



**EUROPEAN COMMISSION**  
DIRECTORATE-GENERAL FOR EDUCATION, YOUTH, SPORT AND CULTURE  
Youth, Education and Erasmus+  
**Higher education**

## **CALL FOR TENDERS**

N° EAC/59/2018

**Services related to the enhancement of the Erasmus+ App**

# **TENDER SPECIFICATIONS**

# TABLE OF CONTENTS

TABLE OF CONTENTS .....	2
1. INFORMATION ON TENDERING.....	4
1.1. Participation .....	4
1.2. Contractual conditions.....	4
1.3. Compliance with applicable law .....	4
1.4. Joint tenders .....	4
1.5. Subcontracting.....	5
1.6. Structure and content of the tender.....	5
1.7. Identification of the tenderer .....	6
2. TECHNICAL SPECIFICATIONS .....	7
2.1 Background and context .....	7
2.2 Subject of the contract.....	8
2.3 Scope of the contract .....	8
2.4 Final output and deliverables .....	9
2.5 Delivery time and progress meetings .....	12
3. EVALUATION AND AWARD .....	14
3.1. Verification of non-exclusion.....	14
3.2. Selection criteria.....	15
3.2.1. Declaration and evidence .....	15
3.2.2. Legal and regulatory capacity.....	16
3.2.3. Economic and financial capacity criteria.....	16
3.2.4. Technical and professional capacity criteria and evidence.....	16
3.3. Award criteria.....	18
3.3.1 Criterion 1: The added value of the tenderer.....	19
3.3.2 Criterion 2: Quality of the methodology for addressing the use cases outlined.....	19
3.3.3 Criterion 3: Quality of the methodology for promoting the enhanced app and its associated services .....	19
3.3.4 Criterion 4: Quality of the methodology for the provision of maintenance and continuous improvement, and helpdesk services ..	19
3.3.5 Criterion 5: Organisation of work and resources .....	19

3.3.6 Criterion 6: Quality control measures .....	20
3.4. Ranking of tenders .....	20
4. ANNEXES .....	20

# **1. INFORMATION ON TENDERING**

## **1.1. Participation**

Participation in this procurement procedure is open on equal terms to all natural and legal persons coming within the scope of the Treaties, as well as to international organisations. It is also open to all natural and legal persons established in a third country which has a special agreement with the Union in the field of public procurement on the conditions laid down in that agreement. Where the multilateral Agreement on Government Procurement<sup>1</sup> concluded within the World Trade Organisation applies, the participation to this procedure is also open to all natural and legal persons established in the countries that have ratified this Agreement, on the conditions it lays down.

Please be aware that after the United Kingdom's withdrawal from the European Union, the rules of access to EU procurement procedures of economic operators established in third countries will apply to candidates or tenderers from the UK depending on the outcome of the negotiations. In case the legal provisions in force do not provide such access, candidates or tenderers from the UK could be rejected from the procurement procedure.

## **1.2. Contractual conditions**

The tenderer should bear in mind the provisions of the draft contract which specifies the rights and obligations of the contractor, particularly those on payments, performance of the contract, confidentiality, and checks and audits.

## **1.3. Compliance with applicable law**

The tender must comply with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU<sup>2</sup>.

## **1.4. Joint tenders**

A joint tender is a situation where a tender is submitted by a group of economic operators (natural or legal persons). Joint tenders may include subcontractors in addition to the members of the group.

In case of joint tender, all members of the group assume joint and several liability towards the Contracting Authority for the performance of the contract as a whole, i.e. both financial and operational liability. Nevertheless, tenderers must designate one of the economic operators as a single point of contact (the leader) for the Contracting Authority for administrative and financial aspects as well as operational management of the contract.

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<sup>1</sup> See [http://www.wto.org/english/tratop\\_e/gproc\\_e/gp\\_gpa\\_e.htm](http://www.wto.org/english/tratop_e/gproc_e/gp_gpa_e.htm)

<sup>2</sup> Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).

After the award, the Contracting Authority will sign the contract either with all members of the group, or with the leader on behalf of all members of the group, authorised by the other members via powers of attorney (Annex 6).

### **1.5. Subcontracting**

Subcontracting is permitted but the contractor will retain full liability towards the Contracting Authority for performance of the contract as a whole.

Tenderers are required to identify subcontractors whose share of the contract is above 20 % and those whose capacity is necessary to fulfil the selection criteria.

During contract performance, the change of any subcontractor identified in the tender or additional subcontracting will be subject to prior written approval of the Contracting Authority.

### **1.6. Structure and content of the tender**

The tenders must be presented as follows:

Part A: Identification of the tenderer (see section 1.7)

Part B: Non-exclusion (see section 3.1)

Part C: Selection (see section 3.2)

Part D: Technical offer

The technical offer must cover all aspects and tasks required in the technical specifications and provide all the information needed to apply the award criteria. Offers deviating from the requirements or not covering all requirements may be rejected on the basis of non-compliance with the tender specifications and will not be evaluated.

Part E: Financial offer

The price for the tender must be quoted in euro. Tenderers from countries outside the euro zone have to quote their prices in euro. The price quoted may not be revised in line with exchange rate movements. It is for the tenderer to bear the risks or the benefits deriving from any variation.

Prices must be quoted free of all duties, taxes and other charges, including VAT, as the European Union is exempt from such charges under Articles 3 and 4 of the Protocol on the privileges and immunities of the European Union. The amount of VAT may be shown separately.

The quoted price must be a fixed amount which includes all charges (including travel and subsistence). Travel and subsistence expenses are not refundable separately.

Part F: Power of attorney (for consortia only)

### 1.7. Identification of the tenderer

The tender must include a **cover letter** signed by an authorised representative presenting the name of the tenderer (including all entities in case of joint tender) and identified subcontractors if applicable, and the name of the single contact point (leader) in relation to this procedure.

In case of joint tender, the cover letter must be signed either by an authorised representative for each member, or by the leader authorised by the other members with powers of attorney. The signed powers of attorney must be included in the tender as well. Subcontractors that are identified in the tender must provide a letter of intent signed by an authorised representative stating their willingness to provide the services presented in the tender and in line with the present tender specifications.

All tenderers (including all members of the group in case of joint tender) must provide a signed Legal Entity Form with its supporting evidence. The form is available on:

[http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/legal\\_entities/legal\\_entities\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm)

The tenderer (including each member of the group in case of joint tender) must provide the following information in its tender if it has not been provided with the Legal Entity Form:

- For legal persons, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation applicable to the legal person requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.
- For natural persons, if required under applicable law, proof of registration in a professional or trade register or any other official document showing the registration number.

Tenderers that are already registered in the Contracting Authority's accounting system (i.e. they have already been direct contractors) must provide the form but are not obliged to provide the supporting evidence.

The tenderer (or the leader in case of joint tender) must provide a Financial Identification Form with its supporting documents. Only one form per tender should be submitted. No form is needed for subcontractors and other members of the group in case of joint tender. The form is available on: [http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/index\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/index_en.cfm)

The tenderer (and each member of the group in case of joint tender) must declare whether it is a Small or Medium Size Enterprise in accordance with [Commission Recommendation 2003/361/EC](#). This information is used for statistical purposes only.

## 2. TECHNICAL SPECIFICATIONS

### 2.1 Background and context

The Erasmus+ programme<sup>3</sup> is the European Union's programme to support education, training, youth and sport in Europe. The current programme will last until the end of 2020, and the preparation of the future Erasmus+ programme 2021-2027 is an ongoing priority of the European Commission. The programme is an essential component of the EU's initiative to work towards a European Education Area, which aims to enable all young people to receive the best education and training, whilst increasing their employability and their intercultural awareness.

A key objective of achieving a true European Education Area is to boost cross-border mobility and exchanges in Europe and increase participation in educational and cultural activities. For this purpose, the European Student Card initiative has been established to digitalise and simplify the administrative procedures related to student mobility. These procedures are currently a restricting factor in increasing the numbers of mobile participants envisaged in a true European Education Area.

In this context, the Erasmus+ mobile phone app<sup>4</sup> was launched in June 2017 as part of the Erasmus+ 30<sup>th</sup> Anniversary. It currently serves as a 'one stop shop' for Erasmus+ participants to find information on how to take part in the programme, peer-guidance, and links to relevant services. It has been downloaded more than 55 000 times since its release. Post-launch, a number of releases of the app were made to add to and improve its features, to ensure a fit-for-purpose tool for participants.

The app's existing features include the following:

- Structured information on opportunities available under Erasmus+;
- 'Step-by-step' checklists to guide Erasmus+ students, VET learners and participants in youth exchanges through the most important milestones before, during and after their stays abroad;
- Push-notifications for direct and timely communication with home and host higher education institutions under Erasmus+ student mobility for studies;
- Ability for Erasmus+ students in higher education to manage their learning agreements through a link to the Online Learning Agreement system;
- General and city-specific tips generated by Erasmus+ students;
- A newsfeed detailing local events and activities for Erasmus+ students from the Erasmus Student Network (ESN) website, fed by local ESN branches;
- A link out to the Erasmus+ Online Linguistic Support website.

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<sup>3</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32013R1288>

<sup>4</sup> <https://erasmusapp.eu/>

## **2.2 Subject of the contract**

The ongoing preparations for the new Erasmus+ programme<sup>5</sup> have put digitalisation, simplification and inclusion at the forefront of the new vision for 2021-2027. In this context, it is necessary now to build upon the success of the existing Erasmus+ mobile phone app by developing it into a single point of entry that assists higher education students and other learners at all stages of their mobility experience by providing online tools they can use to administer their mobilities and other services, and giving them access to information and support before, during and after their period of mobility.

In keeping with the Erasmus+ priority of inclusion, all these services must also be available to users via standard desktop or laptop computers and adhere to the relevant international standards for website accessibility.

In keeping with its aim to be an app for the whole Erasmus+ programme, the app must continue to include information and features which support the Vocational Education and Training (VET), Erasmus Mundus and Youth parts of the programme, whilst adding support for the new activities around school pupil mobility proposed for the next programme.

Although this will be a 30-month contract, the development work must be completed by the end of May 2021 so that students are fully able to use it to for their learning mobilities starting in academic year 2021-2022. In addition, the technical development must keep the longer-term objective in mind that the system should be fully able to support non-Erasmus+ mobilities by 2025.

## **2.3 Scope of the contract**

### **Target group and geographical coverage**

The target group for the work is primarily higher education students undertaking periods of cross-border studying or training under the Erasmus+ programme. These mobilities take place between countries which participate in Erasmus+, either as full Programme Countries or Partner Countries.<sup>6</sup>

The development of the single point of entry must also take into consideration the longer-term aim that the system will be used to support students who wish to undertake a period of mobility under programmes outside Erasmus+ and between a wider range of countries, including those outside of Europe. The development under this tender must therefore not block the addition of other programmes and countries at a later stage.

The development must also ensure that other learners from the VET, Erasmus Mundus and Youth parts of the Erasmus+ programme are able to easily access information and services relevant to them.

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<sup>5</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=COM%3A2018%3A367%3AFIN>

[https://ec.europa.eu/programmes/erasmus-plus/news/commission-adopts-proposal-next-erasmus-programme-2021-2027\\_en](https://ec.europa.eu/programmes/erasmus-plus/news/commission-adopts-proposal-next-erasmus-programme-2021-2027_en)

<sup>6</sup> [https://ec.europa.eu/programmes/erasmus-plus/programme-guide/part-a/who-can-participate/eligible-countries\\_en](https://ec.europa.eu/programmes/erasmus-plus/programme-guide/part-a/who-can-participate/eligible-countries_en)



## **General objectives**

The general objectives of this contract are to enhance the Erasmus+ app and its accessible desktop versions so that they become the single point of entry for higher education students and other learners who wish to undertake periods of cross-border mobility for studying or training.

Through this single point of entry, learners should be able to easily find the information they require to have a successful mobility experience, complete all of the different administrative processes associated with their mobility, and use the mobile app to access campus services, special deals and offers in and around the campus of their host institution.<sup>7</sup>

## **Specific Objectives**

The specific objectives of this contract are:

- The enhancement of the Erasmus+ app and the development of accessible desktop versions to become the new single point of entry for students to information and services related to student mobility before, during and after their periods of mobility.
- The maintenance of the current Erasmus+ app and its associated websites during the development period, and a seamless transition from the existing app to the enhanced app
- The promotion of the enhanced Erasmus+ app and its associated services to learners and their institutions.
- The continuous improvement and maintenance of the app and its desktop versions based on user feedback and metrics.
- The monitoring and reporting the usage of the systems, and the provision of helpdesk support to users.

## **2.4 Final output and deliverables**

The contractor must deliver solutions that meet these requirements:

- Enhance the Erasmus+ app and its accessible desktop versions into a single point of entry to information, services and support for European higher education students and other mobile learners before, during and after their periods of cross-border mobility for studying or training. The design, development and testing of these enhanced services for HE students must involve students, student representative bodies and higher education institutions (HEIs).

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<sup>7</sup> The extent to which users of the app will be able to access campus and non-campus services using their mobile device will largely depend upon how well the institution and other service providers are able to integrate usage of the app into their existing systems.

- Seamlessly integrate the services being developed through the Erasmus Without Paper projects<sup>8</sup>, including the tools to support:
  - Inter-Institutional Agreements (agreements between two higher education institutions related to student exchanges, and the parameters that go with that agreement such as the number of students, subject areas, deadlines, language requirements and grading systems.)
  - Online applications by learners for mobility programmes, followed by a selection procedure by the student's home institution.
  - Nominations of selected learners by their home institution to the potential institution for consideration.
  - Online Learning Agreements for studies (detailed agreements between the learners and their home and host institutions about the courses to be studied during the mobility and confirmation that these courses will be formally recognised when they return to their home institutions.)
  - Online Learning Agreements for traineeships (detailed agreements between the learners, their home institutions and hosting bodies about the training and learning outcomes to be recognised.)
  - Transfer of Credits and Transcripts (enabling the hosting institution to securely send details of the actual attainment of the learner during their mobility back to their home institution.)
- Integrate the services and protocols under investigation and development as part of the wider European Student Card initiative, including a secure virtual European Student Card<sup>9</sup>, and the development of a robust authentication protocol for HE students and a unique European student identifier number under the MyAcademicID project<sup>10</sup>.
- Drawing on output of the MyAcademicID project, integrate with the participant database developed for the European Solidarity Corps and DiscoverEU, plus the core Erasmus+ Mobility Tool, to implement a unique identifier that can be used across different EU programmes to provide better joined-up services to participants in EU programmes, and enable more in-depth analysis of individuals participating in multiple programmes.
- Integrate with the Online Linguistic Service (OLS) for learners to enhance their language skills before and during their mobilities.
- Integrate with the “Digital Europass” initiative of DG Employment, Social Affairs and Inclusion where practical and necessary.
- Include information and services for participants in the Erasmus+ Vocational Education and Training mobility, Erasmus Mundus and Youth exchange programmes. At a minimum, this should be at a similar level to the features provided in the current version of the app.
- Promote of the single point of entry to learners to increase knowledge and drive take-up of the services, both directly to students (in person and via online services) and via third-party organisations.

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<sup>8</sup> <https://www.erasmuswithoutpaper.eu/>

<sup>9</sup> <https://europeanstudentcard.eu/>

<sup>10</sup> <https://www.myacademic-id.eu> (available from mid-march 2019)

- Promote of the single point of entry to staff supporting learning mobility, to help them to promote it better to their mobile learners, via a launch conference, online seminars and online promotion.
- Develop any additional services related to the app and its accessible websites which are deemed necessary by DG EAC.
- Review and moderate user generated content submitted to the app.
- Provide a “helpdesk” service to receive and respond to technical queries and issues submitted by users. Best efforts should be made to ensure that the responses are made in the language of the original submission.
- Collect, collate and review feedback from users of the systems both passively from the systems and more pro-actively by directly engaging with users through, for instance, user groups or focus groups.
- Maintain the single point of entry after it is launched, and continuously improve it based upon feedback from users and other stakeholders and in consultation with the European Commission. This includes pre-emptive maintenance, for instance to ensure the systems adhere to the latest standards for the different mobile device app stores. It also includes managing the whole review and release process with the Apple and Google app stores.
- Report on usage of the different elements of the system on a quarterly basis to the European Commission, based on a set of measures to be defined and agreed with the Commission.

These requirements are expressed in detailed Use Cases in Annex 1, under the following groupings:

- The overall operation of the systems (*award criteria no 2*)
- The provision of information in general (*award criteria no 2*)
- Specific information topics (*award criteria no 2*)
- Applying for a period of mobility (*award criteria no 2*)
- The learning agreement between the student, the sending HEI and the receiving organisation (*award criteria no 2*)
- The transfer of credits and transcript of records from host to home HEI (*award criteria no 2*)
- The promotion of cross-border mobility (*award criteria no 2*)
- Language learning (*award criteria no 2*)
- Reporting at the end of the mobility (*award criteria no 2*)
- The European Student Card (*award criteria no 2*)
- Third-party special deals and services (*award criteria no 2*)
- User feedback and further research (*award criteria no 4*)
- Monitoring, maintenance, continuous improvement and reporting (*award criteria no 4*)
- Promotion of the system to learners and the staff who support them (*award criteria no 3*)

The contractor is expected to deliver solutions to meet each of these use cases.

## **Reports from the contractor to the European Commission**

In order to provide the European Commission with the assurance that all of the necessary deliverables will be achieved by the required deadlines, the contractor is required to produce the following reports:

- 1) An inception report which describes the individual tasks to be undertaken, taking into account the conclusions of the kick-off meeting, and including a detailed work plan and timeline of how to deliver the use cases described in time to be used by students within the necessary timescales.
- 2) Two interim reports, which will inform the payment of the two interim amounts of 40% (T0 +8 months, +20 months). These must detail and document the tasks completed and the work still in progress to deliver the use cases, the milestones achieved and the progress towards achieving all of the final deliverables.
- 3) Two additional progress reports, (T0 +14 months, +24 months) also detailing and documenting the tasks completed and the work still in progress, the milestones achieved and the progress towards all of the final deliverables.
- 4) A development report (T0 +26 months) analysing the usage of the single point of entry and suggesting measures to improve the system with a related time-plan.
- 5) A draft final report (T0 +31 months) for the Commission, in MS Word and PDF versions (electronic versions are sufficient, paper copies are not needed), in English, covering month 1 to month 30, describing in a clear and coherent manner all the work carried out, the results obtained in performing the contract and the resources effectively used for each task. The report must cover all use cases and tasks as described.
- 6) The final report (T0 +32 months), corresponding to the format of the draft final report and, in addition, taking into account all the Commission's comments on the draft final report.

In addition to these reports, all the materials necessary to transfer the development and maintenance of the Erasmus+ mobile phone app and the associated website(s) for this system should be put at the disposal of the Commission for a possible hand-over to another contractor as from 30 months from the contract's entry into force. This includes, without this list being exhaustive, source code, technical analyses, user research, user manuals, logins and passwords, etc.

Please note that the language of the contract, including the communication and all deliverables, is English.

The contractor will submit the final report to the Commission at the latest 32 months after the entry into force of the contract.

## **2.5 Delivery time and progress meetings**

The duration of the tasks shall not exceed 30 months. This period is calculated in calendar days.

Execution of the tasks begins after the date on which the Contract enters into force.

In principle, the deadlines set out below cannot be extended. The Contractor is deemed solely responsible for delays occasioned by subcontractors or other third parties (except for rare cases of *force majeure*). Adequate resources and appropriate organisation of the work including management of potential delays should be put in place in order to observe the timetable below.

*A **kick-off meeting** will take place in Brussels, at the latest 15 days following the entry into force of the contract, in order to settle all the details of the work to be undertaken.*

As mentioned previously, activities funded under the next Erasmus+ programme are due to commence on 1<sup>st</sup> January 2021, meaning that applications for studying and learning mobilities under the new programme will commence in the autumn of 2020.

In order for this enhanced online single point of entry to be used by learners applying to the new programme, it must at least enable them to investigate and find their potential mobilities and apply for them online by the end of September 2020.

The remaining functionality and features must be rolled out by the end of May 2021, so that they are all available use at the start of the academic year 2021-2022.

The following table outlines the timetable for the main deliverables and the key reports and meetings:

<b>Task/deliverable description</b>	<b>Due date after contract signature</b>
Kick-off meeting in Brussels	T0 (date of entry into force of the contract) +15 days
Inception report giving further details on the foreseen tasks, with a detailed work plan.	Month 1
Interim reports	T0 +8, +20 months
Progress reports	T0 +14, +24 months
Development report	T0 +26 months
Deliver ability for users to investigate different types of mobility, the learning opportunities and destinations available to them via their institution, and to securely apply for periods of mobility.	End September 2020
Deliver rest of functionality, and move into maintenance and feedback / continuous improvement phase until end of contract.	End of May 2021
Draft final report	Month 31 (covering the execution of the contract and reflecting all tasks as requested under section 2.4)
Final report	Month 32

Given the high-profile nature of this project and its importance to the successful delivery of the next Erasmus+ student mobility programme, progress meetings will be held every two weeks between the contractor and the contracting authority. These meetings may take place physically in Brussels or virtually via video conferencing or webinar software. Any expenses incurred by the contractor in attending these meetings will be borne by the contractor.

### **3. EVALUATION AND AWARD**

The evaluation is based solely on the information provided in the submitted tender. It involves the following:

- 1) Verification of non-exclusion of tenderers on the basis of the exclusion criteria
- 2) Selection of tenderers on the basis of selection criteria
- 3) Verification of compliance with the minimum requirements set out in these tender specifications
- 4) Evaluation of tenders on the basis of the award criteria

The contracting authority may reject abnormally low tenders, in particular if it established that the tenderer or a subcontractor does not comply with applicable obligations in the fields of environmental, social and labour law.

The tenders will be assessed in the order indicated above. Only tenders meeting the requirements of one step will pass on to the next step.

#### **3.1. Verification of non-exclusion**

All tenderers must provide a declaration on honour (see Annex 3), signed and dated by an authorised representative, stating that they are not in one of the situations of exclusion listed in that declaration on honour.

In case of joint tender, each member of the group must provide a declaration on honour signed by an authorised representative.

In case of subcontracting, subcontractors whose share of the contract is above 20% and those whose capacity is necessary to fulfil the selection criteria must provide a declaration on honour signed by an authorised representative.

The Contracting Authority reserves the right to verify whether the successful tenderer is in one of the situations of exclusion by requiring the supporting documents listed in the declaration of honour.

The successful tenderer must provide the documents mentioned as supporting evidence in the declaration on honour before signature of the contract and within a deadline given by the contracting authority. This requirement applies to each member of the group in case of joint tender, to subcontractors whose share of the contract is above 20% and to subcontractors whose capacity is necessary to fulfil the selection criteria.

The obligation to submit supporting evidence does not apply to international organisations.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by the contracting authority and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit a specific document if the contracting authority can access the document in question on a national database free of charge.

### **3.2. Selection criteria**

Tenderers must prove their legal, regulatory, economic, financial, technical and professional capacity to carry out the work subject to this procurement procedure.

The tenderer may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. It must in that case prove to the Contracting Authority that it will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal.

The tender must include the proportion of the contract that the tenderer intends to subcontract.

#### **3.2.1. Declaration and evidence**

The tenderers (and each member of the group in case of joint tender) and subcontractors whose capacity is necessary to fulfil the selection criteria must provide the declaration on honour (see Annex 3), signed and dated by an authorised representative, stating that they fulfil the selection criteria applicable to them. In case of joint tender or subcontracting, the criteria applicable to the tenderer as a whole will be verified by combining the various declarations for a consolidated assessment.

This declaration is part of the declaration used for exclusion criteria (see Annex 3) so only one declaration covering both aspects should be provided by each concerned entity.

After contract award, the successful tenderer will be required to provide the evidence mentioned below before signature of the contract and within a deadline given by the contracting authority. This requirement applies to each member of the group in case of joint tender and to subcontractors whose capacity is necessary to fulfil the selection criteria.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by the contracting authority and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit a specific document if the contracting authority can access the document in question on a national database free of charge.

### **3.2.2. Legal and regulatory capacity**

Tenderers must prove that they have legal capacity to perform the contract and the regulatory capacity to pursue the professional activity necessary to carry out the work subject to this call for tenders. This proof could be in the form of an extract from the fundamental governing documents of the contractor, and extracts from professional registers, or other equivalent documentary evidence.

### **3.2.3. Economic and financial capacity criteria**

The tenderer must have the necessary economic and financial capacity to perform this contract until its end. In order to prove their capacity, the tenderer must comply with the following selection criteria.

- **Criterion F1:** Annual turnover of the last two financial years above EUR 2,000,000; this criterion applies to the leader in case of a joint tender.

#### **Evidence (to be provided on request):**

- Copy of the profit and loss accounts for the last two years for which accounts have been closed from each concerned legal entity;
- Failing that, appropriate statements from banks;

If, for some exceptional reason which the Contracting Authority considers justified, a tenderer is unable to provide one or other of the above documents, it may prove its economic and financial capacity by any other document which the Contracting Authority considers appropriate. In any case, the Contracting Authority must at least be notified of the exceptional reason and its justification. The Commission reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

### **3.2.4. Technical and professional capacity criteria and evidence**

#### **a. Criteria relating to tenderers**

Tenderers (in case of a joint tender the combined capacity of all members of the group and identified subcontractors) must comply with the criteria listed below. The project references indicated below consist in a list of relevant services provided in the past three years, with the sums, dates and clients, public or private, accompanied by statements issued by the clients.

- **Criterion A1:** The tenderer must prove experience in the field of developing mobile phone apps, websites and other online services for students, and the maintenance of these.

**Evidence A1:** the tenderer must provide references for three projects delivered in the last three years with a minimum value for each project of € 50.000, with at least one project related to the development and delivery of a mobile phone application targeting students.



- **Criterion A2:** The tenderer must prove experience in the field of developing and integrating online services for higher education institutions relating to the international mobility of students.

**Evidence A2:** the tenderer must provide references for two projects related to international student mobility delivered in the last three years with a minimum value for each project of € 50.000.

- **Criterion A3:** The tenderer must prove capacity to work and draft reports in English.

**Evidence A3:** the tenderer must provide references for three projects delivered in the last three years showing the necessary language coverage, together with a related document that it has drafted and published or delivered to a client in the last two years.

- **Criterion A4:** The tenderer must demonstrate experience and capability in the organisation of events (such as conferences, award ceremonies, etc. with minimum 100 persons attendance).

**Evidence A4:** the tenderer must provide relevant press article or document relating to the events successfully organised.

#### **b. Criteria relating to the team delivering the service:**

The team delivering the service should include, as a minimum, the following profiles.

Evidence will consist in CVs of the team responsible to deliver the service. Each CV should indicate the intended function in the delivery of the service.

**B1 - Project Manager:** At least 5 years' experience in project management, including overseeing project delivery, quality control of delivered service, client orientation and conflict resolution experience in project of a similar size (at least € 500.000), with experience in management of team of at least 3 people.

**Evidence:** CV

**B2 - Language quality check:** at least two members of the team should have at least C2 level in the Common European Framework for Reference for Languages<sup>11</sup> in English or be native speaker.

**Evidence:** a language certificate or past relevant experience.

**B3 - Expertise in higher education:** At least one member of the team should have at least five years of professional experience in implementing services for the higher education sector, including the development and maintenance of mobile phone applications, as guaranteed by past relevant experience.

**Evidence:** CV

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<sup>11</sup> See [http://www.coe.int/t/dg4/linguistic/Cadre1\\_en.asp](http://www.coe.int/t/dg4/linguistic/Cadre1_en.asp)

**B4 – Expertise in website design and development:** at least two members of the team should have at least three years of experience in website design and development, as guaranteed by past relevant experience.

**Evidence:** CV and past relevant experience.

**B5 – Expertise in website management and maintenance:** at least two members of the team should have at least three years of experience in website management and maintenance, as guaranteed by past relevant experience.

**Evidence:** CV and past relevant experience.

**B6 – Expertise in mobile phone app design and development:** at least two members of the team should have at least two years of experience in mobile phone app design and development, as guaranteed by past relevant experience.

**Evidence:** CV and past relevant experience.

**B7 – Expertise in mobile phone app management:** at least two members of the team should have at least two years of experience in mobile phone app management and maintenance, as guaranteed by past relevant experience.

**Evidence:** CV and past relevant experience.

**B8 – Expertise in conference organisation:** at least two members of the team should have experience in conferences and events management.

**Evidence:** CV and past relevant experience.

Each CV provided should indicate the intended function in the delivery of the service.

### **3.3. Award criteria**

The contract will be awarded based on the most economically advantageous tender, according to the 'best price-quality ratio' award method. The quality of the tender will be evaluated based on the following criteria. The maximum total quality score is 100 points.

Tenders must attain at least the minimum score for each criterion and at least 70% of the overall score (= 70 points) for all the criteria in total. Tenders that do not reach the minimum quality levels will be rejected and will not be ranked.

Since assessment of the tenders will focus on the quality of the proposals, tenders should provide address of all the points addressed by these specifications in order to score as many points as possible. The mere repetition of requirements set out in these specifications, without going into details or without any added value, will only result in a low score.

Tenders will be evaluated based on the following award criteria:

<b>Criteria</b>	<b>Max no of points</b>	<b>Min required</b>
Criterion 1: The added value of the tenderer	10	6
Criterion 2: Quality of the methodology for development of the deliverables addressing the detailed use cases	30	18

Criterion 3: Quality of the methodology for promoting the enhanced app and its associated services	15	9
Criterion 4: Quality of the methodology for the provision of moderation, maintenance and continuous improvement, help desk services and reporting	15	9
Criterion 5: Organisation of work and resources	15	9
Criterion 6: Quality control measures	15	9

### **3.3.1 Criterion 1: The added value of the tenderer**

This criterion assesses how the tenderer will add value to the overall aims of the tender, for instance in terms of its contacts and standing within the key sectors, or synergies with any other ongoing work in the same sector.

### **3.3.2 Criterion 2: Quality of the methodology for addressing the use cases outlined**

This criterion assesses the quality and relevance of the proposals of the tenderer on how to deliver against the detailed use cases. It will include an assessment of the proposals for including external stakeholders in the provision of information and services to learners. It will also include an assessment of a proposed timeline for the delivery of the different use cases.

### **3.3.3 Criterion 3: Quality of the methodology for promoting the enhanced app and its associated services**

This criterion assesses the proposed methodology for promoting the enhanced app to the different types of learners and the support staff in their institutions, in order to increase knowledge and uptake of the services.

### **3.3.4 Criterion 4: Quality of the methodology for the provision of maintenance and continuous improvement, and helpdesk services**

This criterion assesses the proposals for the ongoing maintenance of the current Erasmus+ app whilst the enhancements are being developed, the maintenance of the enhanced app and its associated websites after they are launched, the approach towards continuous improvement of the services, how user feedback will be gathered, analysed, reported and acted upon, and how users will be supported via a multilingual helpdesk.

### **3.3.5 Criterion 5: Organisation of work and resources**

This criterion will assess how the roles and responsibilities of the proposed team / consortium members / subcontractors are distributed. It will also assess the global allocation of time and resources to the project and to each task, and whether this allocation is adequate for the work. It will also assess the procedure for acquiring and maintaining the necessary expertise to carry out the tasks.

The tender should provide details of the allocations of time and human resources to the project tasks, and the rationale behind the allocations. In particular they shall describe how they would meet the timeline specified in section 2. and 2.5.

It should describe the organisation of the team and provision for backing them up, communication within the team, measures to ensure on-time delivery, and, if relevant, how the relationship between consortia partners and subcontractors will be managed.

### **3.3.6 Criterion 6: Quality control measures**

This criterion will assess the quality control mechanisms applied to this project, concerning the quality of the deliverables, the language / translation quality checks, continuity in the case of absence of a member of the team, the quality of the data protection plan, and the quality of the IT security and resilience plan.

The quality system should be detailed in the tender and be relevant to this project and the tasks planned – description of a generic quality system will result in a low score.

The criterion will assess the quality and relevance of Quality of Service indicators and of the corrective measures to be implemented in case of non-compliance against these key performance indicators.

It will also assess the risk management assessment and the proposals to mitigate against these risks.

### **3.4. Ranking of tenders**

The contract will be awarded to the most economically advantageous tender, i.e. the tender offering the best price-quality ratio determined in accordance with the formula below. A weight of 70/30 is given to quality and price.

score for tender X	=	<table><tr><td>cheapest price</td></tr><tr><td>price of tender X</td></tr></table>	cheapest price	price of tender X	*	100	*	30%	+	<table><tr><td>total quality score (out of 100) for all award criteria of tender X</td></tr></table>	total quality score (out of 100) for all award criteria of tender X	*	70%
cheapest price													
price of tender X													
total quality score (out of 100) for all award criteria of tender X													

**The tender ranked first after applying the formula will be awarded the contract.**

## **4. ANNEXES**

1. Specific Use Cases
2. Tenderer 's Identification Form
3. Declaration of honour on exclusion criteria and selection criteria
- 4a. Economic and financial analysis form
- 4b. Methodology for evaluating the financial capacity
5. Price
6. Power of attorney (mandate in case of joint tender)
7. Draft Contract