Annex IV to Invitation to Tender N° SANTE/2017/F6/014

TECHNICAL TENDER FORM

Tenderers must fill in this form in order to prepare the technical offer. If the tenderers complete the tender form using a word processor, they should take care not to make any changes to the original, otherwise the Evaluation Committee may declare the tender invalid.

The tender must be accurate, concise, complete and legible, to avoid any possible doubt regarding words and figures: the answers are essential data, as they will provide the Commission with the information they will evaluate with a view to awarding the contract. It is therefore extremely important that the tenderers reply to each question with the greatest care and accuracy. **Incomplete or illegible answers could result in disqualification.**

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TECHNICAL TENDER FORM

Name of tenderer:
Invitation to Tender No
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1) A description of **four** (4) **standard face-to-face** courses designed for the Commission **English (Level C1.2); French (Level B2.2.2); German (Level A2.1); Spanish (Level B1.2)** (please see Annex V - Guidelines for sample courses).

2) Proposal for **Quality control and work monitoring**.

Important: ***Please use the model form provided below****. It provides the evaluation committee with a comparable basis on which to evaluate tenders. Any missing information will be treated as information not provided. You will not be asked for additional information in such cases. You are responsible for assessing the amount of space you will need to provide all the relevant information, in legible characters.*

DESCRIPTION OF LANGUAGE COURSES DESIGNED FOR THE COMMISSION

TITLE OF SAMPLE LANGUAGE COURSE
(LANGUAGE + LEVEL to be specified)

1. Quality of the proposed courses

Content

a. Objectives
b. Target audience
c. Organisation of content
d. Quality of Teaching materials

Pedagogy

a. Roles of teachers
b. Evaluation
c. Methodology

2. Quality control and work monitoring

Method of staff selection

a. Personnel selection policy, procedure and criteria for staff involved in providing services as described in the tender specification
b. A list of actions and measures to ensure equal opportunities and respect for diversity

Quality control

a. The relevance of the proposed performance and customer-satisfaction indicators through continuous quality control in relation to courses and services
b. Measures taken by the Contractor to update the training of its staff in the methods and skills required to perform their duties (see 2.19 of Tender Specifications) and detailed plan for the ongoing training of the trainers and service providers it supplies to the Commission, including training in ICT.

Procedure management

a. The internal manual of administrative procedures and logistics and the procedure for the updating of quality control – **draft quality plan to be attached to the tender**
b. The detailed procedure for handling, resolving and remedying any complaints from the Commission.

Date, tenderer's stamp and signature