

TENDER SPECIFICATIONS

Reference: OC/EFSA/HUCAP/2015/25
Subject: Provision of assistance with staff selection procedures
Procurement procedure: Open call
Project/Process code: HUCAP - 07
Activity Code: 6

Tender specifications purpose:

1. specify what EFSA is to buy under the contract resulting from this tender procedure
2. announce the criteria which EFSA will apply to determine the successful contractor among the offers received
3. guide tenderers to establish and dispatch their offer in the required form and time

These tender specifications will form annex 1 of the contract resulting from this tender procedure and will be binding during the contract implementation.

Provide EFSA with feedback:

If you considered applying to this call for tenders but finally decided not to do so, your feedback and reasoning for such a decision would be very much appreciated. You should address your feedback to EFSAProcurement@efsa.europa.eu. Please note that your comments will be kept strictly confidential and will only be used for the purpose of improving future EFSA procurement calls.

INDICATIVE PROCEDURE TIMETABLE

Milestone	Date ¹	Comments
Launch date	10/12/2015	Date of publication being sent to OJ
Deadline for sending a request for clarification to EFSA	08/02/2016	*
"Receipt Time Limit" - Closing date and time for offers reception	15/02/2016 at 14:30hr	See details in the Invitation letter. Please also refer to the e-Submission application description attached in annex 2 hereto.
Opening session	16/02/2016	14:30hr, EFSA premises, Parma
Notification of the evaluation results	March 2016	Estimated. <i>Attention: outcome of the present procurement procedure will be communicated to all tenderers to the e-mail address indicated in their offer. Accordingly, the tenderers who have submitted offers under the present call are strongly invited to check regularly the inbox in question.</i>
Contract signature	March 2016	Estimated

***Please note: EFSA is closed during the period 24/12/2015 until 03/01/2016 inclusive.**

The Help Desk of DG Budget for technical support with e-submission is closed during the same period.

¹ All times are in the time zone of the country of the EFSA.

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PART 1 TECHNICAL SPECIFICATIONS - WHAT DOES EFSA NEED TO BUY THROUGH THIS PROCUREMENT PROCEDURE?

1.1 BACKGROUND

The European Food Safety Authority (EFSA) is facing a challenging opportunity to recruit new staff at different levels who will contribute to EFSA strategic objectives. The selection procedures are estimated to run from mid-April 2016 for a period of four years.

1.2 OBJECTIVES

The aim of this procurement procedure is to conclude a framework contract for four years with one contractor. The framework contract will be implemented through specific contracts or order forms. Each time the framework contractor responds to a call under the framework contract, a specific contract or order form will have to be concluded between EFSA and the framework contractor. The specific contract or order form will set out the specific conditions for performing the individual assignment.

The overall objective of the framework contract resulting from the present procurement procedure is to provide assistance and/or expert guidance to the EFSA Selection Boards with selection procedures for different type of positions (i.e senior managers, middle managers, team leaders, officers, assistants).

1.3 TASKS, DELIVERABLES, TIMELINE AND PAYMENTS

The possible tasks of the contract resulting from the present procurement procedure are as follows:

No	Possible types of tasks and Deliverables	Deadline for finalisation
1	<p><u>Kick –off meeting:</u></p> <p>Participation to a kick-off meeting with EFSA key persons for each specific selection procedure. It will be most likely held through teleconference and the contractor's participation is mandatory. It will be organised by EFSA and will have a maximum duration of 3 hrs.</p> <p>Active participation to the kick-off meeting: the contractor should provide advice on the deployment of the services being the subject of the specific contract/order form resulting from the present procurement procedure</p>	<p>The kick-off meeting will possibly take place before or during the period of publication of the external call.</p> <p>To be defined in each specific contract/order form.</p>
2	<p><u>(A) CV screening (without eligibility screening):</u></p> <p>Provision of support in the preparation of the CV screening grid for each selection procedure. In detail, the contractor will need to comply with the requested specific objective by:</p> <ul style="list-style-type: none"> - Set up the screening method (e.g. defining selection criteria and scoring method); - Prepare the screening tool; - Screen eligible CVs against the selection criteria listed in the vacancy notice; - Provide a completed CV screening grid which clearly shows the scoring results for each eligible candidate. <p>OR</p> <p><u>(B) CV screening (with eligibility screening):</u></p> <p>Provision of support in the eligibility screening of CVs and in preparation of the CV screening grid for each selection procedure. In detail, the contractor will need to comply with the requested specific objective by:</p> <ul style="list-style-type: none"> - Set up the screening method (e.g. defining selection criteria and scoring method); - Prepare the screening tool; - Screen CVs against the eligibility criteria and against the selection criteria listed in the vacancy notice; - Provide a completed CV screening grid which clearly shows the results for the eligibility of all candidates and the scoring results for each eligible candidate. <p>OR</p>	<p>Within maximum 10 working days from receipt of the applications, to be defined in each order form depending on the number of received applications.</p> <p>Less than 400 CVs → maximum 4 working days</p> <p>Between 400 and 800 CVs → maximum 8 working days</p> <p>800 CVs or more → maximum 10 working days.</p> <p>Within maximum 15 working days from receipt of the applications, to be defined in each order form depending on the number of received applications.</p> <p>Less than 400 CVs → maximum 5 working days</p> <p>Between 400 and 800 CVs → maximum 10 working days</p> <p>800 CVs or more → maximum 15 working days.</p> <p>Within maximum 3 working days</p>

	<p>(C) CV screening guidance:</p> <ul style="list-style-type: none"> - Provide guidance on the screening method prepared by the Selection Board; - Provide guidance on the screening tool prepared by the Selection Board. 	from receipt of the screening method and screening tool
3	<p>(D) Evaluation meeting support: the contractor will need to provide expert guidance and services. In detail:</p> <ul style="list-style-type: none"> - Provide expert guidance to the Selection Board (e.g. guide the Selection Board in reviewing the eligible pre-screened applications for the purpose of finalising the list of candidates for telephonic screening); - Preparing the necessary documentation (e.g. print the candidates' applications, CV screening grid etc., and provide the necessary staff for all other necessary support); - The evaluation meeting can be held at the contractor's premises OR at EFSA premises in Parma, Italy. Where necessary, the conditions for taking part in the meeting will have to be adapted for persons with special needs arising from a disability. Stationery, materials and beverages must be supplied by the contractor at its own expense. The participants' costs of travel/subsistence/accommodation to the contractor premises will be covered by EFSA. 	On average after 15 working days after receipt of the CVs.
4	<p>(E) Telephonic screening</p> <p>Provision of telephonic screening of candidates, based on the long-list of best qualified candidates established by the Selection Board after the CV screening and evaluation meeting. In detail, the contractor will need to perform the requested assignment by:</p> <ul style="list-style-type: none"> - Prepare the telephone interview questions to check facts and figures on the CV, English language abilities and the motivation of the candidates as discussed with EFSA for agreement; - Organise and carrying out the telephone interviews with candidates (approximately 30-minute interview); - Draft a report on each interviewed candidate for each selection procedure; - Provide a 2-hour follow-up meeting (through teleconference) with the Selection Board to finalise short list of candidates for the next assessment phase. 	<p>To be defined in each specific contract/order form, but report to be provided generally within maximum 2 working days of the last interviewed candidate for each selection procedure.</p> <p>To be defined in each specific contract/order form, but follow-up meeting to be scheduled within maximum 5 working days of the last interviewed candidate for each procedure.</p>
5	<p>Interview questions</p> <p>Provision of support in the preparation of interview questions and in detail, the contractor will need to comply with the requested specific</p>	

	<p>objective by:</p> <p>(F) Preparation - Prepare interview questions and expected answers which cover the selection criteria and competencies listed in the vacancy notice. The vacancy notice will be prepared by EFSA in close cooperation with the contractor.</p> <p>OR</p> <p>(G) Guidance Guidance and advice on the interview questions prepared by the Selection Board and which cover the selection criteria listed in the vacancy notice. To be submitted in any written form (e.g. electronic form).</p>	<p>To be defined in each specific contract/order form, but at least 3 days prior to the date on which the 1st meeting of the Selection Board will take place.</p> <p>To be defined in each specific contract/order form, but at least 3 days prior to the date on which the 1st meeting of the Selection Board will take place and within 3 days from the request for advice.</p>
6	<p>Interview assessment grid Provision of support in the preparation of interview assessment grid to be completed following the assessment phase. In detail, the contractor will need to comply with the requested specific objective by:</p> <p>(H) Preparation Prepare and provide assessment grid template to be used to evaluate the candidates' interview and assessment.</p> <p>OR</p> <p>(I) Guidance Provide guidance and advice on the assessment grid prepared by the Selection Board and which cover the selection criteria that will be assessed during the interview and assessment.</p>	<p>To be defined in each specific contract/order form, but at least 3 days prior to date on which the 1st meeting of the Selection Board will take place.</p> <p>Within maximum 3 working days after receipt of the interview questions and/or written test and assessment grid.</p>
7	<p>(J) Assessment centre Provision of assistance and expert guidance for targeted selection procedure by job category and job criticalities by means of:</p> <ul style="list-style-type: none"> - Establish an assessment centre for a restricted group of selected candidates. The contractor appointed shall produce a plan of exercises, psychometric tests (aptitude or personality); testing of specific knowledge related to job description; language proficiency; assessment centre / work samples; test, evaluation sheets, template reports and any other tool deemed necessary; - Assist in the selection procedures by organising the assessment of the candidates on the basis of the agreed competency profile. These tests must cover all the fields proposed in the competency profile; 	<p>To be defined in each specific contract/order form.</p> <p>Plan to be provided within maximum 3 working days following the kick-off meeting.</p>

	<ul style="list-style-type: none"> - Assess the strengths and weaknesses of each participant with regards to the competencies needed in the specific role. This should be done by participation in a variety of tasks and situations. The contractor will observe and evaluate behaviour in relation to the pre-defined competency profile. <p>In detail, the contractor will need to perform the requested assignment by:</p> <ul style="list-style-type: none"> - Set up the competency profile for the assessment centre; - Run the assessment centre; - The contractor must provide a written and concise training manual for the Selection Board members (training manual/brochure) to help them understand the logic, theoretical bases and meaning of the diagnostics provided before the final assessment; - The contractor must provide a participants brochure that presents the contractor, illustrates the assessment centre concept and schedule, provides useful information on how to reach the assessment centre venue and useful contacts. - The assessment will be held at the premises chosen/managed by the contractor. The premises chosen for the assessments must be easily accessible by public transport and provide a level of comfort for the candidates. Where necessary, the conditions for taking part in the assessment centre will have to be adapted for persons with special needs arising from a disability. Stationery, test materials, lunch and beverages must be supplied by the contractor at its own expense. The participants' costs of travel / subsistence/ accommodation to the contractor's premises will be covered by EFSA; - The service and reports must be provided in English; - The contractor is required to produce a summary on the candidates in a form of a written assessment report. The report supplied to the Selection Board must give an all-round assessment of candidates' capacities for each of the main headings of the skills drawn up for each specific competency profile. 	<p>Competency profile to be provided within maximum 3 working days following the kick-off meeting.</p> <p>The assessment duration will be defined in each specific contract/order form according to the profile to be assessed.</p> <p>Manual must be produced in English within maximum 3 working days following the kick-off meeting.</p> <p>Participants brochure must be produced in English and available to candidates when the invitation to Assessment Centre is sent.</p> <p>Written assessment report in English for each candidate must be sent to the secretariat of Selection Board at the latest on 3rd working day from the date of the actual assessment, in a written form (e.g. electronic form).</p>
8	<p>(K) Interviews</p> <p>Provision of advice during the Selection Board interviews with candidates on their abilities and competences. In detail, the contractor will need to comply with the requested specific objective,</p>	

	<p>as follows:</p> <ul style="list-style-type: none"> - Organise the interviews; - Provide training to Selection Board on interviewing techniques; - Participate as observer/adviser during Selection Board interviews (together with EFSA representatives) and provide the necessary expert guidance and advice to the Selection Board on the abilities and competencies of the candidates; - Prepare the necessary documentation (e.g. print the candidates' applications, interview assessment grids and provide the necessary staff for all other necessary support); - The interviews can be held at the contractor's premises OR at EFSA premises in Parma, Italy. Where necessary, the conditions for taking part in the interviews will have to be adapted for persons with special needs arising from a disability. In the event that interviews will be organised at the contractor's premises stationery, materials and beverages must be supplied by the contractor at its own expense. The participants' (Selection Board members and candidates) costs of travel/subsistence/accommodation to the contractor premises will be covered by EFSA. 	<p>To be defined in each order form but at least 3 days prior to date on which the 1st interview will take place.</p> <p>Ready on the day of the interview</p>
9	<p><u>Evaluation report</u></p> <p>Provision of expert advice on/review of the draft evaluation report prepared by EFSA.</p> <p>In detail, the contractor will need to comply with the requested specific objective, as follows:</p> <p>(L) Preparation</p> <ul style="list-style-type: none"> - Preparation of the evaluation report; - Summarising the main steps of the evaluation and detailing the results of each separate assessment phase; - The service will be delivered in English and in any written form (e.g. electronic format). <p>OR</p> <p>(M) Guidance</p> <p>Provision of expert advice on/review of the draft evaluation report prepared by EFSA.</p>	<p>To be defined in each specific contract/order form, but follow-up meeting to be scheduled within maximum 5 working days from the last day of interviews.</p> <p>Within maximum 1 working day of receipt of the draft evaluation report</p>
10	<p><u>(N) Appointing process and decision making</u></p> <p>Act as sparring partner to EFSA Hiring Manager/Executive Director.</p> <p>In detail, the contractor will need to comply with the requested specific objective, as follows:</p>	<p>Within maximum 5 working days following the establishment of the reserve list.</p>

	<ul style="list-style-type: none"> - Be available for meetings at EFSA or organised via telephone/video conference at the request of EFSA Hiring Manager/Executive Director following the establishment of a given reserve list; - Provide expert guidance to EFSA Hiring Managers/Executive Director in relation to the decision making and appointment of candidates. 	
No	Possible types of additional meetings	Deadline for finalisation
1	Ad hoc meetings with EFSA (physical)	To be defined in each specific contract/order form
2	Ad hoc teleconferences between EFSA and the contractor	Throughout the duration of the FWC

All days indicated in the tender specifications are to be considered as calendar days unless otherwise stated.

No	Payments	Linked to approval by EFSA of deliverable No
	The payment modalities applicable to each specific contract/ order form are detailed in the draft framework contract	Will be defined further in the context of each specific contract/order form

The working language for the contract implementation: execution of tasks, meetings and deliverables shall be English. The deliverables shall be provided to EFSA in English and in electronic format.

1.4 INFORMATION ON THE CONTRACT

Type of contract:	framework contract (FWC)
Type of FWC:	single FWC
Nature of expense:	services
Duration of FWC:	one year + automatic renewal up to 3 times for an overall maximum duration of 4 consecutive years
Budget information:	The financial ceiling available for specific contracts/order forms under the framework contract during an overall maximum period of 4 consecutive years is 1.200.000,00 €. A contingency of 10% and possible price indexations are already included in this ceiling.

As regards the mechanism of implementation of the FWC please refer to the [EFSA Guidance for tenderers](#) available at EFSA website.

1.5 OWNERSHIP AND INTELLECTUAL PROPERTY RIGHTS

SPECIFIC INFORMATION ON INTELLECTUAL PROPERTY RIGHTS:

As regards any product commissioned by EFSA and developed by the contractor in the context of the present contract, the intellectual property rights will be owned by EFSA, in its capacity as financial source of the contract. The contractor should obtain a written consent from EFSA prior to filing a trademark or patent or claiming a copyright in relation to any of the results obtained by EFSA in performance of the contract or prior to allowing a third party to do such filings or claims.

EFSA does not acquire ownership or any license of pre-existing rights not incorporated in the deliverables. The full ownership is limited to the deliverables, which might include licensed pre-existing rights on excerpts, parts, texts etc., if fully or partially incorporated in the final deliverables.

Confidentiality:

The selected contractor will be required to sign a Declaration on Confidentiality together with the Contract signature as per the template attached to the draft Contract.

Protection of personal data:

As an Agency of the European Union, EFSA is subject to Regulation (EC) No. 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. In accordance with Article 2(e) of the Regulation, the service provider contracted by EFSA as a result of the present negotiated procedure will act as a processor of EFSA. The application of the data protection rules in the context of this contract concretely implies the following:

- Pursuant to Article 23 of the Regulation, the contractor may act only on instruction of EFSA in its capacity as the data controller, in particular with regard to the purposes of the processing, the categories of personal data processed, the recipients of the data and the means by which data subjects can exercise their rights ;
- The contractor undertakes to adopt appropriate technical and organisational security measures in view of the risks inherent to the processing and the nature of the personal data concerned. The contractor has the obligation to ensure the confidential and secure processing of personal data needed for the service provision to EFSA ;
- As a recipient of the personal data related to EFSA job vacancies, the contractor shall process these data only for the purposes for which they were transmitted. Any use of personal data for marketing or commercial purposes is forbidden. Personal data can be retained as long as needed for the delivery of the services commissioned by EFSA. At the end of the contract, the contractor shall inform EFSA on the personal data still retained in files and seek common agreement with EFSA how these will be disposed of ;
- The European Data Protection Supervisor has issued specific guidelines on the [processing of personal data in the field of staff recruitment](#), the principles of which are fully applicable under the present contract. Based on the guidelines, personal data processing related to staff recruitment procedures of EFSA has been prior checked by the European Data Protection Supervisor ([case 2009-0287](#), dd. 07/05/2009).

The draft contract attached in **Annex 3** contains further provisions on ownership of intellectual property rights. All quotations or information the tenderer provides in the technical and financial offer for EFSA which originates from other sources to which third parties may claim rights, have to be clearly marked in the offer in a way allowing easy identification (source publications, including date & place, creator, number, full title etc.). The tenderer shall take account of the above specification on ownership and copyrights in their technical and financial offer.

1.6 ADDITIONAL INFORMATION

By virtue of article 134(1)(e) and article 134(4) of the Rules of Application of the Financial Regulation, EFSA reserves the option to launch further negotiated procedure, with the contractor chosen as a result of the present call for tender, for new services consisting in the repetition of similar services during the three years following the signature of the original contract.

PART 2 EVALUATION - HOW WILL YOUR OFFER BE ASSESSED?

In case you decide to apply as a consortium (joint tenders) or involve subcontractors in your offer, please also refer to the [EFSA Guidance for tenderers](#).

2.1 OPENING OF OFFERS

The main aim of the public opening session is to check whether the offer received was dispatched within the closing date for tender reception and that the tenders are electronically protected until the official opening.

2.2 GROUNDS FOR EXCLUSION

As regards the eligibility of the tenderers to submit an offer following this call please refer to the [EFSA Guidance for tenderers](#) available at EFSA website.

Tenderers must not be in one of the exclusion situations listed in the [EFSA Guidance for tenderers](#) available at EFSA website.

Evidence requested in the offer:

- Tenderers must declare that they are not in one of the exclusion situations by providing a Declaration on Honour on exclusion criteria. The template is available in **Annex 4**. In case of a consortium submitting an offer and/or in case of subcontracting, such declaration should be submitted for each consortium member and for each identified subcontractor.

For info: EFSA will request further supporting evidence, from the awarded tenderers, prior to the signature of the framework contract. Such requested evidence will be specified in the award letter and will have to be provided to EFSA before the framework contract is signed.

2.3 SELECTION CRITERIA

A) ECONOMIC AND FINANCIAL CAPACITY:

The tenderer must have the following economic and financial capacity to perform the contract:

- The tenderer must be in a stable financial position;
- The tenderer must have generated an overall annual turnover of at least 450.000 € in each of the 2 closed financial years (2013 and 2014).

The financial stability of the tenderer will be assessed based on the indicators contained in the Simplified financial statement available in **Annex 5**. Tenderers, after they have completed the statement, can see each indicator's value as calculated by the embedded formula. The indicators used are those commonly used for the financial analysis of a company health. Please note that one negative indicator doesn't mean an automatic exclusion. It will be a consolidated risk analysis considering all ratios, in case of consortium/subcontracting even considering the capacities/financial stability of all consortium members/subcontractors. Only if 2 or more indicators at the same time present negative values (for example: significant losses, debt ratio > 80%, negative net working capital, EBITDA < 0, etc), or if the situation is worsening over the presented years, a further in-depth financial analysis will be carried out. However, even in this case the tenderer will be given the opportunity to provide further explanations about the

worrying financial position and measures taken to revert the trends. Such clarification request is likely to be accompanied with the request to provide the most recent data available.

Evidence requested:

- The tenderer, which according to the law of the country in which it is established is required to publish the balance sheet, shall complete and include in the offer a simplified financial statement, using the template of the Simplified financial statement available in **Annex 5**, to be signed by the chief accounting officer of the organisation;
- The tenderer, which according to the law of the country in which it is established is not required to publish the balance sheet, and which is not a physical person, shall provide the information on annual budget allocated to finance the operational activities;
- The tenderer, which according to the law of the country in which it is established is not required to publish the balance sheet, and is a physical person, shall provide information on the gross yearly income.

Simplified financial statements are to be provided for all consortium partners and subcontractors proposed in the offer.

Please note that you do not have to submit the evidence requested on economic and financial, capacity if already submitted to EFSA in response to any previous EFSA call, provided the evidence is exactly the same as requested in this tender specifications. If you avail yourself of this possibility, you have to specify the reference of the EFSA call for tenders under which you have already submitted the evidence to EFSA.

B) TECHNICAL AND PROFESSIONAL CAPACITY:

The tenderer must have the following **minimum technical and professional capacity** to perform the contract:

- a) The tenderer must have at least 3 years' experience in providing and managing external recruitment services, selection procedure services (including CV and telephonic screening support) and assessment centre services and
- b) The tenderer must have the ability to organise and provide at least the following assessment exercises and services: group exercises, role play, bespoke exercises (tailor-made exercises), case studies, reasoning ability tests, personality tests, etc.
- c) Ability to provide a team of experts compliant with these specific expertise requirements:
 - At least 2 experts in CV Screening area of at least 1 year
 - At least 2 experts in Assessment Centre area of at least 1 year
- d) Each proposed consultant must have an excellent level of spoken and written English. For non-native speakers, this should be demonstrated by an Official certificate of English proving a C1 level OR at least 3 years of work in an English-speaking environment OR a university degree awarded in an English speaking country OR the degree run in English.

Evidence requested:

Generic Evidence for selection criteria:

- Tenderers must provide a Declaration on Honour on selection criteria available in **Annex 6**.

- In case of a consortium submitting an offer and/or in case of subcontracting, such declaration should be submitted for each consortium member and for each identified subcontractor.

Specific Evidence for technical and professional capacity:

- For requirement a): Fill in the table in **Annex 7a** demonstrating 4 assignments in line with these requirements:
 - Each of the 4 assignments must have been started or finalised in the period 2011-2014; and,
 - Each assignment must have been executed and delivered in English language; and,
 - All 4 assignments together must have covered at least:
 - CV screening services, and,
 - Telephonic screening services, and,
 - Assessment centre services.
- For requirement b): A Statement confirming that the tenderer has the ability to organise and provide at least the following assessment exercises and services: group exercises, role play, bespoke exercises (tailor-made exercises), case studies, reasoning ability tests, personality tests.
- For requirements c) and d): The table provided in **Annex 7b** filled in, in order to display the repartition of expertise within the team including the knowledge of English. During the evaluation, for verification purposes, EFSA reserves the right to request the detailed CVs.

The evidence requested must be included in the offer for consortium partners/subcontractors only if the capacity of those partners/subcontractors is necessary to satisfy those minimum capacity requirements

COMMON FOR ALL SELECTION CRITERIA:

1. In the case of a consortium submitting an offer and/or an offer being submitted by an entity sub-contracting some tasks, the economic, financial, technical and professional capacity requirements are to be met on a consolidated level.
2. EFSA has the right, during the evaluation process, to request further evidence on the tenderer's compliance with the economic, financial, technical and professional capacity requirements.

2.4 COMPLIANCE WITH TENDER SPECIFICATION (minimum requirements)

Please note your offer will inevitably be assessed for compliance with tender specifications before its assessment against the award criteria.

Tenders are considered not to meet the tender specifications and therefore to be rejected if they:

- do not comply with minimum requirements laid down in the tender specifications (noncompliance);
- propose a solution different from the one that is imposed;
- propose a price above the fixed maximum set in the specifications or in the contract notice;

- are submitted as variants, when the contract notice or the specifications do not authorize them;
- do not comply with applicable obligations under environmental, social and labour law established by Union law, national law and collective agreements or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU^[1].

In all these cases, the ground for rejection is not linked to the award criteria so there is no evaluation as such. The tenderer will be informed of the ground for rejection without being given feedback on the content of the tender other than on the non-compliant elements.

2.5 AWARD CRITERIA

The offers compliant with the technical specifications, not falling in one of the grounds for exclusion and complying with the selection criteria will be evaluated against the below defined award criteria. The award criteria serve to identify the **most economically advantageous tender**.

A) QUALITY AWARD CRITERIA

1. METHODOLOGY PROPOSED FOR IMPLEMENTATION INCLUDING A DRAFT PROPOSAL OF THE ASSESSMENT CENTRE IN LINE WITH THE TENDER SPECIFICATIONS (MAX. 60 points - minimum threshold 50%)

- 1 The proposed methodology for carrying out the services detailed in Section 4 (in particular tasks 1, 2, 3, 4, 5, 6, 7, 9 and 10) must be detailed, structured, feasible, and must comprehensively and adequately cover all specific objectives, tasks and deliverables; **MAX. 30 points.**
- 2 The draft proposal/plan of the assessment centre (task 7) including the methodology (tailored made) to be followed for meeting the requirements of these tender specifications. **MAX. 30 points.**

2. PROJECT ORGANISATION (MAX. 20 points – minimum threshold 50%)

- 1 There must be clear and detailed information on distribution of the tasks among the project team (and subcontractor if applicable). It shall be clear on who does what, when and why; **MAX. 10 points.**
- 2 There shall be clarity on who, how, when communicates with EFSA; **MAX. 10 points.**

3. MEASURES TO MEET DEADLINES IN SERVICE DELIVERY (MAX. 20 points - minimum threshold 50%)

There shall be clarity on the mechanisms put in place for this framework contract in order to guarantee availability of contractor for any assignment and to meet the requested deadlines.

The sum of all quality award criteria gives a maximum possible total of 100 points.

The tenderer shall elaborate in the technical offer on all points addressed in the technical specifications, bearing also in mind the above indicated award criteria, in order to score as many points against the quality award criteria as possible. The mere repetition of mandatory requirements set out in the technical specifications, without going into detail

^[1] OJ L 94 of 28.03.2014, p. 65

or without giving any added value in the technical offer, will only result in a very low score.

Offers must score at least 50% for each criterion, and at least 70% of maximum possible total points against the quality award criteria.

Tenders that do not reach these minimum quality thresholds will be eliminated from the subsequent stages of the evaluation process.

B) PRICE AWARD CRITERION:

The offers which passed the above quality thresholds will be retained for the further assessment of the following:

- I. the financial offer is made within the maximum budget for financial offers indicated in the tender specifications and
- II. the financial offer satisfies the formal requirements of the tender specifications.

C) THE MOST ECONOMICALLY ADVANTAGEOUS TENDER:

The Best price – Quality ratio (BPQR) will be calculated using the below mathematical formula:

$$\begin{aligned} &\text{BEST PRICE – QUALITY RATIO (BPQR)} \\ &= \\ &[\text{CHEAPEST PRICE / PRICE OF TENDER X}] * \text{PRICE WEIGHTING 30\%} \\ &+ \\ &\text{TOTAL QUALITY SCORE (OUT OF 100) FOR ALL QUALITY AWARD CRITERIA OF} \\ &\text{TENDER X / 100} * \text{QUALITY AWARD CRITERIA WEIGHTING 70\%} \end{aligned}$$

PART 3 CONTENT OF THE OFFER – HOW TO SUBMIT YOUR OFFER & WHAT SHOULD YOUR OFFER CONSIST OF?

SUBMISSION GUIDELINES

- You should submit your tender electronically via the e-Submission application in one of the official languages of the European Union through the e-tendering website and before the closing date for the offers reception as described in the Invitation Letter. Please also refer to the e-submission application description attached in Annex 2.
- In order to familiarise you with the system and to test whether your workstation configuration is working correctly with our environment, you are invited to access the following test environment at:
https://webgate.ec.europa.eu/supplier_portal_toolbox/spots/openSpots.do?CF_TUUUID=TEST_CFT-NO_LOTS&VERSION=1&CAID=5790001791483&screenWidth=1000&screenHeight=850

This will enable you to make a test submission well in advance of the time limit for receipt indicated in the Invitation letter.

E-Submission application: The tenderer must provide the following information using the e-Submission application. In the e-submission application, please fill in all mandatory fields (marked with a star *) and other fields as appropriate. All tenders must be clear, complete and consistent with all the requirements laid down in the tender specifications including the below instructions. The documentary evidence/documents required in the tender specifications must be included in section "Qualification" in the e-submission application. Tenders not including the necessary evidence may be rejected.

Step by step guide:

STEP: Access e-submission

In order to access the e-Submission application, the first step is to create a user account in the system (European Commission Authentication System - ECAS):
http://ec.europa.eu/visits/documents/ecas-step-by-step_en.pdf

A button "Submit your Tender" will be then displayed and you will be able to access the e-Submission application.

Before proceeding to fill in the tender details in the system, you need to accept the Terms & Conditions and acknowledge the Privacy Statement of the e-Submission application.

STEP: Welcome to the tender wizard

Please read the recommendations and instructions.

You can either create a tender for the first time or load a draft tender from your local

disk if not created for the first time. In case of doubts refer to user Manual and FAQs:

- https://webgate.ec.europa.eu/supplier_portal_toolbox/spotsHelpPage.jsp

In case of technical problem only contact DIGIT Helpdesk indicated in the e-submission application at EC-CENTRAL-HELPDESK@ec.europa.eu. or call at +32 2 29 58 181

STEP: e-submission wizard step 2 of 5 – Tendering data

Different ways to submit a tender:

Options 1 to 4 below describe the different ways to submit a tender. Please make sure all required documents and evidences are submitted with your tender.

Option 1: Submission by one tenderer: "single tender" in the e-submission application.

Option 2: Submission by a consortium: "joint tender" in the e-submission application. In case of a consortium (joint tender) one member of the consortium must be designated as lead partner ("consortium leader" in the e-submission application).

Option 3: Submission by one tenderer with subcontractors: "single tender; involving subcontracting" in the e-submission application.

Option 4: Submission by a consortium with subcontractors: "joint tender; involving subcontracting" in the e-submission application.

STEP: e-submission wizard step 3 of 5 - Tendering data

No action for tenderers; text for information only

STEP: e-submission wizard step 3 of 5 - Qualification: Identification of the tenderer

1. "Legal Entity Form": In order to prove their legal status, the single tenderer or consortium leader must provide a Legal Entity Form (LEF) with its supporting evidence. Subcontractors are not required to provide this document. In case of a consortium each partner must provide a signed a Legal Entity Form (LEF) with its supporting evidence.

Hand written signature of individual forms of the single tenderer or consortium leader who submits the tender is not required, since the signature of the Tender Preparation Report implies that all included documents are signed by them.

The Legal Entity Form can be generated via the e-Submission application from the section "Qualification" -> "Identification of the tenderer" under "Documents"/Generate pre-filled documents and uploaded under "Documents" in the same section.

Alternatively a standard template in each EU language is available at

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

2. " Administrative Identification Form": After filling in the fields, the tenderer (single tenderer or consortium leader) and for each members of the consortium (if any) should generate the " **Administrative Identification Form**" from section "Qualification" -> "Identification of the tenderer" under "Documents"/Generate pre-filled documents in the e-Submission application and upload it under "Documents" in the same section. This "**Administrative Identification Form**" does not need to be signed. Subcontractors are not required to provide this document.

3. "Financial identification Form": The tenderer (single tenderer or consortium leader in case of joint tender) must provide a Financial Identification Form (FIF) and supporting documents. Only one form per tender should be submitted (no form is needed for subcontractors and other consortium members). The form is available on:

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

The form needs to be printed, filled in and then scanned and uploaded in the section "Qualification" -> "Identification of the tenderer" -> "Documents".

Hand written signature of individual forms of the single tenderer or consortium leader who submits the tender is not required, since the signature of the Tender Preparation Report implies that all included documents are signed by them.

STEP: e-submission wizard step 3 of 5 - Qualification: Exclusion criteria

For the exclusion criteria the tenderer is request to submit the following evidence:

- *Declaration on honour on the exclusion criteria* by the tenderer using the template available in **Annex 4**, in case of a consortium by each partner and/or in case of subcontracting by each subcontractor, relating to the exclusion criteria (see section 2.2) needs to be filled in and uploaded under "Qualification" -> "Exclusion Criteria".

The form should be signed only by the consortium partner(s) and/or by the subcontractor, if any. Hand written signature of the individual form by the single tenderer or consortium leader who submits the tender is not required, since the signature of the Tender Preparation Report implies that all included documents are signed by them.

STEP: e-submission wizard step 3 of 5 - Qualification: Selection criteria – Economic & financial capacity

The tenderer is requested to upload the *Simplified Financial Statement* using the template available in **Annex 5** certifying financial and economic capacity (see 2.3 A) in section "Qualification" -> "Selection Criteria" -> "Financial and Economic Capacity" in the e-Submission application for each consortium member and for each identified subcontractor.

Hand written signature of individual forms of the single tenderer or consortium leader who submits the tender is not required, since the signature of the Tender Preparation Report implies that all included documents are signed by them. These forms should be signed only for any consortium partners and any subcontractors.

STEP: e-submission wizard step 3 of 5 - Qualification: Selection criteria – Technical & professional capacity

Generic Evidence:

For the selection criteria overall the tenderer is requested to submit the following evidence:

- *Declaration on honour on the selection criteria* by the tenderer using the template available in **Annex 6**, in case of a consortium only the consortium leader (see section 2.3B) needs to fill in and uploaded this form under "Qualification" -> "Selection Criteria" -> "Technical and Professional Capacity" in the e-Submission application.

Hand written signature of the individual form by the single tenderer or consortium leader who submits the tender is not required, since the signature of the Tender Preparation Report implies that all included documents are signed by them.

Specific Evidence for technical & professional capacity:

The tenderer is requested to upload the proof of technical and professional capacity (see 2.3 B including **Annexes 7a and 7b** of these tender specifications) in section "Qualification" -> "Selection Criteria" -> "Technical and Professional Capacity" in the e-Submission application.

STEP: e-submission wizard step 3 of 5 - Qualification: Tender

Technical offer: The technical tender needs to be uploaded in the section "Tender" in the e-Submission application. The tenderer will need to select the "Technical Tender" document from the dropdown box ("Financial Tender or Technical Tender"). The e-Submission application allows attachment of as many documents as necessary.

This technical section is of great importance in the assessment of the offers, the award of the contract and the future execution of any resulting contract.

The technical offer must cover all aspects and tasks required in the technical specification and provide all the information needed to apply the quality award criteria (see section 2.5 A). Offers deviating from the requirements or not covering all requirements may be excluded on the basis of non-conformity with the tender specifications and will not be evaluated (see section 2.4).

In case of subcontracting: please indicate in the technical offer the % proportion of subcontracting.

If applicable, a Statement on IPR aspects, such as list of pre-existing rights, see part 1.6 of the tender specifications must be provided together with the technical offer.

Financial offer: The complete financial offer (according to the form available in **Annex 1**) needs to be uploaded in section "Tender" in the e-Submission application. The tenderer will need to select the "Financial Tender" document from the dropdown box ("Financial Tender or Technical Tender").

Fields: "Tax Exclusive amount", "Tax total", "Total Payable": The total price of the tender needs to be encoded in the e-Submission application. Please indicate the **total price** of the Financial offer template (**Annex 1**) in the fields "Tax exclusive amount" and "Total payable". In the field "Tax total" please indicate "0"/Zero value.

STEP: e-submission wizard step 3 of 5 – Validation

To continue to step 4, please click on "**Validate**" button. A **tender preview document** will be generated in your local computer.

STEP: e-submission wizard step 4 of 5 – Consolidate tender documents – Finalize package

Once all information and documents have been encoded and uploaded in the e-Submission application and you consider that the tender is complete, the application will require you to consolidate the tender into one consolidated tender package. A Tender Preparation Report will be generated by the e-Submission application. The application will require you to save both files (i.e. the consolidated tender package and the Tender Preparation Report) on your local computer.

The Tender Preparation Report must be signed ONLY in the following way:

Hand signature:

You print out the Tender Preparation Report. The single tenderer's or lead partner's authorised representative(s) should hand sign the Tender Preparation Report. Upon signature, you will upload the scanned, signed document in the e-Submission application. **The tender (including the scanned copy of the Tender Preparation Report) needs to have been uploaded within the "Receipt Time Limit- Closing date and time for offers reception" indicated in the Invitation letter.**

The signature of the single tenderer's or lead partner's authorised representative(s) on the Tender Preparation Report will be considered as binding with respect to the terms of the tender.

Both (i) the consolidated tender package; and (ii) the scanned hand signed Tender Preparation Report need to be uploaded into the e-Submission application.

STEP: e-submission wizard step 5 of 5 – Submitting your tender

The scanned, signed Tender Preparation Report should also be sent immediately after submission, to this **e-mail address: EFSAProcurement@efsa.europa.eu.**

You will receive a tender receipt confirmation in your e-Submission mailbox, including information about the **timestamp put on your tender by the e-Submission system. This is considered as the official time of receipt and will constitute proof of compliance with the deadline given in the invitation letter. Late receipt will lead to the exclusion from the evaluation procedure for this contract.**

IMPORTANT:

1. Make sure you submit your tender on time: You are strongly advised to start completing your tender early. Do not wait until the last day to upload your offer. To avoid any complications with regard to late receipt/non receipt of tenders within the deadline, please ensure that you submit your tender well in advance of the deadline. In case of any problems with the submission of the electronic tender, you must call the helpdesk a reasonable amount of time before the time limit for receipt. The time it takes to submit the tender and upload all your documents may vary considerably depending on the number of concurrent submissions by other economic operators, the size of your tender and the type of internet service you are using.

Please note that the responsibility rests with you to ensure that your tender is correctly uploaded before the time limit for receipt.

2. After submitting a tender, but within the time limit for receipt, you may still submit a new version of your tender. To do this, you should upload a new consolidated tender package containing corrected tender documents together with formal notification by letter that the previous tender is withdrawn.

3. If, after submission, you wish to withdraw your tender, you must send a duly signed letter to this **e-mail address:** EFSAProcurement@efsa.europa.eu identifying the name and reference of the tender you wish to withdraw. This notification must be signed by the same authorised legal representative(s) who previously signed the tender in question.

Annex 1 - FINANCIAL OFFER TEMPLATE

Please fill in the enclosed excel sheet

ANNEX 2 - E-SUBMISSION APPLICATION DESCRIPTION

What is the e-Submission application?

The e-Submission application allows economic operators to respond to Call for tenders by preparing their Tenders electronically in a structured and secured way, and submitting their tenders electronically. The TED eTendering is the starting point for launching the e-Submission application.

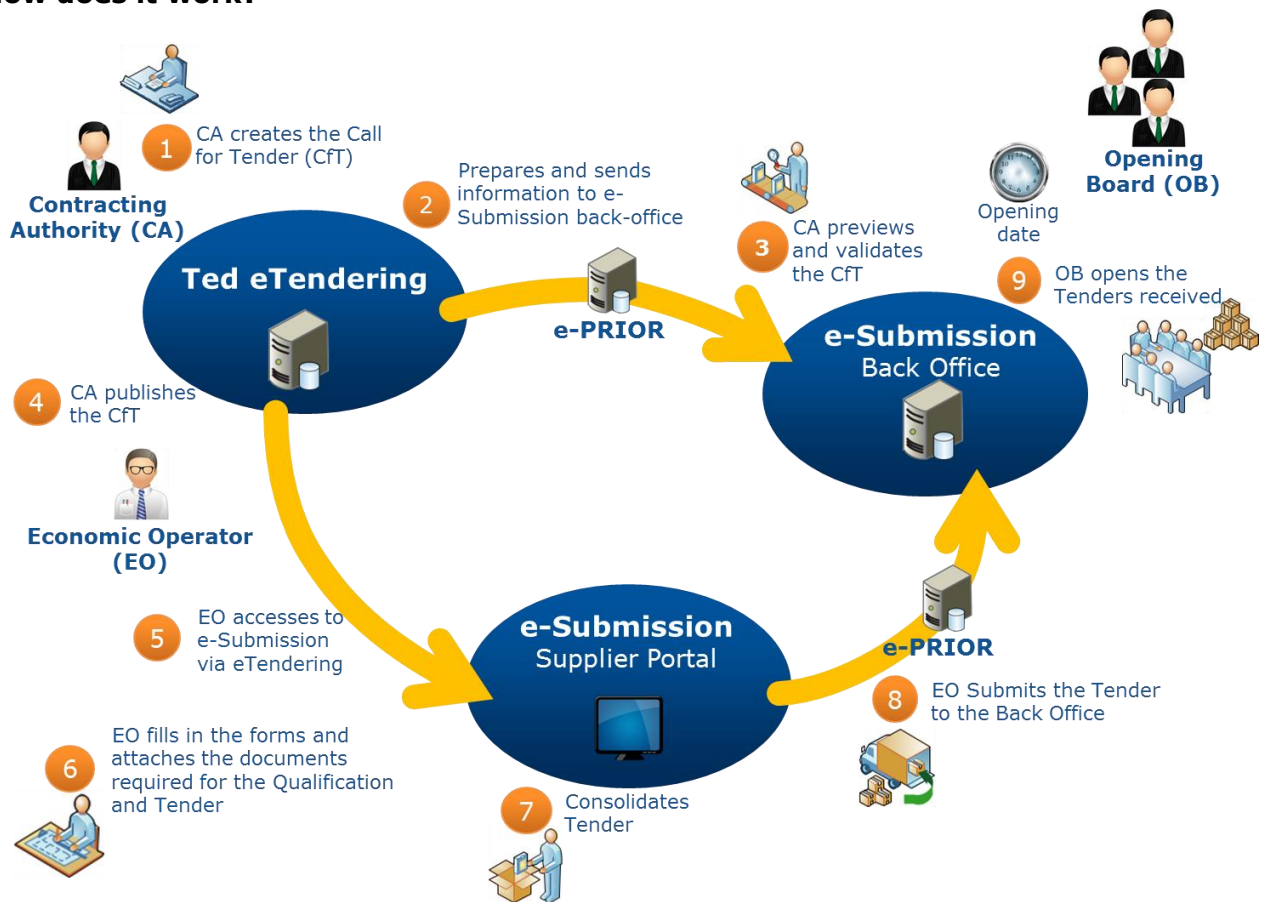
On the Contracting Authority side, this application is responsible for generating the necessary templates and encryption key, and to securely open the received tenders.

As an economic operator you can:

- Prepare, save and load your tender.
- Submit your tender electronically and securely.
- Receive a proof of tender submission
- View the tenders to which you have applied.

Your submitted tender(s) will be received by the corresponding Contracting Authority who will be able to open your electronic tender during the opening session.

How does it work?



1. The Call for Tender (CfT) is first created in TED eTendering by the Contracting Authority (CA).
2. The CA then enables e-Submission. This will allow Economic Operators (EO) to submit tenders via e-Submission once the CfT is published.
3. The CA can preview the CfT as it will be seen by the EO.
4. When the CfT is ready the CA publishes the CfT.
5. When the EO wants to submit a tender, the EO accesses to e-Submission via TED eTendering.
6. Fills in the required information and documents for his Tender.
7. When the Tender is ready the EO creates a "virtual package" (consolidate) of his Tender to prepare it for submission.
8. The EO then submits his Tender to the CA which is received by e-Submission Back Office.
9. On the Opening date, the Opening Board gathers and opens all received e-Tenders on the e-Submission Back Office.

Where to find more information?

Terms & Conditions:

https://webgate.ec.europa.eu/supplier_portal_toolbox/spotsTerms/termsPage.jsp

Privacy Statement:

https://webgate.ec.europa.eu/supplier_portal_toolbox/privacyStatement/privacyStatementPage.jsp

User Manual and FAQs:

https://webgate.ec.europa.eu/supplier_portal_toolbox/spotsHelpPage.jsp

Annex 3 - DRAFT CONTRACT

Tenderers should note that in the event that their offer is successful, the resulting contract will be based on the model annexed to these tender specifications.

Annex 4 – DECLARATION ON HONOUR ON EXCLUSION CRITERIA

The template is uploaded in e-Tendering with all other procurement documents.

Annex 5 – SIMPLIFIED FINANCIAL STATEMENT

The template is uploaded in e-Tendering with all other procurement documents.

Annex 6 – DECLARATION ON HONOUR ON SELECTION CRITERIA

The template is uploaded in e-Tendering with all other procurement documents.

ANNEX 7A – ASSIGNMENTS OF THE TECHNICAL AND PROFESSIONAL CAPACITY

The template is uploaded in e-Tendering with all other procurement documents.

ANNEX 7B – CONFIRMATION OF NAMED TEAM MEMBERS MEETING SELECTION CRITERIA

The template is uploaded in e-Tendering with all other procurement documents.

Annex 7a – Assignments of the technical and professional capacity

List of references

Client	Client specifications	Assignment	Period	Language of execution	Level of English of the consultants	Services covered		
						CV Screening	Telephonic screening	Assessment centre
<i>example</i>	<i>example</i>	<i>example</i>	<i>Example</i>	<i>example</i>	<i>example</i>	<i>example</i>	<i>example</i>	<i>Example</i>
<i>example</i>	<i>example</i>	<i>example</i>	<i>Example</i>	<i>example</i>	<i>example</i>	<i>example</i>	<i>example</i>	<i>example</i>

Annex 7b – Confirmation of named team members meeting selection criteria

Criteria	CV Screening area of at least 1 year	Assessment Centre area of at least 1 year	English requirements met: (Y/N)
Team member 1			
Team member 2			
Team member 3			
...			