seminars and web portal www.cedefop.europa.eu. 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.

Introduction to ENISA

Introduction

ENISA, the European Union Agency for Network and Information Security, is an Agency of the European Union (EU). It was set up to strengthen the capacity of the European Union, its Member States and the business community to prevent, address and respond to network and information security threats.

Computers and other information technology devices, such as smart phones, are now central to how Europe's citizens live their lives. Therefore, protecting digital information and networks is crucial, for society and the European economy.

In order to achieve this goal, ENISA acts as a centre of expertise in network and information security and facilitates cooperation between the public and private sectors.

The Agency's mission is to support a high and effective level of Network and Information Security within the EU. Together with the EU-institutions and the Member States, ENISA seeks to develop a culture of Network and Information Security for the benefit of citizens, consumers, business and public sector organizations in the European Union.

Scope

The Agency assists the Commission and the EU Member States, and cooperates with the business community in order to help them to meet the requirements of network and information security. This work supports the smooth functioning of the EU's internal market.

Objectives

The Agency's objectives are as follows:

- Advising and assisting the European Commission and the Member States on information security and in their dialogue with industry to address security in hardware and software products.
- Collecting and analysing data on security incidents in Europe and emerging risks.
- Promoting risk assessment and risk management methods to enhance the Agency's capability to deal with information security threats.
- Awareness-raising and co-operation between different actors in the information security field,

notably developing public and private sector partnerships with industry.

ADDITIONAL INFORMATION

Further information about ENISA can be obtained on its website: www.enisa.europa.eu

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: ICT Helpdesk Services
- b) Short description of content of this contract: The specifications and requirements in this document constitute a call for tenders for the provision of services related to first level support and assistance to Cedefop's and ENISA's ICT users as well as the performance of a series of supporting activities to Cedefop's ICT Service, according to herein specified requirements. Such activities are commonly known as Helpdesk or Service Desk activities.
- c) Type of contract: This procedure will lead of the signature of two (2) Framework contracts based on the draft in Annex B. These framework contracts, of which the technical specifications and the successful tenderer/contractor's full offer (including the proposed Service Level Agreement) will be an integral part, shall lay down the legal, financial, technical and administrative provisions governing the relations between each Contracting Authority and their respective Contractor during the period of validity of the Framework contracts.

The services will be provided following the signature of Order forms (for each lot) throughout the validity of the Framework Contracts. The number and content of Order Forms will depend on the needs of Cedefop and ENISA.

1.2. Place of delivery or performance

The tasks must be performed in the Agencies premises i.e. in Thessaloniki for Cedefop and in Athens for ENISA.

Due to specific circumstances the Contractor may be required to supply services out of Cedefop's premises (i.e. Hotel or Conference facility).

1.3. Division into lots

This tender procedure is divided into the following 2 Lots:

Lot 1: ICT Helpdesk Services for Cedefop, Thessaloniki

Lot 2: ICT Helpdesk Services for ENISA, Athens

Tenderers may submit tenders for one or both lots. Please note that in the case where you tender for more than one lot, a separate tender must be made for each lot; therefore, the common outer envelope must contain as many inner envelopes as the number of lots tendered for – see point 3 of the Invitation to tender. Each individual lot will be examined separately of any other lot and considered only in its entirety.

Tenderers may therefore not submit a tender that covers only part of a lot, or is declared as dependent, or being conditional, on the award of any other lot(s) included within the procurement procedure. Each lot will form a separate contract and the activities and/or quantities indicated for different lots will be indivisible. If the tenderer is awarded more than one lot, a single contract may be concluded covering all those 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 volume of services in person-days described in this call for tenders is of the order of:

- **for LOT 1: 2100 person days over 4 years**
- **for LOT 2: 1550 person days over 4 years**

Tenderers should be aware that the information on volume is purely indicative, shall not be binding on the Agencies 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. Both Agencies 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 the Agencies may place through Orders Forms.

In the case where unforeseen circumstances result in the global value of this contract being consumed faster than originally planned, the Agencies reserve the right to consider conducting a 'Negotiated procedure without prior publication of a contract notice' with the existing contractor(s) in order to increase the maximum amount stated above by up to 50% (Art. 134(e) of the Rules of Application (RAP) implementing the EU Financial Regulation (FR).

1.6. Duration of the contract

Both contracts 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 within 60 days of submission of monthly invoices and at the conditions set out in the draft Framework Contract.

Regular activity timesheets on a monthly basis (broken down to daily presence and using a clock in/out system or any other monitoring scheme the Agencies have) shall be attached to the invoices submitted for the approval of the Project Manager in charge of the project in the respective Agency.

1.8. Security Clearance

The successful tenderer shall present to Cedefop, prior to contract signature, official documents stating the absence of criminal records for each of his staff employed by him at the premises of both Agencies as well as a valid residence permit for non-Greeks. In case of personnel replacement, the tenderer is obliged to provide security clearance documents for the new personnel assigned.

1.9. Social Security Contributions and Compliance with Labour Law

The contractor has the obligation

a) to comply with the labour laws, such as the legislation referring to the payment of the employees' salaries in line with the respective employment contract, as well as the collective agreements of the Member State where the contractor is established

and

b) to fulfil obligations relating to the payment of social security contributions of their personnel assigned to the Agencies in accordance with the legal provisions of the country in which they are established or those of Greece.

In case of non-fulfilment of these legal requirements, the Contracting Authority will consider relevant measures, as set out in the Framework Service Contract, such as the termination of the contract.

The Agencies reserve the right to check any documentation describing the above mentioned requirement throughout the whole duration of the contract.

2. TERMS OF REFERENCE LOT-1: ICT HELPDESK SERVICES FOR CEDEFOP, THESSALONIKI

2.1. Introduction

Provision of Helpdesk activity covering on-site first level technical user support and call centre services. Services will be provided in English, which is the working language of Cedefop, and for their major part at the Centre's premises (approximately 150 users).

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

Services will be acquired in the form of person-days, shall be covered by the three (3) below mentioned profiles and shall involve on-site tasks. In details:

- Helpdesk technician (for tasks 2.3.1, 2.3.2, 2.3.3, 2.3.4);
- Telecom Engineer (for task 2.3.5);
- Audio visual Technician (for task 2.3.6).

2.2. Working conditions and environment

2.2.1. Place of delivery of services

Cedefop is situated at Pylaia, Thessaloniki, Greece (see official address on this document).

Cedefop is accessible by bus on a limited schedule. The contractor undertakes to cover transport costs of its staff, who must start their work on time.

Due to specific circumstances the Contractor may be required to supply services out of Cedefop's premises (i.e. an hotel or conference facility). In such cases, the Centre shall cover transport costs of the Contractor's staff to and from Cedefop premises, as appropriate.

2.2.2. Work Schedule

Helpdesk services shall be supplied daily, Monday through Friday from 08:00 to 18:00 (including a half-hour lunch break), broken into two shifts, *early* and *late* shift. In details:

- person A starting 08:00 to 17:00 and
- person B starting 09:00 to 18:00

Exceptionally, the contractor shall be able to provide service on weekends/holidays and to work beyond the service hours mentioned above upon Cedefop's request. The Centre shall inform the Contractor in writing for such needs at least two working days in advance.

For Telecom and Audio support services the work schedule is from 09:00 to 17:00 including a half-hour lunch break.

2.2.3. Work environment

Cedefop provides at its premises a Helpdesk office and equipment (PCs, cordless telephone, ICT Storage Room etc.) necessary for a smooth performance of the contractor's services. It may also offer the possibility of specialized trainings on specific ICT subjects and functionality specific to Cedefop, organised for Cedefop staff but open to contractor's staff. These specialized trainings will be given by Cedefop's ICT staff and their duration will not be included in the contractor's staff working time.

The official working language (oral and written communication) as well as Cedefop's PC operating environment is **English**. The second most widely spoken language is Greek, followed by French and German.

Cedefop operates a staff cafeteria & canteen serving lunch from 13:00 to 14:30, available also to the Contractor's staff. The cost of meals, which ranges from 3.60€ to 7.00€, shall be solely covered by the Contractor.

2.2.4. Holidays

Cedefop observes most Greek holidays and is closed for additional days every year; the holiday schedule of each year is made available before the closing of the previous year.

Please find below an indicative Cedefop holiday list for 2018:

Date	Description
1, 2 January	Days following New Year's Day
2 April	Easter Monday (Catholic)
5 April	Maundy Thursday (Orthodox)
6 April	Good Friday (Orthodox)
9 April	Easter Monday (Orthodox)
1 May	Labour Day
9 May	Anniversary Declaration Robert Shuman
28 May	Whit Monday
15 August	Assumption Day
26 October	St. Demeter
29 October	Day after Greek National Holiday
24 to 31 December	Christmas closure

2.3. Scope of services to be provided under Lot 1

Helpdesk shall respond to all user phone calls, e-mails and walk-ins and keep a daily register of problems encountered and solutions found, as well as of efforts made to find solutions. It shall assist Cedefop staff in the use of programs, either by resolving simple problems and questions or by making useful suggestions. It shall maintain and update a database of all calls, using Cedefop dedicated service desk system (based on JIRA, <http://www.atlassian.com/software/jira>). In addition, it will use software that provides the status of ICT resources and responds to its alarms and thresholds and for asset management of ICT infrastructure. The ICT profile of Cedefop can be found under Annex K.

The Helpdesk shall also support remotely the Cedefop Brussels office for all its ICT needs on PC, printing, network access, etc. needs. A more analytical list of tasks is given below:

2.3.1. Day to day routine tasks

- First level support to Cedefop users covering all aspects of ICT. In details:
 - Hardware issues regarding each user's Personal Computer and/or Monitor/Screen and other assigned peripherals (i.e. personal printers, scanners) as well as laptops
 - Questions or issues regarding Operating Systems
 - E-mail and internet connectivity issues that affect users
 - Office automation platform issues including formatting, converting or transmitting documents
 - All other software issues like antivirus, compression tools, multimedia utilities and other small tools used in-house
- Troubleshooting and management of peripheral devices; a task which involves:
 - Replace consumables such as toner cartridges, fuser appliances, staples etc.
 - Fix small malfunctions such as paper jams, cabling problems etc.
 - Report to servicing companies major errors and keep track of visit repairs and log all communications.
- Escalate problems to 2nd level of support. In details:
 - All Operating System and software applications problems to Cedefop's 2nd level support staff (internal or external).

- All technical failures of hardware (PCs, printers etc.) to external companies utilising ICT service contracts.

2.3.2. **Periodically recurring tasks**

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

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

2.3.3. **Monitoring ICT infrastructure tasks**

The Helpdesk shall keep continuous monitoring of all ICT infrastructure, as follows:

- Keep track of each ICT item's location (PCs, Monitors, Printers, Faxes and any other peripheral). Notify in writing the inventory manager or the inventory application of any change (update)
- Assist in user moves between offices and keep a record of any (ICT and telecom related equipment) changes as per the instructions in the above bullet point
- Keep all spare ICT items in the allocated ICT storage room
- Assist ICT service staff in the reception and declassification processes of new ICT items

2.3.4. **Conference support tasks**

As Cedefop hosts several annual conferences at its premises but also in surrounding hotels, there is a need for ICT technical support before, during and after these events. In detail:

- Prepare conference rooms to accept speakers and their presentations
- Assist speakers/participants with their equipment (laptops, handheld devices) in connecting to Cedefop's ICT infrastructure (wi-fi network)
- Assist Cedefop staff in organising their conferences providing the appropriate ICT logistical support
- Return material back to their storage and put rooms/cabling in order.

2.3.5. **Telecommunication support tasks.** Tasks to be performed (on site):

- Day to day management of the Telephone installed Basis (TIB) including troubleshooting of telecom equipment (phones, faxes, teleconferencing and videoconferencing devices and services)
- Active on site assistance in the setting up and configuration of telephone devices connected to the Ericsson 1800 DECT Telephone Centre (cordless digital telephony)
- Active on site assistance in the setting up and configuration of telephone devices connected to the OpenScape 4000 PBX
- Log and implement user requirements on the configuration of PBX stations, access, groups, tables, short dialling, pins, using the OpenScape 4000 assistant software
- Perform on spot installation, removals, replacement, trouble-shooting and diagnostics of the voice communication systems of Cedefop (analogue, digital, wireless, ISDN, cellular)
- Produce regular reports and statistics on the use of the telecom infrastructure in view of monitoring cost saving plans by following up changing costing patterns of the market and technology trends
- Assist Cedefop staff in liaison with telecom providers.
- Train new staff on the telephones' functions in conjunction with the offered features and available services of the OpenScape 4000 Telephone Centre (i.e. Executive/Secretary function, hunt group function, call forwarding, variable call forwarding, call back function, call park, call pick-up, call transfer, call conference, etc.)

- Draft and maintain required documentation destined to users and administrators relating to the above mentioned fields and required expertise
- Assistance to users on Cedefop's mobile telephony devices.

2.3.6. **Conference Audio/Video support** Tasks to be performed (on site):

- Provide assistance to Cedefop dedicated staff as regards to the functioning of the conference rooms and their Audio/Video and lighting equipment, i.e. Microphones, speakers, audio consoles, video input/output, streaming and video-on-demand as well as lighting equipment
- Assist speakers and conference participants with their ICT related media/presentations and their integration into the existing conference halls.

2.4. **Technical Environment**

The Helpdesk services will be carried out by using the following ICT infrastructure:

1. Current indicative Hardware:

- PCs: Hewlett Packard (various ProDesk models)
- Servers: Lenovo and Hewlett Packard (Proliant, Rackable or Blades)
- Laptops: Fujitsu (100%)
- Network: Ethernet (10GB backbone between floors, 1 GB to clients, extensive WiFi network present 2.5 & 5GHz). All network appliances are Cisco.

2. Current indicative software

- Server operating system: Windows 2008R2/2012/2016 Server Active Directory Domain, Single Forest, Dual Site. Group Policies are in effect for administration purposes.
- RDBMS: Microsoft SQL2008R2/2012, SYBASE v15 currently migrating to MS SQL
- Client operating system: MS Windows 7 Enterprise currently migrating to Windows 10
- Office Suite: Microsoft Office 2010 Suite (including some Visio and Project installations) currently migrating to Office 365
- Mail infrastructure: Microsoft Exchange 2010 on server-side, Outlook 2010 client side, Outlook Web Access to remote or travelling users. Expected migration towards Office 365 (client) and later to Exchange 2016 Hybrid (server).
- Anti-Spam central software: Clearswift's Secure Email Gateway
- ERP platform: Internally developed client-server supported on a Sybase RDBMS using Power Builder v12.5 soon to be replaced by v15
- Local Antiviral protection: F-Secure Client Security centrally managed.
- Other desktop software in use: SPSS, Stata, Adobe CC apps

3. Cedefop's printing and other peripheral devices. Main printing infrastructure is based on the combination of the following devices:

- Multifunctional devices: Xerox Workcentre 7525 and 7835 in process t
- Monochrome Printers: Lexmark T654 and Lexmark MS810 series

Additional printing equipment present:

- Monochrome Printers: Xerox 3600
- Colour Printers: Xerox 77xx, 6180
- Scanners: a few mainly personal Hewlett Packard and Canon.

4. Specialised software

As Web Content Management system, OpenText Livelink and Reddot are used and as ERP application, an in-house developed Financial system.

5. Telephony infrastructure

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

Total telephony devices ~200 (70% digital, 5% analogue, 25 % IP Telephony using OpenScape IP infrastructure). Using the IP WiFi infrastructure we also utilise ~20 mobile IP telephones. Voice mail capabilities via OpenScape Xpressions

6. Audio/Video Conference infrastructure

The current conference halls are equipped with translation booths. It is foreseen to create additional meeting rooms and ICT training rooms where the Helpdesk assistance and support will be provided. In details:

- *Europa* room, capacity 200 with 12 translation booths
- *Montessori* room, capacity 70 with 5 translation booths
- *Rousseau* room, capacity 30 with 3 translation booths
- Two control rooms, one for *Europa* and one for *Montessori* and *Rousseau*
- All rooms are equipped with video projectors
- The microphone equipment are Philips LLB, some with voting capabilities
- Yamaha audio consoles
- Extron Video switchers
- Panasonic Video consoles.

2.5. Framework and conditions of services provision

In providing his services the Contractor shall be required to comply with at least the following (minimum requirement):

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

2.6. Contract performance indicators

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

- adherence to the working hours by assigned staff (contractor's monitoring),
- contractor staff becoming unavailable should be replaced by maximum the next business day,
- the activity reports created by the logging of Helpdesk calls,
- performing user survey once per year,
- matching quality procedures announced by the Contractor against their actual application throughout the Contract execution on a regular basis, i.e. every semester.

The conclusions from such evaluation shall be discussed with the Contractor and shall form the basis for possible successive contract renewal decisions as per point 1.6.

2.7. Service Level Agreement (SLA) for the Helpdesk performance

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

1. Respect of working hours and conditions set in 2.2.1.
2. Prioritisation of calls, incidents and problems reported
 - The Contractor shall define at least two priority types (1 and 2).
 - Depending on the type of calls different resolution times will be assigned.
3. Initial response times
 - Calls must be answered by a Help Desk staff member within 2 minutes.
 - Problems received by email should, at a minimum, receive an acknowledgement within ½ hour.
4. Resolution times

- Problems under priority 1 must be resolved within ½ hour after their acknowledgement.
- Problems under priority 2 must be resolved within maximum 3 hours after their acknowledgement.
- 5. Follow-up time
 - Problems that are not resolved within the course of their reception (by phone or mail) must be followed by an update to the user at most within 1 hour for Priority 1.
 - Problems that are not resolved within the course of their reception (by phone or mail) must be followed by an update to the user at most within 3 hours for Priority 2.
 - Escalation time to 2nd level support (see below) for Priority 1 should not exceed 2 hours.
 - Escalation time to 2nd level support (see below) for Priority 2 should not exceed 4 hours.
- 6. Monthly activity reports will be required by means of recordings in the logging system of Cedefop (unless otherwise proposed by the tenderer).

The above indicative SLA comprising minimum and mandatory service levels will be finalised before signature of the contract on the basis of the tenderer's proposal (see also section 5 – Award Criteria), in view of becoming an integral part (annex) thereof.

NOTE: Cedefop provides its users with a 2nd level support on all aspects of Helpdesk activities either in the form of experts (i.e. Microsoft, Cisco etc.) or in the form of Services and Maintenance contracts (i.e. Lenovo, HP, Xerox etc.). Although time and procedures of 2nd level support **are not** the scope of this Call for Tenders, tenderers should foresee their personnel involvement until that point (see 2.3.1).

2.8. Additional requirements

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

- will also be responsible for effectively liaise with subcontractors if any;
- will be responsible for the contract management ensuring that the contract is implemented and executed according to the agreed terms and conditions;
- is accountable for the operational execution of the contractor's services which include all planning activities as well as problem and change coordination with emphasis to staff replacement and supervision;
- availability should be guaranteed during standard business hours (telephone and email) to address problems arising from the execution of the contract; in case of non-availability s/he will specify an individual to serve as a backup.

2.8.2 The contractor shall train the proposed Helpdesk technicians in Audio/Video equipment described in 2.4.6, as follows:

- Training should take place in Cedefop's premises within 60 days after the signature of the contract,
- Training will be given by the staff proposed in profile of 2.3.6 and it will be supervised by Cedefop's dedicated staff,
- Subject of training will cover only basic functions i.e. switch on/off procedures, microphone and video projectors input/output allocation.

2.9. Security and confidentiality

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

All employees or agents of the Contractor who, in the course of their duties, access data containing personal or confidential information shall be bound by the signed confidentiality clauses of the framework contract (see Annex B).

The Contractor staff shall also respect the Cedefop ICT use policy attached to the draft framework contract (see Annex B).

2.10. Meetings and Travel expenses

The Contractor, through his representatives and in all cases with the Account Manager of the proposed team, will be requested to attend **one (1) full day** meeting at Cedefop with Cedefop's ICT team in each year of execution of the contract. In the first year, a kick-off meeting is foreseen after the signature of the contract to initiate the team to Cedefop's ICT Service.

The five above noted meetings will be paid according to the prices quoted in the Financial Offer form in Annex H.

During the execution of each Order Form and depending on the nature of each allocated project technical meetings may take place. It is preferable that such meetings are realised using web/video/tele-conferencing.

Cedefop reserves its right to convene additional meetings with the contractor in case of problematic execution of the contract, at no cost for Cedefop.

2.11. Hand-over

The contractor shall ensure the smooth transition from the previous contractor and to any future one upon the end of this contract. This will entail proper filled-in documentation on infrastructure architecture and procedures and availability for support.

3. TERMS OF REFERENCE LOT-2: ICT HELPDESK SERVICES FOR ENISA, ATHENS

3.1. Introduction

Help Desk shall respond to all IT Service requests registered (SharePoint list), user phone calls, e-mails and walk-ins and keep a daily register of problems encountered and solutions found, and of efforts made to find solutions. It shall assist employees in the use of programs, either by resolving simple problems or questions or by making useful suggestions. It shall maintain and update a database of all calls, using a dedicated service desk system provided by ENISA (case management). The Helpdesk shall also support remotely the ENISA users who need to work from outside of the Agency.

3.2. Working conditions and environment

3.2.1. Work schedule

When one person the work schedule must be:

From 09:00 to 17:30 with a 30 min lunch break at 13:00.

When two persons the work schedule must be:

Person A 08:00 to 16:30 break at 13:00 to 13:30,

Person B 10:00 to 18:30 break at 13:30 to 14:00

Exceptionally, the contractor shall be able to provide service on weekends/holidays and to work beyond the service hours mentioned above upon Cedefop's request. The Centre shall inform the Contractor in writing for such needs at least two working days in advance.

3.2.2. Holidays

The provided persons must follow ENISA's holiday plan every year. The holiday schedule for each year is made available before the closing of the previous year. Please find below an indicative ENISA holiday list for 2018:

Date	Description
1st January	New Year's Day
2nd January	Day following New Year's Day
	Maundy Thursday (Catholic or Orthodox)
	Good Friday (Catholic or Orthodox)
	Easter Monday (Catholic or Orthodox)
1st May	Labour Day
9th May	Anniversary Declaration Robert Schuman
10th May	Ascension Day
11th May	Day following Ascension Day
	Whit Monday (Catholic or Orthodox)
15 August	Assumption Day
1st November	All Saint's Day
2nd November	All Soul's Day
24 Dec-31 Dec	Christmas / End of the Year

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

A more analytical list of tasks is given below:

1. First level support to ENISA users covering all aspects of ICT. In details:
 - Hardware issues regarding each user's Personal Computer and/or Monitor/Screen and other assigned peripherals (i.e. personal printers, scanners) as well as laptops
 - Questions or issues regarding Operating Systems
 - E-mail and internet connectivity issues that affect users
 - Office automation platform issues including formatting, converting or transmitting documents
 - All other software issues like antivirus, compression tools, multimedia utilities and other small tools used in-house.
2. Troubleshooting and management of peripheral devices; a task which involves:
 - Replace consumables such as toner cartridges, fuser appliances, staples etc.
 - Fix small malfunctions such as paper jams, cabling problems etc.
 - Report to servicing companies major errors and keep track of visit repairs and log all communications.
3. Escalate problems to 2nd level of support. In details:
 - All Operating System and software applications problems to ENISA's 2nd level support staff (internal or external).
 - All technical failures of hardware (PCs, printers etc.) to external companies utilising ICT service contracts.
4. Periodically recurring tasks. User initiation and basic user training, a task that involves:
 - Establishing user's ICT environment
 - Basic user initiation to ENISA's ICT infrastructure
 - Basic user initiation to ENISA's ICT software and application usage.
5. Monitoring ICT infrastructure tasks. The Helpdesk shall keep continuous monitor of all ICT infrastructure, a task that involves:
 - Keep track of location of each ICT item (PCs, Monitors, Printers, Faxes and any other peripheral). Notify in writing the inventory manager or the inventory application of any location change (update)
 - Assist in user moves between offices and keep a record of any (ICT and telecom related equipment) changes as above
 - Keep all spare ICT items in the allocated ICT storage room
 - Assist ICT service staff in new ICT items reception and declassification processes.
6. Meeting and Conference support tasks. As ENISA is hosting several conferences annually at ENISA premises but also in surrounding hotels, there is a need of ICT technical support before, during and after these events. In detail:
 - Prepare conference rooms to accept speakers and their presentations
 - Assist speakers/participants with their equipment (laptops, handheld devices) in connecting to ENISA's ICT infrastructure (wi-fi network)
 - Assist ENISA staff in organising their conferences providing the appropriate ICT logistical support
 - Return material back to their storage and put rooms/cabling in order.
7. Conference Audio/Video support. Tasks to be performed (on site):
 - Provide assistance to ENISA responsible staff as regards the functioning of the conference rooms and their Audio/Video and lighting equipment, i.e. Microphones, speakers, audio consoles, video input/output, streaming and video-on-demand as well as lighting equipment
 - Assist speakers and conference participants with their ICT related media/presentations and their integration to the existing conference halls.

3.4. ICT Infrastructure

A description of the ICT infrastructure with focus on the client side is described here below:

1. Current indicative Hardware:
 - Dell Latitude laptops
 - Samsung and LG mobile phones (Android)
2. Current indicative Software:
 - Windows 10
 - Office 2016
3. Printing and other peripheral Devices:
 - HP network printers
 - Xerox WorkCentre printers/scanners

3.5. Service Level Agreement (SLA) for the Helpdesk performance

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

1. Respect of working hours and conditions set in 3.2.1.
2. Prioritisation of calls, incidents and problems reported
 - The Contractor shall define at least two priority types (1 and 2).
 - Depending on the type of calls different resolution times will be assigned.
3. Initial response times
 - Calls must be answered by a Help Desk staff member within 2 minutes.
 - Problems received by email should, at a minimum, receive an acknowledgement within ½ hour.
4. Resolution times
 - Problems under priority 1 must be resolved within ½ hour after their acknowledgement.
 - Problems under priority 2 must be resolved within maximum 3 hours after their acknowledgement.
5. Follow-up time
 - Problems that are not resolved within the course of their reception (by phone or mail) must be followed by an update to the user at most within 1 hour for Priority 1.
 - Problems that are not resolved within the course of their reception (by phone or mail) must be followed by an update to the user at most within 3 hours for Priority 2.
 - Escalation time to 2nd level support (see below) for Priority 1 should not exceed 2 hours.
 - Escalation time to 2nd level support (see below) for Priority 2 should not exceed 4 hours.
6. Monthly activity reports will be required by means of recordings in the logging system of ENISA (unless otherwise proposed by the tenderer).

The above indicative SLA comprising minimum and mandatory service levels will be finalised before signature of the contract on the basis of the tenderer's proposal (see also section 5 – Award Criteria), in view of becoming an integral part (annex) thereof.

NOTE: ENISA provides its users with an internal or external 2nd level support on all aspects of Helpdesk activities either in the form of experts or in the form of Services and Maintenance contracts. Although time and procedures of 2nd level support **are not** in the scope of this Call for Tenders, tenderers should foresee their personnel involvement until that point (see 3.3.3).

3.6. Additional requirements

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

- will also be responsible for effectively liaise with subcontractors if any;

- will be responsible for the contract management ensuring that the contract is implemented and executed according to the agreed terms and conditions;
- is accountable for the operational execution of the contractor's services which include all planning activities as well as problem and change coordination with emphasis to staff replacement and supervision;
- availability should be guaranteed during standard business hours (telephone and email) to address problems arising from the execution of the contract; in case of non-availability s/he will specify an individual to serve as a backup.

3.7. Security and confidentiality

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

All employees or agents of the Contractor who, in the course of their duties, access data containing personal or confidential information shall be bound by the signed confidentiality clauses of the framework contract (see Annex B).

3.8. Meetings and Travel expenses

The Contractor, through his representatives and in all cases with the Account Manager of the proposed team, will be requested to attend **one (1) full day** meeting at ENISA with ENISA's ICT team in each year of execution of the contract. In the first year, a kick-off meeting is foreseen after the signature of the contract to initiate the team to ENISA's ICT Service.

The five above noted meetings will be paid according to the prices quoted in the Financial Offer form in Annex H.

During the execution of each Order Form and depending on the nature of each allocated project technical meetings may take place. It is preferable that such meetings are realised using web/video/tele-conferencing.

ENISA reserves its right to convene additional meetings with the contractor in case of problematic execution of the contract, at no cost for ENISA.

3.9. Hand-over

The contractor shall ensure the smooth transition from the previous contractor and to any future one upon the end of this contract. This will entail proper filled-in documentation on infrastructure architecture and procedures and availability for support.

4. 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.

4.1. 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).

4.2. 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.

4.2.1. 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:

For Lot 1:

- 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 **135,000 €**.

For Lot 2:

- 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 **100,000 €**.

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

- 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 subcontractors (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 subcontractor) is unable to provide one or other of the above documents (**for each Lot**), 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.

4.2.2. Technical and professional capacity

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

They must demonstrate qualifications, knowledge, skills and the ability to perform the tasks outlined in points 2.3.1 to 2.3.6 for LOT 1 and 3.3 for LOT 2.

4.2.2.1. Requirements for Technical and professional capacity (**For both Lots 1 and 2**). The tenderer must:

- Be enrolled in the relevant professional register;
- Have adequate quality assurance procedures such as ISO 9001:2000 or equivalent, in order to be able to provide the services as requested in these technical specifications;
- Have provided services in the past **three** years in execution of at least **three** contracts similar to the scope and nature as those required in this call for tender and by the deadline of submission of offers, with a combined total value of **200.000 Euro** at minimum for Lot 1 and of **150.000 Euro** at minimum for Lot 2;
- Be able to work in an ICT infrastructure similar to the Agencies, with special speed/quality/reliability requirements and large international presence/exposure;

In addition, For LOT-1

- Possess a qualified team to perform the tasks described in points 2.3.1 to 2.3.6. In details:

Profile	<u>Minimum Number of CVs required</u>
Project Manager	1
Helpdesk technician	3
Telecom Engineer	2
Audio Visual Technician	2

Project Manager Profile:

1. Minimum proven 5 years' experience in the ICT field as Account Manager including minimum 3 years' experience in Account/Client Manager of entities, projects with similar size and scope.
2. Very good communication skills in English (spoken & written). Requested Level [B2](#)

Helpdesk Technician Profile:

1. Minimum 5 years' experience in ICT as an IT Technician, Support Engineer in similar infrastructure, as stated in 2.4.
2. Minimum 3 years' experience as Helpdesk Technician.
3. Good communication skills (spoken and written) in English. Requested Level [B2](#)
4. Possess valid ²Certification in Microsoft Windows 10. In details:
 1. MCSA Windows 10 **OR**
 2. Proof of successful exam of Microsoft curriculum exam 70-697 **OR**
 3. Proof of successful exam of Microsoft curriculum exam 70-698 **OR**
 4. Proof of successful exam of Microsoft curriculum exam 98-349
5. Possess valid Certification in Microsoft Office 2016 or Office 365
 1. MSCA: Office 365 **OR**
 2. Microsoft Office Specialist 2016 **OR**
 3. Microsoft Office Master 2016 **OR**
 4. Microsoft Office Expert 2016
6. Possess valid ITIL Certification (minimum Foundation level)
7. Knowledge of
 - Software deployment and imaging deployment
 - Antiviral programs and support
 - Troubleshooting of printers and other peripherals
 - Basic networking (TCP-IP) knowledge and skills
8. Experience in Environments with >50 users

Telecom Engineer Profile:

1. Minimum 3 years' experience as Telecom Engineer.
2. Hands-on experience of OpenScape 4000 or any certification in Unify PBXs
3. Knowledge of OpenScape Xpression software
4. Voice over IP (VOIP) certification or proven participation in appropriate training

² For equal treatment, a certification is considered to be valid by the deadline of submission of offers

5. Good communication skills (spoken and written) in English. Requested level [B1](#)

Audio visual Technician

1. Sound Engineer certificate of Vocational Education or higher level
2. Minimum 5 years' experience in the tasks described in 2.3.6
3. Hands-on experience on all equipment of point 2.4.6 or on any similar installation
4. Good communication skills (spoken & written) in English. Requested level [B1](#)

Important Note: The CVs of the **Helpdesk Technician profile** submitted by the tenderers **must as a whole** cover all the certifications listed under points 4, 5 and 6. In other words, each CV is expected to cover at least one of the required certifications and the whole proposed team shall cover all certifications.

In addition, for LOT-2

- Possess a qualified team to perform the tasks described in points 3.3. In details:

Profile	Minimum Number of CVs required
Project Manager	1
Helpdesk technician	3

Project Manager Profile:

Minimum proven 5 years' experience in the ICT field as Account Manager including minimum 3 years' experience in Account/Client Manager of entities, projects with similar size and scope.

Very good communication skills in English (spoken & written). Requested Level [B2](#)

Helpdesk Technician Profile:

1. Minimum 5 years' experience in ICT as an IT Technician, Support Engineer in similar infrastructure as stated in 3.4.
2. Minimum 3 years' experience as Helpdesk Technician
3. Good communication skills (spoken and written) in English. Requested Level [B2](#)
4. Possess valid Certification in Microsoft Windows 10. In details:
 - a. MCSA Windows 10 **OR**
 - b. Proof of successful exam of Microsoft curriculum exam 70-697 **OR**
 - c. Proof of successful exam of Microsoft curriculum exam 70-698 **OR**
 - d. Proof of successful exam of Microsoft curriculum exam 98-349
5. Possess valid Certification in Microsoft Office 2016 or Office 365
 - a. MSCA: Office 365 **OR**
 - b. Microsoft Office Specialist 2016 **OR**
 - c. Microsoft Office Master 2016 **OR**
 - d. Microsoft Office Expert 2016
6. Knowledge of
 - a. Microsoft SharePoint use
 - b. Android mobile OS
 - c. Skype for Business 2016
 - d. Software deployment and imaging deployment using MS SCCM
 - e. Antiviral programs and support
 - f. Troubleshooting of network printers and other peripherals

- g. Basic networking (TCP-IP) knowledge and skills
- 7. Experience in Environments with >50 users

Important Note: The CVs of the **Helpdesk Technician profile** submitted by the tenderers **must as a whole** cover all the certifications listed under points 4, 5. In other words, each CV is expected to cover at least one of the required certifications and the whole proposed team shall cover all certifications.

Proofs / Evidences of Technical and professional capacity for both Lot 1 and Lot 2

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 (**please fill-in Questionnaire 6 of Annex G**);
- 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, including ICT infrastructure similar to the Agencies, with special speed/quality/reliability requirements and large international presence/exposure (**please fill-in Questionnaire 4 of Annex G**);
- List of contracts describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer (**please fill-in Questionnaire 3 of Annex G**);
- Relevant valid certification of the quality management system/quality assurance procedures of the tenderer (**please fill-in Questionnaire 6 of Annex G**);
- Detailed CVs (preferably [Europass](#)) that must indicate to which profile they correspond. The tenderer must provide the Microsoft Transcripts or access to Microsoft Transcript site or the Certifications themselves

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

4.3. 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).

5. 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.

5.1. 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 4.3 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 4.3 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.

5.2. 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,
OR
- 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 4.2.1 and 4.2.2 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.

6. AWARD OF THE CONTRACT

The evaluation of the exclusion, selection and award phase will be done in **NO** particular order. If the tenderer or the tender does not pass a phase, it will not be evaluated under the other remaining phases.

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 6.1);

TFO = Total Financial Offer of the tender (as per points 6.2 and 6.3);

X is the weighting for quality score (TQV) and for this tender procedure it is fixed to (50);

Y is the weighting for price (TFO) and for this tender procedure it is fixed to (50).

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).

6.1. Technical evaluation/Technical proposal

The evaluation will be carried out separately for each Lot, based on the below specified Award criteria.

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 for both Lot 1 and Lot 2:

Award criteria	Max. Points	Supporting documentation/information to be provided in the technical proposal
A. Quality of a detailed action plan to tackle the helpdesk tasks/workload foreseen in the reference scenario including: • identification of challenges (based on experience) (10 points) • mitigation of these challenges (10 points) • Implementation strategy (10 points)	30	The tenderer must provide a detailed description of how the tenderer intends to tackle the challenges emerging from the new Desktop Environment migration while not slowing down or affecting the regular function of the Helpdesk service. The tenderer must take into account the instructions stated in the Reference scenario below this table.
B. Quality of a detailed implementation plan related to the delivery of the requested services, as per the requirements of section 2, including: 1. Methodology (20 points), 2. Service Level Agreement ((20 points, where 10 points are given to simple agreement with minimum proposed SLA), 3. Contractor's internal performance monitoring methods and tools (5 points), 4. Security and confidentiality handling (as per point 2.9) (5 points)	50	The tenderer must provide a detailed description of how the tenderer intends to deliver the services requested. This description should cover the following aspects: 1. Methodology in performing the required tasks covering the at least the following aspects: • the organization of helpdesk tasks; • call prioritisation; • levels of proposed response and escalation of issues; • follow-up and resolution times; • Call centre activity; • incident tracking methods; 2. Service Level Agreement (SLA). 3. Contractor's internal performance monitoring methods and tools; 4. Security and confidentiality handling;
C. Quality of the infrastructure intended to be put in place for the purposes of the contract and relevance of the proposed resources allocated to perform the assigned tasks, as per the requirements of section 2, including: 1 Business continuity (8 points), 2. Methods applied (7 points), 3. Management of technical knowledge and training (5 points)	20	The tenderer must provide a detailed description of the infrastructure that intends to put in place in terms of human, technical and managerial resources in order to be able to provide the requested services. This description should cover at least the following: 1. The method and procedures followed to ensure business continuity at the same required level of quality (e.g. procedures applied to select and replace staff proposed during contract performance, even at short notice); 2. Methods applied to assign tasks and responsibilities within the proposed team; procedures and patterns followed before having recourse to the 2nd Level support; 3. Description of how technical knowledge and training for its staff is managed by the tenderer;
Total Quality Value (TQV)	100	

Reference Scenario (Instructions for the above mentioned award criterion A)

Both Agencies have similar size (~100 active users) and similar scope as regards each staff use of the IT infrastructure (email, document processing and online collaboration).

Both of them are depended on Windows 7 and Office 2010. Their planed migration is comprised of a transition to Windows 10 and Office 365 environment using mass-deployment tools like SCCM on a pre-defined PC image containing all needed applications for its staff members.

The role of Helpdesk on this project on top of its regular tasks is to:

1. deploy the PC image to all available PCs (new ones, not the ones used)
2. assist ICT service to the migration of the users (reporting any potential problems)
3. assist staff members to all their issues with their new Desktop Environment

The role of Helpdesk is not:

1. Training of users (a separate group training has been foreseen)
2. Perform any tasks of System Administrator rights (this is for ICT staff & other external contractors)

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

- do not reach a minimum of 50% of the possible score for the award (evaluation) criteria A, B and C 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.

Tenderers are requested to organise the technical offer in headings or to structure it in such a way so as to ensure that the content of the technical offer meets the requirements set out in the Technical Specifications as closely as possible and to facilitate the subsequent evaluation of tenders against the technical award criteria.

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 above 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 5.2.

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

6.2. Financial evaluation

Financial offers should be evaluated for each lot.

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 be admitted to the subsequent evaluation stages. The evaluation will be made on the basis of the **Total Price** offered (**Total Financial Offer TFO**) in the Price tables **per Lot** (see point 6.3 and Annex H).

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 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, the Agencies are 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 the Agencies 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)."]

6.2.1. Evaluation of abnormally low prices

If any tender's price appears to be abnormally low in relation to the *services* offered, and in order to check if the tender can be considered valid, the evaluation committee will, before it may reject this tender, send a request for clarifications to ask for explanations on the components of the tender which it considers relevant to the presumed abnormally low price and shall verify those constituent elements taking account of the explanations received. If in that relation the tenderer cannot explain his price on the basis of the economy of the services or supplies offered, or the method used, or the technical solution chosen, or the exceptionally favourable conditions available to the tenderer, the tender will be rejected.

A price will be considered abnormally low if the financial offer of any tenderer is lower with more than the acceptable margin of deviation from the average price of the other technically acceptable offers (please note that definition of which offers are technically acceptable/compliant is given in points **6**, **6.1** and **6.2** above). The actual deviation will be calculated as % as follows:

The difference between the average price of the other technically acceptable offers and the value of the presumably abnormally low financial offer will be divided by the average price of the other technically acceptable offers.

The acceptable margin of deviation is set at **30%**.

The approach of the Evaluation Committee to identify and eliminate abnormally low tenders will be the following:

- a) apply the acceptable margin of deviation from the average price of the other technically acceptable offers and set aside the offers that go beyond it;
- b) check if specific notes or specific items included in the offer justify to some extent the deviation; if not, or if inadequate, send relevant request for explanation(s) to the tenderer concerned;
- c) decide on the acceptability of the offer on the basis of the notes in the tender and/or the clarification reply received.

6.2.2. Financially unacceptable tenders

In the context of financial evaluation, the Evaluation Committee could find that tenders are unacceptable because the price is abnormally low (see point 6.2.1); Such tenders will have to be rejected by the Evaluation Committee, independently of their quality value as determined in the preceding (technical) evaluation stage.

6.3. 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 offer must be clear and in compliance with the tender specifications.

The Financial Scenario should indicate the total price (Total Financial Offer) **per Lot** in order to carry out all the activities indicated in the Terms of Reference. The tenderers must fill-in the yellow columns in the Price tables **per Lot** in Annex H and present a detailed breakdown of the price offered.

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

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

7. 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 3, 4 and 5 of this open invitation to tender.

In addition, below you will find details of the required documentation.

7.1. 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 4.2, 5.1, 5.2
- Questionnaires 1 – 6 as found in Annex G
- Power of Attorney (Model 1 or 2), as required in point 5.1 (if applicable) and found in Annex I
- Model of Letter of Intent for Subcontractor/s as required in point 5.2 (if applicable) and found in Annex J
- the Legal Entity Form as requested in point 4.3 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 5.1 and 5.2 respectively (with reference to points 4.1, 4.2 and 4.3).

7.2. Envelope B – Technical proposal

One original signed version and three copies of:

- the Technical Proposal providing all information requested in point 6.1, including information relevant to subcontracting, if any, as requested in point 5.2.

7.3. Envelope C – Financial proposal

One original signed version and three copies of:

- the Financial Proposal containing all information requested in point 6.3.

ANNEX A

Contract Notice

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

ANNEX B

Draft Contract for Lot 1

Draft Contract for Lot 2

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

ANNEX C

“Declaration on honour on exclusion criteria and selection criteria”

To be filled-in separately for each LOT

(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	
<u>Envelope 'A' must contain</u>				
one original and one copy of:	7.1	☐	☐	
- 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; 7.1	☐	☐	
- Declaration on Exclusion & Selection Criteria (including those of consortium members and subcontractors, if applicable)	4, 7.1 & Annex C	☐	☐	
- selection criteria documents (if applicable, including those of consortia and subcontractors)	4.2, 5.1, 5.2, 7.1	☐	☐	
- Questionnaires 1 - 6 (Annex G)	4.2, 5.1; 7.1 & Annex G	☐	☐	
- Power of attorney of partners in joint bid / Consortium (if applicable)	5.1, 7.1 & Annex I (model 1 or 2)	☐	☐	
- Letter of intent of subcontractor (if applicable)	5.2, 7.1 & Annex J	☐	☐	
- Legal Entity Form	4.3, 7.1 & Annex D	☐	☐	
- Financial Identification Form	7.1 & Annex E	☐	☐	
- this Checklist	7.1 & Annex F	☐	☐	
<u>Envelope 'B' must contain</u>				
one original and three copies of:	7.2	☐	☐	
- the technical proposal	3, 6.2, 7.2	☐	☐	
<u>Envelope 'C' must contain</u>				
one original and three copies of:	7.3	☐	☐	
- the Financial Proposal	6.4, 7.3 & 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 – 6

To be filled-in separately for each LOT

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

ANNEX H

Financial Proposal

To be filled-in separately for each LOT

(Given as a separate Excel file)

ANNEX I

Models of power of attorney

To be filled-in separately for each LOT

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

ANNEX J

Model of Letter of Intent for Subcontractor/s

To be filled-in separately for each LOT

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

ANNEX K

Cedefop's ICT Profile

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