

GENERAL ADMINISTRATIVE AND SUBMISSION CLAUSES

The European Investment Bank (EIB) is launching a Call for Tenders (open procedure) with the aim to select between 4 and 6 Service Providers to ensure individual and team coaching for staff with managerial responsibilities at the EIB, as well as between 3 and 4 Service Providers to provide masterclasses to the above-mentioned staff to help them acquire coaching skills.

If you wish to participate in this call for tenders, please forward your tender enclosed in two sealed envelopes, the outer envelope bearing instructions not to open the inner envelope (original and electronic copy in one envelope), which should be marked:

DO NOT OPEN:
Ref.: MHA-1417
Subject: Coaching services to employees with managerial responsibilities
Deadline for receipt of tenders: 23/03/2018

and delivered:

(a) either by registered post, to the following address:

EUROPEAN INVESTMENT BANK
For the attention of Marie-Hélène Armand
Ref.: MHA-1417
Procurement and Purchasing Division
98-100 boulevard Konrad Adenauer
L-2950 LUXEMBOURG

by **23/03/2018** at the latest, as evidenced by the postmark,

(b) or by handing it in (by messenger or courier) at the reception desk of the

EUROPEAN INVESTMENT BANK
For the attention of Marie-Hélène Armand
Ref: MHA-1417
Procurement and Purchasing Division
98-100 boulevard Konrad Adenauer
L-2950 LUXEMBOURG

Tenders must be posted or handed in by **23/03/2018** at the latest (up to midnight in the case of delivery as described in (b) above).

The receipt dated and signed by the employee at the reception desk who receives the tender (reception desk open 24 hours a day) shall form the evidence of the tender having been handed in.

Tenders will not be accepted which:

- (a) are not sent in two sealed envelopes;
- (b) are not sent or delivered by hand to the EIB before the specified deadline (as evidenced by the postmark or receipt signed and dated by the officer at the reception desk);
- (c) do not conform to the provisions of this call for tenders.

The tender must take account of the following provisions:

1. Prices must be firm and non-revisable, quoted in euros and free of taxes and duties, the European Investment Bank being exempt therefrom under the Protocol on the Privileges and Immunities of the European Union.
2. The tenderer must declare that it has taken note of the terms and conditions of the call for tenders and has had the opportunity to gauge the scope and quality of the services required, as well as the possible difficulties.
3. The price(s) will be fixed for the whole duration of the contract.
4. The tenderer cannot invoke any error, inaccuracy or omission in its tender to call the contract into question or to attempt to have it amended.
5. The EIB reserves the right to reject any tender that fails to comply with the specifications of this call for tenders.
6. Tenders must be drawn up in writing in English (offers in other languages will not be accepted).
7. Tendering organisations must submit a full dossier
8. Documents of general interest submitted by tenderers will be taken to form an integral part of the tender.
9. Tenders must correspond to the tender specifications item by item.
10. It is strictly forbidden to pass on documents relating to this call for tenders to third parties, except where the EIB has given its prior authorisation.
11. The EIB reserves the right to award the contract to the tenderer of its choice, in accordance with the criteria set out in the tender documents, or not to award it to any tenderer, or to award the lots separately to different tenderers, or to cancel certain lots or part of certain lots. The Bank may cancel the tendering procedure without notice at any time. Prospective Tenderers should only participate to the tendering process on the understanding that they would not be entitled to any form of compensation, should the EIB decide to interrupt the purchasing procedure before the contract is signed.

12. The tenderer has an obligation to achieve a particular result; its assignment is comprehensive and includes all aspects relating to the implementation of the solution adopted.
13. Participation in this call for tenders involves the following obligations for the tenderers:
 - to accept all the terms and conditions mentioned in the present call for tenders, the conditions of the specifications as well as all the general conditions defined by the EIB;
 - to waive their own terms and conditions.
14. The annexes, in WORD format, to these General Administrative and Submission Clauses, are provided solely for the purpose of allowing you to insert the required information. Under no circumstances should you modify any other text in these WORD format documents. For the avoidance of doubt, the PDF versions will prevail for all text apart from the required information that you insert.
15. The following documents shall form an integral part of this call for tenders:

General Administrative and Submission Clauses

Annex 1 “Declaration on honour on exclusion and selection criteria - to be completed, initialled and signed by the tenderer

Annex 2 “Deed of undertaking” - to be completed, initialled and signed by the tenderer

Annex 3 “Non-Collusion Declaration” - to be completed, initialled and signed by the tenderer

Annex 4 “Technical tender specifications – terms of reference”

Appendix 1 - Technical Capacity Declaration - to be completed, initialled and signed by the tenderer

Appendix 2 - Profile of the Proposed Coach(es)- to be completed, initialled and signed by the tenderer

Appendix 3 – Economic and Financial capacity declaration- to be completed, initialled and signed by the tenderer

Annex 5 “Financial offer” for Lot 1 – to be completed, initialled and signed by the tenderer

Annex 6 “Financial offer” for Lot 2 – to be completed, initialled and signed by the tenderer

Annex 7 General Terms & Conditions for Framework Agreements (services)”

Annex 8 “Multiple Framework agreement for Provision of Services” For Lot 1

Annex 9 “Multiple Framework agreement for Provision of Services” For Lot 2

Annex 10 “Candidate Contact Sheet

Annexes 1,2,3,5,6,10 and appendices 1,2 and 3 should be returned to the EIB as part of the tender
16. **Any requests for additional information should be addressed in writing by 07/03/2018 at 23:59 at the latest** exclusively via the eTendering platform. Requests not submitted via the eTendering platform will **not** be considered. The corresponding link is indicated in the Contract Notice, section I, “Electronic access to information”. The eTendering platform contains a questions/answers section permitting tenderers to send questions within the deadline specified above and consult the EIB’s replies. The EIB will publish its replies on this platform at least 6 calendar days before the deadline for submission of tenders.

17. Tenders must be drawn up on paper as well as an electronic version clearly marked with the name of the tenderer and the Ref. Number. **Paper version and electronic version must be identical, otherwise tenders might be rejected for non-compliance with the tender specifications.**
18. Before the assignment begins, the service provider will undertake to comply with all current laws and provisions and to obtain all relevant permits required to provide the services described.
19. Applicants/Tenderers will be informed by e-mail of the outcome of their application/tender. It is the applicants'/tenderers' responsibility to provide a valid e-mail address together with their contact details and to check this e-mail address regularly.
20. As foreseen in the Specifications for the Call for Tenders, selected candidates will be invited to make an oral presentation. Tenderers will not be permitted to modify the terms and conditions of their tender during their presentation or at any other time after the tender has been submitted to the Bank. The tenderers will receive more information on the organisation of the interviews by email. The interviews are foreseen during week 17 or 18 (from 23 April-4 May 2018).
21. Any dispute concerning procurement conducted by the EIB would fall under the jurisdiction of the European Court of Justice.

Privacy statement

The personal data provided by you will be processed in accordance with Regulation (EC) 45/2001 of the European Parliament and of the Council of 18 December 2000 and any future legislation amending or repealing it. The information requested for the call for tenders is necessary in order to assess your tender and will be used solely for that purpose under the authority of the EIB Procurement and Purchasing division (CS/IMP/PROCUR), in accordance with the EIB's Corporate and Technical Assistance Procurement Guide¹, approved by the Management Committee of the EIB. Please note that for your tender to be considered, it may be mandatory to answer some or all of the questions in the declaration to be made by the tenderer. The mandatory/optional nature of these questions is outlined in the specific call for tenders document. In order to assess the tender, the personal data provided by you will be accessed by members of the Evaluation Committee and the Directorate which requested the call for tenders. Upon request, access to this data may be granted to the EIB's Office of the Chief Compliance Officer, the legal service or the Inspectorate General. The data of the successful candidate shall be retained for the duration of the contract, plus two years in the central archives, unless these are needed in the context of litigation or claims. The data of unsuccessful candidates shall be retained for four years, unless these are needed in the context of litigation or claims. You have the right to access and rectify or update your data. You can exercise these rights by contacting the Head of the CS/IMP/PROCUR division (CS-procurement@eib.org). You also have the right to have recourse at any time to the European Data Protection Supervisor.

¹ http://www.eib.org/attachments/strategies/eib_corporate_and_technical_assistance_procurement_guide_2017_en.pdf