



## Call for tenders VT/2018/013

*Framework contract on services related  
to the coordination and provision of  
support to the EURES network*



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# **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 plurilateral 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.

## **1.2. Contractual conditions**

### **1.2.1. General terms of the framework contract**

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

The contract that will be signed is a framework contract with a single contractor. A draft of the contract which will be concluded is attached to these tender specifications (Annex III). It specifies the rights and obligations of the contractor. No changes can be accepted by the European Commission.

In addition to the European Commission the resulting Framework Contract will be used by the newly to be created European Labour Authority (ELA). We therefore include a specific article in the FWC that will become interinstitutional once this ELA has been created and is functioning autonomously.

Tenderers' attention is drawn to the fact that 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. Orders can only be placed using the specific contract model contained in the framework contract.

Signature of the Framework Contract does not commit the Commission to placing orders and does not give the contractor any exclusive rights to the services covered by the Framework Contract. In any case, the Commission reserves the right, at any time during the Framework Contract, to cease placing orders without the contractor thereby having the right to any compensation.

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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)

When preparing their tender, the tenderers shall pay attention to the provisions of the Draft Framework Contract in Annex III of the Tender Specifications, particularly those on prices (Article I.5), payments (Article I.6), conflict of interests (Article II.7) and confidentiality (Article II.8).

In particular, the contractor must perform specific contracts concluded under the Framework Contract to the highest professional standards and will comply with the Quality Plan defined in accordance with the section 2.4 of the tender specifications. If the contractor fails to do so, the Commission may terminate the contract, in accordance with Article II.18 of the Framework Contract.

The contractor may neither represent the Commission nor behave in any way that would give such an impression. The contractor must inform third parties that he does not belong to the European public service, but is performing a service to the benefit of the European Union.

The contractor will be solely responsible for the staff carrying out the work, who may not be placed in a position of dependency in relation to the Commission.

The awarding authority is reserving the right to use Article 134.1 (e) of the rules of application of Regulation (EU, Euratom) No 966/201221 as amended, for additional services consisting in the repetition of similar services or works entrusted to the economic operator awarded the initial contract by the same contracting authority, as long as the aggregate value of additional contracts does not exceed 50% of the amount of this initial contract. That procedure may be used only during the execution of this contract and at the latest during the three years following its signing (Art.134.4 RAP).

As the exact scope, quantities and timing of these tasks may vary over time, the Commission intends to conclude a Framework Contract. Within this Framework Contract, the supply of specialised services and products will be subject to the Specific Contracts or Order forms in accordance with the Framework Contract.

### **1.2.2. Duration, value and frequency of the framework contract**

The maximum duration of the framework contract is four years (48 months) according to Article I.3 of the Framework Contract.

The framework contract will be concluded for a period of two years from when it is signed, and shall be renewed automatically once under the same conditions, unless written notification to the contrary is sent by one of the parties.

The total duration of a framework contract may not exceed four years from when it is first signed. The specific contracts or order forms must be returned signed before the framework contract to which they refer expires. The framework contract will continue to apply to such specific contracts after its expiry, albeit for a period not exceeding 6 months.

The Framework Contract is chiefly intended for the use of DG EMPL. The Contract can however also be used by other DG's and services of the European Commission with the prior permission of DG EMPL, and in particularly by the future European Labour Authority.

### **1.2.3. Implementation of the framework contract**

A single framework contract will be concluded with the winning tenderer that is ranked best when the tenders are evaluated.

When the contracting authority wishes to contract services under the framework contract, it will send to the contractor a request for services by e-mail. The request will set out the task specifications for the service requested, the deliverables to be provided and the performance deadlines.

Within 3 working days, the contractor shall acknowledge receipt of the request for services by email, and confirm their availability to carry out the services required. The contractor has the obligation to respond to each request sent to them. If the contractor is not in a position to make an offer, a justification must be provided by the deadline for submission of the offer at the latest.

Within 20 working days after the date of sending the request for services, the contractor shall submit to the contracting authority a written proposal for the execution of the tasks required, including an outline of the methodologies proposed, a work programme and a price for the service. This price must present a clear breakdown according to the Annex II.

In case a shorter deadline is justified by the nature of the requested tasks, the 20 working days period may be shortened with the agreement of all parties.

On the basis of the offer submitted by the contractor, a specific contract, signed by a person authorized to act on behalf of the European Commission will be formally concluded (see article I.4.3 of the Annex III - Draft Framework Contract and the Model of Specific Contract included in the Draft Framework Contract).

### **1.2.4. Contract management**

The framework contract will be managed by a designated unit of the European Commission's Directorate-General for Employment, Social Affairs and Inclusion. Specific contracts will be managed by the responsible operational units within Directorate-General for Employment, Social Affairs and Inclusion.

All over this text, the terms “Contracting authority” and “European Coordination Office” (ECO) will be used to refer to the most likely contact for the contractor depending on the context. It must be understood that the European Coordination Office depends on the Contracting Authority for all contractual aspects.

### **1.2.5. Duration and reporting**

The framework contract is concluded for a period of 24 months with effect from the date on which it enters into force (See Article I.2. of the draft framework contract). This contractual period and all other periods specified in the framework contract are calculated in calendar days unless otherwise indicated.

The framework contract may be renewed up to 1 time for a period of 24 months. Renewal does not imply modification or deferment of existing obligations.

In addition to the deliverables to be provided as specified in every specific contract, the contractor will provide:

1.- within the first month of the specific contract, the updated Project Quality Plan (PQP) based on their own tender proposal, tailored for the tasks of the specific contract, and taking into account the remarks from the European Coordination Office.

2.- after half of the duration of the specific contract, a mid-term progress report detailing the status of the contract and all the deliverables, as well as any other aspects defined in the PQP.

In accordance to Article I.6 of the framework contract, an interim payment of 50% can be requested by the contractor after the approval of the mid-term progress report and all other deliverables due at that moment of the contract.

### **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.

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.

### **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 10 %.

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<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).

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 maximum cumulative value of all specific contracts to be concluded under this framework contract during the total maximum period of four years shall not exceed EUR 5.000.000.

Given the characteristics of this framework contract, the volume of services required by the contracting authority will vary annually. Therefore, no assurance is given on the volume, value and frequency of the assignments implemented under this framework contract.

### Details for prices

#### Professional fees and other (direct) costs

The financial offer must be drawn up using the Annex II of the tender specifications. The form must be completely unambiguous. The tender will be disqualified if it contains any statements preventing an accurate and complete comparison of the tenders (such as “To be discussed”, “Depending on X”, etc.). The tenderer has to

offer a price for each item of the price schedule. Without prejudice to the rules set out in Article I.5 of the draft framework contract, the rates and amounts indicated in the Annex II shall include all the overheads of the contractor (fees, management costs and administrative expenditure) and, in the case of flat-rate prices, these must include the price of services and delivery of goods.

If a tenderer wishes to offer an item free of charge, it has to clearly mention EUR 0,00 in the price schedule for the respective item. In case of inconsistencies between unit prices and the total price, the unit prices prevail.

The price schedule (Annex II) will constitute the future contractual basis for the pricing for the specific contracts in case of contract award. Accordingly, the price form must be completed in full, dated, stamped and signed by a person able to engage the bidder financially. Each page shall be dated and signed.

The unit prices given in Annex II shall be fixed and not subject to revision for implementation during the first year of the framework contract. Revisions may apply from the beginning of the second year in accordance with Articles I.5.2 and II.20 of the Draft Framework Contract (Annex III).

The duration of the services includes, besides the time necessary for carrying out the services themselves, the necessary time for preparatory work, trips and travelling back and forth between the offices of the contractor and/or the expert(s) and the places where the services are being carried out and for meetings with the services of the Commission, as well as time for the preparation of reports and output documents related to the work.

Tenderers are also required to submit specimen quotations based on Form 2 (Annex II), according to the specific scenarios set out in section 3.3. These specimen quotations will be used for the comparison of prices submitted by the different tenderers (Form 1) and do not in any way constitute an obligation for the Commission to place orders equivalent to those specimen quotations. Actual specific contracts and order forms may include different assignments and different project breakdowns.

The prices submitted should cover all fees and administrative and other expenditure.

### **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)

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.

### **1.8. Transition and transfer between contractors**

The chosen contractor shall co-operate with the Commission and the current contractor(s) in the field to allow for an easy, uninterrupted and quality transfer of tasks to the new contract period.

## **2. TECHNICAL SPECIFICATIONS**

### **2.1. Objectives**

The purpose of this Framework Contract is to assist European Coordination Office (ECO) to provide horizontal support to the EURES network and thereby to improve the quality and quantity of EURES services on the ground throughout the Union and the EEA and Switzerland in line with the EURES legal basis.

The EURES network is a cooperation network designed to facilitate the free movement of workers within the EU 28 countries and Switzerland, Iceland, Liechtenstein and Norway.

The EURES network is built on a decentralised approach where the provision of services to end users is carried out at the national and regional/local level by the EURES partners. The services included in this Framework Contract are therefore largely focused on providing support and assistance for the benefit of the national and regional/local members of the network, while ensuring that the overall strategies of the European Union on intra-labour mobility, employment policy and communication are fully taken into account.

As the exact scope, quantities and timing of these tasks may vary over time, the Commission intends to conclude a Framework Contract. Within this Framework Contract, the supply of specialised services and products will be subject to the Specific Contracts or Order forms in accordance with the Framework Contract.

More information on EURES can be found at <https://ec.europa.eu/eures/>

### **2.2. Background**

#### **2.2.1. The objectives of EURES**

If properly supported, intra-EU labour mobility can contribute to employment by ensuring an effective matching between labour supply and demand across Europe, hence supporting job creation where labour markets are confronted with unfilled demand on the one hand and pockets of massive unemployment on the other hand.

EURES was launched in 1993 in order to contribute to the good functioning of the European labour market by facilitating freedom of movement for the workers within the Union (one of the rights of the EU citizen as set out in the Treaty on the Functioning of the European Union) and by reducing bottlenecks on the European labour market.

EURES aims to improve labour market transparency by making sure that job vacancies and applications, and any related information are transparent for the potential applicants and the employers through their exchange and dissemination at transnational, interregional and cross-border level. To that end EURES also provides information, advice and guidance services to these target groups and other stakeholders such as Chambers of Commerce, Education Institutions etc.

### 2.2.2. EURES overall structure

The network is composed of the European Coordination Office (ECO), the National Coordination Offices (NCOs) and EURES member and partners. The latter may include Public Employment Services (PES), Private employment services (PRES), trade unions, employers' organisations and other relevant actors in the labour market.

The network includes around 1000 EURES advisers working on transnational and cross-border mobility issues in cooperation with other EURES staff (managers, advisors and other staff involved in delivery of EURES services). The human network is complemented by the EURES Portal providing access to job vacancies, a CV online database and user-friendly means of accessing comprehensive information needed for employers, jobseekers and job changers willing to recruit/be recruited from abroad.

Currently, the European Commission's Directorate General for Employment, Social Affairs and Inclusion (DG EMPL) is responsible for co-ordinating and supporting the EURES network, acting as the **European Coordination Office (ECO)**.

Besides ECO, a key role in the network is played by the EURES members, the designated specialist services in the Member States that, acting as **National Coordination Offices (NCO's)**, are responsible for the organisation of the work on clearing of vacancies and the cooperation on the transnational matching, placement and recruitment activities in their respective country.

The main **legal basis** of EURES consist of Regulation (EU) 2016/589 of the European Parliament and of the Council of 13 April 2016 on a *European network of employment services (EURES), workers' access to mobility services and the further integration of labour markets*. This regulation is complemented by several implementing decisions such as:

- Implementing decision (EU) 2018/170 of 2 February 2018 on *uniform detailed specifications for data collection and analysis to monitor and evaluate the functioning of the EURES network*.
- Implementing decision (EU) 2017/1256 of 11 July 2017 on *templates and procedures for the exchange of information on the EURES network national work programmes at Union level*.
- Commission Implementing Decision (EU) 2017/1255 of 11 July 2017 on *a template for the description of national systems and procedures to admit organisations to become EURES Members and Partners*.
- Commission Implementing Decision (EU) 2017/1257 of 11 July 2017 on *the technical standards and formats required for a uniform system to enable matching of job vacancies with job applications and CVs on the EURES portal*

Additional implementing decisions are under preparation, as foreseen in the main legal basis.

Under this new regulatory framework, EURES has made changes in the functioning of the network, the organisation of the work between the different actors, and the definition of the service offer, mirroring the evolution in labour markets and employment service provision in the Member States.

Additionally, the Commission has presented a proposal for a **European Labour Authority**<sup>3</sup>, to strengthen cooperation between labour market authorities at all levels and better manage cross-border situations. The establishment of a European Labour Authority should contribute to ensuring fairness in the single market. In the Commission's proposal, the new Authority shall manage ECO, which will keep on providing his current role, as part of this new authority.

Activities carried out for and by the EURES network in the coming years are expected to support and accompany in particular the implementation of the new EURES and European Labour Authority legal basis.

### **2.2.3. The operational aspects of EURES**

ECO provides **horizontal support** for the EURES network. The horizontal support activities include:

- the operation and development of the EURES portal and related IT services for the exchange of job vacancies, job applications, CVs and supporting documents, in cooperation with other relevant services, networks or initiatives;
- information and communication activities regarding the EURES network;
- training of staff involved in EURES;
- helpdesk for the of staff involved in EURES, in particular those in direct contact with workers and employers;
- the facilitation of networking, exchange of best practices and mutual learning within the EURES network; and
- the analysis of geographic and occupational mobility;
- the overall monitoring and evaluation of EURES activity;
- specific targeted mobility activities at EU level.

The main **EURES services for jobseekers and employers** consist of information, and assistance for placement and recruitment along with matching CVs and vacancies.

The information to jobseekers and employers is provided on line and through the personal contacts of EURES staff in member and partner organisations. EURES advisers are trained specialists who provide the three basic EURES services: information, guidance and placement. EURES advisers also contribute to the integration of EURES services within their organisations, mainly the national Public Employment Services (PES), and provide training and support for other staff.

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<sup>3</sup> <http://ec.europa.eu/social/main.jsp?catId=1414&langId=en>

The **EURES portal** (<http://eures.europa.eu>) aims to provide a user-friendly means of accessing the information needed for those considering a move for career or for learning purposes and for EURES members and partners. The portal is available in all official EU/EEA languages. At any given time, the portal counts on around 293.000 active jobseekers accounts and 11.000 active registered employers.

The jobs database of the portal contains over 1.5 million updated job vacancies, provided by the EURES members and partners. It is planned to include as well in the current CVs database the CVs of jobseekers registered in the EURES members and partners who have provided their consent. The portal will facilitate the matching of CVs and vacancies.

The portal provides also information on living and working conditions, labour market developments (tracking shortages and surpluses of labour), and on education and training opportunities.

As complement of the EURES portal, the **European Job Days** web site (<https://www.europeanjobdays.eu/>) supports country efforts with dynamic recruitment events that bring jobseekers and employers together. Jobseekers can find not only recruitment opportunities but also practical information and advice from EURES Advisers and other employment professionals. Employers enjoy free and direct access to a huge pool of European jobseekers interested in working in different places.

The **EURES helpdesk** provides quick and accurate answers to information requests from jobseekers, employers and others on job mobility issues in general and on the European Job Mobility portal in particular, accessible via a European free phone number, content form on the Portal, e-mail, chat and VOIP.

The **extranet** section of the portal, available for EURES advisers and other staff involved in the EURES network (around 2.500 users), is a knowledge base and document repository with directories, forums and a number of other practical tools and utilities to facilitate internal communication within the EURES network.

The **EURES training programme** provides the EURES staff with initial (obligatory) and advanced (optional) training equipping them with the right tools and the right skills enabling them to perform a high quality service to their customers. The training is designed to provide participants with necessary factual mobility-related information and soft skills.

For recent information on the overall performance of the EURES network and its activities, please look at the **EURES statistics** in the portal, as well as the EURES section on the single market scoreboard at [http://ec.europa.eu/internal\\_market/scoreboard/performance\\_by\\_governance\\_tool/eures/index\\_en.htm](http://ec.europa.eu/internal_market/scoreboard/performance_by_governance_tool/eures/index_en.htm)

#### **2.2.4. The formal tasks of EURES**

The tenderers are invited to review EURES regulation 2016/589 and the subsequent implementing acts where the EURES parties, obligations and terminology are defined. This section provides a succinct summary of the key formal EURES tasks according to the current legal basis.

## **Programming cycle**

The NCOs draw up annual national work programmes for the activities of the EURES network in their Member States, according to articles 30 and 31 of the EURES regulation, and also implementing decision 2017/1256.

Under the current regulatory framework, the National Coordination Offices (NCOs) have to:

- draft a first version of their national work by 31 October of each year;
- review the draft annual national work programmes by 31 December of each year;
- finalise the national work programmes taking into account the feedback received by ECO and the other NCOs by 31 January of the following year; and
- report on the implementation of their national work programme by 31 March of the following year.

The work programmes specify:

- the main activities to be carried out within the EURES network, at national level and at cross-border level;
- the overall human and financial resources allocated for their implementation;
- the arrangements for the monitoring, evaluation and updating of the activities planned.

## **Data sharing, collection and analysis**

The EURES network shares gender-disaggregated information provided by the Member States on labour shortages and labour surpluses on national and sectoral labour markets, as well as EURES activities at national and cross-border level, in accordance with article 30 of the regulation.

ECO and NCOs also implement the Performance Measurement System (PMS) according to article 32 of the EURES regulation, and also the implementing decision 2018/170, in close connection with the annual programming cycle.

The PMS is based on a set of performance indicators:

(1) ‘core indicators’ which relate to EURES activities undertaken in the individual Member States regarding support services to workers and employers in accordance with Article 32(1) of Regulation (EU) 2016/589:

- information and guidance, on the basis of the number of contacts that the local EURES case handlers have with workers and employers;
- employment performance, including placement and recruitment resulting from EURES activity, on the basis of the number of vacancies, job applications, CVs handled and processed by local EURES case handlers and the number of workers recruited in another Member State accordingly;

- customer satisfaction with the EURES network, obtained, inter alia, through the use of surveys.

(2) 'network indicators', which relate to the overall operation of the EURES network including data required under other provisions in Regulation (EU) 2016/589 and those collected by the European Coordination Office;

complemented as required by national issues by 'contextual indicators' that relate to labour market, employment policies and EURES organisational structures and may be derived from other sources than those under the control of EURES.

Data on indicators are collected every 6 or 12 months from NCOs or ECO and subject to an annual analysis at national and EU level.

### **Pilot schemes and projects**

The EaSI programme provides financial support for the EU's objectives in terms of promoting a high level of quality and sustainable employment, guaranteeing adequate and decent social protection, combating social exclusion and poverty and improving working conditions.

One of the general objectives of the Programme is to promote geographical mobility and boost employment opportunities by developing an open labour market, and in particular to support the functioning of EURES.

The EURES axis of EaSI supports three categories of thematic actions: a) transparency of job vacancies, applications and any related information for applicants and employers; b) development of services for the recruitment and placement of workers in employment through the clearance of vacancies and applications at Union level, in particular targeted mobility schemes; and c) cross border partnerships.

In this context, EURES launches regularly calls for proposals for targeted labour mobility schemas and pilots. These actions help to fill bottleneck vacancies and 'niche' vacancies for which recruitment difficulties or market failures have been identified. The schemas are targeted to help specific groups of workers and countries recipients of European workers. The calls also address cross border partnerships for the development of labour cooperation in border regions.

### **Reports on EURES activity**

The Commission reports formally to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions:

- every two years, providing a comprehensive report on the EURES activity; and
- by 13 May 2021, an ex post evaluation report of the operation and effects of the EURES regulation.

### **2.3. Tasks to be carried out by the contractor**

The tasks described below will be implemented in coherence with and respecting all strategies and guidelines that are or will be adopted by the European Union, the European Commission and ECO.

All products and services that may be ordered under this Contract shall be under the full ownership of the European Commission, including intellectual property rights.

The Contractor should contribute in cooperation with ECO and representatives of the EURES network to the development and implementation of plans and tools that will serve as a common strategic umbrella for the entire network ("horizontal support"). These strategies, plans and tools will then guide all activities at both European, national and regional/local level aimed at reinforcing EURES as an employment tool when promoting intra EU labour mobility and at improving EURES capacities to deliver services and interact with EURES customer groups ("national activities").

To support the implementation of these national activities, the Contractor should provide advice and help to initiate and co-ordinate actions similar to those described in the scenarios (section 12).

The Contractor should participate in coordination meetings and other meetings as described under section 2.4.3.

The Contractor shall carry out the assignments specified in accordance with order forms or specific contracts and under instructions from ECO.

#### **Task 1: Support for the EURES formal duties**

The overall objective of this task is to assist ECO to coordinate, monitor and improve the performance of the EURES network when implementing its legal and formal duties, including pilots and projects.

Typical examples of actions to be executed under this task are described in scenarios 1 (EURES programming cycle), 2 (EURES performance measurement system), 3 (EURES formal reporting), 4 (EURES mobility schemes) and 5 (EURES meetings).

Without prejudice to other assignments and in close cooperation with ECO, the Contractor will have the following core tasks:

- Review and refine the ex-ante **evaluation methodology** for the pilot schemes and projects supported by ECO, the annual national EURES work programmes, its outcomes, reports and performance measurement.
- Based on the developed methodology, perform **evaluations** of the draft annual work programmes, annual reports and performance data collected. The evaluation reports should outline the opportunities available that should be better exploited, the gaps in the procedures and the effectiveness of the actions.
- To perform **surveys** among actors in the EURES network, supplement national data and strengthen the overall performance measurement system of EURES.

- To perform **missions** to Member States in agreement with ECO to gather information from selected EURES actors about the application of the regulatory framework. This includes, inter alia, the implementation of the national approach on the extension of the network, the organisation and performance of the national network, training, the development and maintenance of the related IT infrastructure, performance management systems and the national contribution to the programming, monitoring and reporting cycle.
- To produce comprehensive monitoring and **evaluation reports**, including graphic presentation of quantitative and qualitative data, and conclusions and recommendations for improving both the implementation of the EURES formal duties, specific pilots and projects, and their impact on labour mobility.
- Maintain a comprehensive **knowledge base**, building on the results of the formerly mentioned analysis and evaluations, and complemented with other relevant information gathered concerning the implementation and development of EURES.
- To organize or help with the organization of **meetings, workshops and seminars** facilitating the cooperation, exchanges of information and experiences, and mutual learning between EURES Members, stakeholders and beneficiaries for their formal duties or on a relevant topics.

## **Task 2: Support for EURES evolution**

The overall objective of this task is to provide tailored consultancy and counselling for ECO and EURES members or partners; drafting strategies, studies and background summaries on labour market mobility or other areas under the scope of EURES, with a view to improve and adapt EURES to the evolving context.

Typical examples of actions to be executed under this task are described in scenario 6 (EURES studies).

Without prejudice to other assignments and in close cooperation with ECO, the contractor will have the following core tasks:

- Contribute to the design by ECO of a coherent long-term **strategy** for the development of EURES as an instrument fostering intra-EU labour mobility, in the context of the new European Labour Authority.
- Contribute to the design by ECO of an approach to the **development of cross border partnerships**, pilots and projects and their integration into the EURES network.
- Collect information on **national experiences** on operational activities and services, including related to IT services, compile and analyse this information and present it in the form of mobility handbooks and practitioners' guides, with a view to promoting best practices at national and cross border level.
- Prepare short **background documents** covering the main available results from research and policy reports in the area of labour mobility and the identification of key questions for discussion.

- Draft specific reports, analysis and **studies** addressing labour market mobility and EURES activities.
- Provide **tailored consultancy and counselling** for EURES members or partners to improve their matching capabilities, organisational set-up, cooperation arrangements and outreach potential to job seekers and employers.

## **2.4. Work arrangements**

### **2.4.1. Content delivery**

The required services, texts and documents mentioned above should be **edited and delivered in English** and adapted to the target audience in each case (essentially either National Coordination Offices or the general public) – See 3.2.4 - A2.

The reports will follow the official Commission templates for reports, and will contain an executive summary and a concise body, relegating most details to annexes. As a rule, all major deliverables will be accompanied by a short summary for communicating beyond the EURES network.

All deliverables can become public, if the contractor needs to keep parts of the deliverable confidential, those parts will be separated in a specific annex.

When required, the Contractor will prepare texts for translation, i.e. include the necessary context for the translators and ensure maximum reuse of existing translations. The Commission will cover the translation costs and return the translated texts to the Contractor.

All information products should be visually consistent with the EURES graphical standards.

### **2.4.2. Core team and experts**

In order to carry out the tasks, the Contractor should propose a **project manager** and a **core team** with the relevant expertise, responsible for the day-today management of the Contract.

In addition, the Contractor should present a **pre-selected pool of experts**. Additional experts could be added to the pool during the execution of the contract, with approval by the Commission, after formal acceptance by exchange of letters. Tenderers will explain how additional suitable experts could be identified and recruited.

See 3.2.4 – B for details.

### **2.4.3. Meetings**

The Contractor is expected to participate in monthly co-ordination virtual meetings (e.g. on the phone) with ECO.

The Contractor may be asked to attend additional face-to-face meetings as defined in every specific contract.

The Contractor will prepare the minutes of any meetings they attend. For coordination meetings, the Contractor should propose an agenda at least two days beforehand and make the minutes of the meeting within a week after the meeting.

#### **2.4.4. Quality Assurance**

The Contractor must guarantee full quality control of all works carried out in accordance with the requirements described in this call for tenders. Tenderers must include a proposal for a Project **Quality Plan** (PQP) in their bids.

This proposed quality plan must specify how the tenderer intends to control and ensure high quality and effective monitoring of the services, works and products they may be required to supply to the Commission throughout the period of performance of the Contract. In particular, the quality plan should describe:

- project organisation, roles and responsibilities (internal to contractor and with the Commission and other stakeholders);
- reporting to the Commission;
- indicators to ensure the quality and monitoring of the services and products rendered;
- quality management and quality assurance for deliverables and provided services;
- the procedures the Contractor intends to use to gather and process indicators of performance and client satisfaction and any complaints received;
- acceptance procedures for deliverables and provided services;
- the personnel policy, management and training and timely and full replacement of any reduction in capacity in order to ensure the committed level of expertise and resources throughout the whole duration of the Contract;
- the procedure for adding experts to the pool;
- the procedure for updating and adapting changes to the quality plan, taking account of the fact that any such updating and adaptation must have the Commission's prior approval.

All expenses incurred in producing and implementing the quality plan will be borne by the Contractor.

Quality control is mandatory and must be performed at each step of the production process. For each aspect of a deliverable, the work must have been thoroughly revised and reviewed by the Contractor, so as to be usable as it stands, without further amendment by the Commission.

#### **2.4.5. Places of work and delivery**

Work under this Framework contract is normally to be executed on the Contractor's premises.

Project face-to-face meetings are typically held on the phone or in ECO premises in Brussels (Belgium), but could be organized in other cities, as indicated under point 2.4.3 above.

The place of delivery is the ECO's premises in Brussels or – if explicitly stated in the order form – any other city of the EU/EEA or Switzerland.

#### **2.4.6. General requirement on issues to consider for the activities funded under EaSI**

##### Source of funding

Beneficiaries/contractors must acknowledge in writing that the project has been supported by the European Union Programme for Employment and Social Innovation ("EaSI") 2014-2020. In practice, all products (publications, brochures, press releases, videos, CDs, posters and banners, and especially those associated with conferences, seminars and information campaigns) must state the following:

*This (publication, conference, video, xxx) has received financial support from the European Union Programme for Employment and Social Innovation "EaSI" (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>*

The European emblem must appear on every publication or other material produced. Please see:

[http://ec.europa.eu/dgs/communication/services/visual\\_identity/pdf/use-emblem\\_en.pdf](http://ec.europa.eu/dgs/communication/services/visual_identity/pdf/use-emblem_en.pdf)

Every publication must include the following:

*The information contained in this publication does not necessarily reflect the official position of the European Commission.*

##### General requirement

The EaSI Programme shall, in all its axes and actions, aim to:

- (a) pay particular attention to vulnerable groups, such as young people;
- (b) promote equality between women and men,
- (c) combat discrimination based on sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation;
- (d) promote a high-level of quality and sustainable employment, guarantee adequate and decent social protection, combat long-term unemployment and fight against poverty and social exclusion.

Hence, in designing, implementing and reporting on the activity, beneficiaries/contractors must address the issues noted above and will be required to provide detail, in the final activity report on the steps and achievements made towards addressing those aims.

##### Monitoring information

The Commission, with the support of an external contractor, will monitor regularly the EaSI Programme. Therefore, beneficiaries/contractors will have to transmit qualitative and

quantitative monitoring data on the results of the activities. These will include the extent to which the principles of equality between women and men has been applied, as well as how anti-discrimination considerations, including accessibility issues, have been addressed through the activities. Related templates are attached or will be provided.

In setting up the action, beneficiaries/contractors must foresee the necessary funding for monitoring and reporting to the Commission.

As the monitoring of the EaSI Programme involves the collection and further processing of personal data, Regulation (EC) 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, is applicable.

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

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

- Verification of non-exclusion of tenderers on the basis of the exclusion criteria
- Selection of tenderers on the basis of selection criteria
- Verification of compliance with the minimum requirements set out in these tender specifications
- 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 I), 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 10 % 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 and to subcontractors whose share of the contract is above 10 %.

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 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 I), signed and dated by an authorised representative, stating that they fulfil the selection criteria applicable to them individually. For the criteria applicable to the tenderer as a whole the tenderer (sole tenderer or leader in case of joint tender) must provide the declaration on honour stating that the tenderer, including all members of the group in case of joint tender and including subcontractors if applicable, fulfils the selection criteria for which a consolidated assessment will be carried out.

This declaration is part of the declaration used for exclusion criteria (see section 3.1) so only one declaration covering both aspects should be provided by each concerned entity.

The Contracting Authority will evaluate selection criteria on the basis of the declarations on honour. Nevertheless, it reserves the right to require evidence of the legal and regulatory, financial and economic and technical and professional capacity of the tenderers at any time during the procurement procedure and contract performance. In such case the tenderer must provide the requested evidence without delay. The Contracting Authority may reject the tender if the requested evidence is not provided in due time.

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 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 are allowed to pursue the professional activity necessary to carry out the work subject to this call for tenders. The tenderer (including each member of the group in case of joint tender) must provide the following information 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, a proof of registration on a professional or trade register or any other official document showing the registration number.

### **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:** Turnover of the last two financial years above EUR 1 000 000; this criterion applies to the tenderer as a whole, i.e. the combined capacity of all members of a group 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 evidence must be provided only on request.

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 relevant to the work under the contract, particularly concerning

Field a) Monitoring, assessing and evaluating activities in the public sector, and

Field b) Drafting studies on labour market mobility.

**Evidence A1:** the tenderer must provide references for 3 projects (at least one of each field) delivered in these fields in the last three years with a minimum value for each project of € 100 000.

- **Criterion A2:** The tenderer must prove capacity to work in English and another EU language.

**Evidence A2:** the tenderer must provide references for 3 projects delivered in the last three years showing the necessary language coverage.

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

**Evidence A3:** the tenderer must provide one public document (both the copy and the URL where it is published) of at least 10 pages (report, study, etc.) in English published or delivered to a client in the last two years. The verification will be carried out on 5 pages of the document.

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

The team delivering the service will be composed by a project manager and the core team. Evidence will consist in CVs.

All the CVs used as evidence will include specifically these details:

- For team members: role in the team.
- For experts: areas of expertise and countries where their expertise is relevant.
- Level of qualification (according to Annex II)
- Level of languages according to the Common European Framework for Reference for Languages<sup>4</sup>. The project manager and all team members will have at least C1 level in English. The experts will have at least B2 level in English.
- Academic and other qualifications and primary background, and dates were their diplomas were awarded.
- Expertise and experience, indicating dates, place of work and recipients of the work or expertise.

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<sup>4</sup> See [http://www.coe.int/t/dg4/linguistic/Cadre1\\_en.asp](http://www.coe.int/t/dg4/linguistic/Cadre1_en.asp)

**B1 - Project Manager:** With experience (corresponding at least to Level of qualification II according to Annex II) in project management, including overseeing project delivery, quality control of delivered service, client orientation and conflict resolution experience in projects of a similar size (at least € 1 000 000) and coverage (at least 3 countries covered), with experience in management of team of at least 5 people, able to communicate in English and at least another language.

**Evidence:** Presentation of the project manager and CV

**B2 – Core team:** of at least 5 people, all of them able to draft and communicate in English, and collectively able to:

- communicate at least in 3 EU official languages other than English;
- have proven collective experience of at least 15 years in:
  - Field a) Monitoring, assessing and evaluating activities in the public sector, or
  - Field b) Drafting studies on labour market mobility.

**Evidence:** Team description (listing roles of the members and how the collective requirements are covered) and individual CVs

**B3 – Pool of experts:** of at least 15 people, all of them able to draft and communicate in English, and collectively able to:

- cover at least 10 EU official languages other than English;
- provide expertise of labour market policies and practices in at least 15 Member States.

This multidisciplinary pool of experts should include the following 3 categories of experts (at least two experts covering each category):

- employment experts with relevant experience in labour market analysis;
- business management consultants with relevant experience in organisational change and performance measurement in the public sector;
- labour market and human resource management experts with relevant experience in private organisations with matching, mobility and labour market brokerage.

**Evidence:** Experts pool description (summarising how the collective knowledge is covered and listing country coverage), individual CVs and letters stating their willingness to contribute to the contract if awarded.

The pool description will include a table with the following columns:

- Expert name
- Main area of expertise
- Other areas of expertise
- Countries covered
- English level
- Other languages and level
- Years of experience
- Highest diploma or qualification obtained and year
- First university diploma obtained and year
- Category level (annex II)

### **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.

The technical offer shall include several specimen quotations for hypothetical examples of typical services to be performed by the Contractor. The design of each of these hypothetical services shall be elaborated based on the EURES regulation, describe the proposed methods used for implementing the service, propose a composition of the team and allocation of roles within the team, explain the organisation of the work during the project, describe the quality control systems and propose structures for the final deliverables.

The hypothetical scenarios are:

- Scenario 1 - EURES programming cycle
- Scenario 2 - EURES performance measurement system
- Scenario 3 - EURES formal reporting
- Scenario 4 - EURES mobility schemes
- Scenario 5 - EURES meetings
- Scenario 6 - EURES studies

#### **Common aspects for all the scenarios**

##### Duration

Unless specified otherwise, the scenarios are supposed to be executed during a 12-month contract.

##### Deliverables

The Contractor will be responsible for ensuring that all deliverables are produced with adequate quality within the requested deadlines. The tenderers will specify how their quality plan is applied to each scenario.

All document deliverables will be in English, follow the official Commission templates for reports, and will contain an executive summary and a concise body, relegating most details to annexes. Tenderers will provide a draft table of contents for each deliverable as well as the intended length of each section.

All deliverables can become public, if the contractor needs to keep parts of the deliverable confidential, those parts will be separated in a specific annex.

##### Prices

In order to calculate the price for each scenario (and when relevant, subscenario), tenderers will use the unit prices and forms defined in Annex II).

When experts of the pool are explicitly requested by the scenario, tenderers use only experts under Category I.

### Meetings and trips

In each scenario, some face-to-face meetings are specifically requested. The Contractor will participate at these meetings with at least two people. Tenderers will suggest any additional necessary meetings and will specify with how many persons they will participate.

In any case, the Contractor will consider the need of coordination meetings as specified in section 2.4.3.

### Scenario tasks

The Contractor will be asked to:

- Ensure that all reports and deliverables are correct, both from the point of view of language and content, including the clarity of graphics, in a ready-to print layout.
- Ensure the coherence between the activities and deliverables carried out under the different related scenarios (the tenderer will mention explicitly with are the key relations between the different scenarios).
- Inform the Commission of any delays in the production of any deliverable. The contractor will also warn of any missing feedback or pending approval by the Commission.
- Supervise the collection of information by NCOs, verifying the quality and comparability of the information provided.
- Follow NCOs contributions in the extranet.
- Update the extranet when relevant.
- Participate in occasional meetings and discussions of ECO with the IT consultants developing the extranet and provide input for any improvements of those sections
- Participate in meetings of the EURES Coordination Group or subgroups of it where contractor actions are discussed and support the Commission in preparing the meetings.
- Meet regularly the officials in charge of the diverse tasks for the follow-up of the actions.
- Keep regular contact with the Commission by phone and email during normal office hours, according to the needs of the scenario.

### Deliverables:

- Monthly follow-up report with the status of the actions, deliverables and corrective measures needed before each follow-up meeting.
- Executive minutes after each follow-up meeting.
- When needed, updates to the extranet (the tenderers will specify the regularity and scope according to each scenario).

- Specific deliverables according to the needs of each scenario (the tenderers will take into account the suggested deliverables, completing it if necessary and will list explicitly the intended deliverables and the suggested schedule).
- A short overview of the work done and its outcomes for communicating beyond the EURES network.
- Final report summarising the set of deliverables produced, actions taken, lessons learnt and suggestions for the future.

For each scenario, tenderers will provide at least:

- Understanding of the tenderer on the way to execute the scenario and the relationship with other scenarios.
- Specific risks and quality aspects to be taken into account for the scenario, explaining how the quality plan will be applied.
- List of all deliverables (including a draft table of contents) and delivery plan (schedule).
- Suitable schedule of all meetings to be held for the scenario, including both those requested by the Commission as well as those suggested by the tenderer.
- Total price for the scenario using the tenderer unit costs, with indication of the category level and number of person-days involved for consultancy costs, as well as any reimbursable expenses and allowances.

### **3.3.1. Scenario 1 - EURES programming cycle**

The objective of this scenario is to help ECO and the EURES network implementation of the programming cycle according to articles 30 and 31 of the EURES regulation, and also the implementing decision 2017/1256.

Under the current regulatory framework, the National Coordination Offices (NCOs) have to:

- draft a first version of their national work programme by 31 October of each year;
- review the set of draft annual national work programmes by 31 December of each year;
- finalise the national work programmes taking into account the feedback received during the review phase by 31 January of the following year; and
- report on the implementation of their previous national work programme by 31 March of the following year.

Also, the Coordination Group once a year undertakes a review of the programming cycle implementation, as contribution to the activity and ex post evaluation reports by the Commission.

The scenario is composed by two main subscenarios:

#### 1.- Analysis of NCOs work programmes

The work programmes for the target year, to be drafted by the NCOs between October and January, will be analysed by the contractor, identifying major cooperation activities as well as possible gaps for the network as a whole.

The contractor is asked to:

- Analyse each individual work programme, identifying 1) strong aspects as well as elements to improve, 2) links and potential links to the work programmes of other NCOs, and 3) their adequacy concerning scarcities and surpluses in the relevant national labour markets.
- Prepare comments to the different NCOs work programmes, and –after Commission approval– include them in the extranet and provide them to the concerned NCOs.
- Compile the full analysis in a document to be shared in the EURES extranet.

## 2.- Analysis of NCOs activity reports

The reports by the NCOs on their activities executed during the target year, to be drafted by the NCOs by March, will be analysed by the contractor, assessing the differences between the related work programmes and their actual implementation.

The contractor is asked to:

- Compare the planned and actual implementations, identifying strong and weak aspects, and general trends.
- Assess every individual activity report focusing on employment performance, visibility of EURES, cooperation with other countries, synergies with similar networks, especially the PES-network, and implementation of the EURES regulation.
- Compile the full analysis in a document to be shared in the EURES extranet.

Requested meetings:

- Two full day meetings of the EURES Coordination Group at ECO premises in Brussels.
- Three half-day follow-up/coordination meetings at ECO premises in another capital of a Member State.

Suggested minimal list of deliverables:

- National summaries describing the key findings of the analysis of each NCO work programme, showing strong and weak aspects and providing comments to the relevant NCO.
- Report compiling an overview of the whole set of work programmes, summarising the overall findings, as well as recommendations for future improvement.
- National summaries describing the key findings of the analysis of each NCO activity report.

- Report compiling an overview of the whole set of activity reports, summarising the overall findings, as well as recommendations for future improvement.

### **3.3.2. Scenario 2 - EURES performance measurement system**

The objective of this scenario is to help ECO and the EURES network with the implementation of the performance measurement system (PMS) according to article 32 of the EURES Regulation and implementing decision 2018/170, in close connection with the annual programming cycle.

Under the above regulatory framework, the National Coordination Offices (NCOs) have to provide pre-defined data every 6 or 12 months and their national analysis of these data every year.

Also, the Coordination Group once a year undertakes a review of the programming cycle implementation, as contribution to the activity and ex post evaluation reports by the Commission.

The contractor is asked to:

- Propose and define with ECO the content and format of the PMS analysis report and the EURES contribution to the single market scoreboard based on the PMS ([http://ec.europa.eu/internal\\_market/scoreboard/performance\\_by\\_governance\\_tool/eures/index\\_en.htm](http://ec.europa.eu/internal_market/scoreboard/performance_by_governance_tool/eures/index_en.htm))
- Support ECO with the implementation of the PMS (data collection, data analysis, presentations and exchange of views with and explanations to NCO's on the application and interpretation of the requirements at bilateral level) and the data collection and analysis of ECO indicators.
- Supervise the collection and analysis of data by NCOs and whenever necessary send reminders to NCOs (with ECO agreement), verify the quality and comparability of the data and guide NCOs into filling in the gaps of information or design national strategies to improve the collection of data among EURES Members and Partners.
- Draft comprehensive reports of the exercise.

Requested meetings:

- One full day meeting of the EURES Coordination Group at ECO premises in Brussels.
- Three half-day follow-up/coordination meetings at ECO premises in another capital of a Member State.

Suggested minimal list of deliverables:

- Periodical reports consolidating the national data collected and complemented with additional data from the programming cycle or Eurostat.
- Analysis report based on the PMS data collected, the periodical consolidation reports and the NCOs national analysis reports. The draft report will be reviewed and finalised with NCOs and ECO.

- EURES contribution to the single market scoreboard publication ready for consultation among NCOs and subsequent publication.

### **3.3.3. Scenario 3 - EURES formal reporting**

The objective of this scenario is to help ECO in the preparation of the report on EURES activity that the Commission shall submit every two years to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions according to article 33 of the EURES regulation, as well as the ex-post report or any other similar report.

The contractor is asked to:

- Define a methodology and framework to collect data from the NCOs and the existing information in the extranet.
- Collect and analyse data according to this framework and if needed contact individual NCOs for clarifications.
- Draft an internal report that will serve as the basis for the Commission Communication to the Council and EP, summarising the factual EURES activity in the last two years, the progress made by the Member States and the Commission in applying the Regulation and providing conclusions and recommendations.

Requested meetings:

- One full day meeting of the EURES Coordination Group at ECO premises in Brussels.
- Three half-day follow-up/coordination meetings at ECO premises in another capital of a Member State.

Suggested minimal list of deliverables:

- Internal report serving as basis for the Commission Communication.

### **3.3.4. Scenario 4 - EURES mobility schemes**

The objective of this scenario is to compile and analyse the data delivered by grant beneficiaries of the different mobility schemes managed by ECO and clarify or correct issues in cooperation with the grant beneficiary concerned with a view to provide an overview of the outputs and results of the projects.

In particular, the contractor must also ensure coherence between the reporting under these schemes with reporting under the Performance Measurement System (clarify issues of overlap, double counting etc).

The Commission launches around 3 calls for proposals every year, which result in awarding 2 to 8 beneficiaries per call. The winning consortia are composed of 5-7 organisations. Each beneficiary has to report regularly on the work done and achievements, according to predefined tables and templates described in each call.

Examples of such calls can be found at DG EMPL web site, for instance: <http://ec.europa.eu/social/main.jsp?catId=629&langId=en&callId=534&furtherCalls=yes>

The contractor is asked to:

- Collect and analyse statistical data from the relevant projects on an annual or bi-annual basis depending on the schema.
- Verify with the beneficiary the quality and consistency of data and fill in any possible gaps, and ensure coherence in the reporting of data under the performance measurement system.
- Issue a comprehensive report for each periodical set of data, including graphic presentation of quantitative and qualitative data.
- Participate in meetings with project beneficiaries (steering committees, working groups, etc.) and other relevant meetings on mobility schemes. If applicable, make presentations on the monitoring activities/deliverables concerning those schemes and prepare the minutes of such meetings.
- For each schema, several full-day meetings will be organized with the beneficiaries (involving up to two representatives per beneficiary). For evaluation purposes, tenderers will assume that they will participate at 6 meetings in total and that they will not provide the venue for these meetings.

Requested meetings:

- Three full-day meetings with beneficiaries at ECO premises in Brussels.
- Three full-day meetings with beneficiaries at their premises in another capital of a Member State.

Suggested minimal list of deliverables:

- Monitoring reports for each schema, covering the overall set of projects under that schema.

### **3.3.5. Scenario 5 - EURES meetings**

The objective of this scenario is to support ECO in the preparation and follow-up of meetings and workshops of the network under its governance structure. This includes meetings with grant beneficiaries and workshops with relevant stakeholders.

The general range of services includes:

- Support ECO in the preparation of meetings and workshops (agenda, working documents, interaction with participants and speakers, presentations, minutes/report of the event).
- Attend the meetings and, if required, present specific points in the agenda.
- Help ECO to facilitate and moderate the discussion among participants.

- Disseminate the input of experts and participants prior to the events; and the results afterwards.
- On request, help identifying experts from the pool of experts, to be invited after approval by the Commission, and ensure that they deliver a thematic paper prior to the event, to be presented at the event.
- On request, provide the venue and related services for the event.

For evaluation purposes, tenderers will provide a solution for the organization of two events (subscenarios):

1. A meeting in Brussels of 2 days duration for the EURES Coordination Group.
2. A workshop in Prague of 1 day duration for EURES stakeholders.

The duration of this scenario is 4 months, with both events being held in different weeks of the 3<sup>rd</sup> month.

#### 1.- Meeting of the EURES Coordination Group in Brussels

The goal of this subscenario is to help with the organization of a 2-day meeting in Brussels involving around 40 participants from NCOs, National administrations and European institutions.

The agenda of the meeting is as follows:

##### Day 1

- 9:30 Welcome and introductory remarks
  - Adoption of the agenda
  - Adoption of the minutes of the last meeting
  - Ongoing EU developments with relevance for EURES
- 11:00 Follow-up from last ECG meeting
  - Programming exercise - state of play
  - Performance measurement system - state of play
  - EURES implementation acts - state of play
- 13:00 Lunch break
- 14:30 Interoperability
  - Implementation of API access to vacancies and CVs
  - ESCO
- 16:00 Coffee break
- 16:30 Personal data protection
- 17:00 European Labour Authority
- 18:00 End of day 1

##### Day 2

09:30 Calls for proposals

DG Employment - Call for proposals EURES axis of EaSI  
Cross-border partnerships  
Your first EURES Job  
Reactivate

DG Regio - Call for pilot projects on cross-border obstacles

12:00 EURES 2-year report to the EP and the Council

13:00 Lunch break

14:30 Workshop on labour mobility

15:00 Updates to EURES extranet

15:30 Coffee break

16:00 Communication activities

16:30 Any other business

17:00 End of the meeting

The contractor is asked to:

- Produce preparatory documents for the issues related to its work. Tenderers will mention which documents should be produced for this particular meeting.
- Present at the meeting the current status of its work. Tenderers will mention to which agenda points they are likely to be asked to provide a presentation.
- Produce the meeting minutes.

In this subscenario, the tenderers will NOT provide these services (which will be provided by the Commission):

- Venue, catering and associated services (like hostesses, badges, electronic equipment, ...)
- Interpretation in 5 languages.
- Travel and accommodation services or expenses for participants at the meeting. The Commission will cover the travel expenses of officials and other invited participants. However, tenderers will take care of the travel expenses for their own staff.

Suggested minimal list of deliverables:

- Preparatory documents and meeting minutes.

## 2.- Workshop for EURES stakeholders

The goal of this subscenario is the organization of a 1-day workshop for 40 relevant stakeholders, including officials from European institutions and Member States.

The event will be held in Prague, with participants coming from EU/EEA countries and Switzerland.

The workshop participants will discuss how to support labour mobility across Europe, in order to identify ways for EURES to further contribute.

The discussion will involve a recognized expert in the field who will provide a paper steering the discussion, as well as another speaker from a relevant international body.

The contractor is asked to:

- Provide the venue and related services:
  - o A suitable room for the total number of participants.
  - o A break-out room with capacity for half of the participants.
  - o Appropriate equipment for the rooms (PC, beamer, microphones) and technical assistance.
  - o Light catering for the coffee breaks and water during the whole day.
  - o One lunchtime meal for all the participants (Two courses, one of them warm, and a desert. For every course, at least two options will be offered, including at least one vegan option. Water or light drinks will be provided)
- Provide travel arrangements, accommodation and any associated services for 30 participants (in addition to any other persons whose travel expenses should be covered as suggested by the tenderer).
- Identify a suitable expert from their pool who (after Commission approval) will draft a discussion paper, present it at the workshop and participate at the event contributing to the discussion and replying to questions. Tenderers will suggest a specific expert who should be available for a workshop of this type at least in 4 different weeks during 2019, and will justify their choice.
- Identify an additional speaker from a relevant international body (ILO, OECD, etc), who will make a short presentation and contribute to the discussion. Tenderers will only suggest the name(s) and the justification, without having to contact the suggested speakers (maximum two potential speakers to be proposed).
- Propose two additional speakers among the list of participants to present briefly the situation in their countries. Tenderers will suggest how these speakers could be selected.
- Produce all the preparatory documents for the workshop.
- Facilitate the discussion at the workshop.
- Produce a report after the workshop summarising the lessons learnt.

The event will be held in English without interpretation.

Requested meetings for this scenario:

- The two meetings defined in the two subscenarios.

Suggested minimal list of deliverables:

- CV of the expert.
- Venue specifications for the event in Prague.
- Discussion paper.
- Preparatory documents and workshop report.

### **3.3.6. Scenario 6 - EURES studies**

The objective of this scenario is the production of two studies/analytical reports (subscenarios) to support European labour mobility.

The duration of this scenario is 6 months for the production of both studies. The tenderers will indicate which is the time necessary to produce each of these reports within this period.

#### **1.- EURES business models**

The study of this subscenario will summarize the business model for each country involved in the EURES network, particularly explaining how members and partners cooperate in the country, the influence of cross-border partnerships and the status of the admission system. The report will also present an overall vision of the EURES network as a whole.

The study will include two main sections:

- EURES overall business models (main clusters and trends, max 10 pages)
- EURES business models per country (max 5 pages per country)

The contractor is supposed to produce this study mainly with existing information in the extranet (knowledge base). If necessary, additional information could be requested from the different NCOs. The tenderers will decide whether any expert(s) of the pool should be involved.

#### **2.- EURES challenges and opportunities**

The study of this subscenario will analyse the effective impact of EURES in labour mobility and will determine the challenges and opportunities for the network, based on the experience from previous years and current employment trends.

The contractor is supposed to produce this study both with existing information in the extranet (knowledge base) and from additional existing sources. If necessary, additional information

could be requested from the different NCOs. The contractor will involve at least one expert of the pool, who will be the main editor of the study.

For each of the two studies, the contractor is asked to:

- Define a team for the production of the report, indicating any experts from the pool as well as other internal resources. The contractor will explicitly mention the name of the expert(s) who (after Commission approval) will contribute to the report. Tenderers will suggest specific expert(s) who should be available for drafting reports of this type in periods of 2019, and will justify their choice.
- Compile all available information from the extranet (knowledge base) and identify information gaps.
- Suggest a plan to complete any missing information.
- Issue the report.

Requested meetings:

- None specifically requested

Suggested minimal list of deliverables:

- Composition of the team responsible of the production of each report, including their CVs.
- The two studies defined in the two subscenarios.

### **3.3.7. Quality criteria**

The quality of tenders will be evaluated with maximum 100 points, 15 for each of the 6 scenarios plus 10 points for the overall tender. Each scenario will be evaluated based on 3 criteria.

- Three criteria for each scenario (max 5 points each criterion):
  1. Quality of the proposed methodology
  2. Organisation of the work and resources
  3. Quality control measures

Quality of the proposed methodology: This criterion will assess in each scenario the proposed approach and methodology in order to perform the defined tasks.

Organisation of the work and resources: This criterion will assess how the roles and responsibilities of the proposed team and of the different economic operators (in case of joint tenders, including subcontractors if applicable) are distributed for each task. It also assesses the global allocation of time and resources to the project and to each task or deliverable, and whether this allocation is adequate for the work. The tender should provide details on the allocation of time and human resources and the rationale behind the choice of this allocation.

Quality control measures: This criterion will assess the quality control system applied to the service foreseen in this tender specification concerning the quality of the deliverables, the language quality check, and continuity of the service in case of absence of the member of the team. The quality system should be detailed in the tender and specific to the tasks at hand; a generic quality system will result in a low score.

- One additional criterion for the overall tender (max 10 points):
  - Overall coherence of the proposal: This criterion will assess how the solutions for the six scenarios take into account each other and how the overall solution is aligned to the Commission labour policies.

Scenario	Criterion	Max points	Points
1 Programming cycle	1.1	5	
	1.2	5	
	1.3	5	
2 Performance measurement system	2.1	5	
	2.2	5	
	2.3	5	
3 Formal reporting	3.1	5	
	3.2	5	
	3.3	5	
4 Mobility schemes	4.1	5	
	4.2	5	
	4.3	5	
5 Meetings	5.1	5	
	5.2	5	
	5.3	5	
6 Studies	6.1	5	
	6.2	5	
	6.3	5	
7 Overall coherence of the proposal	7	10	
<b>TOTAL</b>	(min 70)	100	

Tenders must score minimum 6 points for each of the six scenarios, and minimum 70 points in total. Tenders that do not reach the minimum quality levels will be rejected and will not be ranked.

### 3.4. Ranking of tenders

The framework 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. The price taken into account in the formula is the sum of the overall total prices for all six scenarios calculated according to form 3 of annex II.

A weight of 60/40 is given to quality and price.

score for	=	cheapest price	*	100	* 40%	price weighting (in %)	+	total quality score (out of 100) for all award criteria of tender X	* 60%	quality criteria weighting (in %)
tender X		price of tender X								

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

**Annex I: Declaration on honour on exclusion criteria and selection criteria**

**Annex II: Price quotation forms (form 1 + levels of qualification, form 2 and form 3)**

**Annex III: Draft framework contract**

**Annex I - Declaration on honour on exclusion criteria and selection criteria**

## Annex II - Price quotation forms (form 1 + levels of qualification, form 2 and form 3)

### Form 1. Unit prices form

Unit	Unit price in EURO
Personal fee for 1 person-day - Category I	
Personal fee for 1 person-day - Category II	
Personal fee for 1 person-day - Category III	
Personal fee for 1 person-day - Category IV	
Flat rate covering all travel and subsistence expenses for one <b>staff member</b> to attend a <b>meeting in Brussels</b> for one day	
Flat rate covering all travel and subsistence expenses for one <b>staff member</b> to attend a <b>meeting elsewhere in the EU/EEC or Switzerland</b> for one day	
Flat rate covering all travel and subsistence expenses for one <b>participant</b> from the EU/EEC or Switzerland to attend an <b>event</b> in another city in the EU/EEC or Switzerland for one day	
<b>Other</b> direct costs (if any, specify)	

<p><b>Level of qualification I</b></p> <p><i>Highly qualified expert having assumed important responsibilities in his/her profession, recruited for his/her management/supervisory, thought and creativity skills as regards professional practise.</i></p> <p><i>He/she must have at least 15 years professional experience of which at least 7 must be connected with the professional sector concerned and the type of tasks to be performed.</i></p>
<p><b>Level of qualification II</b></p> <p><i>Highly qualified expert having assumed responsibilities in his/her profession, recruited for his/her management/supervisory, thought and creativity skills as regards professional practise.</i></p> <p><i>He/she must have at least 10 years professional experience of which at least 4 must be connected with the professional sector concerned and the type of tasks to be performed.</i></p>
<p><b>Level of qualification III</b></p> <p><i>Certified expert having received a high-level training in his/her profession recruited for his/her thought and creativity skills as regards professional practise.</i></p> <p><i>He/she must have at least 5 years professional experience of which at least 2 must be connected with the professional sector concerned and the type of tasks to be performed</i></p>
<p><b>Level of qualification IV</b></p> <p><i>Junior expert, newcomer to the profession but holding a university degree or equivalent training related to the professional sector concerned and the type of tasks to be performed.</i></p>

**Form 2. Price quotation for each scenario/subscenario**

<b>Scenario</b>	
<b>Sub-scenario (when applicable)</b>	

<b>Personal fees</b>	<b>Amount (person-days)</b>	<b>Unit price</b>	<b>Subtotal</b>
<b>Category I</b>			
<b>Category II</b>			
<b>Category III</b>			
<b>Category IV</b>			

<b>Other direct costs (specify)</b>	<b>Amount</b>	<b>Unit price</b>	<b>Subtotal</b>
...			
...			

<b>Travel and subsistence expenses for trips in the scenario</b>	<b>Number of units (persons x days)</b>	<b>Unit price</b>	<b>Subtotal</b>
Flat rate covering all expenses for one <b>staff member</b> to attend a <b>meeting in Brussels</b>			
Flat rate covering all expenses for one <b>staff member</b> to attend a <b>meeting elsewhere</b> in the EU/EEC or Switzerland			
Flat rate covering all expenses for one <b>participant</b> from the EU/EEC or Switzerland to attend an <b>event</b> in another city in the EU/EEC or Switzerland for one day			

<b>TOTAL price for (sub)scenario</b>	
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### Form 3. Price for evaluation of the tender

N is a factor weight that reflects the expected relative frequency of each of the tasks defined in the scenarios and subscenarios during the total duration of the contract, for evaluation purposes only. No assurance is given as to the volume, value and frequency of assignments under the Contract.

The framework contract will be awarded to the most economically advantageous tender, according to the formula defined in section 3.4 using the price calculated with this form.

Scenario / Subscenario	Price	N	Evaluation price (Price x N)
1 EURES programming cycle			
1.1 Analysis of NCOs work programmes		4	
1.2 Analysis of NCOs activity reports		4	
2 EURES performance measurement system		4	
3 EURES formal reporting		2	
4 EURES mobility schemes		4	
5 EURES meetings			
5.1 Meeting of the EURES Coordination Group in Brussels		30	
5.2 Workshop for EURES stakeholders in Prague		10	
6 EURES studies			
6.1 EURES business models		10	
6.2 EURES challenges and opportunities		8	
<b>FINAL PRICE FOR EVALUATION</b>			
<b>(Sum of all evaluation prices)</b>			

**Annex III: Draft framework contract**