



Tender Specifications for

Expert consulting and creation of e-learning courses for ECDC

Framework service contract

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Introduction to ECDC

The European Centre for Disease prevention and Control (ECDC) is an agency of the European Union, established by the European Parliament and Council Regulation 851/2004 of 21 April 2004. Its purpose is to identify, assess and communicate current and emerging threats to human health from communicable disease. Within this broad mission statement, the main technical tasks of the Centre fall into the following four categories:

- The publication of independent scientific opinions, bringing together technical expertise in specific fields through its various EU-wide networks and via ad hoc scientific panels;
- The provision of technical assistance to EU member states, communication of the Centre's activities and results and dissemination of information tailored to different audiences;
- The development of epidemiological surveillance at the European level and the maintenance of networks of reference laboratories; and
- Early Warning and Response based on 'round the clock' availability of specialists in communicable diseases.

Further information about the Centre can be found on the ECDC website www.ecdc.europa.eu.

The tender process

The purpose of competitive tendering for awarding contracts is two-fold:

- to ensure the transparency of operations;
- to obtain the desired quality of services, supplies and works at the best possible price.

The applicable regulations, namely directives **92/50/EEC**, **93/36/EEC** and **93/37/EEC**, oblige the ECDC to guarantee the widest possible participation, on equal terms in tender procedures and contracts.

1 Overview of this tender

1.1 Description of the contract

The services required by ECDC are described in the terms of reference in **section 2** of the present tender specifications.

In drawing up a tender, tenderers should bear in mind the provisions of the draft contract in **Annex I**. In particular, the draft contract indicates the method and the conditions for payments to the contractor.

Tenderers are expected to examine carefully and respect all instructions and standard formats contained in these specifications and the invitation to tender. An offer which does not contain all the required information and documentation may be rejected.

1.2 Timetable

Activity	Date	Comments
Launching of tender	16/06/2015	Dispatch of contract notice to the OJ
Site visit or clarification meeting (if any)	-	Not applicable to this tender
Deadline for request of clarifications	07/08/2015	
Deadline for submission of offers	17/08/2015	At 16:30 local time if hand delivered
Interviews (if any)	-	Not applicable to this tender
Opening session	25/08/2015	At 10:00 local time
Date for evaluation of offers	Opening date plus 1 week	Estimated
Notification of award to the selected Tenderer	Evaluation date plus 3 weeks	Estimated
Contract signature	Notification date plus 2 weeks	Estimated

1.3 Participation in the tender procedure

This procurement procedure is open to the natural or legal person wishing to bid for the assignment and established in the EU, European Economic Area (EEA) and Stabilisation and Association Agreements (SAA) countries.

Tenderers must not be in any situation of exclusion under the exclusion criteria indicated in section 3.1 of these tender specifications and must have the legal capacity to allow them to participate in this tender procedure (see section 3.2.1).

Please note that any attempt by a tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or ECDC during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of his tender and may result in administrative penalties.

1.4 Participation of consortia

A consortium may submit a tender on condition that it complies with the rules of competition.

A consortium may be a permanent, legally-established grouping or a grouping which has been constituted informally for a specific tender procedure. Such grouping (or consortium) must specify the company or person heading the project (the leader) and must also submit a copy of the document authorising this company or person to submit a tender. All members of a consortium (i.e., the leader and all other members) are jointly and severally liable to ECDC.

In addition, each member of the consortium must provide the required evidence for the exclusion and selection criteria (see section 3 of these tender specifications). Concerning the selection criteria 'technical and professional capacity', the evidence provided by each member of the consortium will be checked to ensure that the consortium **as a whole** fulfils the criteria.

The participation of an ineligible 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.

1.5 Subcontracting

If subcontracting is envisaged, the tenderer must clearly indicate in the tender which parts of the work will be subcontracted. The total value of the subcontracted part of the services cannot represent the total value of the contract value.

Subcontractors must satisfy the eligibility criteria applicable to the award of the contract.

If the identity of the subcontractor is not known at the time of submitting the tender, the tenderer who is awarded the contract will have to seek ECDC's prior written authorisation before entering into a subcontract.

Where no subcontractor is given, the work will be assumed to be carried out directly by the tenderer.

1.6 Presentation of the tender

Tenders must comply with the following conditions:

1.6.1 Double envelope system

Offers must be submitted in accordance with the **double envelope system**:

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

- the project title: **Expert consulting and creation of e-learning courses for ECDC and reference OJ/12/06/2015-PROC/2015/018**
- the name of the tenderer;
- the indication "**Offer - Not to be opened by the internal mail service**";
- the address for submission of offers (as indicated in the invitation to tender letter)
- the date of posting (if applicable) should be legible on the outer envelope

The outer envelope must contain three inner envelopes, namely, Envelopes A, B and C.

The content of each of these envelopes shall be as follows:

1. Envelope A – Administrative documents
One original and one copy of:

- The signed, dated and duly completed **Tender Submission Checklist** using the template in **Annex IX**;
 - The duly filled in, signed and dated **Exclusion Criteria and Non-Conflict of Interest Declaration(s)** as requested in section 3.1 and using the standard template in **Annex II**;
 - The duly filled in, signed and dated **Legal Entity Form(s)** as requested in section 3.2.1 and using the standard template in **Annex III** as well as the requested accompanying documents;
 - The duly filled in, signed and dated **Financial Identification Form**¹ using the template in **Annex IV**;
 - Financial and economic capacity documents as requested in section 3.2.2;
 - The technical and professional capacity documents as requested in section 3.2.3;
 - A statement containing the name and position of the tenderer's **authorised signatory**; and
 - In case of consortia, a **consortium agreement** duly signed and dated by each of the consortium members specifying the company or person heading the project and authorised to submit a tender on behalf of the consortium (please see section 1.4 of these tender specifications).
2. Envelope B – Technical proposal
- One original (unbound, signed and clearly marked as “Original”) and four copies (bound and each marked as “Copy”) of the Technical Proposal, providing all information requested in section 4.1.
3. Envelope C – Financial proposal
- One signed original and four copies of the Financial Proposal, based on the format in found in **Annex VII**.

Tenderers are welcome to submit 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. This will not affect the evaluation of the tender.

1.6.2 Language

Offers must be submitted in one of the official languages of the European Union. ECDC prefers, however, to receive documentation in English. Nonetheless, the choice of language will be not play any role in the consideration of the tender.

1.7 Confirmation of offer submission

In order to keep track of offers due to arrive, tenderers who do not hand deliver their offers are requested to complete and return the form found **Annex VIII**.

¹ In the case of a consortium, only **one** Financial Identification Form for the whole consortium shall be submitted, nominating the bank account into which payments are to be made under the contract in the event that the respective tender is successful.

1.8 Contacts between ECDC and the tenderers

Contacts between ECDC and tenderers are prohibited throughout the procedure, except in the following circumstances:

1.8.1 Written clarification before the deadline for submission of offers

Requests for clarification regarding this procurement procedure or the nature of the contract should be done **in writing only** and should be sent by mail, fax or email to:

ECDC
Attn: Procurement Back Office

Granits väg 8
171 65 Solna, Sweden
Fax: +46 8 30 57 46
email: procurement@ecdc.europa.eu

Each request for clarification sent to ECDC should indicate the publication reference and the title of the tender.

The deadline for clarification requests is indicated in the timetable under section 1.2. Requests for clarification received after the deadline will not be processed.

At the request of the tenderer, ECDC may provide any additional information or clarification resulting from the request for a clarification on the ECDC Procurement webpage:

<http://www.ecdc.europa.eu/en/aboutus/calls/Pages/ProcurementsandGrants.aspx>.

ECDC may, on its own initiative, inform interested parties of any error, inaccuracy, omission or other clerical error in the text of the contract notice or in the tender specifications by publishing a corrigendum on its website.

Tenderers should regularly check the ECDC website for updates.

1.8.2 After the closing date for submission of tenders

If, after the tenders have been opened, some clarification is required in connection with a tender, or if obvious clerical errors in the submitted tender must be corrected, the ECDC may contact the tenderer, although such contact may not lead to any alternation of the terms of the submitted tender.

1.8.3 Visits to ECDC premises

No site visits at ECDC's premises are deemed necessary for this procedure.

1.8.4 Interviews

No interviews are foreseen.

1.9 Division into Lots

Tenderers should submit an offer for one or both Lots described in the terms of reference below.

Lot 1: Time based expert consultation on analysis, design, development, implementation and evaluation of e-learning courses

Lot 2: Development of e-learning courses

1.10 Variants

Not applicable.

1.11 Confidentiality and public access to documents

All documents presented by the tenderer become the property of the ECDC and are deemed confidential.

In the general implementation of its activities and for the processing of tendering procedures in particular, ECDC observes the following EU regulations:

- Council Regulation (EC) No. 1049/2001 of 30 May 2001 regarding public access to European Parliament, Council and Commission documents; and
- Council Regulation (EC) No. 45/2001 of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

The tender process will involve the recording and processing of personal data (such as a tenderer's name, address and CV). Such data will be processed pursuant to Regulation (EC) No. 45/2001.

Unless indicated otherwise, a tenderer's replies to questions and any personal data requested by ECDC are required to evaluate the tender in accordance with the tender specifications and will be processed solely for that purpose by ECDC. A tenderer is entitled to obtain access to their personal data on request and to rectify any such data that is inaccurate or incomplete.

If you have any queries concerning the processing of your personal data, you may address them to the ECDC Data Protection Officer dpo@ecdc.europa.eu. You also have the right of recourse at any time to the European Data Protection Supervisor for matters relating to the processing of your personal data

1.12 Contractual details

A draft contract is attached to these technical specifications as **Annex I**.

ECDC wishes to conclude a Framework Contract for **Lot 1 "Time based expert consultation on analysis, design, development, implementation and evaluation of e-learning courses"** and **Lot 2 "Development of e-learning courses"** which will be awarded independently of one another. The duration of the framework contract(s) shall be 2 years with one automatic renewal for a further 2 years, with a maximum total duration of 4 years. A framework contract will establish the terms governing specific contracts to be awarded during a given period; in particular, with regard to price.

Signature of the framework contract imposes no obligation on the Centre to order services. Only the implementation of the framework contract through specific contracts is binding for ECDC.

Each specific contract form will contain details of deliverables and timelines for particular services to be provided.

1.13 Electronic exchange of documents

Please refer to the draft contract attached to these technical specifications as **Annex I**. The related documentation can be found at: http://ec.europa.eu/dgs/informatics/supplier_portal/index_en.htm. Other applications currently under development may be implemented on a voluntary basis during the contract execution.

1.14 Additional information

By virtue of article 134(1)(f) and article 134(3) of the Rules of Application of the Financial Regulation, ECDC reserves the option to launch further negotiated procedure, with the contractor chosen as a result of the present call for tender, for new services consisting in the repetition of similar services during the three years following the signature of the original contract.

2 Terms of reference

The terms of reference will become an integral part of the contract that may be awarded as a result of this tender procedure.

2.1 Introduction: Background to the invitation to tender

The Public Health Training Section (PHT) is responsible for:

- Strengthening public health capacity in Europe through coordination of **European Programme for Intervention Epidemiology Training (EPIET)** and **European Programme for Public Health Microbiology Training (EUPHEM)**.
- Providing short courses and programmes for train-the-trainers and continuing professional education of public health professionals.
- Strengthening the training networks and progressively implementing innovative methods and tools for teaching.

E-learning is an effective solution to increasing the number of learners, improving learning impact, creating a community of public health professionals who share training resources and reducing administration effort and costs. Implementing e-learning courses will also provide the opportunity to reach larger audiences able to be trained at their own pace, level and rhythm.

ECDC has a cohesive group of learners and partners who share the responsibility to cascade learning to larger groups within the public health network. Participants in ECDC training activities have expressed their interest in e-learning.

The current ECDC training programmes are predominantly face-to-face with limited use of videos and webinars. In order to strengthen the training offered, expand the numbers of learners who can be included in the programmes and be able to report accurately on the performance of the training, ECDC is implementing an e-learning framework. The Public Health Training Section (PHT) developed a long term e-learning strategy and has the ambition to ensure that ECDC PHT e-learning efforts are sustainable.

The ECDC training focus is on three targets:

- Services and support for workforce strengthening
- Strengthen and maintain an EU-wide network of training partnerships
- Provide a training centre function open for all partners with online training resources to support programmes and networking

ECDC and PHT section are creating a catalogue with on-line courses on Public Health related topics such as: Outbreak investigations; Design a surveillance system; Perform population based studies for public health; etc. The target audience for those courses will be public health professionals working in the field of infectious disease prevention and control in EU/EEA.

2.2 Description of the services & scope of the contract Lot 1

Time based expert consultation on analysis, design, development, implementation and evaluation of e-learning courses.

Through Lot 1 ECDC has the possibility to outsource time based consultancy services in tools, methodologies, tasks and best practices in all the steps of the creation of e-learning courses.

2.2.1 Contract objectives and scope

ECDC wishes to sign contracts for this lot covering activities in the field of implementation of e-learning for the PHT Section, depicted below.

Lot 1 will be implemented in cases when ECDC Public Health Training Section develops courses in house.

Lot 1 will utilise a “time and means” based contracting tool which focuses on consultancy on different e-learning tools, methodologies and best practices. Under this lot consultants might be asked to perform tasks on analysis of training needs, course design alternatives, course development tools, methods and methodologies, course implementation best practices, coaching of virtual trainers and course evaluation. The aim is that PHT section staff involved in the e-learning project will have access to external expert input and advice to use methodologies/tools to analyse, design, develop, implement and evaluate e-learning courses and other related activities.

ECDC anticipates a several yearly assignments for **Lot 1** for the duration of the Framework. The assignments will specify which of the outlines and sets of learning objectives that were proposed by the tenderer should be used for the requested deliverable.

2.2.2 Description of work/tasks

The successful tenderer must be able to provide consultants to **work together** with PHT staff allocated to the e-learning project on a range of topics, such as, but not limited to, the following:

- **Analysis of training needs:** ECDC collects from various sources and through different channels needs for capacity building in the area of PH (needs may be important, urgent or both). In order to best serve our stakeholders, ECDC constantly improves the methodology and process to collect, analyse and respond to training needs. Advice on improvement of these processes, adaptation to new techniques, assistance in conducting the needs assessment and translation of training needs into learning objectives might be required from the contractor.
- **Instructional design:** Advice on design, development, and update course curriculum and materials using instructional design methodologies, writing of learning objectives and development of the corresponding test items; writing course content; creating, selecting, and incorporating print or Web graphics into courses as appropriate may be required from the contractor. Collaboration with PHT staff and CME is expected when developing the curriculum requirements and program design that support organizational needs and objectives.
- **Action mapping:** To support PHT staff in the four steps of the process of analysis: identifying business goals, desired actions/behaviours, practice activities and identifying content.
- **Course design alternatives:** Analysis of specific situations and advice on the best choice based on previous experience may be required from the contractor. Possible choices about format include: face-to-face course, blended course, e-learning course, run a webinar, establish a community of practice, create a forum a wiki or a blog or run a successful communication exercise, or any combination of those. Synchronous or self-paced is another frequent debatable question. The balanced distribution of content along the course duration; and learning delivery methods (such as group exercise, flipped classroom, homework assignments and individual reading or research) may also require consultation to be provided by the contractor.
- **Course development tools, methods and delivery methodologies:** e-learning courses can be developed in a multitude of ways, from visual, technological and pedagogical points of view. Creation of video lectures can be done following several methodologies and depending on specific circumstances (time, human resources, and technical resources, content). Consultancy might be needed to decide on the best development method. Surveys, quizzes, questionnaires and exams can be executed using several tools available to ECDC due

to their characteristics their suitability varies and can be subject to consultation. Blogs, fora, wikis, chat rooms and other forms of exchanging peer knowledge and experience are available and require thought and consideration to be used to help achieve the learning objectives rather than being distracting elements in the course. The contractor may be required to provide consultancy about the most effective training delivery method.

- **Appropriateness of authoring tools to obtain specific results:** Provide independent advice and tips on the use of ECDC available e-Learning authoring tools most appropriate to meet specific training needs. Some tools are suitable for creating interactive learning experiences while others might be more appropriate and easier to use for creating simple video lectures. Character creation, voice narration, combination of video and slides, cartoons, gamification and other aspects might be topics for which ECDC may ask advice, including justification, from the contractor. (See Article II.4 Conflict of Interests of the Draft Contract – Annex I).
- **Course implementation best practices:** The contractor may be asked to give advice on the appropriate level of moderation by trainers and facilitators and to provide estimates of time required from online trainers to implement specific courses. Contractors may be asked to give advice on the best combination of extra synchronous course activities such as webinars or chatting sessions or asynchronous activities such as discussion forums to adapt the course to different audiences.
- **Best practices, check lists, templates:** For a successful implementation of e-learning and blended learning the virtual trainers need to be properly assisting all learners, keep the engagement level high and monitor the progress of each learner. Advice on best practices, checklists and templates might be required from the contractor.
- **Evaluation of e-learning courses:** to develop sustainable methodology for evaluating the effectiveness and the impact of the e-learning courses provided by ECDC. To apply analytical skills to evaluate the effectiveness of developed on-line training programs. Advice on evaluation of e-learning might be required from the contractor.

The consultants should be available to work together with the PHT Section team on short term assignments that will cover the above-mentioned topics. The estimated duration of the assignments will be between 100 and 200 hours, per year.

2.2.3 Deliverables, reports and project schedule

ECDC will communicate with the contractor the areas and the duration of the assignments.

Although each assignment will be different the contractor shall deliver the following:

- Project plan on how the contractor is planning to complete the assignment to be approved by ECDC
- Organise a kick off meeting if appropriate
- Provide an advice on the specific assignment from the list mentioned above
- Participate in regular meetings, tele- or video conferences with ECDC project staff
- Prepare minutes of the meetings, tele- or video conferences
- Prepare quarterly progress reports

2.2.4 Place of performance of the contract

The tasks required can be performed:

- Extra-murals, communication with the contractor in this case will done via e-mail, videoconferences, telephone meetings or with any other device.

- Intra-murals, when the contractor will be asked to work on the premises of ECDC in Stockholm. The cost for travel and accommodation will be covered by the contractor.

For kick off at the premises of ECDC in Stockholm the cost for travel and accommodation will be covered by the contractor.

2.3 Description of the services & scope of the contract for Lot 2

Development of e-learning courses

Through lot 2 ECDC has the possibility to outsource the delivery of well-defined e-learning materials and/or courses.

2.3.1 Contract objectives and scope

ECDC wishes to sign contract for this lot covering activities in the field of implementation of e-learning for the PHT Section, depicted below.

Lot 2 of the contract will be implemented in cases where the ECDC Public Health Training Section outsources the production of e-learning courses. These e-learning courses will have to be in English. It should be taken into account that the majority of the target audience will not be English native speakers. All courses should comply with the requirements stipulated in section 2.3.2.

Lot 2 is related to the creation of e-learning courses for which ECDC is able to fully define the deliverable. It focuses on design and development of e-learning courses in order to build an ECDC e-learning catalogue. The e-learning courses will be on public health related topics. The content of the courses and the Content Matter Experts (CME) will be provided by ECDC. The contractor is expected to be able to demonstrate extensive skill in creating intuitive and engaging e-learning courses. ECDC aims to delegate this part of the work to the contractor and expects the work to be done independently by the contractor with a mutually agreed level of supervision and feed-back from ECDC.

ECDC anticipates several yearly assignments for **Lot 2** for the duration of the Framework. The assignments will specify which of the outlines and sets of learning objectives that were proposed by the tenderer should be used for the requested deliverable.

2.3.2 Description of work/tasks

The successful tenderer should be able to design and develop 10 to 15 e-learning courses in public health domains over the entire duration of the framework contract.

The courses must comply with the following requirements:

Technical (IT) requirements

- The developed e-learning course must conform to Sharable Content Object Reference Model (SCORM) standards. The e-learning course will be based on Web accessibility W3C standards allowing access to all disabilities that affect access to the Web (more information can be found here: <http://www.w3.org/WAI/intro/accessibility.php>).
- E-learning development shall be done using standard authoring tools used on the market.
- The e-learning course has to be developed in a way that allows ECDC easy and instant updates of the training contents and materials (including to remove and to add parts) after the end of the contract.

Requirements for the target audience:

- The user should have the possibility to stop the self-teach elements at any phase.

- Participants have to be able to review assessment exercises after the e-learning course has finished.
- The e-learning course must be accessible on mobile and tablet devices.

Visual and learning design requirements:

- Consideration must be given to the current best practices regarding e-learning and professional learning. By “best practices” we mean the contractor should use all techniques, methodologies that, through experience and research, have proven to reliably lead to a desired result.
- The contractor has to make a top level design plan with general content and a detailed level design plan with the content of every part of the e-learning course.
- The delivery of content has to be varied: settings in various situations, video lectures, interactive and practical exercises, case studies and on-line tests including some clear explanations on how to solve each individual exercise.
- Some of the e-learning courses will include peer review options among participants and a possibility for review by moderators.
- Commercial publicity and advertising are not permitted in the material.

Language requirements:

- The e-learning courses will be developed in English
- It has to be taken into account that the majority of the users will not be native English speakers.

The course will be hosted by the ECDC [Totara LMS](#).

2.3.3 Deliverables, reports and project schedule

ECDC will communicate with the contractor the topics and the duration of the e-learning courses. All content and Content Matter Experts will be provided by ECDC.

Although each e-learning course will be different the contractor shall deliver the following per course:

-
- Project plan on how the contractor is planning to complete the assignment to be approved by ECDC
- Organise a kick off meeting (at premises of ECDC)
- A top level design plan²
- “Action mapping exercise” with Content Matter Expert (CME) and ECDC project staff
- A detailed design plan³
- A proposal for an evaluation plan to evaluate the learners
- Design alpha version of the e-learning course, including all relevant materials mentioned in the detailed level design plan (e.g. documents, videos, games, exercises)
- Design e-learning course, including all relevant materials mentioned in the detailed level design plan (e.g. documents, videos, games, exercises)
- Prepare minutes of the kick off meeting
- Participate in regular TC with ECDC project staff

² Top level design plan: This is a general overview of the structure and the general content of the e-learning course. It gives information about the number of used videos, the order of the learning activities, the number of assessments, the number of lectures and number and sort of other learning activities. The top level design plan also gives information about the feedback from the participants and the way we assess the learners.

³ Detailed level design plan: The detailed level design plan gives detailed information about every part of the e-learning course included a detailed evaluation plan (regarding to the feedback of the participants in what way they are satisfied with the e-learning course).

- Prepare regular progress reports

The average timeline for producing one e-learning course should not be longer than 6 months, however ECDC will agree with the contractor for any deviation of this timeline depending on the complexity of the topic and length of the course.

All deliverables must be approved by ECDC.

Types of e-learning courses that ECDC foresees to procure under Lot 2:

To build the e-learning courses the contractor should take into account the following elements that can be assembled in different ways (see example scenarios in section 4.1.2)

The content structure of the e-learning courses could be:

- Linear e-learning courses (knowledge-based)
- Interactive e-learning courses

The e-learning courses can be based on/or be part of:

- Existing face-to-face course or training materials
- New course

The topics of the e-learning courses will be on Public health related topics such as but not limited to:

- Outbreak investigation: principles, methods, logistics and team coordination
- Public health surveillance systems: evaluation
- Risk assessment of cross border health threats
- Epidemiological studies
- Scientific writing
- Peer review in field epidemiology and public health microbiology
- Policymaking in Public Health

The overall length of the course needs to take into account not only the interactive components including assessments, multimedia, critical thinking challenges etc. but also the time that the learner spends on analysing the content and then choosing and reflecting on their responses.

The length of the courses will depend of the topic and can vary from 1 hour to several hours.

2.3.4 Place of performance of the contract

The tasks required can be performed:

- Mainly extra-murals, communication with the contractor in this case will done via email, videoconferences, telephone meetings or with any other device
- Occasionally Intra-murals in order to attend kick off meetings at the premises of ECDC in Stockholm.

For kick off meetings at the premises of ECDC in Stockholm the cost for travel and accommodation will be covered by the contractor.

2.4 Reference documents

Lot 1

Not applicable.

Lot 2

[Catalogue of ECDC training courses](#) for Public Health professionals in EU/EEA and enlargement countries (2014-2015), accessible at http://ecdc.europa.eu/en/activities/training_activities/Documents/2014-2015-ECDC-Training-Catalogue.pdf

2.5 Duration

The duration of the framework contract(s) for Lot 1 and Lot 2 is two years renewable once for another period of two years.

2.6 Project Management

Lot 1

The contractor must assign an account manager (single contact point) in charge of managing the framework contract and its implementation through specific contracts.

There must be back-up persons fully aware of the projects to cover the periods when the account manager or other team members are absent (holidays, sickness, etc...)

Meetings may be organised under the chairmanship of ECDC. Drafting of the minutes of the meetings is the responsibility of the contractor.

Lot 2

The contractor must assign an account manager (single contact point) in charge of managing the framework contract and its implementation through specific contracts.

There must be back-up persons fully aware of the projects to cover the periods when the account manager or other team members are absent (holidays, sickness, etc...)

Meetings may be organised under the chairmanship of ECDC. Drafting of the minutes of the meetings is the responsibility of the contractor.

2.7 Prices

Lot 1

The indicative budget for lot 1 available for the maximum 4-year duration of the contract is €230,000

Lot 2

The indicative budget for lot 2 available for the maximum 4-year duration of the contract is €600,000

2.7.1 Currency of tender

Prices must be quoted in Euro.

Conversions should use the rates published in the C series of the Official Journal of the European Union on the day when the invitation to tender was issued. This information is also available on the Website of the European Central Bank at the following URL:

<http://www.ecb.int/stats/eurofxref>

The Financial Proposal Form(s) must be used to submit a tender, Annex VII A for Lot 1: Time based expert consultation on analysis, design, development, implementation and evaluation of e-learning courses, and Annex VII B for Lot 2: Development of e-learning courses.

2.7.2 All-inclusive prices

Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. to include delivery, supply and installation, maintenance, travel, subsistence, etc). No expenses incurred in the performance of the services will be reimbursed separately by ECDC.

2.7.3 Price revision

Prices submitted in response to this tender shall be fixed and not subject to revision for Specific Contracts concluded during the first year of performance of the Framework Contract.

From the beginning of the second year of performance of the Framework Contract, prices may be revised upwards or downwards each year, where such revision is requested by one of the contracting parties by notice served no later than three months before the anniversary of the date on which the Framework Contract became effective.

Specific Contracts shall be concluded on the basis of the prices in force on the date on which they are signed. Such prices shall not be subject to revision.

See the article about “Prices” of the contract for calculation in Annex I.

2.7.4 Costs involved in preparing and submitting a tender

ECDC will not reimburse any costs incurred in the preparation and submission of a tender. Any such costs must be paid by the tenderer.

2.7.5 Protocol on the Privileges and Immunities of the European Union

The Centre is, as a rule, exempt from all taxes and duties, and in certain circumstances is entitled to a refund for indirect tax incurred, such as value added tax (VAT), pursuant to the provisions of articles 3 and 4 of the Protocol on Privileges and Immunities of the European Union. Tenderers must therefore quote prices which are exclusive of any taxes and duties and must indicate the amount of VAT separately.

2.7.6 Payments

Payments under the contract shall be executed only if the contractor has fulfilled all their contractual obligations by the date on which the invoice is submitted, including specified deliverables. For further details regarding payments please see draft contract (Annex I) Art. I.4.

2.7.7 Financial guarantees

ECDC may require a pre-financing guarantee or a performance guarantee from the Contractor chosen as a result of this tendering procedure. When such guarantee is requested, the specific conditions related to the provision of a guarantee are included in the draft contract (**Annex I**). The costs for the guarantee shall be borne by the Contractor.

3 Exclusion and selection criteria

3.1 Exclusion criteria

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

The successful tenderer shall provide the documents mentioned as supporting evidence in Annex II before signature of the contract and within a deadline given by the contracting authority. This requirement applies to all members of the consortium in case of joint tender.

The contracting authority may waive the obligation for a tenderer to submit documentary evidence if such evidence has already been submitted for another procurement procedure and provided the documents were issued not more than one year earlier and are still valid. In such cases, the candidate or tenderer must declare on his honour that the documentary evidence has already been provided in a previous procurement procedure, provide reference to that procedure, and confirm that there has been no change in the situation.

3.2 Selection criteria

Tenderers must submit evidence of their legal, economic, financial, technical and professional capacity to perform the contract.

3.2.1 Legal capacity

Requirement

A tenderer is asked to prove that they are authorised to perform the contract under the 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.

Evidence required

The tenderer shall provide a duly filled in and signed Legal Entity Form (see **Annex III**) accompanied by the documents requested therein.

(Where the tenderer has already signed another contract with ECDC, they may provide instead of the legal entity file and its supporting documents a copy of the legal entity file provided on that occasion, unless a change in his legal status occurred in the meantime).

3.2.2 Economic and financial capacity

Requirement

The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

Evidence required

Proof of economic and financial capacity shall be furnished by the following documents:

- balance sheets or extracts from balance sheets for at least the last two years for which accounts 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);
- a statement of overall turnover and turnover concerning services/supplies covered by the contract during the last three financial years.

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

The Centre reserves the right to request any additional documentary evidence it deems necessary or useful in order to verify a tenderer's economic and financial standing.

3.2.3 Technical and professional capacity

3.2.3.1 Lot 1 Time based expert consultation on analysis, design, development, implementation and evaluation of e-learning courses

Requirement(s)

The tenderer's technical and professional capacity will be evaluated using the following criteria:

- A) Suitability of the organisation and staffing structure available for the activities covered by the contract;
- B) Relevant qualifications in the fields of e-learning and instructional design and expertise of key personnel allocated to the project: technical experience, knowledge and capability in the area of e-learning, blended learning and instructional design.
- C) Involvement in relevant activities, provided in an international environment.
- D) Ability to work in English language

Evidence required

The following documents or information shall be presented as evidence of compliance with the technical and professional capacity criteria:

- A) Details of the structure of the organisation (including the number of staff) and relevant subcontractors;
- B) Professional accreditations or references held by the tenderer and relevant subcontractors; CVs of the key experts to carry out the tasks (preferably using the template in Annex VI), covering work experience, education and training, organisational and technical skills, attesting the drafting and presentation skills;
- C) A list and description of recent activities (in the last 3 years) in the field of e-learning; including 2 examples of successful projects on subjects related to this tender conducted in an international environment.
- D) Example of courses or consultancy work done in English

3.2.3.2 Lot 2 Development of e-learning courses

Requirement(s)

The tenderer's technical and professional capacity will be evaluated using the following criteria:

- A) Suitability of the organisation and staffing structure available for the activities covered by the contract;
- B) Relevant qualifications in the fields of e-learning and instructional design and expertise of key personnel allocated to the project: technical experience, knowledge and capability in the area of e-learning, blended learning and instructional design.
- C) Minimum of three years' experience in designing, developing and producing e-learning courses in several countries and several languages. Projects for the health sector are an advantage.
- D) Have the capacity to produce and deliver services and products in English.

Evidence required

The following documents or information shall be presented as evidence of compliance with the technical and professional capacity criteria:

- A) Details of the structure of the organisation (including the number of staff) and relevant subcontractors;
- B) Professional accreditations or references held by the tenderer and relevant subcontractors; CVs of the key experts to carry out the tasks (preferably using the template in Annex VI), covering work experience, education and training, organisational and technical skills, attesting the drafting and presentation skills;
- C) A list and description of recent activities (in the last 3 years) in the field of e-learning; including 3 examples of successful projects on subjects related to this tender conducted in an international environment.
- D) Description of the tenderer's capacity to produce and deliver services and products in English.

By submitting a Tender, each legal entity involved therein accepts the possibility of a check being carried out by ECDC on its technical capacities and, if necessary, on its facilities and quality control measures.

4 Award of the contract

Offers are opened and evaluated by a committee, possessing the technical and administrative capacities necessary to give an informed opinion on the offers. The committee members are nominated on a personal basis by ECDC under guarantee of impartiality and confidentiality. Each of them has equal voting rights.

Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price.

4.1 Technical proposal

The assessment of technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in the terms of reference. To this end, the technical proposal shall contain the following information to allow evaluation of the tender according to the technical criteria mentioned in section 4.2:

4.1.1 Lot 1 Time based expert consultation on analysis, design, development, implementation and evaluation of e-learning courses

- A paper describing the service offered its relevance to ECDC and the system for ensuring quality control.
- Description of the involvement of the proposed key experts (roles and responsibilities) to execute the planned activities, in particular to cover the key analyses.

The information in the technical proposal must be consistent with the terms of reference and must be signed by the tenderer.

4.1.2 Lot 2 Development of e-learning courses

- A paper describing the service offered its relevance to ECDC, the team proposed and the system for ensuring quality control..
- Provide at least 3 examples from the tendered portfolio of work done which demonstrate the appropriate use of skill needed to perform the tasks requested.
- The tenderers should submit offers for the fictitious (but likely) examples listed below and submit a generic project plan describing the approach to the 3 problems, the staff allocation plan, a proposed schedule and a financial offer (Annex VIIB – Financial Proposal Form) considering relevant alternatives

Example 1: Stand-alone E-learning course:

- Stand-alone E-learning course is a new course; no previous training is available. The course aims to change behaviour and performance
- Content is structured and objectives clearly defined.
- The course will be interactive, the learner will be asked to perform multiple assessments, quizzes, etc.
- The assignments will be peer reviewed
- The course will have a moderate level of multimedia involved (video-lectures, graphics, animations, etc)

- The course will be divided in different modules
- The course covers 10 hours of learner workload.

Example 2: Moderated E-learning course:

- A moderated E-learning course for a limited audience. The course is based on curriculum, training materials and experience from previously developed, delivered and evaluated 30 hours face to face course (provided by ECDC)
- The course aims to change behaviour and performance
- Content is structured and objectives clearly defined
- The course will be interactive, the learner will be asked to perform multiple assessments, quizzes, etc.
- The assignments will be peer reviewed
- The course will have a moderate level of multimedia involved (video-lectures, graphics, animations, etc)
- The course will be divided in different modules

Example 3: Blended learning course:

- The e-learning course will be part of a blended learning approach with a face-to-face module involved.
- It will be based on curriculum, training materials and experience from previously developed, delivered and evaluated 30 hours face-to-face course (provided by ECDC)
- The course is transmitting information out to the learners. Both the distance and the face-to-face modules will have interactive components.
- Content is moderately structured for the face-to-face part but not for the e-learning part.
- The E-learning module should have some interactive component or assignment that the learner should perform before the face-to-face module.

The information in the technical proposal must be consistent with the terms of reference and must be signed by the tenderer.

4.2 Technical evaluation

The quality of technical offers will be evaluated in accordance with the award criteria and the associated weighting as detailed in the evaluation grid below.

4.2.1 Lot 1 Time based expert consultation on analysis, design, development, implementation and evaluation of e-learning courses

No	Criteria	Max points	Awarded score
1	Strategy and methods: <ul style="list-style-type: none"> ✓ Coverage of the required domains (analysis, design, development, implementation and evaluation) of instructional design and e-learning course production ✓ Proposed methods for implementing those domains ✓ Evaluation of the difficulties and limitations. 	40	
2	Work organisation and planning: <ul style="list-style-type: none"> ✓ Level of organisation and planning of the 	35	

	tasks/work (sequence, duration)		
3	Level and Composition of the team: <ul style="list-style-type: none"> ✓ Involvement of the proposed experts (roles and responsibilities) to cover the main project activities 	25	
	TOTAL	100	

Only tenders scoring 70 points or more (of a maximum of 100) points against the technical award criteria will have their financial proposal evaluated.

Offers scoring less than 60% for any award criterion will be deemed to be of insufficient quality and eliminated from further consideration.

4.2.2 Lot 2 Development of e-learning courses

The quality of technical offers will be evaluated in accordance with the award criteria and the associated weighting as detailed in the evaluation grid below.

No	Criteria	Max points	Awarded score
1.	Understanding of ECDC needs as a client: <ul style="list-style-type: none"> ✓ The level of understanding of the context within which ECDC operates ✓ Extent of understanding of the terms of reference and general approach to the project. 	10	
2	Creative but rigorous approach: <ul style="list-style-type: none"> ✓ The quality of the approach proposed to achieve ECDC's objectives and to provide the services and/or products requested in this invitation to tender. ✓ The level of understanding of the major challenges/obstacles to achieve ECDC's objectives and to provide the services and/or products requested in this invitation to tender. ✓ The quality of the creative approach to provide attractive, original, quality products. 	35	
3	Work organisation and planning: <ul style="list-style-type: none"> ✓ Quality of proposed planning of tasks/work (sequence, duration) 	30	
4	Level and Composition of the team: <ul style="list-style-type: none"> ✓ The quality of the team's organisation proposed to ensure maximum efficiency in terms of costs, speed and quality of the services requested. ✓ The quality of staff management measures taken to guarantee a consistently high level of service is provided. 	25	
	TOTAL	100	

Only tenders scoring 70 points or more (of a maximum of 100) points against the technical award criteria will have their financial proposal evaluated.

Offers scoring less than 60% for any award criterion will be deemed to be of insufficient quality and eliminated from further consideration.

4.3 Financial proposal

The financial proposal should be presented in the format found in

Annex VII A Lot 1 Time based expert consultation on analysis, design, development, implementation and evaluation of e-learning courses

Annex VII B Lot 2 Development of e-learning courses (considering relevant alternatives described in section 4.1.2)

4.4 Choice of the selected tender

The contract will be awarded to the tenderer offering the best value for money, taking into account the awarding criteria listed above. No award criteria and sub-criteria other than those detailed above will be used to evaluate the offer.

The weighting of quality and price will be applied as follows:

$$\text{Score for tender X} = \frac{\text{cheapest price}}{\text{price of tender X}} \times 40 + \frac{\text{Total quality score of tender X}}{100} \times 60$$

“Price of tender X” is:

- Lot 1 Annex VII A: total sum of criteria **A** and criteria **B**
- Lot 2 Annex VII B: total of examples

4.5 No obligation to award

Completing the procedure of the call for tenders in no way imposes on the ECDC an obligation to award the contract. ECDC shall not be liable for any compensation with respect to tenderers whose offers have not been accepted, nor shall ECDC be liable when deciding not to award the contract.

4.6 Notification of outcome

Each tenderer will be informed in writing about the outcome of the call for tender.

If tenderers are notified that a tender has not been successful, tenderers may request additional information by fax or mail. At the discretion of ECDC, this information can be given in a follow-up letter providing further details in writing, such as the name of the tenderer to whom the contract is awarded and a summary of the characteristics and relative advantages of the successful tender. However, ECDC would like to stress that it is not free to disclose any information affecting the commercial interests of other tenderers.

List of Annexes

Annex I — Draft contract

Annex II — Exclusion criteria and non-conflict of interest declaration

Annex III — Legal entity form

Annex IV — Financial identification form

Annex V — Authorised signatory form

Annex VI — Curriculum Vitae template

Annex VII A— Financial proposal form Lot 1

Annex VII B— Financial proposal form Lot 2

Annex VIII — Confirmation of offer submission

Annex IX — Tender submission checklist