



Call for tenders VT/2018/024

*Framework contract on helpdesk
and other support services to the
EURES Portal*

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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 European Treaties, as well as to international organisations.

It is also open to all natural and legal persons established in a third country of the EU, 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 Procurement¹ 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 shall 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, checks and audits.

The contract type 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 to this contract can be accepted by the European Commission.

In addition to the European Commission, the resulting Framework Contract will also be used by the future European Labour Authority (ELA).

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 or order form 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.

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

¹ See http://www.wto.org/english/tratop_E/gproc_e/gp_gpa_e.htm

(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 2.10 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 Contracting 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).

1.2.2. Implementation of the framework contract

The 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 e-mail, 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 offer 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 price offer template (see 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).

1.2.3. 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 the Directorate-General for Employment, Social Affairs and Inclusion, or if relevant by the future European Labour Authority.

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.

1.2.4. Duration, reporting and payments

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.3. 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 unless written notification to the contrary is sent by one of the parties. Renewal does not imply modification or deferment of existing obligations.

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.

In addition to the deliverables to be provided as specified in every specific contract, the contractor shall 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 the sixth month of the specific contract, a mid-term progress report detailing the status of the contract and all the deliverables, any problems encountered during the period, measures to maintain and improve the quality of the service, staff turnover and training of the staff, 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.

The **final payment** can be requested by the contractor after the approval of the final report and all other deliverables requested by 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/EU².

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 %.

During contract performance, the change of any subcontractor identified in the tender or additional subcontracting shall 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

² 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).

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 will 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 4.000.000.**

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 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 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

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

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 Contracting Authority and the current contractor(s) in the field to allow for an easy, uninterrupted and quality transfer of tasks to the new contract period. See also section 2.9.

An initial information and training session will be provided by the Contracting Authority before the start of the Contract. The training session will have duration of one to two days and will be held in English at the Commission's premises in Brussels or at the Contractor's premises. Attendance is obligatory for all full-time team members and their replacements. An exact timetable and a detailed programme will be provided once the Contract is signed. By the end of the training, the Contractor must acquire the knowledge and expertise necessary to be able to carry out independently the services foreseen under this Contract.

The Contractor must ensure that the knowledge gained by his staff is maintained and further developed. Any new team members must get an appropriate initial training by the Contractor. Any travel and subsistence costs required to participate in this training by contractor staff should be included in the financial offer and the overall quarterly fixed fee.

The Contracting Authority will provide the currently used set of standard replies, as well as the relevant elements from the current knowledge base.

2. TECHNICAL SPECIFICATIONS

2.1. Objectives

The purpose of this Framework Contract is to provide horizontal support and specific assistance to end users of the EURES network and EURES services in the EU, Switzerland, Iceland, Liechtenstein and Norway as well as of other mobility-related initiatives.

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 national, regional and/or local level by the EURES members and partners. The services included in this Framework Contract are therefore largely focused on providing support and assistance for the benefit of EURES members and partners and NCOs, 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 on the EURES Portal (<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*
- Commission Implementing Decision (EU) 2018/1020 on *the adoption and updating of the list of skills, competences and occupations of the European classification for the purpose of automated matching through the EURES common IT platform*
- Commission Implementing Decision (EU) 2018/1021 on *the adoption of technical standards and formats necessary for the operation of the automated matching through*

the common IT platform using the European classification and the interoperability between national systems and the European classification

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**³, 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 EURES European Coordination Office and its respective tasks as defined by Regulation (EU) 2016/568 are to be managed by the Authority.

2.2.3. The operational aspects of EURES

- ECO provides a coherent framework and the provision of **horizontal support activities** for the EURES network, including: the operation and further development of the EURES portal and related IT services, including systems and procedures for the exchange of job vacancies, job applications, CVs and supporting documents and other information, in cooperation with other relevant Union information and advisory services, networks or initiatives;
- information and communication activities regarding the EURES network;
- a common training programme and continuing professional development for the staff of the EURES Members and Partners and of the NCOs, ensuring the necessary expertise;
- helpdesk for the of staff of the EURES Members and Partners, 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 development of an appropriate cooperation and clearance structure within the Union for apprenticeships and traineeships
- the overall monitoring and evaluation of EURES activity;
- specific targeted mobility activities at EU level.

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

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

The information to jobseekers and employers is provided online and through the personal contacts of EURES staff in member and partner organisations. EURES advisers are specialists in national administrations 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.

The **EURES portal** (<http://eures.europa.eu>) aims to provide means of accessing the information needed for those considering a move for career for EURES members and partners. This includes information on living and working conditions, labour market developments (tracking shortages and surpluses of labour),

The portal is available in all official EU/EEA languages. At any given time, the portal counts on around 300.000 active jobseekers accounts and around 11.000 active registered employers.

The jobs database of the portal contains over 1.5 million job vacancies, provided by the EURES members and partners. It also includes a CVs database with CVs of jobseekers who have registered either on the EURES Portal directly or with the EURES members and partners. The portal, thus, facilitates the matching of CVs and vacancies.

As complement to the EURES portal, the **European Job Days** platform (<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 **extranet** section of the portal, available for EURES advisers and other staff involved in the EURES network (currently around 2.500 users), is a document repository with directories, forums and a number of other practical tools and utilities to facilitate internal communication within the EURES network.

The **EURES common training programme** consists of pre-training carried out by EURES NCOs, at national level. It is complemented by a consolidation phase and an EURES Academy training offer provided by ECO. It aims to equip the EURES Staff 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. With the expansion of the EURES network with new members and partners, the common training programme is being adjusted accordingly.

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

2.2.4. Other elements for the functioning of the EURES network

The tenderers are invited to review the EURES Regulation 2016/589 and its related implementing acts where the EURES parties, obligations and terminologies are defined.

2.3. Tasks to be carried out by the contractor

Currently, a helpdesk service is fully operational. The contractor is expected take over this service and set up and manage a fully operational helpdesk on its own.

The current technical infrastructure is based on two parts:

- i) the contractor provides the Workflow / Management system and the Knowledge database services with their own tools;
- ii) the Contracting Authority provides the ticketing system (currently based on JIRA) which the contractor will use for any interactions with the EURES Portal IT development and ECO.

The contractor is expected to provide its own solution to provide the services for Knowledge database and Workflow / Management system, which will be described in their bids. The contractor will be granted access to the internal ticketing system.

The **helpdesk** replies to all enquires by jobseekers, employers, EURES staff where relevant, as well as interested parties relating to the services provided on the **EURES Portal**, including the **Extranet** section, as well as to the services provided on the **European Job Days platform**.

The helpdesk also replies to general questions on the role of EURES for **job mobility** within Europe and other mobility-related initiatives.

The current means of contact are shown on the EURES portal contact page. Most requests are currently received through the portal web form. The other current means to contact the helpdesk are a free phone number accessible in all EU/EEA countries, online chat and Skype, and webform.

The contractor is expected provide equivalent contact services and suggest, in coordination with the Contracting Authority, other solutions in the future following technological evolution.

Details of the requests and the replies shall be registered in the contractor's "**Work flow / Management system**" so that they can easily be identified, reproduced and included in regular statistics and feedback to the Commission.

Answers are mainly given on the basis of **standard replies** provided by or drawn up in co-operation with the Commission. The replies to many of the requests shall consist of or include a reference to other sources of information on European and/or national level such as EURES advisers, the Euroguidance network, Europe Direct, Your Europe Advice, SOLVIT, Enterprise Europe, etc.

Standard replies, modular elements for answers, contact information etc. in the official languages of the EU/EEA to be used for all general questions shall be stored in the contractor's "**knowledge database**".

The Contractor shall participate in regular coordination **meetings** with the European Coordination Office as described under point 2.11. below. No reimbursement for accommodation or daily subsistence fee is provided for the attendance to these meetings.

All products and services that may be ordered under this Contract shall be under the full ownership of the European Commission, or if relevant of the to be established European Labour Authority, including intellectual property rights (see Article II.18 of the draft FWC).

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

2.4. Description of the tasks

The regular helpdesk service under the Contract will consist of the following main elements:

- Reception and registration of requests in a Workflow / Management system;
- Replying to requests, on the basis of information provided by the Commission, which the Contractor must incorporate into the "knowledge database" to allow easy retrieval and tracking, and to ensure best possible quality of the answers;
- Administrative tasks including:
 - ✓ Verification and approval of user registration requests from employers, jobseekers, EURES staff, including Extranet users;
 - ✓ Management of lost user IDs and passwords for jobseekers, employers and EURES Staff, including Extranet users, following guidance by the Contracting Authority;
 - ✓ Reporting on faults and errors concerning the functioning of the EURES portal;
 - ✓ Management of requests concerning data protection in relation to data processing on the EURES Portal;
 - ✓ Quality control of information on the Portal (e.g. job offers, apprenticeships'/traineeships' offer);
 - ✓ Guidance on EURES publication order forms.
- Handling of complaints and abuse reports on services provided by the EURES Portal and the EURES network in general (see background documents in annex);
- Monitoring of the performance of the portal and related IT systems and follow up on issues encountered, on request and on the basis of the relevant information provided from the Contracting Authority, including contacting specifically assigned contact persons in the Member States;
- Providing information for and editing the EURES Portal website FAQs and/or problem alerts;
- Reporting

- ✓ providing feedback and statistics on both requests and replies to the Commission (See 2.4.4.).

In addition, the helpdesk may, on request, be required to undertake some administrative or ad-hoc tasks in connection with the EURES portal (section 2.4.6).

2.4.1. Reception and registration of requests

For every request received by the helpdesk by any channel, the date and time of reception, country, language and contact details of the requestor as well as a short summary of the nature of the request must be registered in the Workflow / Management system maintained by the Contractor. In the case of telephone calls that can be answered immediately, the contact details may be left out.

The Contractor shall immediately discard any junk, promotional or any other types of e-mails or other requests received which do not relate to the activities of EURES or the European Union in general. Statistics on these messages will be kept, but these messages shall not be registered or replied to.

Messages may arrive in any of the official languages of the EU/EEA (See 2.6 below). Registration of data shall be done in English.

A notification of receipt, in the same language as the request, provided that it is one of the official languages, and otherwise in English, should be dispatched to the sender without delay.

2.4.2. Replying to requests

Replies will be prepared by the helpdesk mainly on the basis of information and standard replies already provided by the Commission, incorporated into the Contractor's knowledge database.

Replies must be sent as quickly as possible and should, as a principle, be in the language of the initial request, provided that it is one of the official EU/EEA languages. The contractor is expected to cover a wide range of languages as specified in section 3. Tenderers will indicate which languages cannot be covered and propose a solution for questions in those languages.

As a minimum requirement, a written reply shall be sent within three working days. In case the Contractor cannot answer within three working days (see category B and category C below) a holding reply must be sent within three working days. A complete reply must be sent within 15 working days from the date of receipt. If the Contractor has transmitted (escalated) a question to the Commission or elsewhere for reply or research (category C) the case shall still be considered as open, and the Contractor must carefully watch, and if necessary make reminders to the European Commission so that the 15 working days limit is be respected.

The replies to users will include a system for them to provide feedback on their experience.

The required service level is that at least 50% of the written questions received in English, French or German are fully replied within 1 working day and that 100% of the questions are replied either fully or by the dispatch of holding replies within 3 working days. The tenders

will complement this minimum service level with their own proposal and include it in the PQP. The non-respect of SLAs is linked to articles II.24. *Checks and audits* and II.16. *Reduction in price* of the framework contract.

Telephone calls must be handled as promptly as possible. The helpdesk must be able to answer incoming telephone calls in at least English, French and German at any given point of time during opening hours (see 2.5 below). If an oral answer cannot be given immediately, or if the request requires a detailed reply, contact details must be taken and a written answer provided, within the same deadlines as for written requests.

Information request received online, via the "chat" functionality or otherwise should in this respect be considered as telephone calls.

For the purposes of invoicing, provision of statistics and quality control, each request for information will be classified under one of the three categories A-C defined below, each of which involving the tasks described above. The Commission reserves the right to refuse the classification assigned to a particular request by the Contractor, and may in particular refuse to reply to a request classified by the Contractor as category C, if the Contractor is deemed capable of replying directly himself.

The calculation of the offered price should be based on the workload expressed as number of Work Units (WU), where a request category A corresponds to 1 WU, a request B to 3 WU and a request C to 2 WU (see section 3.3.1. Details for prices).

Category A - Standard answers

A standard answer exists, or needs only a minor modification, and can be dispatched within 5 minutes. This category also covers the forwarding of requests to identified contacts e.g. within the EURES network or the European institutions, such as the Europe Direct service, and informing the sender that the request has been forwarded to this contact. Requests may only be forwarded if it is obvious that the request can and will be handled and answered by the contact to which it is forwarded.

Action required:

- Analyse question and dispatch notification of receipt
- Look up correct standard answer in the language of the query in the knowledge database
- Make necessary modifications to the standard answer
- Dispatch the answer by the appropriate channel
- Log and archive

Examples of currently used standard answers are provided in annex IV.

Category B – Specific answers

A personalised reply can be prepared on the basis of existing documentation and other information at the disposal of the helpdesk, requiring an average processing time of 15 minutes.

Action required:

- Analyse question and dispatch notification of receipt
- Refer to documentation and other information sources of relevance, such as other Commission information and advice services
- Formulate answer in appropriate language
- Dispatch answer by appropriate channel
- Log and archive, if relevant adding new elements for reply to the knowledge database

Category C - Complex answers

Queries not foreseen in the documentation provided by the Commission

Action required:

- Analyse question and dispatch notification of receipt
- Transmit to the Commission for reply or research, or to identified contacts within the Institutions with copy to the Commission, indicating elements for which reply is required
- Prepare reply based on information received from the Commission/ identified contacts
- Dispatch answer by appropriate channel
- Log and archive, adding new elements for reply to the knowledge database from the reply provided by the Commission or other identified contacts

For Category C, complex answers, the Commission may reply directly, copying the answer to the helpdesk, or may define the elements necessary for the helpdesk to reply as a Category B specific answer. In either case, the reply should be added to the knowledge database, for future use.

Registration of telephone calls and online information requests

Telephone calls and online chat sessions in English, French and German that do not exceed 5 minutes and where a reply can be given immediately should be considered as category A, standard answers. For requests involving a more detailed or lengthy answer, or in a language other than English, French or German, a contact address should be registered, and the inquiry then handled as a written request, of category A, B, or C as appropriate.

These requests and replies by telephone must also be logged and archived as all other requests. As with any other reply, users will have the opportunity to provide feedback on their experience.

Technical questions

The queries described above under A-C may also include technical questions about the functioning of the system, reception of anomaly reports, suggestions for improvements etc. The helpdesk should, even if it subsequently passes on problems to more specialised services (systems support, software engineering, etc.), must be able to:

- diagnose the problem and reach an appropriate conclusion,
- answer most of the questions directly by e-mail or telephone,
- express the problems defined by the customer in a language which can be understood by the technicians, and vice-versa.

Exceptionally, in order to identify a problem, and/or advise on the correct action to be taken by the end-user, it may be necessary to guide the end-user through various steps during a telephone conversation or a chat. The average length of such a conversation should not exceed 10 minutes. These requests and replies by telephone/chat must also be registered. Depending on their length and complexity they should be classified as a request under category A-C.

2.4.3. Administrative tasks

- The helpdesk will be required to undertake a number of tasks related to the systems administration of the EURES portal, including verification and approval of "My EURES" registration requests from employers, jobseekers, EURES Staff, also including other Extranet users. Validation of employer registrations will involve controls of VAT and/or national and company registries and similar checks to verify that the company is lawfully registered and that the applicant is representing that company
- Management of lost user IDs and passwords for jobseekers, employers and EURES Staff, including Extranet users
- Management of requests concerning users right to privacy
- Reporting on faults and errors concerning the functioning of the EURES portal

The Contracting Authority will provide initial guidance for the management of these administrative tasks. These tasks should normally be classified as requests under category A, but could, depending on their length and complexity, exceptionally be classified as a request under category B-C. The introduction of stricter acceptance criteria for registration of employers may imply that employers' registrations in general will be classified as category B requests.

2.4.4. Reporting

The Contractor shall provide monthly a 1-page flash with key statistics on the activities of the EURES Helpdesk and on request to the Commission. These monthly flashes will provide a clear overview of the status of the service.

The tenderers, in their tenders will provide a proposal for the content of the monthly flash and justify their choice.

The Contractor shall also provide quarterly a summary report containing statistical trends with explanatory text. The data in the executive report should at least cover the number of questions and contacts received, replies provided, user satisfaction rates, method of transmission, delay for responses, and length of telephone calls. The statistics will be presented per month, country, language, category (employers, jobseekers, students, EURES network, researches and others, junk/unrelated) and way of contact. The data should be supported by graphs.

The quarterly reports should also include information on all pending requests and the average as well as the maximum time for handling requests. For any request that has not been replied within the stipulated 15 working days, full details as well as a justification for the delay must be supplied. Details of all complex questions referred to the Commission or other declared contacts must be supplied with the quarterly statistics, as well as examples of the main types of questions and replies handled.

Details must also be supplied of all additional ad-hoc activities carried out under this contract at the Commission's request.

The Contractor will also provide once a year a detailed report with conclusions and recommendations for the improvement of EURES processes and IT tools based on the lessons learnt by the helpdesk in their daily interaction with final users.

The Contractor will also provide at the end of the contract a final report listing the full list of deliverables requested due for the contract and their final status, as well as the financial summary expenses.

Individual reports and analysis must be available at short notice if requested.

The Contractor will immediately inform the Commission and other contacts for technical support identified and agreed by the Commission, of any reports of abuse as well as faults and problems concerning the functioning of the EURES portal, which come to the helpdesk's attention during its normal activity of replying to information requests. The Contractor shall also forward to the Commission complaints and other feedback concerning the functioning and quality of services provided by members of the EURES network.

All the reports must be provided in English as an electronic file in an agreed standard format. 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.

2.4.5. Cooperation with other information services and helpdesks

Many EURES partners have set up their own national helpdesks and information services. When requested, the Contractor shall actively cooperate with those and with other information services at national or European level in order to share information on issues related to EURES.

2.4.6. Additional and ad-hoc tasks

At the Commission's specific request, and in agreement with the Contractor, the helpdesk may be required to carry out various other tasks. These tasks may include, as a guide,

- Contribution to user manuals and tutorials;
- Monitoring and moderation of online discussion forums for jobseekers and employers that may be opened on the portal and/or the Extranet in the future;
- Monitoring and reporting on the performance of the system and services provided;
- User testing;
- Tests and analysis relating to the performance of the system and services provided;

- Reception, registration and processing of feedback information received from surveys or users;
- Sending of e-mail messages to identified groups of users;
- Editing and uploading of information to the web site;
- Compilation and dissemination of studies and statistics on the usage of the EURES portal;
- Specific customer services at the launch of a new release or service (e.g. extra helpdesk functions, special study on customer reaction);
- Quality checks and controls of EURES services;
- Participate in EURES training sessions and other meetings, to present the help desk and its activities;
- Specific customer services in relation to Drop'in.

Such tasks should normally be considered as "Additional operations" (see section 3.3.1/A3) but it can exceptionally also be agreed to classify them as requests in categories A-C.

2.5. Opening hours

The helpdesk should be available between 8.30 a.m. and 6.00 p.m (Central European Time) from Monday to Friday, regardless of national holidays of the country where the helpdesk is physically located. The only days which will be considered holidays where no service is required are: New Year's Day, Good Friday, Easter Monday, Ascension, Whit Monday (Pentecost Monday), All Saints ' Day, Christmas and Boxing Day (according to the Belgian calendar).

2.6. Languages

While the telephone and online "chat" service only needs to be supplied in English, French and German, the helpdesk should be able to handle written information requests in all official languages of the EU/EEA, i.e. currently: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Gaelic (Irish), German, Greek, Hungarian, Icelandic, Italian, Latvian, Lithuanian, Maltese, Norwegian, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish. See https://europa.eu/european-union/about-eu/figures/administration_en for information on EU languages.

The helpdesk service should be organised in such a way that telephone contacts and written enquiries in English, French and German can be dealt with immediately by the members of the helpdesk team. The tenderer should describe in detail how written requests in other languages will be handled. It should be noted that at the present time the vast majority of written request are handled in English, Italian, Spanish, German and French.

General information about EURES will be provided by the Commission in all the official languages. The knowledge database must allow the multilingual retrieval of this documentation.

The number of official languages may slightly change during the life of the contract. The Contractor must be able to extend the linguistic coverage of the service provided, without any additional charges.

As to the language skills of the staff involved, see section 3.2.4 Technical and professional capacity criteria and evidence.

2.7. Infrastructure

The Contractor must maintain the infrastructure necessary to handle all requests, and make any necessary adaptations of this infrastructure at his own expense and at his own location(s) throughout the life of the contract.

This infrastructure includes in particular a Workflow / Management system and a Knowledge database. The contractor shall provide, by hosting and maintaining, all necessary channels to access the helpdesk via telephone, e-mail, VOIP telephony networks and online chat.

The necessary telephony infrastructure includes the maintenance in all EU/EEA countries and Switzerland of a European or, where not available, national free phone number.

Tools for error reporting, management of lost EURES user IDs and passwords etc., will be provided by the Commission as part of the helpdesk's access to the EURES portal and its back-end application via the Internet.

The cost of all necessary infrastructures should be included in the global price of the service.

2.8. Registration, archive, knowledge database

The Contractor must register all requests, irrespective of how they have been sent and whether they are open or closed, in one single Work flow / Management system comprising details of the date, identity of caller, type and nature of the information request, and action taken. The system must allow a tracking of open pending issues, and should for all individual requests provide information on the actual handling time and user feedback.

The Contractor shall maintain and update a Knowledge database containing basic documentation, standard replies and elements thereof and other useful information to ensure an efficient and consistent handling of all incoming inquiries and requests.

The Contractor shall without delay inform the Commission as soon as there is a need to update or provide new standard answers or elements for answers and propose any other improvement of the basic documentation.

On request, the Contractor must provide full access for the Commission to their Workflow / Management system and the knowledge database.

The tenderers, in their tenders must describe in detail how the proposed Workflow / Management system and the Knowledge database will function.

2.9. Data security and data protection

The Commission is responsible as controller for the processing of personal data on the EURES portal under Regulation (EC) No 45/2001 and any subsequent legislation replacing or complementing it. Where the Contractor carries out processing operations on behalf of the controller it must provide sufficient guarantees in respect of the technical and organisational security measures required by Article 22 of the said Regulation with regard to the data held for the Commission. Where serving as such a processor the Contractor may only act on processing instructions from the controller.

Private data are confidential (see article II.9 Processing of personal data in the draft framework contract) and must not be used by the Contractor, or divulged to third parties, for any purpose other than those provided for in the Contract.

The contractor may also be acting as controller of personal data in its own right and must therefore also take full knowledge of and comply with the General Data Protection Regulation (EU) 2016/679. The tenderer will describe the key aspects of how they would perform this task as a procedure in the draft PQP.

Whether acting as processor on behalf of the Commission or as controller in its own right, the Contractor must inform the Commission without delay concerning any issue, problem or request that would require the direct involvement of the Commission.

At the end of the Contract all physical and electronic records pertaining to the correspondence made under the Contract must be returned to the Commission in an agreed format. This includes, not exhaustively: the register of calls treated, all identifying details of those contacting the helpdesk, the basic documentation supplied by the Commission, and the full collection of standard replies and elements thereof (the information stored in the Workflow / Management system and in the knowledge database). See also section 1.8.

2.10. Quality Assurance and Control

Quality Assurance

The Contractor must guarantee full quality assurance 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;
- the various procedures that the tenderer intends to implement and the indicators to be used to ensure the quality and monitoring of the services and products rendered;

- the personnel policy, management and training including the mechanisms for notification to the Commission, 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 procedures the tenderer intends to use to gather and process indicators of performance and client satisfaction and any complaints received;
- the quality control and assurance/complaint frame management;
- 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 assurance 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.

Quality Control

Regular monitoring of the helpdesk's activities will be ensured by the Commission for quality control and overall management purposes. This can include visits to the Contractor's premises or database checks as well as test enquiries.

The outcome of such quality checks will be reported by the Commission, and discussed with the Contractor at the review meetings. The Contractor must offer the Commission (or other actors on its behalf) unlimited access to the Contractor's Workflow / Management system and the knowledge database, to allow checks at any time on the quantity and registration of requests, and on the quality and classification of the replies provided by the Contractor.

The service quality must comply with the Commission's Code of Good Administrative Behaviour: (http://ec.europa.eu/transparency/code/index_en.htm). It will be measured on the following points:

- Availability of service
- Quality of language skills
- Accuracy and quality of replies (the helpdesk must provide accurate responses to enquiries of a varied nature)
- Repetition of identical questions (the service quality is considered insufficient if identical questions are addressed repeatedly to the Call Centre by the same enquirer within a short period of time. A control mechanism in the caller archive should ensure the identification of repeated similar requests by the same person)
- Consistency (the same question should always meet with the same elements in the reply)
- Politeness and manner of handling enquiries

- Respect of the reply deadlines
- User feedback
- Rationalisation (as the Contractor gains in experience, certain replies should pass to a more simple category of classification)

Random monitoring of the calls and correspondence, test calls and mails as well as enquiries with users will be made by the Commission to control the quality.

This quality control is linked to articles II.24 *Checks and audits* and II.16 *Reduction in price* of the framework contract.

2.11. Meetings

The contractor will have virtual weekly operational meetings with the EURES Portal team.

To ensure a close follow up of operational and technical issues the contractor must participate at monthly virtual coordination meetings (1 hour) with the Commission online via phone, Skype or similar tools if requested by the Commission.

In addition to these regular virtual meetings, the Commission will invite the Contractor to bi-annual face-to-face meetings to provide updates on EURES and other relevant Commission activities and to review the volume of work handled by the Contractor. These meetings, that will be organised about four times per year, will be held at the Commissions premises in Brussels or other EU capitals, or at the contractors premises and should be attended by the project manager and at least one member of the helpdesk. The meetings are foreseen to last a full working day. The associated expenses must be included in the financial offer, and then into the overall quarterly fixed fee.

The Contractor should propose an agenda at least two days before the meeting and make the minutes of any meetings that attends within a week after the meeting.

2.12. Guide and details of how the tasks are to be carried out

Between April 2017 and March 2018, the helpdesk received a total number of around 20.000 enquires. For the requests received the following breakdown between categories applied:

A	Standard reply	60%
B	Specific reply	39%
C	Complex reply	1%

Around 74 % of the information requests were received by the portal form. The highest number of user requests was received from France and Germany. Registration, opportunity offer and vacancy search were the top 3 subjects of user queries received. The helpdesk was most contacted by employers (51%), jobseekers (38%) and the EURES Network (5%).

N.B All figures are given purely as an indication without any commitment on the part of the Commission.

Further details on the number and nature of requests, including country breakdown, are made available in E-tendering.

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 and regulatory, economic and 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 800 000 for each year**; 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 providing a helpdesk service

Evidence A1: the tenderer must provide references showing the provision of helpdesk services during three years in the last five years involving at least 5000 enquiries per year.

- **Criterion A2:** The tenderer must prove capacity to work in English and other EU/EEA languages.

Evidence A2: the tenderer must provide references for actions (projects or services) delivered in the last five years showing language coverage in English, German, French, Italian, Spanish and 2 more languages.

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, which will include specifically these details:

- Role of the person in the team.
- Level of qualification (according to Annex II)
- Languages and level according to the Common European Framework for Reference for Languages⁴.
- Academic and other qualifications and primary background, and dates were their diplomas were awarded.
- Expertise and experience relevant to the subject of the contract, indicating dates, place of work and recipients of the work (in particular those services implemented on behalf of the tenderer)

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 € 500 000) and coverage (at least 3 countries covered), with experience in management of teams of at least 5 people, able to communicate in English (at least C1 level) and at least another language (at least B1 level).

Evidence: Presentation of the project manager and CV

B2 – Helpdesk team: of at least 6 people, collectively able to communicate in English and other 5 EU languages (all languages at least C1 level).

The helpdesk members should be highly motivated and capable of working in a complex environment, handling multiple issues simultaneously. They must understand the importance

⁴ See http://www.coe.int/t/dg4/linguistic/Cadre1_en.asp

of their role, representing EURES in direct contact with the general public and the members of the EURES network, be tactful and have the ability to promptly identify the caller/user needs in order to provide appropriate support or solutions.

All members of the helpdesk team are expected to have or acquire, through the training mentioned under point 2.1, detailed knowledge of the functioning and operation of the EURES Portal, the EURES network and the principles of free movement of workers with the Economic Area as well as a sound general knowledge of the functioning of the European Union.

Any change of personnel, occurring during the life of the Contract, shall be notified promptly for agreement by the Commission. The Contractor must provide documentation on the person(s) skills by including his or her CV.

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

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

- Name
- English level
- Other languages and their 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

3.3.1. Details for prices

A. Professional fees and direct costs

The calculation of the offered price should be based on the workload expressed as number of Work Units (WU) as defined in this table:

<i>Request type</i>	<i>Request denomination</i>	<i>number of WU</i>
<i>A</i>	<i>Standard</i>	<i>1</i>
<i>B</i>	<i>Specific</i>	<i>3</i>
<i>C</i>	<i>Complex</i>	<i>2</i>

A.1. Quarterly fixed flat fee

An overall fixed quarterly fee for the helpdesk regular services (section 2.4) provided in all official EU/EEA languages including:

- 7 500 Work Units as defined in the price schedule
- all staff costs
- all costs for infrastructure and telecommunications, except, if applicable, the direct costs payable to the involved telephone network operators for the transfer of and registration of new European and national free phone numbers used for this service
- registration of contact details, queries, reply elements and other data in the "Workflow / Management system"
- maintenance and regular updating of the basic documentation stored in the "knowledge database"
- handling complaints, queries, registration requests, alerts and FAQs
- monitor and reporting on problems and performance concerning the functioning of the EURES portal and associated services
- preparation of regular statistics and feedback, as well as the regular and ad-hoc reports
- regular liaison with the Commission
- attendance in regular virtual coordination meetings
- attendance by at least 2 persons at a face-to-face meeting in Brussels or other capitals in the EU. in addition to the initial information session offered at the start of the contract
- transfer of all the information stored over the contract and related information to maintain the service at the end of the contract.

A.2. Price per work unit

A price per work unit for work of the type normally covered by the Quarterly fixed flat fee that during one single calendar quarter exceeds the 7 500 work units included in the Quarterly fixed flat fee for that month.

A.3. Additional operations

A price per person day for additional ad-hoc operations (see section 2.4.5).

B. Travel and subsistence expenses

Flat rate for travel expenses (other than local transport costs) and subsistence expenses of the Contractor and his staff (covering the expenditure incurred by experts on short-term trips outside their normal place of work) for exceptional meetings in addition to the 4 meetings per year and the initial information session included in the flat rate.

The total price for comparison will be calculated using Form 2 in Annex II

3.3.1. Quality 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.

- **Organisation of the work and resources** (40 points)

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. The tender should provide details on the allocation of time and human

resources and the rationale behind the choice of this allocation. Details should be provided as part of the technical offer. The following elements will be considered of particular relevance:

- Appropriateness of the allocation of time and resources to the different tasks and deliverables.
- Approach to cover all required languages.

- **Quality control measures** (40 points)

This criterion will assess the quality control system applied to the service foreseen in this tender specifications. 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. The following elements will be considered of particular relevance:

- Adequacy of the draft Project Quality Plan (PQP).
- Measures for ensuring the quality of replies, deliverables and language quality check within the fixed deadlines.
- Measures to ensure the continuity of the service in case of absence of the member of the team.
- Procedures for communication with the Commission.
- Proposals for regular reporting, particularly the monthly flash report.
- Measures to provide customer satisfaction and the related annual indicator.

- **Infrastructure** (20 points)

This criterion will assess the quality of the technical infrastructure proposed for carrying out the services. The following elements will be considered of particular relevance:

- Tools to communicate with users including access to telephone and other networks.
- Workflow / Management system and Knowledge database, including measures for continuous updating of the knowledge database and training of the involved staff as well as handover of the knowledge at the end of the contract.
- Tools for the production of statistics.
- Measures to guarantee the technical availability of the service.

Points will be awarded on the basis of the information provided by the tenderers in their bids.

Tenders must score minimum 50% for each criterion and sub-criterion, and minimum 70 % 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 calculated according to form 2 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

Annex III: Draft contract

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

Annex II

Form 1. Unit prices

Description of tasks	Unit	Unit price in EUR
<p>A1. Quarterly fixed flat fee</p> <p><i>Helpdesk regular services (section 3.3.1)</i></p>	Quarter of a year	
<p>A2. Price per work unit</p> <p><i>A price per work unit for work of the type normally covered by the Quarterly fixed flat fee, that during one single calendar quarter exceeds the 7 500 work units included in the Quarterly fixed flat fee for that quarter</i></p>	Work unit (WU)	
<p>A3. Additional operations</p> <p><i>Additional work on request not included in the description above</i></p> <p>Category I Category II Category III Category IV</p>	Person day	

All the experts defined in Annex II (Qualification levels I to IV) will hold a university degree (or equivalent training) related to the professional sector concerned and the type of tasks to be performed.

<p>Level of qualification I</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>Level of qualification II</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>Level of qualification III</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>Level of qualification IV</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>

B. Flat rate travel and subsistence expenses

	Unit	Unit price in EURO
<i>Flat rate covering all travel and subsistence expenses for one person to attend a meeting in <u>Brussels</u></i>	<i>Per day</i>	
<i>Flat rate covering all travel and subsistence expenses for one person to attend a meeting <u>elsewhere</u> in the EU/EEC or Switzerland</i>	<i>Per day</i>	
<i>These flat rates are for exceptional meetings in addition to the 4 meetings per year and the initial information session included in the flat rate</i>		

Form 2. Specimen quotation for one year

Description of tasks	Number of units	Unit	Unit price in EUR	Total price (units x price)
<i>Operation of the EURES Helpdesk at the quarterly flat fee (A1)</i>	<i>4</i>	<i>Quarter</i>		
<i>Additional work units exceeding the 7 500 WU included in the flat fee (A2)</i>	<i>5 000</i>	<i>WU</i>		
<i>Additional work on request not included in the description above (A3) – Category I</i>	<i>5</i>	<i>Person day</i>		
<i>Additional work on request not included in the description above (A3) – Category II</i>	<i>10</i>	<i>Person day</i>		
<i>Additional work on request not included in the description above (A3) – Category III</i>	<i>10</i>	<i>Person day</i>		
<i>Additional work on request not included in the description above (A3) – Category IV</i>	<i>5</i>	<i>Person day</i>		
<i>Flat rate covering all expenses for one person to attend a meeting at the Commission premises in Brussels, in addition to those included in the flat rate (B)</i>	<i>5</i>	<i>Day</i>		
<i>Flat rate covering all expenses for one person to attend a meeting elsewhere in the EU/EEC or Switzerland, in addition to those included in the flat rate (B)</i>	<i>5</i>	<i>Day</i>		

<i>TOTAL price for comparison</i>	
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Annex III: Draft contract