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Directorate R – Resources
Unit R.5 - Resource Management Geel

CALL FOR TENDERS
Open Procedure
JRC/GEE/2017/R.5/0100/OC

Language training at the JRC-Geel site

Tender Specifications:
Part 2 – Technical Specifications

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1. INTRODUCTION

JRC-Geel (Belgium) is one of the six scientific sites of the European Commission's Joint Research Centre (JRC).

As the European Commission's scientific service, the JRC addresses key societal challenges, providing EU policy makers with independent, evidence-based scientific and technical support required for EU policy making.

JRC-Geel has a proud history of more than 55 years of scientific research and brings together multi-disciplinary expertise for developing new measurement methods and tools such as reference materials, promoting standardisation and harmonisation across the European Union to stimulate innovation and to protect consumers and citizens.

JRC-Geel employs about 250 individuals who work on biotechnology, food and feed safety, food fraud detection, healthcare, nanotechnology, nuclear safety and security, and threat detection. These activities are conducted in state-of-the-art laboratories and facilities.

More information can be found on our website: <https://ec.europa.eu/jrc/en>.

2. DEFINING THE MARKET

This procurement procedure concerns language training at the JRC-Geel site.

3. GENERAL INFORMATION

3.1. Purpose and context of the contract

JRC-Geel intends to conclude a framework contract for the organisation and implementation of language training for the Commission staff working at the JRC-Geel site.

The language training shall be offered in the three (3) following official working languages for the European Union: Dutch, French and English.

It consists of standard weekly language courses (according to the Global Scale of the "Common European Framework of Reference for Languages" of the European Council – CEF) and special courses for all the offered languages to meet the learning demands of a multilingual and multicultural population that has to carry out different types of tasks and duties.

3.2. General objective

The general objective of the training is to enable Commission staff employed at the JRC-Geel site to develop the language skills necessary for their work by providing them with language training appropriate to their diverse needs and ensuring that they achieve general linguistic competence covering the four skills of written and oral comprehension and expression, as defined by the "Common European Framework of Reference for Languages CEF".

The ultimate objective is command of the language chosen by learners to allow them to use it in the context of their professional activity. In order to achieve this, the contractor will at the request of JRC-Geel train learners up to level B2 of the CEF.

3.3. Target audience

The target audience is the Commission's staff population at the JRC-Geel site, consisting of officials, temporary and contract agents as well as visiting scientists, PhD or post-doctoral fellows, with different levels of language proficiency (spouses are allowed).

The special (tailor-made) courses are designed for staff from departments that have expressed particular needs (Scientists, technicians, secretaries, one-to-one training, etc. – non exhaustive list given by way of example).

4. SUBJECT OF THE CONTRACT

4.1. General

The language training currently organised concerns the teaching of the following three (3) European Union official languages: Dutch, French and English.

4.2. Training design

The Commission aims at the progressive introduction of the "Common European Framework of Reference for Languages", available on the site:

https://www.coe.int/t/dg4/linguistic/Source/Framework_EN.pdf.

The course contents must ensure the correspondence of the levels in the various languages taught to the levels defined in the "Common European Framework of Reference for Languages". They are made available to the participants and will have to be respected by the contractor.

In order to meet the predefined objectives, for each module the contractor shall use a range of diversified learning methods and aids tailored to learner profiles. The contractor shall set up courses integrating new teaching methods.

The training must include both theory and practical exercises most closely reflecting the real working situations of the JRC-Geel staff.

In order to facilitate the training, the trainers must have an adequate knowledge of English and/or Dutch either together, or separately. It is important to note that these languages are generally not the mother tongue of the participants; this element can have a certain importance in the preparation, the design and the animation of the language sessions.

Language placement tests at the beginning of courses, language competence tests and recognised certificates at the end of each module, designed to determine and "certify" the level of competence, must be provided for each language. The language placement tests shall be included and consist part of the total 64 hours per language course. The certificates must be in conformity with the CEF, and must detail competences in oral and written comprehension as well as oral and written expression, indicate the level, and the number of sessions per course. A certificate must be issued for those participants of a language course who complete the course successfully.

4.3. Format

Standard modules and special courses shall be delivered by the contractor according to the procedures laid down by DG HR AMC8 Geel with regard to timetables, days/periods of training, levels, enrolment procedures, access to training, classrooms, and available facilities.

The course system is organised by language, type of language training and language level.

5. RESPONSIBILITIES

5.1. Responsibilities of trainers and consultants

Trainers are required to ensure that the training courses for which they are responsible are adequately prepared, consistently supplied at top quality and meet the training objective. Trainers must adhere to the code of practice of the profession or professional body to which they belong.

5.2. Responsibilities of the coordinators

The tenderer will clearly designate in his offer an administrative coordinator and a courses coordinator. The tenderer may designate a single person having both functions of administrative coordinator and courses coordinator.

Two (2) meetings per year are envisaged between DG HR AMC8 Geel on one hand, and the administrative coordinator and the courses coordinator on the other hand.

All expenses relating to the coordinators must be included in the financial offer, which will be all-inclusive.

5.2.1. Responsibilities of the administrative coordinator

The administrative coordinator will be the point of contact with the Commission and the one person with whom the Commission will have dealings regarding organisational and administrative aspects (including invoicing and payment) and will be responsible for implementing them once the Commission has approved them.

He or she will also be responsible for processing administrative files with the Commission. If the contractor is a group, the project leader must come from the principal partner. In this case, he or she will also manage relations between the partners and act as their spokesperson.

5.2.2. Responsibilities of the courses coordinator

The courses coordinator will be the point of contact with the Commission and the one person with whom the Commission will have dealings regarding teaching/learning aspects and will be responsible for implementing them once the Commission has approved them.

6. SERVICES TO BE PROVIDED

The contract shall be a Framework Contract. The Framework Contract specifies the basic conditions applicable to any assignment placed under its terms.

Work shall be based on orders made by the Contracting Authority to carry out specific tasks.

When the Contracting Authority wishes to procure services under the Framework Contract, it shall send the Contractor a request for services in writing. The request shall set out the terms of reference for the task. Based on the content of these requests, and on the prices indicated in Annex II of the contract and upon internal approval, the Contracting Authority shall provide an order for execution of the services.

The Framework contract does not constitute placement of an order but is merely designed to set the legal, financial, technical and administrative terms governing relations between the contracting parties during the contract term. All expenses relating to the provision of the services (travel and subsistence costs, daily allowances etc.) must be included in the financial offer, which must be all inclusive. Orders can only be placed through order forms of which a model is enclosed in annex III of the draft contract.

The Framework contract is a contract of one year and shall be renewed automatically up to three times under the same conditions as described in the contract.

There can be no provision of service without an order that has been submitted in writing by the Commission.

6.1. Standard training courses

Within the agreed time period, an order will be placed by the JRC-Geel for each standard training course.

The services to be provided include the preparation, delivery, assessment and monitoring of standard modules.

More specifically, the services provided will include the following elements:

Preparation, delivery, assessment and monitoring of the course (a course = a language and a level): from the commissioning of the course to the final test.

The tenderer's offer needs to provide a clear description of the tenderer's work method/approach for each course.

The contractor will be responsible for the following tasks:

- Draft and update, before the beginning of each course a "Description of the course" of maximum 4 pages indicating precise objectives of the course (in terms of competences to be controlled) and subjects tackled according to the "Common European Framework of Reference for Languages", available on the site: https://www.coe.int/t/dg4/linguistic/Source/Framework_EN.pdf;
- preparation of time schedules (coordination between module/trainer/rooms following communication/feedback from DG HR AMC8 Geel);
- encoding of course participants' attendance and absences (on paper and standard electronic file -format to be defined);
- encoding of trainer attendance and absences (on paper and standard electronic file -format to be defined);
- evaluation and assessment of the participants during and at the end of each course through dedicated evaluation tests/exams;
- issuing and delivering of certificates to participants who successfully complete the level attended and are present at a rate of at least 75%;
- processing of data and compiling statistics.

Proposed changes to the tasks mentioned above must be approved by the DG HR AMC8 Geel before being implemented.

Before a new trainer or another staff member provides work for the first time, the contractor will submit the CV of the person concerned to the Commission for approval.

Preference is given to trainers who teach their mother tongue.

The Commission reserves the right to refuse the services of a trainer or another staff member or may ask for them to be replaced at any time.

The Commission reserves the right to order only some of the levels and only for the languages it deems necessary at that moment. Repetition of levels and/or languages is possible for the whole duration of the contract.

At the end of each level the contractor will issue and forward to DG HR AMC8 Geel within 2 weeks after course end:

6.1.1. A summary table per course listing:

- Names of all participants and whether they have passed or failed the course;
- general mark on participant's overall performance during the whole duration of the course (pass mark 60/100; scale 0-100);
- mark of the final exam (pass mark 60/100; scale 0-100);
- final mark achieved (= general mark + mark of final exam / 2)*.

* If final mark is at least 60/100 (at least 60 points out of 100): participant passes the course and can go on to the next level.

* If final mark is less than 60/100 (less than 60 points out of 100): participant fails.

6.1.2. A certificate for each participant who has successfully completed the course:

This means that s/he has achieved a final mark of at least 60/100 (60 points out of 100 points; scale 0-100) and has regularly followed a course (not less than 75% presence).

This certificate should include the following information:

- Language school's details;
- participant's first name and family name
- language and level attended (e.g. Dutch – Level B2);
- number of course hours (e.g. 64 hours);
- course place;
- course starting and finishing dates;
- general mark on participant's overall performance during the whole duration of the course (pass mark 60/100; scale 0-100);
- mark of the final exam (pass mark 60/100; scale 0-100);
- final mark achieved (= general mark + mark of final exam / 2). The final mark should be at least 60 points out of 100 points (60/100);
- place, date and signature of language school issuing the certificate.

6.2. Special (tailor-made) courses

Within the agreed time period, an order will be placed by the JRC-Geel for each special training.

6.2.1. Design and preparation

For tailor-made training courses, the contractor will have to make a preliminary analysis of the situation, of JRC-Geel's expectations and the specific training needs. On the basis of this analysis, the contractor will be required to develop and fully describe an appropriate training course, subject to the approval of DG HR AMC8 Geel. The contractor shall not exceed 1,5 hours of preparation for 1 hour of teaching.

6.2.2. Design and preparation

Once the analysis and preparation has been concluded, the contractor shall send an offer and after acceptance by the Commission the training course shall be organised and held on the premises provided by the JRC-Geel.

6.3. Teaching aids

The contractor must take the greatest care in producing teaching aids and booklets to accompany training courses (i.e. photocopies, magazines, newspapers, DVDs, CD ROMs, any other audio-visual tools etc.), with the exclusion of training manuals and exercise books, which will be charged to participants. These materials must be produced by the contractor beforehand in sufficient quantities to enable each training participant to have their own copy.

These teaching aids must be included in the training price.

Copyrights etc. must be fully respected.

The price mentioned in the tenderer's offer must include all possible costs (all-inclusive price), such as (without them being restricted to those items/services mentioned hereafter): all teaching aids, certificates/diplomas, exams, preparation hours of lessons and exams, travel hours, trainer's transportation cost, reports, etc. No extra items/services will be charged to the Commission.

6.4. Reports

The services provided by the contractor under the Framework Contract are subject to submission of a report in English, sent electronically and on paper, after each training session.

This report will describe:

- The services provided, i.e. the number of training courses and participants, the course dates and the results achieved during that period in comparison to the results expected;
- evaluation by the students of the services provided by the teacher;
- statistics on participation rates and percentage of successful participants per course;
- a summary financial table of services;
- the work programmes planned for the following period (if requested by DG HR AMC8 Geel and in collaboration with the latter);
- recommendations and proposals for corrective measures that may concern the system, content and methodologies implemented.

These reports are to be produced entirely at the contractor's expense.

6.5. Confidentiality clause

All relevant information relating to the language training (courses, participants, etc.) are confidential and the contractor as well as the language teachers should not disclose the relevant information to any other third party or make use of the information for purposes not related to the language trainings for JRC-Geel.

Should the contractor wish to mention the European Commission, the JRC or JRC-Geel as a reference, s/he should ask JRC-Geel's agreement beforehand.

The contractor has to confirm that the processing of data is in line with EU Directive EC45/2001 on Data Protection Rules.

7. FORMAT

Standard modules and Special modules will be delivered by the contractor according to the procedures laid down by DG HR AMC8 Geel (timetables, days/periods of training, levels, enrolment procedures, access to training, classrooms).

The system is organised by language, level and type.

7.1. Standard modules

Type	Duration of module (Indicative)	Duration of course	Frequency
Standard courses Weekly (two periods per year)	Sep – Jan Feb – Jul	4 hours per week	Twice a week for 16 weeks Total 64 hours per level
Special courses	Sep – Jan Feb - Jul	2 hours per week	Once a week for 16 weeks Total 32 hours per level

7.2. Standard modules – Levels of proficiency

The European Language Portfolio (ELP) is a document issued by the Association of Language Testers in Europe (ALTE) who, in collaboration with the Council of Europe, has developed a 6-level structure of language competence, according to main evaluation criteria, with common reference levels: www.coe.int/portfolio.

Inter-institutional language training organised by the Commission's training unit in Brussels and Luxembourg covers 6 (Brussels) resp. 8 (Luxembourg) levels of proficiency.

The CEF levels correspond to the inter-institutional language training's levels as follows:

- Level A2 CEF – Level 4 of inter-institutional language training
- Level B2 CEF – Level 6 of inter-institutional language training (Brussels & Luxembourg)

In order to offer congruity with the teaching structure in the European Commission's main places of service (Brussels and Luxembourg), the structure of the modules offered in Geel shall be in correlation to the CEF and the inter-institutional structure.

Common European Framework of Reference for Languages

ELEMENTARY	A1	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.
	A2 (level 4 of interinstitutional lang. training)	Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.
INTERMEDIATE	B1	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.
	B2 (level 6 of interinstitutional lang. training)	Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
ADVANCED	C1	Can understand a wide range of demanding, longer texts, and recognise implicit meaning. Can express him/herself fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices
	C2	Can understand with ease virtually everything heard or read. Can summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.

7.3. Special (tailor-made) module

Special courses are designed for staff with particular needs (i.e. scientists, technicians or secretaries,...). Single orders will be placed for each tailor-made training course. Languages taught can be English, French and Dutch.

7.4. Timetables

Language training may take place every working day of the week, and can be scheduled between 09h00 and 18h00.

7.5. Number of learners

With certain exceptions, the number of learners per module may not be less than two (2) or greater than fifteen (15).

7.6. Withdrawal of a module

DG HR AMC8 Geel reserves the right to withdraw a module if the number of participants is less than two (2), five working days before the date of commencement of the module (no payment will be made for the module cancelled).

The Contractor shall not be entitled to claim compensation on account of withdrawal of a module, unless the withdrawal is made less than three working days before the start of the course.

7.7. Rooms and facilities

DG HR AMC8 Geel will provide the contractor with:

- Training rooms and will pay the relevant electricity, heating, cleaning and maintenance costs;
- standard equipment and furniture, and will replace it if necessary;
- technical aids: most of the rooms are currently equipped with PC, beamer and whiteboard.

The contractor is responsible for providing any other technical aids/equipment which the contractor deems absolutely necessary for the course and which is not listed here.

7.8. Place of performance of the training

The training will take place in the buildings/rooms made available by JRC-Geel.

8. VOLUME OF THE CONTRACT

The current annual volume is a total of ca. 1152 units of language training per year for a total of about 80 participants (1 unit corresponds to a training session of 60 minutes). The volume per language differs according to the language taught. The estimated volumes per language per year (see table below) are not legally binding on the Commission.

During one semester there are no more than three levels of one language offered.

Language	Units standard training	Units special training
Dutch	192	32
French	192	32
English	192	32
TOTAL (Semester)	576	96
TOTAL (Year)	1152	192

The estimated volumes per language per year are not legally binding on the Commission.

9. ACCEPTANCE OF THIS CALL FOR TENDER

The tenderer assures that he has proved the completeness of the content of this tender and that it is neither incomplete nor ambiguous.

By signature, the tenderer admits that he acknowledges this tender as legally binding in case the Contract is awarded.

Place..... Date

The tenderer (Stamp and signature)

.....