



**TENDER SPECIFICATIONS
No OLAF/D1/64/2014**

**Framework contract
for a conference and event organiser**

Open Procedure

**Contracting Authority:
The European Commission
represented by the European Anti-Fraud Office (OLAF)**

Deadline:

8 May 2015

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1. BACKGROUND

The European Commission, represented by the European Anti-Fraud Office (OLAF) as its contracting authority, is launching an invitation to tender for services to conclude a framework contract for the organisation of events.

Further information about OLAF's areas of activity can be found at:
http://ec.europa.eu/anti_fraud/index_en.htm.

The selected contractor will assist the contracting authority in organising events. Services provided as a result of this call for tender may be delivered to any Directorate-General of the European Commission or to any body or agency set up under the EU treaties or on their basis.

The prior information notice was published in the supplement to the Official Journal of the European Union of 17 December 2014 (ref. 214/S 243-427195).

The contract notice was published in the supplement to the Official Journal of the European Union of 26 March 2015 (ref. 2015/S 060-104703).

2. TITLE OF THE CONTRACT

Framework contract for a **conference and event organiser**¹.

3. GLOSSARY

The following terms are used throughout these specifications:

Call for tender	A public procurement procedure (regardless of the type of procedure).
Contract notice	Summary of the main details of the future contract (estimated volume, subject, etc.).
Contracting authority	The public body launching the procurement procedure.
Contractor	Successful tenderer chosen through this call for tender.
Day	Unless otherwise specified, a calendar day (not a working day).
Economic operator	Any natural or legal person, public entity or group thereof that offers supplies, services or labour on the market.
Events	Conferences, seminars, colloquia, courses, symposia, workshops and training sessions, including logistical support for organising them.
Framework contract	A contract that sets out the general outline of the services or supplies to be delivered and requires an additional step for the purchase to be completed.
Service contract	A contract that specifies the details of a particular task based on the previously signed framework contract.
Service proposal	The proposal submitted by the contractor and that will be used for concluding a specific contract. The service proposal must contain a work plan and a budget.

¹ The terminology 'events' (see glossary) is used throughout these specifications for the services to be provided by the contractor.

Service request	The specifications for the organisation of an event for which the contractor will be asked to submit a service proposal.
Tender	Offer, bid, proposal
Tenderer	Any natural or legal person, public entity or group specified in the 'participation in the tender procedure' section who submits a tender under this call for tender.

4. NATURE OF THE CONTRACT

The contract takes the form of a framework contract (see Annex I).

The framework contract will be implemented through specific contracts.

On the basis of a service request, the contracting authority will ask the contractor to submit a service proposal for organising an event.

Once accepted by the contracting authority, the service proposal will be annexed to the specific contract.

The specific contract will be drawn up in accordance with the standard format, as specified in the framework contract.

The framework contract and the specific contracts will come into force on the day they are signed by the contracting authority.

Signing the framework contract does not commit the contracting authority to placing orders and does not give the contractor any exclusive rights to the services covered by the framework contract.

The contracting authority reserves the right to cease placing orders without the contractor having the right to any compensation. It can do so at any point during the framework contract's duration.

5. INFORMATION ON TENDERING

5.1. Participation

Participation in this tender procedure is open on equal terms to all natural and legal persons coming within the scope of the Treaties and to all natural and legal persons in a third country which has a special agreement with the Union in the field of public procurement on the conditions laid down in that agreement.

Where the Multilateral Agreement on Government Procurement² concluded within the WTO applies, the participation to the call for tender is also open to nationals of the countries that have ratified this Agreement, on the conditions it lays down.

5.2. Contractual conditions

The tenderer should bear in mind the provisions of the draft framework contract (see Annex I), which specifies the contractor's rights and obligations, particularly

² See http://www.wto.org/english/tratop_e/gproc_e/gp_gpa_e.htm

those relating to payments, performance of the contracts, confidentiality, and checks and audits.

Any limitation, amendment or denial of the terms of contract will lead to automatic exclusion from the procurement procedure.

Before the contract is signed, the contracting authority may either abandon the procurement procedure or cancel the award procedure without the tenderers being entitled to any compensation.

5.3. Joint tenders

A joint tender is a situation where a tender is submitted by a group of economic operators (consortium), who will not be required to adopt a particular legal form prior to the framework contract being awarded, but the consortium selected may be required to assume a given legal form when it has been awarded the framework contract if this change is necessary for proper performance of the specific contracts.

In case of joint tender, all economic operators in a joint tender assume joint and several liabilities towards the contracting authority for the performance of the specific contracts as a whole. Nevertheless, tenderers must designate a single point of contact for the contracting authority.

After the award, the contracting authority will sign the framework contract either with all members of the group, or with the member duly authorised by the other members via a power of attorney.

5.4. Variants

Variants are not allowed. Tenderers may not submit bids for only part of the services required.

5.5. Lots

Not applicable.

5.6. Subcontracting

Subcontracting is permitted but the contractor retains full liability towards the contracting authority for performance of the framework contract as a whole.

Tenderers are required to identify all subcontractors whose share of the contract is above 20% of the offer.

Their full details (name, place of establishment, services and amounts provided) must be included in the tender.

Tenderers must ensure that Article II.7 of the contract (see Annex I) can be applied to all subcontractors.

The lead contractor is fully responsible for delivering all services under the framework contract.

During the framework contract's implementation, any change to the subcontractors identified in the tender will be subject to prior written approval of the contracting authority.

Contractors must be able to demonstrate that subcontracting must be based on the best value for money given the quality of the service proposed (best price-quality ratio).

6. CONTRACT DURATION

The framework contract resulting from this call for tender will enter into force on the date on which it is signed by the last contracting party.

The provisional date for starting the framework contract is August-September 2015.

The framework contract will have an initial duration of one year from the date on which it is signed, and may be renewed up to three times for an additional period of one year at a time.

Its renewal will be automatic and under the same conditions, unless one of the contracting parties notifies the other to the contrary, in writing, before the period indicated in the model framework contract ends. Renewal does not imply any modification or deferment of existing obligations.

The overall duration of the framework contract shall not exceed four years. The contract may be terminated early due to the contractor's unsatisfactory performance.

The specific contracts must be signed and returned to the contracting authority before the framework contract to which they refer expires.

The framework contract will continue to apply to such specific contracts after it ends, for a period of up to six months.

7. ESTIMATE OF VOLUMES

The number, volume and duration of specific requests and tasks might vary from year to year.

The number of events expected per year is around 20 – this is only an indication, however, and does not constitute a commitment of the contracting authority on the actual future volume of services.

The estimated number of specific requests per year will be communicated to the contractor in due course.

The global value of the framework contract in case of a four year agreement is estimated to be no more than EUR 20,000,000.

8. PLACE OF PERFORMANCE OF THE CONTRACT

It is expected that the majority of events organised will take place within the European Union, but some will take place in third countries.

The place of performance of services will be defined separately for each specific request.

9. TASKS TO BE CARRIED OUT BY THE CONTRACTOR

Depending on the meeting's purpose, size, duration and location, one or more of the following services will be requested:

1. Venue booking and management;
2. Booking of participants' accommodation;
3. Organisation of participants' travel arrangements;
4. Catering;
5. Invitation and registration of participants;
6. Development of programmes and documents related to the event;
7. Event website design, content management and maintenance;
8. Interpretation services and translation;
9. Provision of technical equipment and assistance;
10. Event evaluation and follow-up.

Annex II explains these tasks in detail.

10. WORKFLOW OF AN EVENT

The workflow for organising an event is summarised below.

10.1. Before the event

10.1.1. Request of services

The present tender specifications for awarding a framework contract set out a general description of the tasks to be carried out.

When the contracting authority decides to contract out specific services, it will provide the contractor with a specific request specifying the type of services needed and will include a provisional timetable for the organisation of an event. It will also invite the contractor to submit a service proposal.

The specific request will indicate:

- the title, date and place (country/city) of the event; and
- the event coordinator's name and surname.

More particularly, the request for a specific offer will set out inter alia:

- the deadline for submitting a specific offer (usually between 10 and 20 working days, depending on the complexity of the task);
- the terms of reference for the event to be provided;
- the duration of the event and the performance deadlines.

The contractor must acknowledge receipt of the request for specific services by e-mail. It is obliged to respond in writing to each request received from the contracting authority.

The contractor must send (via e-mail) its reply within the deadline specified by the contracting authority in the request for services.

The reply must be in the form of an official offer, duly signed and dated, and must include a detailed work plan based on the financial proposal enclosed with the framework contract.

The work plan must include:

- names of the staff members assigned to the event (the project manager and operational staff);
- name and contact details of the contact person in charge of the specific event;
- logistical details (information on the venue, travel arrangements, etc.);
- an estimated budget, and;
- a detailed checklist of all activities related to the implementation of the event, as well as the timetable, responsibilities and delivery deadlines.

The contracting authority may request clarifications and/or amendments to the work plan and budget.

In this case, the contractor must submit a revised proposal and/or budget.

After the contracting authority has examined the work plan and approved the contractor's offer, a specific contract will be signed.

Implementation of the tasks cannot begin until the date on which the specific contract enters into force.

10.1.2. Quality control

The contractor is responsible for overseeing the quality of the service provided to the contracting authority.

It must also ensure that any deadlines defined by the contracting authority are strictly respected.

10.1.3. Preparatory meeting with the contracting authority

After the specific contract is signed and on the contracting authority's request, one or more preparatory meeting(s) will be held between the project director and/or project manager and the contracting authority's services responsible for organising the event.

These meetings will make it possible to discuss in person the detailed planning of events for which a specific contract has been concluded, and to monitor the evolution and quality of the services being provided under the specific contract.

They will be held on the contracting authority's premises. The contractor will prepare minutes of all meetings.

10.1.4. Invitations sent to participants

The contractor is responsible for sending invitations to the participants, based on information provided by the contracting authority.

It must regularly inform the contracting authority on participants' registration (including cancellations) and the state-of-play of all activities related to the event being organised.

10.2. The event

Shortly before the event takes place, the contractor will start the preparatory activities at the event location.

These include setting up the venue and the secretariat, and welcoming participants.

The contractor will fully manage the event, including all preparation and closing activities.

The contractor's staff must be present to ensure that the event runs smoothly until the end. This principle applies to all events.

10.3. After the event

Shortly after the event takes place, the contractor will deliver the results of the participants' satisfaction survey to the contracting authority, and on the contracting authority's request, will organise a debriefing meeting with the contracting authority.

10.4. Communication with the contracting authority:

The contractor must:

- Ensure the management of the day-to-day communication with the contracting authority before/during/after the event. Particular attention should be drawn to communicating to the contracting authority any change of participants' status: arrivals, new reservations, changes, cancellations and no-shows etc.;
- Designate one contact person in charge of the specific event;
- Set out appropriate measures ensuring timeliness of responses to the contracting authority requests;
- Reply promptly to phone calls and e-mails.

11. REPORTING

When requesting payment of the final balance, the contractor will send the contracting authority **two final reports** signed by its legal representative:

- 1.** the **final technical report** and;
- 2.** the **final financial report**.

Both must be drafted in English and be provided in paper and electronic formats, in accordance with the instructions detailed below.

11.1. The final technical report

The technical report must include both qualitative and quantitative data.

Its aim is to provide a detailed picture of the event and to this end it must include at least the following information, which will make it possible to carry out a quantitative and qualitative analysis of the activities carried out and their results:

- a summary of the activities carried out;
- an indication of the problems encountered and possible solutions for future events;
- the final programme, speeches, slides and documents distributed to the participants;
- the complete list of speakers (and their CVs);
- the complete list of participants;
- the results of the participants' satisfaction survey.

Please bear in mind that the purpose of the final technical report is to make it possible to evaluate the complete service provided. Therefore, all activities must be finalised before the final technical report is submitted.

11.2. The final financial report

The final **financial report** must be presented as a spreadsheet, and must include a concise and clear description of all expenses incurred and specified in the specific contract. All prices must be expressed in euros.

The following documents must be annexed to the financial report:

- certified copies of all invoices for reimbursable expenses incurred;
- if requested, any other supporting document;
- bank statement of the payment transactions to ascertain the correct exchange rate for payments in non-euro area countries.

12. PRESENTATION OF THE TENDER

Tenders must be clear and concise, with continuous page numbering throughout, including for annexed forms and other documents. They must be assembled in a coherent way (e.g. bound or stapled, and printed double-sided).

Tenders must include all information and documents requested by the contracting authority so that each tender can be assessed on based on the exclusion-, selection- and award criteria defined below.

They must be signed by the legal representative of the tenderer.

They must be submitted in accordance with the specific requirements of the invitation to tender letter, within the deadline laid down.

13. THE TENDER'S STRUCTURE AND PRESENTATION

The **tender** must be organised into the following **three sections**:

Section one	Administrative documents and documents related to the exclusion (see section 15 below) and; selection criteria (see section 16 below)
Section two	Technical offer
Section three	Financial offer

The tenderer should ensure that each section's cover page specifies which section it relates to.

The tender documents in triplicate (one original, two hard copies, and one electronic copy, e.g. CD, DVD, memory stick) must be sent in **two parts**, each in separately sealed and clearly-marked envelopes.

- **one part** must contain the **administrative documents and technical offer**;
- the **second part** must contain the **financial offer**.

13.1. Section one: Administrative documents

13.1.1. Administrative information

The tender must include:

- A **cover letter** presenting the name of the tenderer (including all entities involved in the case of a joint offer), the subcontractors whose share of the contract is above 20% of the offer, and the name of the single contact person for the tender.

For **joint tenders**, the cover letter must be signed by a duly authorised representative of each tenderer, or by a single tenderer duly authorised by the others (by power of attorney).

- The **tender submission form** (see Annex VII).
- **Subcontractors** must provide a **letter of intent** stating their willingness to provide the service specified in the offer in line with the tender's specifications.
- In order to prove their legal capacity and their status, all tenderers must provide a signed **legal entity form**.

The form is available on:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

The legal entity form should be completed, signed, stamped and returned together with:

- A copy of the resolution, law, decree or decision establishing the entity in question;
- Or, failing that, any other official document attesting to the establishment of the entity by the national authorities'.

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

- The tenderer (or the single point of contact for joint tenders) must provide a **financial identification form** and supporting documents.

Only one form per offer should be submitted (no form is needed for subcontractors and other joint tenderers).

The form is available on:

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm

- Tenderers must provide the following information if it had not been submitted with the legal entity form:
 - For legal persons, a legible copy of the notice of appointment of the persons authorised to represent the tender in dealings with third parties and in legal proceedings, or a copy of the publication of this appointment if the legislation which applies to the legal entity concerned requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be supported by evidence.
 - For natural persons, where applicable, proof of registration in a professional or trade register or any other official document showing the registration number.

13.1.2. Information regarding exclusion and selection criteria

The tender must include evidence related to:

- the exclusion criteria (see article 15 below); and
- the selection criteria (see article 16 below).

13.2. Section two: Technical offer

The technical offer must be complete, consistent and clear and cover all aspects and tasks required in the technical specification and provide all the information needed to apply the award criteria.

This section should contain all technical information relevant to the activities to be organised. For this purpose, tenderers should develop the case study (A and B) included in Annex IV.

Offers that deviate from these requirements or that do not cover all requirements may be excluded on the basis of non-conformity with the tender specifications and will not be evaluated.

To make evaluation of the tenderers' technical capacity possible, the technical part of the tender must contain information covering the topics listed below.

General organisation and management structure

Tenderers should describe:

- their size (number of staff members) and the number of staff allocated to the event, plus a breakdown by level of qualification, by gender and by estimated workload;
- the basis on which staff will be allocated per event;
- the process of selection and negotiation of terms and conditions with venues and other external suppliers;
- how they will organise the invitations, mailings, participants' registration, tracking of responses and reporting to the contracting authority;
- the proposed layout of the event website – especially the registration system
 - and how they will monitor registration, communicate with participants and produce post-event documentation;
- how they plan to communicate with participants after the event.

Quality control

Tenderers should describe how they intend to:

- control and monitor the quality of the services delivered, and ensure that they are provided within the terms laid down in the contract, not only those provided directly by the tenderer but also those supplied by subcontractors, if any;
- organise the online feedback evaluation survey to be completed by the participants;
- identify major challenges or difficulties;
- manage legal, administrative and financial aspects related to the performance of the contract, such as ensuring compliance with contractual provisions (especially of the specific contracts).
- Set, manage and respect the deadlines agreed for each stage of the event's organisation.

Organisation of suppliers

Tenderers should:

- explain how they will work with local suppliers and the proposed mechanisms that will be used to identify who will deliver the services and how the best conditions, especially the quality/price ratio, will be guaranteed;
- describe the planned arrangements with travel agencies, clearly demonstrating guaranteed competitive market rates for tickets and booking fees;
- describe how they will ensure the timely settlement of all financial obligations;
- explain any fall back arrangements in case one or several of the suppliers doesn't deliver, to ensure business continuity.

The technical offer must be completed in full and signed by the person authorised to represent the tenderer.

The technical part of the tender must be submitted in **a separate envelope** marked '**technical offer**' together with the administrative documents.

13.3. Section three: Financial offer

This section should contain all financial information relevant to the activities to be organised. For this purpose, tenderers should fill in the spreadsheet included in Annex V which will constitute the future contractual basis for the pricing of the specific contracts, if the contract is awarded to the tenderer.

The financial offer form may not be altered: omissions or changes to the original layout may lead to the tenderer's offer being eliminated.

Tenderers must specify the management fees for each of the 10 items under point 9 (tasks to be carried out by the contractor) in the financial proposal.

Each amount must be expressed in euros as a management fee 'per participant' for the services directly rendered by the contractor.

This is the case for any event, irrespective of its duration and place.

The management fees proposed by the tenderer are a maximum amount that may be charged 'per participant' invited by the contracting authority to attend each individual event.

They must be fixed and must include all costs (event management, quality control, training of the contractor's staff, costs related to meetings with the contracting authority, overhead costs³ etc.) and all expenditure (overall management, secretariat, social security, staff costs, etc.) incurred directly and indirectly by the contractor while carrying out the tasks entrusted to it. This list is not exhaustive.

No other costs can be charged for the contractor's activities during the contract's implementation.

The management fees do not include:

- any reimbursable costs for event services such as venue rental, hotel accommodation (within the limits set by the annexed rules (see annex III)), participants' travel tickets, catering, interpretation and technical equipment, local transfers, etc.; these expenses will be reimbursed by the contracting authority upon presentation of invoices and supporting documents;
- travel and subsistence expenses (within the limits set by the annexed rules (see Annex III)) incurred by the contractor's staff while executing the specific contract.

Participants are not allowed to receive daily subsistence allowances.

The financial part of the tender must be submitted in **a separate envelope** marked '**financial offer**'.

The financial offer must be completed in full and signed by the person authorised to represent the tenderer.

13.4. Prices

Prices must be expressed in euros. Tenderers are liable for any losses that may result from fluctuations in the exchange rate with non-euro-area countries.

The price quoted may not be revised in line with exchange rate movements.

Prices must be quoted free of all duties, taxes and other charges, including value added tax (VAT), as the European Union is exempt from these under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Union.

It is contractor's entire responsibility to determine the place of taxation and the possibility to deduct/to have reimbursed the VAT if necessary after having consulted the relevant national authorities and to implement correctly the applicable legislation.

³ The overhead costs include (the following list is not exhaustive): telecommunications (phone including follow up phone calls to participants to monitor the registration process, e-mail, photocopies required for day-to-day-activities, normal post, courier service, stationary for day-to-day operations, production of badges/nameplates for all participants, bank charges for any kind of expenses incurred in relation to the event.

13.5. Language

Tenders may be submitted in any of the European Union's official languages.

After the contract is awarded, all communication between the contracting authority and the contractor will be carried out in English.

The contractor must ensure that all documents are proofread and of high linguistic quality.

13.6. Terms and conditions for submitting tenders

Once the contracting authority accepts the tender, the tender becomes its property.

The contracting authority will not reimburse expenses incurred while preparing and submitting tenders. Tenderers whose tenders are not accepted may not claim any compensation, including if the contracting authority decides not to award them the contract.

The contractor has sole responsibility for complying with all legal obligations incumbent on him, especially those arising from employment law, tax law and social legislation.

The contractor may not represent the contracting authority or behave in any way that would give this impression.

It must inform third parties that it is not part of the European public service (EU institutions and other bodies (<http://europa.eu/about-eu/institutions-bodies>)), and is carrying out work on behalf of the contracting authority.

14. EVALUATION PROCEDURE

The evaluation is based on the information provided in the submitted tender. It takes place in three steps:

- 1.** Verification of the non-exclusion of tenderers based on the **exclusion criteria**.
- 2.** Selection of tenderers based on the **selection criteria**:
 - economic and financial capacity;
 - technical and professional capacity.
- 3.** Evaluation of tenders based on the **award criteria**.

Only tenders that meet the requirements of the first step will pass on to the next step.

15. EXCLUSION CRITERIA

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

For joint tenders, this requirement applies to all members of the consortium.

A declaration on their honour is also required for identified subcontractors whose intended share of the contract is above 20% of the offer.

The tenderer to whom the contract is to be awarded must provide the documents mentioned as supporting evidence in Annex VI. It must do so within the time limit defined by the contracting authority before the contract is signed.

16. SELECTION CRITERIA

Tenderers must prove their economic, financial, technical and professional capacity to carry out the work specified in this call for tender.

For joint tenders, each member of the group must provide the evidence requested.

If there are subcontractors whose intended share of the contract is above 20% of the offer, they must also each provide the evidence requested.

However, all consortium members and sub-contractors will be assessed together to verify compliance with minimum capacity levels.

16.1. Economic and financial capacity and evidence

In order to prove their economic and financial capacity, the tenderers (i.e. in case of joint tender, the combined capacity of all members of the consortium and identified subcontractors) must:

1. Show that their annual compound turnover exceeds EUR 8,000,000 (cumulated for the past two years).
2. Have a sufficient positive net operating cash-flow for the past two years to secure EUR 1 Mio over a period of 6 months.

Tenderers must provide the following evidence:

1. Copy of the **balance sheet, profit and loss account** and the **cash flow statement** for the last two financial years for which accounts have been closed, if the tenderer is required by law to produce such statements.
2. **Simplified balance sheet** and **simplified profit and loss account** (Annex VIII must be completed) for the last two financial years for which accounts have been closed, if the tenderer is required by law to produce such statements.
3. **The audit statements**, if the relevant company law requires these financial statements to be audited.
4. Evidence of **professional risk indemnity insurance**.

If, for some exceptional reason which the contracting authority considers justified, a tenderer is unable to provide one or more of the above documents, it may prove its economic and financial capacity with any other document that the contracting authority considers appropriate.

In this case, the tenderer must inform the contracting authority about the exceptional reason and its justification in the tender itself.

The contracting authority reserves the right to request any other document that will enable it to verify the tenderer's economic and financial capacity.

Tenderers should note that failure to provide sufficient information on the above-mentioned points could lead to their tenders being rejected.

16.2. Technical and professional capacity criteria and evidence

Tenderers (i.e. in case of joint tender, the combined capacity of all members of the consortium and identified subcontractors) must comply with the criteria listed below.

16.2.1. Criteria relating to the tenderers

Tenderers must have experience of working in a minimum of four EU Member States, and must have organised at least ten events (per year, not per country) in the last three years for at least 50 participants.

The location of the events organised must have at least covered the required minimum of four countries.

16.2.2. Criteria relating to the team delivering the service

To ensure that the work is carried out successfully, the contractor must guarantee two distinct functions related to the overall management of the contract and the management of individual assignments (a project director and a project manager).

The **project director** for the overall management of the contract is the main contact person (plus back-up staff as required) and is responsible for:

- handling all communication with the contracting authority;
- managing and coordinating the delivery of all services required by the contracting authority according to the contractual standards;
- ensuring that the contractor's staff apply the same methodology and quality standards across all events organised;
- assessing risk and ensuring quality control for all activities carried out by the contractor.

The project director must not be replaced without the contracting authority's prior written agreement.

The **project manager** for the implementation of each individual specific event coordinates operational staff as required.

S/he is responsible for:

- implementing logistical activities and services specified by the contracting authority's event coordinator;
- maintaining regular communication with participants and the contracting authority;
- reviewing all activities on an ongoing basis and being proactive in proposing steps to improve their impact;
- management of the event on site.

The contractor's assigned team

The contractor must assign staff with the qualifications needed to ensure a high level of service for each specific event.

It must in particular pay attention to peak periods and linguistic requirements.

Staff assigned must be able to respond to any request from the contracting authority or event participants as soon as possible.

The contractor must guarantee that the team assigned to the framework contract is sufficient to ensure a consistently high level of service in accordance with the contractual obligations, taking into account any variations in the contracting authority's event cycle.

During the framework contract's duration, the contractor must ensure that its team is composed of at least the same number of people as was proposed in the tender, with similar skills and professional experience.

The contractor must ensure that replacement staff is available as necessary.

The contracting authority may require one or more members of the contractor's team to be replaced if an adequate level of service is not provided in accordance with the contractual obligations.

The minimum requirements for the project director, project manager and key members of the team responsible for performing the tasks and services covered by this call for tender are as follows:

Project director:

- Must have significant experience (minimum of five years) in managing teams that organised and managed events, in several Member States.

Project manager and key team members:

- At least three members of the team must have experience (of a minimum of three years each) in organising and managing events. The tenderer must explain what kinds of events these were.
- At least one member of the team must have experience (of a minimum of three years) in communication and public relations. The tenderer must explain what type of communication and public relations work had been carried out by this member (with references).
- At least two members of the team must have experience (a minimum of three years each) in creating and managing websites, including knowledge of the main tools and applications used in this field, of graphic design, layout, and the technical aspects of creating websites.

16.2.3. Evidence

The tenderer must submit the following documents and information:

1. A **statement showing the average annual number of staff members employed in the last three years, and the current management structure.**

2. A **description of the structure of the event team**, specifying the names and tasks of the project director, project manager and the contractor’s team which will be assigned to the events to be organised.
3. **Detailed CVs of all key personnel who will be assigned to the events to be organised** (in Europass format, see <http://europass.cedefop.europa.eu/en/home>).

The CVs of at least six staff members working in the events department must be included.
4. A **list of the main events** similar to those set out in these tender specifications provided over the past three years (2012, 2013 and 2014). For each service, the following details must be outlined:
(1) objectives and layout/format; (2) location of the event; (3) number of participants by event; (4) Information on which services were subcontracted to third parties; (5) the overall budget and budget spent per proposed event (each event description must not exceed four pages in A4 format).
5. **Detailed information** on the **technical equipment** at their disposal.
6. An **indication of the proportion of the contract** which the tenderer may **intend to subcontract**, and for which services.

Tenderers should note that failure to provide sufficient information on the above-mentioned points could lead to their tenders being rejected.

17. AWARD CRITERIA

The tender will be awarded according to the best-value-for-money principle, as follows.

A. Technical part:

The technical offer will be evaluated based on the replies to the case study (Annex IV) and on the following award criteria, using the weighting specified below:

No	Award criteria	Maximum score	Minimum score
1	General organisation and management structure	40	20
2	Quality control	30	15
3	Organisation of suppliers	30	15
Total score		100	65

Tenders that score less than the minimum score for each criterion (1 to 3) and that obtain less than 65 points out of 100 in the total quality score **will be rejected and will not be ranked**.

B. Financial part:

After the tenders' quality is evaluated, they will be ranked according to the formula shown below. This will determine which tender offering the **best value for money**. The contract will be awarded to the tender with the highest score.

$$\text{score for tender X} = \frac{\text{cheapest price}}{\text{price of tender X}} * 100 * \text{price weighting (in \%)} + \frac{\text{total quality score (out of 100) for all award criteria of tender X}}{\text{quality criteria weighting (in \%)}} * \text{quality criteria weighting (in \%)}$$

The price weighting will represent 30% of the score and the quality criteria weighting 70%.

18. DEADLINES

Final date for submitting tenders: 8 May 2015.

Requests for additional information received less than five working days before the final date for submission of tenders will not be processed.

19. DATE AND PLACE OF OPENING OF THE TENDERS

The Opening Committee will open the received tenders at the time and date specified in this call for tender: 2 June 2015.

Each tenderer may authorise one representative to attend the opening of the tenders.

The request to attend the opening session must be sent to: OLAF-FMB-TENDERS@ec.europa.eu by 26 May 2015.

20. ANNEXES

- I. Draft Framework Contract
- II. Tasks to be carried out
- III. Accommodation Costs and daily Subsistence Allowances (DSA)
- IV. Case Study
- V. Financial Offer (to be completed and signed by the tenderer)
- VI. Declaration of Honour (to be completed and signed by the tenderer)
- VII. Tender Submission Form (to be completed and signed by the tenderer)
- VIII. Simplified Balance Sheet and simplified Profit and Loss Account (to be completed and signed by the tenderer).