



***Framework service contract for the provision of  
Language Training to the Staff of the European Environment Agency (EEA)***

**Reference:** Open call for tenders EEA/ADS/11/001

**Closing date:** 04/05/2011

**1. Introduction to EEA**

The European Environment Agency (EEA) is a European Union public body governed by Regulation (EC) No 401/2009 of the European Parliament and of the Council of 23 April 2009<sup>1</sup>. The EEA role is to support the European Union in the development and implementation of environmental policy by providing relevant, reliable, targeted and timely information on the state of the environment and future prospects. The EEA also provides the necessary independent scientific knowledge and technical support to enable the Union and the member countries to take appropriate measures to protect and improve the environment as laid down in the Treaty and by successive Community action programmes on the environment and sustainable development. Currently, the EEA has 32 member countries.

There are approximately 200 staff members working at the EEA. These staff members come from a wide range of national, professional and cultural backgrounds. Their functions at the EEA vary from environment-related research and data-analysis to administrative or managerial tasks.

Further information about the work of EEA can be obtained on its website: <http://www.eea.europa.eu>.

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<sup>1</sup> OJEU L 126 of 21.5.2009, p. 13.

## 2. Presentation of the tender

Tenders shall be submitted in accordance with the **double envelopes system**:

The outer envelope or parcel should be sealed with adhesive tape and signed across the seal and carry the following information:

- The call for tenders reference No **EEA/ADS/11/001**
- The contract title **“Provision of language training to the staff of the European Environment Agency (EEA)”**
- The name of the tenderer
- The indication **“Tender – Not to be opened by the internal mail services”**
- The address for submission of tender (as specified in the letter of invitation to tender)
- The date of submission shall be legible on the outer envelope or parcel

The outer envelope or parcel must contain three inner envelopes, i.e. Envelope No 1, 2 and 3, corresponding to the following three sections: administrative section, technical offer and financial offer.

**(a) Envelope No 1 – Administrative section** shall include the following:

- The Tender submission form drawn up in accordance with the template in annex 1
- The declaration on exclusion criteria as required under section 11.1.2 drawn up in accordance with the template in annex 2
- The legal entity form as required under section 11.2.1 drawn up in accordance with the template in annex 3
- The financial identification form drawn up in accordance with the template in annex 4
- The evidence and documentation demonstrating the fulfilment of the selection criteria as required under sections 11.2.2 (economic and financial capacity) and 11.2.3 (technical and professional capacity)

**(b) Envelope No 2 – Technical offer** shall include the following:

The technical offer providing all information requested under sections 7, 8 and 11.3.1 including information relevant to subcontracting as requested under section 4.3.

**(c) Envelope No 3 – Financial offer** shall include the following:

The financial offer providing all information requested under sections 10 and 11.3.2, drawn up in accordance with the template in annex 5.

Tenders shall be drafted in one of the official languages of the European Union, **preferably in English** (supporting evidence does not need to be translated) and submitted **in triplicate** (one signed original unbound and two copies).

It is important that tenders are presented in the correct format and include all documents necessary to enable the evaluation committee to assess them. Failure to respect these requirements will constitute a formal error and may result in the rejection of the tender.

Tenderers shall observe precisely the indications in points 2, 3, 4 and 6 of the letter of invitation to tender to ensure their tender are admissible. Late delivery will lead to the non-admissibility of the tender and its rejection from the award procedure for this contract. Offers sent by e-mail or by fax will also be non admissible and discarded. Envelopes found opened at the opening session will also lead to non admissibility of the tender. Consequently, tenderers must ensure that their tenders are packed in such a way as to prevent any accidental opening during its mailing.

### **3. Confidentiality and protection of personal data**

For the processing of this tendering procedure, the EEA observes the rules set in Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by Community institutions and bodies and on the free movement of such data (OJEU L 8 of 12.1.2001, p. 1).

For further detailed information please refer to the privacy statement attached as annex 7 to these tender specifications.

### **4. Participation in the tendering procedure**

Submission of a tender implies acceptance of the terms and conditions set out in the invitation to tender, in these tender specifications and in the draft framework contract attached to the latter (see annex 6) and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. It is binding on the tenderer to whom the contract is awarded for the duration of the contract.

#### **4.1. Eligibility**

This call for tender is open on equal terms to all natural and legal persons from one of the 32 EEA member countries and to all natural and legal persons established in a third country which has a special agreement with the European Union in the field of procurement on the conditions laid down in that agreement.

As proof of eligibility tenderers must indicate in which state they have their headquarters, registered office or residence, and provide the necessary supporting documents in accordance with their national law. If the tender is a natural person, he/she must provide a copy of identity card/passport or driving license and proof that he/she is covered by a social security scheme as a self-employed person.

#### **4.2. Application**

All eligible and natural person (as per above) or groupings of such persons (consortia) may apply.

A consortium may be a permanent, legally established grouping or a grouping, which has been constituted informally for a specific tender procedure. If awarded the contract, the members of the consortium (i.e. the leader and all the other partners) will have an equal standing towards the EEA in executing the framework service contract and they will be jointly and severally liable to the EEA.

The participation of ineligible natural or legal person will result in the automatic exclusion of that person. In particular, if that ineligible person belongs to a consortium, the whole consortium will be excluded.

The EEA will not request consortia to have a given legal form in order to be allowed to submit a tender, but reserves the right to require a consortium to adopt a given legal form before the contract is signed if this change is necessary for proper performance of the contract. This can take the form of an entity with or without legal personality but offering sufficient protection to the EEA contractual interests (depending on the member countries concerned, this may be for instance, incorporation or partnership or a temporary association). Consortia must identify one of their members as coordinator who will interface with the EEA.

Each member of a consortium or group of service providers must fulfil the conditions for participation mentioned in sections 4.1 above and 4.2 and provide the required documents listed in these tender specifications under sections 11.1 and 11.2 below. Therefore, each member of a consortium or group of service providers shall specify his role, qualifications and experience.

#### **4.3. Sub-contracting**

A contractor may subcontract part of the services.

Tenderers must state what part of the work, if any, they intend to subcontract, and to what extent (for instance % of the total contract value), specifying the names, addresses and legal status of the subcontractors.

Legal persons must provide a document containing a list of the professional qualifications of the subcontractors. If awarded the contract, contractors may not choose subcontractors other than those mentioned in the bids unless they obtain the prior written authorisation of the EEA. The overall responsibility of the work remains with the contractor.

Contractors must ensure that Article II.17 of the draft framework contract (see annex 6 to these tender specifications) can be applied to subcontractors. Once the contract has been signed, Article II.13 of the above-mentioned draft framework contract shall govern subcontracting.

## **5. Contractual terms**

In drawing up their bid tenderers should bear in mind the provisions of the standard framework contract attached to these tender specifications (Annex 6).

## **6. Subject of contract**

The services under the framework contract to be awarded shall enhance overall language skills of EEA staff and enable them, in particular, to meet the required level of knowledge of a third language (level B2 CEF as from 1 January 2009).

The EEA is seeking assistance with the following clusters of language training type:

- Lot 1 – Regular courses, classroom type, in EEA-only groups
- Lot 2 – Regular courses, classroom type, in other existing classes
- Lot 3 – Intensive courses, classroom type, individual
- Lot 4 – Online language courses, individual
- Lot 5 – Ad-hoc proficiency language tests

Tenderers may submit offers for one or more lots based on their expertise and experience. In case tenderers submit offers for more than one lot, they are requested to submit their bids separately for each lot. Tenders will be evaluated separately, lot by lot, as to their merits (see section 11.3 below). For each Lot, framework contract(s) will be awarded (maximum 1 per lot).

## **7. General scope**

### **7.1. General services and deliverables**

Under request from the EEA, the selected contractor is expected to deliver language training to the EEA staff members.

Courses shall be offered at least (minimum) in the following eight languages: Danish, English, French, German, Italian, Spanish, Swedish and Russian. Courses in additional native languages spoken in EU Member States or candidate countries will be considered an asset.

With regard to the level of knowledge, it is required that for languages other than English, courses can be offered at all 6 CEF levels and in all 4 fields of competence, i.e. oral and written comprehension, oral and written expression.

The language training sessions should be run according to the tenderer proposed approach and specific methodology, which will be assessed through this tendering procedure.

An entry level test shall be organized by the contractor for the language in question to ensure the correct level of course for each participant.

Upon completion of the course the participants shall receive a certificate of attendance with indication of level.

When needed, language tests including indication of levels for each of the 4 competencies, i.e. oral and written comprehension, oral and written expression, are to be conducted.

Other tests may be required to assess the level of any given staff member.

The course material (including book and audio/video material) is to be provided by the contractor.

Tenderers are required to supply the service directly and take full responsibility for the content and quality of the activity material and the quality standard and availability of teachers. In the course of implementation of the framework contract, sub-contracting of services to other companies is not acceptable without the prior written approval of the EEA (see section 4.3 above).

All communication with the EEA shall be done in English, being the working language at the EEA.

### **7.2. Geographical area to be covered and place of performance**

Except for online courses (lot 4), language training are to be conducted in the near proximity of the EEA which is located at Kongens Nytorv 6, 1050 Copenhagen K, Denmark. As for lot 3, the tenderer may also be asked to conduct training at the premises of the EEA.

### **7.3. Qualification, experience of experts/company;**

A clear presentation of the approach and methodology used for language training shall be included in the tender (maximum 3 A4 page(s)).

Trainers implementing these services must be native in the language they teach and have the required level of professional experience. As English is the common language within the EEA trainers must also be able to give relevant instructions in English.

The tenderer must provide updated CVs of teachers potentially involved in this contract indicating the language skills.

A basic understanding of EU institutions and European public administration would be advantageous.

### **7.4. Cancellations, monitoring of participation and continuity of services**

In general, lessons can be cancelled with 24-hours prior notice by the EEA and the contractor.

The contractor will be responsible for informing the EEA Training Coordinator of the following:

- the cancellation of lessons
- participants' absence by providing regular attendance lists (or on demand of the EEA)
- alerts when the participation rate is low
- any changes which occur by providing updated overviews of classes including list of participants, name of teacher, rooms, time and dates.

The contractor will at all times be obliged to guarantee continuity of services substituting teachers if longer absences occur, i.e. absences lasting more than 2 units.

## **8. Specific provisions per Lot**

### **8.1. Regular courses, classroom type, in EEA-only groups (Lot 1)**

Under request from the EEA, language classes are to be set up for groups of EEA staff members. The maximum number of participants per course is 10, minimum 3, unless otherwise agreed.

The EEA reserves the right to add or cancel courses allowing the contractor two weeks' prior notification.

Courses are to be held once or twice a week on weekdays between 08.00 and 19:00 for 90 minutes at a time (equivalent to 2 lessons or 1 unit).

Three terms are to be organized along the year. Courses shall therefore start three times a year, in January (winter courses), in April (spring courses) and in September (autumn courses).

The first courses under the framework contract are foreseen to start in September 2011.

### **8.2. Regular courses, classroom type, in other existing classes (Lot 2)**

Under request from the EEA, staff members are integrated in existing language classes, corresponding the student's learning level.

The EEA staff member will follow the regular language programme, as defined by the school, together with other students. It is nevertheless envisaged that EEA students enrol in courses that can be attended once or twice a week, in an average of 3 to 4 hours per week.

The EEA students should be able to enrol in language courses starting at least three times a year, preferably in January (winter courses), in April (spring courses) and in August/September (autumn courses).

The first enrolments under the framework contract are foreseen to start in August/September 2011.

### **8.3. Intensive courses, classroom type, individual (Lot 3)**

Under request from the EEA, the contractor will set up individual intensive language courses.

Independently of the format or duration of the intensive courses (as agreed between the EEA and the contractor on an ad-hoc basis) intensive courses should be able to be broken down in slots of 12 hours.

Some flexibility is therefore required from the contractor with regard to ad-hoc requests for intensive courses. Courses might be more or less intensive depending on the student needs and availability.

The EEA student will follow the programme and methodology proposed by the contractor, corresponding to his/her language level.

### **8.4. Online language courses, individual (Lot 4)**

Under request from the EEA, the contractor will set up individual online language courses.

Courses should be run according to the tenderer proposed methodology, tools and technology, which will be assessed through this tendering procedure.

The EEA must be able to enrol new students at any moment in the year. Independently of the format or duration of the courses (as proposed by the tenderer) online courses should be able to be broken down in slots of 12 hours.

### **8.5. Ad hoc proficiency language tests (Lot 5)**

Under request from the EEA, the contractor will set up individual language tests, with the purpose of being certified at a proficiency level, minimum CEF B2.

Test must include indication of levels for each of the four competencies – i.e., oral and written comprehension, oral and written expression.

These *ad hoc* tests are to be set up for EEA staff members who are not engaged in any of the language training courses described above (lots 1-4), and that need to be certified on a particular language skill.

## **9. Type and volume of contract**

The successful tenderer(s) will be awarded a framework contract for an initial period of 24 months, starting from the date of signature, with the possibility of two renewals for 12 months each. The services will be implemented through Order Forms depending on the EEA's demand. Based on the EEA's current level of activities the value of the contract is estimated by lot as

expressed below, over a period of 48 months, covering all services as lessons per language and tests, i.e. entry tests, certificates of attendance and other tests.

Lot 1:	250.000 €
Lot 2:	40.000 €
Lot 3:	60.000 €
Lot 4:	50.000 €
Lot 5:	15.000 €
<u>Total:</u>	<u>415.000 €</u>

## 10. Price

Tenderers are required to quote prices for the services to be provided as follows:

- Prices must be quoted per lot, according to services and deliverables expected under section 8 (above). For that purpose, tenderers shall complete the price quotation attached as Annex 5 to these tender specifications.
- Prices quoted must be **all-inclusive**, including, in particular, any administrative costs in relation to running the courses, all teaching and support material and all costs related to entry level and assessment tests, etc...
- No additional expenses incurred in the performance of the services will be reimbursed separately by EEA. Travel time and costs incurred during the journey to the EEA offices are not reimbursed to the contractor.
- The price quoted must be fixed and not subject to revision during the first year of duration of the contract.

From the beginning of the second year of duration of the contract, prices may be revised upwards or downwards each year, where such revision is requested by one of the contracting parties by registered letter no later than three months before the anniversary of the date on which it was signed.

The EEA shall purchase on the basis of the price in force on the date on which orders are signed. Such prices shall not be subject to revision.

The revision shall be determined by the trend in the harmonised consumer price index published by the European Commission on Eurostat web page (Theme 2 – Economy and Finance; Price. HICP – Harmonised Indices of Consumer Prices; HMIDX – Monthly data (index); GEO – Eurozone; COICOP – cp00).

Revision shall be calculated in accordance with the following formula:

$$Pr = Po \times (0,2 + (0,8 \times Ir/Io))$$

Where:

Pr = revised price;

Po = price in the original tender;

Io = index for the month in which the validity of the tender expires;

Ir = index for the month corresponding to the date of receipt of the letter requesting a revision of prices.

Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities and the Headquarters Agreement between the Agency and the Government of Denmark of 17 August 1995, the Agency is exempt from all charges, taxes and dues, including

value added tax; such charges may not therefore be included in the calculation of the price quoted; the VAT amount must be indicated separately.

The costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.

## 11. Criteria

### 11.1. Exclusion criteria

11.1.1. Tenderers shall be excluded from **participation** in the procurement procedure if:

- (a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of *res judicata*;
- (c) they have been guilty of grave professional misconduct proven by any means which the EEA can justify;
- (d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the EEA or those of the country where the contract is to be performed;
- (e) they have been the subject of a judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- (f) following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

The cases referred to in paragraph 11.1.1 (e) above shall be the following:

- (a) cases of fraud as referred to in Article 1 of the Convention on the protection of the European Communities' financial interests established by the Council Act of 26 July 1995 (OJ/C 316 of 27.11.1995, p. 48);
- (b) cases of corruption as referred to in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union, established by Council Act of 26 May 1997 (OJ/C 195 of 25.6.1997, p. 1);
- (c) cases of involvement in a criminal organisation, as defined in Article 2(1) of joint Action 98/733/JHA of the Council (OJ/L 315 of 29.12.1998, p. 1);
- (d) cases of money laundering as defined in Article 1 of Council Directive 91/308/EEC (OJ/L 166 of 28.6.1991, p. 77).

#### Exclusion from **awarding**:

In addition, contracts may not be awarded to tenderers who, during the procurement procedure:

- (a) are subject to a conflict of interest;

Tenderers must declare:

- that they do not have any conflict of interest in connection with the contract; a conflict of interest could arise in particular as a result of economic interests, political or national affinities, family or emotional ties, or any other relevant connection or shared interest;

- that they will inform the EEA, without delay, of any situation constituting a conflict of interest or which could give rise to a conflict of interest;
- that they have not made and will not make any offer of any type whatsoever from which an advantage can be derived under the contract;
- that they have not granted and will not grant, have not sought and will not seek, have not attempted and will not attempt to obtain, and have not accepted and will not accept, any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal practice or involving corruption, either directly or indirectly, as an incentive or reward relating to the award of the contract.

The EEA reserves the right to verify the above information.

- (b) are guilty of misrepresentation in supplying the information required by the EEA as a condition of participation in the contract procedure or fail to supply this information;
- (c) find themselves in one of the situations of exclusion, referred to in paragraph 11.1.1 above, for this procurement procedure.

#### **11.1.2. Evidence to be provided by the tenderers**

When submitting their bids, each tenderer (including subcontractor(s) or any member of a consortium or grouping) must provide a declaration on their honour, duly signed and dated, stating that they are not in any of the situations mentioned under paragraph 11.1.1 above. For that purpose, they shall complete and sign the form attached as annex 2 to these tender specifications.

The tenderer to whom the contract is to be awarded shall provide within 15 calendar days following receipt of the letter informing him of the proposed award of the contract and preceding the signature of the contract, the evidence specified in the last but one paragraph of the form attached as annex 2 to these tender specifications confirming the declaration aforementioned.

### **11.2. Selection criteria**

#### **11.2.1. Legal capacity**

Any tenderer is required to prove that he is authorised to perform the contract under national law, as evidenced by inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organisation, express authorisation, or entry in the VAT register. To that effect, each service provider (including subcontractor(s) or any member of a consortium or a group of service providers) is required to submit a legal entity form (see annex 3) duly filled out and signed, accompanied by a copy of inscription in trade register and/or a copy of inscription in VAT register, where applicable. However the subcontractor(s) shall not be required to fill in or provide those documents when the services subcontracted represent less than 20 % of the contract.

#### **11.2.2. Economic and financial capacity**

Evidence of economic and financial capacity shall be furnished by **(one or more of)** the following documents:

- o appropriate statements from banks or evidence of professional risk indemnity insurance;
- o the presentation of balance sheets or extracts from balance sheets for at least the last two years for which account have been closed, where publication of the balance sheet is required under the company law of the country in which the economic operator is established;
- o a statement of overall turnover and turnover concerning the services covered by the contract during the last two financial years.

If, for some exceptional reason, which the EEA considers justified, a tenderer is unable to provide the references requested above, he may prove his economic and financial capacity by any other means which the EEA considers appropriate.

An economic operator may, where appropriate and for a particular contract, 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 EEA 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.

### **11.2.3. Technical and professional capacity**

Tenderers should show their degree of technical and professional capacity to carry out the requested tasks by providing information on the criteria described below. If several service providers or subcontractors are involved in the tender, the selection criteria for the technical and professional capacity will be assessed in relation to the combined capacities of the service providers and subcontractors, as a whole, to the extent that service providers or subcontractors put their resources at the disposal of the tenderer for performance of the contract.

#### o **Human resources:**

Tenderers shall provide the following documents:

CVs detailing the educational and professional qualifications of the firm's managerial staff as well as those of the staff designated to provide the services indicating the required professional experience as follows:

- Managerial staff: Minimum one CV (contract manager) documenting a minimum of 5 years' relevant experience;
- Persons responsible for providing the services: Minimum 2 teachers' CVs per language offered (minimum eight languages as described in point 7.1 above), with at least one year experience and statement of language skills;

#### o **Past contracts:**

List of similar services provided in the past three years, indicating the value, dates and recipients of the services (public or private);

#### o **Subcontracting:**

An indication of the proportion of the contract which the service provider may intend to subcontract. If subcontracting is **not** envisaged, the tenderer shall clearly state so in the tender submission form (see annex 1).

If subcontracting is envisaged as part of this contract, tenderer shall provide a statement of the service provider's policy on the use of subcontractors, and of the means of ensuring quality and confidentiality when subcontractors are used.

NB: Tenderers must acknowledge that the EEA reserves the right to request at a later stage tenderers to provide documentation in relation to exclusion and selection criteria for any proposed subcontractor (see section 4.3 above).

#### o **Environmental policy:**

A description of the environmental policy of the tender specifying the status of implementation.

### 11.3. Award criteria

The assessment method that will be used to determine the choice of the tender will be based on the criteria given below, on the basis of the economically most advantageous tender (quality/price ratio):

- Quality of the tender (Technical merit – TM)
- Financial value of the tender (Price – P)

#### 11.3.1. Technical merit (TM) (max. 60, min. 42 points)

Tenders will be evaluated following the award criteria and weights outlined below, producing a total potential score of 60 points.

#### As for Lot 1 - Regular courses, classroom type, in EEA-only groups

No	Award criteria	Maximum points (60)	Minimum points (42)	
1	1.1	Ability to offer language training courses in all requested languages as described in section 7 and 8 above.	10	7
	1.2	Proposed language learning approach and specific pedagogy to conduct the services, as described in max. 3 A4 pages.	13	9
	1.3	Practical organisation of courses and examination in terms of contents, structure and course plan, skills addressed, training materials, etc... as described in max. 3 A4 pages.	13	9
2	2.1	Management approach of the tenderer in terms of flexibility and service orientation to meet EEA's requests. Tenderers shall provide a description (max. 3 A4 pages) of the provision of the services in terms of flexibility and adaptability to specific language training needs, compliance with cancellation policy, monitoring of participation, etc...	14	10
	2.2	Consistency of the group of teachers: tenderers shall provide a description (max. 1 A4 page) of their capacity to guarantee the same teachers throughout courses / year (including e.g. description of quality assurance process, percentage of permanent teachers, average annual teachers' turn over, usage of backup teachers, etc...	10	7

**As for Lot 2 - Regular courses, classroom type, in other existing classes**

<b>No</b>	<b>Award criteria</b>		<b>Maximum points (60)</b>	<b>Minimum points (42)</b>
<b>1</b>	1.1	Ability to offer language training courses in all requested languages as described in section 7 and 8 above.	10	7
	1.2	Proposed language learning approach and specific pedagogy to conduct the services, as described in max. 3 A4 pages.	13	9
	1.3	Practical organisation of courses and examination in terms of contents, structure and course plan, skills addressed, training materials, etc... as described in max. 3 A4 pages.	13	9
<b>2</b>	2.1	Management approach of the tenderer in terms of flexibility and service orientation to meet EEA's requests. Tenderers shall provide a description (max. 3 A4 pages) of the provision of the services in terms of flexibility and adaptability to specific language training needs, compliance with cancellation policy, monitoring of participation, etc...	14	10
	2.2	Consistency of the group of teachers: tenderers shall provide a description (max. 1 A4 page) of their capacity to guarantee the same teachers throughout courses / year (including e.g. description of quality assurance process, percentage of permanent teachers, average annual teachers' turn over, usage of backup teachers, etc...	10	7

**As for Lot 3 - Intensive courses, classroom type, individual**

No	Award criteria		Maximum points (60)	Minimum points (42)
1	1.1	Ability to offer language training courses in all requested languages as described in section 7 and 8 above.	10	7
	1.2	Proposed language learning approach and specific pedagogy to conduct the services, as described in max. 3 A4 pages.	13	9
	1.3	Practical organisation of courses and examination in terms of contents, structure and course plan, skills addressed, training materials, etc... as described in max. 3 A4 pages.	13	9
2	2.1	Management approach of the tenderer in terms of flexibility and service orientation to meet EEA's requests. Tenderers shall provide a description (max. 3 A4 pages) of the provision of the services in terms of flexibility and adaptability to specific language training needs, compliance with cancellation policy, monitoring of participation, etc...	14	10
	2.2	Consistency of the group of teachers: tenderers shall provide a description (max. 1 A4 page) of their capacity to guarantee the same teachers throughout courses / year (including e.g. description of quality assurance process, percentage of permanent teachers, average annual teachers' turn over, usage of backup teachers, etc...	10	7

**As for Lot 4 - Online language courses, individual**

<b>No</b>	<b>Award criteria</b>	<b>Maximum points (60)</b>	<b>Minimum points (42)</b>	
<b>1</b>	1.1	Ability to offer language training courses in all requested languages as described in section 7 and 8 above.	7	5
	1.2	Proposed language learning approach and specific pedagogy to conduct the services, as described in max. 3 A4 pages.	9	6
	1.3	Practical organisation of courses and examination in terms of contents, structure and course plan, skills addressed, training materials, etc... as described in max. 3 A4 pages.	9	6
	1.4	Usability of the online tools proposed, as described in max. 3 A4 pages.	11	8
<b>2</b>	2.1	Management approach of the tenderer in terms of flexibility and service orientation to meet EEA's requests. Tenderers shall provide a description (max. 3 A4 pages) of the provision of the services in terms of flexibility and adaptability to specific language training needs, compliance with cancellation policy, monitoring of participation, etc...	14	10
	2.2	Consistency of the group of teachers: tenderers shall provide a description (max. 1 A4 page) of their capacity to guarantee the same teachers throughout courses / year (including e.g. description of quality assurance process, percentage of permanent teachers, average annual teachers' turn over, usage of backup teachers, etc...	10	7

**As for Lot 5 – Ad hoc proficiency language tests**

<b>No</b>	<b>Award criteria</b>	<b>Maximum points (60)</b>	<b>Minimum points (42)</b>
<b>1</b>	Ability to offer proficiency language tests in all requested languages as described in section 7 and 8 above.	36	25
<b>2</b>	Management approach of the tenderer in terms of service orientation to meet EEA's requests. Tenderers shall provide a description (max. 3 A4 pages) on the provision of the services.	24	17

Only tenders which obtain the indicated minimum number of points, both for each award criterion and in total, will be considered for the next stage, which involves determining the financial value of the tender (price index) and for the final assessment.

### 11.3.2. Price (P) (max. 40 points)

Tenderers are requested to submit a financial offer for the following services:

Lots / Services	Price
<b>Lot 1</b> Regular courses, classroom type in EEA-only groups	Price per 90 minutes' language training, <b>per group</b>
<b>Lot 2</b> Regular courses, classroom type in other existing classes	Price per 90 minutes' language training, <b>per student</b>
<b>Lot 3</b> Intensive course, classroom type, individual	P1) Price per 12 hours language training slot, at the <b>contractor premises</b> (weighting = 70%) P2) Price per 12 hours language training slot, at the <b>EEA premises</b> (weighting = 30 %)
<b>Lot 4</b> Online language courses, individual	Price per 12 hours language training slot
<b>Lot 5</b> Ad hoc proficiency language tests	Price per test

For that purpose tenderer shall use the template attached in annex 5 to these tender specifications. Tenderers shall bear in mind that all fields are compulsory and non-compliance will lead to exclusion of the tender from the award process.

Tenders meeting all mandatory requirements including the minima for technical merit will score points in function of the following formula:

**For lots 1, 2, 4 and 5:**  $P_s = (P_{s_{min}}/P_{s_0}) \times 40$

where

$P_s$  = Score for price of service

$P_{s_{min}}$  = the lowest price offered among the received tenders

$P_{s_0}$  = the price of the tender being considered

**For lot 3:**  $P_s = (P_{s_{min}}/P_{s_0}) \times 40 \times \text{weighting percentage}$

where

$P_s$  = Score for price of service

$P_{s_{min}}$  = the lowest price offered among the received tenders

$P_{s_0}$  = the price of the tender being considered

Price (P) is the sum of the two  $P_s$  (P1 and P2)

### **11.3.3. Final Assessment**

A framework contract will be awarded to the tenderer whose tender achieves the highest total score for technical merit and price (TM + P). Should tenders obtain the same final score and tie for first place, the winning tender will be decided on the basis of the highest score achieved for price.

### **12. Performance**

Once a framework contract has been signed the service provider must be able to offer trainers with the required skills and experience to carry out the work in question within ten calendar days after having received an order form.

EEA maintains the right to refuse any person if performance is not satisfactory.

Competence in both selection and award criteria must be maintained throughout the framework contract. Should the contractor fail to do this during the validity of the framework contract, another tender from the tenders may be chosen.

### **13. Environmental Considerations**

The EEA runs a certified environmental management system (EMAS) and aims to minimise the environmental impact of all its activities, including those carried out under contract. The future contractor will, therefore, be requested to consider the EEA environmental management guidelines in the implementation of the contract, in particular, those relating to business travel/electronic means of communication, paper and energy consumption. Further information on the EMAS system can be found on the EEA homepage: <http://www.eea.europa.eu/documents/emas>.

Moreover, it is strongly recommended that tenders are submitted in an environmentally friendly way, e.g., by choosing a simple and clear structure (list of contents and consecutive page numbering), double-sided printing, limiting attachments to what is required in the technical specifications (no additional material) and avoiding plastic folders or binders.

### **14. Annexes**

Annex 1: Tender submission form

Annex 2: Declaration on exclusion criteria

Annex 3: Legal entity form

Annex 4: Financial identification form

Annex 5: Price quotation

Annex 6: Draft framework contract and draft order form

Annex 7: Privacy statement

Annex 8: Common European framework for reference level

Annex 9: EEA official holidays for 2011 and 2012