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**Greece-Thessaloniki: User experience (UX), support and development services for the Skills Panorama
2016/S 077-135082**

Contract notice

Services

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Cedefop
Europe Street 123, PO Box 22427
Thessaloniki
551 02
GREECE
Contact person: Clotilde Assumel-Luridin
Telephone: +30 2310490287
E-mail: c4t-services@cedefop.europa.eu
Fax: +30 2310490028
NUTS code: GR122

Internet address(es):

Main address: www.cedefop.europa.eu

I.2) Joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.cedefop.europa.eu/about-cedefop/public-procurement>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

I.4) Type of the contracting authority

European institution/agency or international organisation

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

User experience (UX), support and development services for the Skills Panorama.

Reference number: AO/DSL/AZU-JBU/SkillsPanoramaUX/004/16.

II.1.2) Main CPV code

73000000

II.1.3) Type of contract

Services

II.1.4) Short description:

The aim of this contract is to provide the following services related to the Skills Panorama Web portal, its associated content management system (CMS) and tools: project management, analysis of Web portal requirements, creative direction, user experience design, software development, Internet marketing, hosting, testing, maintenance and support.

Services will be acquired in the form of person-days categorised in profiles. A detailed description of the required profiles can be found in the tender documents.

II.1.5) Estimated total value

Value excluding VAT: 1 000 000.00 EUR

II.1.6) Information about lots

This contract is divided into lots: no

II.2) Description

II.2.1) Title:

II.2.2) Additional CPV code(s)

II.2.3) Place of performance

NUTS code: GR122

Main site or place of performance:

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

II.2.4) Description of the procurement:

The selected tenderer should:

- take over the Skills Panorama as it is, including the technical architecture, its software, content, content management system, Web analytics/metrics and any tools necessary for its operation, and be fully responsible for the flawless functioning, availability, business continuity and good performance of the existing Skills Panorama website. The successful tenderer will be asked to fill in Annex K3 of the tender documents when taking over,
- have in place all necessary preventive measures, recurrent tasks, proactive maintenance activities, as well as define appropriate response time for corrective actions, incident management methodology, as well as back-up/export procedures in order to achieve the flawless functioning, availability, business continuity and good performance (see also Annex K1 of the tender documents on hosting, regular administration and maintenance, monitoring and availability of the system),
- use the Agile methodology throughout the analysis, design and development process while ensuring seamless integration with user experience methodology and procedures,
- always ensure responsive Web design and development to display and function optimally on mobile devices such as smart phones and tablets,
- communicate and collaborate with stakeholders/business owners responsible for content strategy and content development (including indicators). These stakeholders include Cedefop's Department for Skills and Labour Market, other contractors and relevant decision-makers in the European Commission (in particular DG Employment, Social Affairs and Inclusion). In particular, the selected contractor should closely cooperate with the contractor currently supporting the development of the quantitative (indicators) and qualitative (analytical, highlights, useful resources, blog articles, etc.) content of the Skills Panorama,
- collaborate with ongoing EC (DG Employment, Social Affairs and Inclusion) initiatives dealing with integrating, mashing up and/or linking existing European Web portals, taxonomies or data and information sources on skills and qualifications such as Skills Panorama, ESCO, EURES, Learning Opportunities and Qualifications, Europass, etc.,

— Skills Panorama portal and related applications should fully support multilingualism. Informatics systems must support at least all the current 24 languages of the European Union + EEA + candidate countries including support for Latin, Cyrillic and Greek alphabets,
— all mark-up shall follow Web content accessibility guidelines (WCAG) and pass W3C and WAI accessibility validation and all content/objects/documents shall be optimised for the Web. Vector or bitmap graphics may also be required as well as other file formats for objects or documents to be embedded in the website or other multimedia materials.

II.2.5) Award criteria

Criteria below

Quality criterion - Name: Suitability of the overall approach and methodology proposed for taking over the Skills Panorama project / Weighting: 15

Quality criterion - Name: Quality of the proposal for assuming full responsibility for Skills Panorama services / Weighting: 30

Quality criterion - Name: Quality of a proposal for a country dashboard user experience improvement / Weighting: 20

Quality criterion - Name: Quality of business feasibility study/brief discussing a possible Skills Panorama application/s for mobile devices / Weighting: 20

Quality criterion - Name: Suitability of the proposed marketing approach for the Skills Panorama / Weighting: 15
Price - Weighting: 70/30

II.2.6) Estimated value

Value excluding VAT: 1 000 000.00 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

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

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues

II.2.13) Information about European Union funds

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

II.2.14) Additional information

Cedefop shall be closed on the following days: 28–30.4.2016; 1–2.5.2016; 9.5.2016.

Section III: Legal, economic, financial and technical information

III.1) Conditions for participation

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

List and brief description of conditions:

— Participation in this tender procedure is only open to tenderers who are in a position to subscribe in full to the 'Declaration on honour on exclusion criteria and selection criteria', given in Annex C of the tender documents. All tenderers, all group (consortium) members (if any) and any subcontractor(s) (identified as per the 2 bullet points in the fourth paragraph of point 4.2 of the tender documents) must provide the declaration on honour found in Annex C, duly signed and dated.

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

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

For more information please refer to the tender documents.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.5) Information about reserved contracts

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

III.2.2) Contract performance conditions:

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

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

Section IV: Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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

IV.1.6) Information about electronic auction

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

The procurement is covered by the Government Procurement Agreement: no

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

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

Date: 31/05/2016

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

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

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

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

Tender must be valid until: 01/12/2016

IV.2.7) Conditions for opening of tenders

Date: 13/06/2016

Local time: 11:00

Place:

Cedefop's premises in Thessaloniki.

Information about authorised persons and opening procedure:

Each tenderer may be represented at the opening of tenders by 1 person. The name of the person attending the opening must be notified in writing by fax (+30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu) at least 2 working days prior to the opening session.

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about electronic workflows

VI.3) Additional information:

Tenderers should be aware that the information on volume is purely indicative, shall not be binding on Cedefop and should not be considered as a warranty as to the final value of the contract. The sum of the amounts of the successive order forms that will be issued after the framework contract is signed may not reach the abovementioned estimated value for the framework contract. Cedefop will be contractually bound only by the amounts effectively entered in the successive signed order forms. The total value of the framework contract will ultimately depend on the orders which Cedefop may place through order forms.

Estimation is based on the experience gained so far in the Skills Panorama and the foreseeable new activities. Although being developed and maintained by Cedefop, the Skills Panorama is an initiative of the European Commission, which provides political steering for the project. Thus decisions made by the European Commission may affect the site and generate needs for new developments or activities that cannot be foreseen at this stage.

Therefore, Cedefop cannot exclude that the estimated total volume of services might increase, due to external requirements for new services consisting in the repetition of similar services entrusted to the economic operator awarded the contract (after this open tender procedure).

In such case, Cedefop may decide to use a negotiated procedure without prior publication of a contract notice, provided that these new services conform to the basic project that was the subject of the initial contract awarded under this open procedure. Such procedure may be used only during the 3 years following conclusion of the original contract.

VI.4) Procedures for review

VI.4.1) Review body

General Court

rue du Fort Niedergrünwald

Luxembourg

2925

LUXEMBOURG

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

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

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

General Court
Luxembourg
LUXEMBOURG

VI.5) **Date of dispatch of this notice:**

08/04/2016