



Tender Specifications

for

**Surveillance Data Management, GIS Data
Analysis, Biostatistics, Bioinformatics and
Document Management services**

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	09/09/2014	Dispatch of contract notice to the OJ
Site visit or clarification meeting (if any)	-	Not applicable to this tender
Deadline for request of clarifications	20/10/2014	Six working days before deadline
Deadline for submission of offers	27/10/2014	At 16:00 local time if hand delivered
Interviews (if any)	-	Not applicable to this tender
Opening session	03/11/2014	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, EEA and 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.

One-person companies (or freelancers) may be authorised as subcontractor and added to the list of subcontractors at any time during the execution 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: *Surveillance Data Management, GIS Data Analysis, Biostatistics, Bioinformatics and Document Management services – OJ/05/09/2014-PROC/2014/029*;
- 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 Office

171 83 Stockholm, 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

The Evaluation Committee will not conduct interviews for this procedure.

1.9 Division into Lots

The tender is divided into 4 lots. The tenderer may apply for individual lots or for several lots.

The details of the lots are provided in the terms of reference below, in the section 2.2, 2.3, 2.4 and 2.5.

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**. The terms and conditions of the draft contracts cannot be modified. Tenderers must confirm acceptance of these draft contracts and terms and conditions of the tender as part of their tender response. It is strongly recommended that Tenderers have the draft contracts checked and passed by their legal section before committing to submitting an offer.

ECDC wishes to conclude a multiple framework contract for each one of the four lots in cascade with a maximum 3 contractors to provide consultancy services to support the surveillance of communicable diseases in Europe and document management; the consultancy support expected to be covered by this framework contracts consists of providing consultancy covering: 1. surveillance data management, preparation of training activities to support our stakeholders in the Member States, GIS data management, 2. biostatistics service, 3. bioinformatics service, and 4. document management as and when required, for an initial period of two years with two possible extensions of one year each, giving a maximum possible duration of four years. A framework contract will establish the terms governing specific contracts to be awarded during a given period; in particular, with regard to price. The implementation of FWC with cascade is described in the draft FWC contract article 1.4.1.

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 will contain details of deliverables and/or timelines for particular services to be provided.

1.13 Contract volume

The volume of the contract covering the Lot 1 shall not exceed EUR 2.5 Million for a maximum period of four years.

The volume of the contract covering the Lot 2 shall not exceed EUR 600,000 for a maximum period of four years.

The volume of the contract covering the Lot 3 shall not exceed EUR 600,000 for a maximum period of four years.

The volume of the contract covering the Lot 4 shall not exceed EUR 1.2 Million for a maximum period of four years.

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

As specified in the ECDC founding regulation², ECDC should provide relevant public health data, information and reports to decision makers, professionals and health care workers in an effort to promote actions that will result in the timely prevention and control of communicable diseases in Europe. The ECDC and the EU and EEA/EFTA Member States require timely scientific analysis, in order for effective Community action to be undertaken³.

One of the ECDC surveillance objectives is to develop improved analysis and dissemination systems that will support the quality of public health decisions and actions at the EU and Member States level. In particular, advanced methods for the analysis of surveillance data are needed to identify areas and issues for action.

The European Surveillance System (TESSy) supports data collection and data reporting activities within ECDC. A defined set of variables is being collected on infectious diseases listed in Decision 2000/96/EC⁴ and according to EU case definitions⁵.

TESSy was first developed and launched in January 2008 and has operated since. To this date (July 2014), roughly 60,000 files containing more than 49 million records of data have been reported to the system by the European Member States.

The production of meaningful surveillance outputs is a process that requires specific skills in the field of epidemiology, data management, biostatistical analysis, bioinformatics and GIS.

In addition to collecting surveillance data, ECDC is an organisation that generates significant amount of storable information, both structured and unstructured. The storage is a means to a much broader end which encompasses other various channels acting as conduits of dissemination and exchange. In other words, a key requirement that is deemed incumbent upon the organisation is to *quickly file* and *easily retrieve* information considered relevant knowledge to its core functions. This acts as the basis for ECDC Document Management System that helps fulfil this requirement. The primary goal of the document management system within ECDC is to capture, preserve, maintain and evolve, within the relevant context, the compendium of collaborative effort; to adapt to the needs of business throughout the lifecycle of a recorded manuscript, may it be a vessel of factual information or a chain of events thereof.

This call for tender targets ten job profiles that address these requirements and are described in four different lots:

- Lot 1 for Surveillance Data Manager, Surveillance Data Manager and Analyst, GIS Data Analyst, and Trainer. Four job profiles are included to: a) ensure the management of surveillance data and its analysis using Business Intelligence or Data Mining tools, b) its geographical components and outputs, and c) improve the user support by providing training;

² Decision No 2119/98/EC of the European Parliament and of the Council of 24 September 1998 setting up a network for the epidemiological surveillance and control of communicable diseases in the Community. Official Journal L 268, 03/10/1998 P. 0001 – 0007.

³ [ECDC Long-term surveillance strategy 2014-2020](#)

⁴ Commission Decision of 22 December 1999 on the communicable diseases to be progressively covered by the Community network under [Decision No 1082/2013/EU](#) of the European Parliament and of the Council of 22 October 2013 on serious cross-border threats to health

⁵ [Case Definitions for Reporting Communicable Diseases to the Community Network, Decision 2012/506/EC amending Decision 2002/253/EC](#)

- Lot 2 for Biostatistics services. Three job profiles are included with the aim to develop, implement and apply appropriate methods for epidemiological analysis of surveillance data in order to create suitable information for public health decision making;
- Lot 3 for Expertise in Bioinformatics. The aim of this lot is to perform statistical analysis and interpretation of molecular surveillance data, and to create robust analysis pipelines;
- Lot 4 for Document Management services. Two job profiles are included to: ensure the management and analysis of ECDC's DMS electronic content.

2.2 Description of the services & scope of Lot 1: Surveillance Data Manager, Surveillance Data Manager and Analyst, GIS Data Analyst, and Trainer

The service expected consists of the provision of services from skilled individuals in the relative field working together with ECDC teams in delivering surveillance data management, GIS data analysis expertise, and dedicated training support for ECDC tools (TESSy, EPIS and GIS tools) to the experts in the ECDC and to its stakeholders.

2.2.1 Contract objectives and scope

The objective of this Lot is to utilize Surveillance Data Manager, Surveillance Data Manager and Analyst, GIS Data Analyst, and Trainer services, in order to provide surveillance data collection, data validation, data cleaning, GIS data mapping, organization and analysis, and training support on ECDC tools (TESSy, EPIS, GIS tools) to the experts in the ECDC and to its stakeholders in order to allow and improve data analysis and interpretation of surveillance data of communicable diseases within the European Surveillance System (TESSy) providing stakeholders at the EU and national levels with the appropriate information for decisions regarding public health.

2.2.2 Overview of the consultancy profiles required

The offer for this Lot should include the following profile:

- Profile 1: Surveillance Data Manager
- Profile 2: Surveillance Data Manager and Analyst
- Profile 3: GIS Data Analyst
- Profile 4: Trainer

The tasks and requirements for these profiles are described below.

2.2.2.1 Profile 1: Surveillance Data Manager

2.2.2.1.1 Description of work/tasks

- Support collections of surveillance data from the EU/EEA Member States, and neighbouring countries when applicable;
- Perform data validations and support the process of data quality management;
- Define and produce the required outputs based on the collected data together with in house disease experts that support the production of high profile external and internal surveillance reports and outputs;
- Define and execute transformations of historical surveillance data to the TESSy format;
- Provide high quality user support for the +/- 1000 external TESSy users;
- Support the development of Metadata defining new/updated surveillance data collections;
- Support the data cleaning process by working with stakeholders on requirements, implementing the cleaning and validation rules and ensuring the best quality for surveillance outputs preparation.

2.2.2.1.2 Required education and experience

- University degree with minimum 3 years of experience in Data Management OR non university degree with minimum 5 years of experience in Data Management
- Practical and theoretical experience of data management, preferably in the field of epidemiology and/or public health;
- Experience in data quality assurance, including manual/automated validation of data;
- Experience in handling large, complex data sets, preferably public health related;
- Experience with external user support through helpdesk is beneficial.

2.2.2.1.3 Required competencies and skills

- Capability of integration in an international/multicultural environment;
- Rapid self-starting capability;
- Willingness to work in a team / excellent cooperation attitude;

- Ability to adapt to new business areas, new stakeholders and new tools and technologies;
- Good command of English, both spoken and written;
- Good oral and written communication skills;
- Excellent knowledge of SQL and T-SQL
- Good knowledge of MS SQL Server
- Good knowledge in data quality and methodology to perform data quality analysis

2.2.2.2 Profile 2: Surveillance Data Manager and Analyst

2.2.2.1.1 Description of work/tasks

- Support collections of surveillance data from the EU/EEA Member States, and neighbouring countries when applicable;
- Perform data validations and support the process of data quality management;
- Define and produce the required outputs based on the collected data together with in house disease experts that support the production of high profile external and internal surveillance reports and outputs;
- Define and execute transformations of historical surveillance data to the TESSy format;
- Provide high quality user support for the +/- 1000 external TESSy users;
- Support the development of Metadata defining new/updated surveillance data collections;
- Support the data cleaning process by working with stakeholders on requirements, implementing the cleaning and validation rules and ensuring the best quality for surveillance outputs preparation;
- Analyse the surveillance data, create reports using Business Intelligence or Data Mining tools, to provide to end-users and deciders the expected results on a timely basis; automate the distribution of such results; ensure the maintenance of existing analysis and reports.

2.2.2.1.2 Required education and experience

- University degree with minimum 3 years of experience in Data Management OR non university degree with minimum 5 years of experience in Data Management
- Practical and theoretical experience of data management, preferably in the field of epidemiology and/or public health;
- Experience in data quality assurance, including manual/automated validation of data;
- Experience in handling large, complex data sets, preferably public health related;
- Experience with external user support through helpdesk is beneficial.
- Experience using advanced Business Intelligence or Data Mining tools (specific tool would be specified in each request for service)
- Experience using ETL tools to manage data flows, data transformation and data quality (specific tool would be specified in each request for service)

2.2.2.2.1 Required competencies and skills

- Capability of integration in an international/multicultural environment;
- Rapid self-starting capability;
- Willingness to work in a team / excellent cooperation attitude;
- Ability to adapt to new business areas, new stakeholders and new tools and technologies;
- Good command of English, both spoken and written;
- Good oral and written communication skills;
- Excellent knowledge of SQL and T-SQL
- Good knowledge of MS SQL Server
- Good knowledge in data quality and methodology to perform data quality analysis
- Knowledge in using Business Intelligence tools for advanced reporting, data analysis and data mining (specific tool would be specified in each request for service)

- Knowledge in data analysis and statistics (specific tool would be specified in each request for service)

2.2.2.3 Profile 2: GIS Data Analyst

2.2.2.3.1 Description of work/tasks:

- Support the process of analysing the user GIS requirements for revision of online surveillance outputs, use specific tools and methods to capture the inputs for the functional GIS requirements;
- Analyse and support implementation of mapping components and propose GIS solutions for in-house web applications;
- Collect, process and manage the geospatial data as content of the Central Geospatial Repository within the ECDC GIS Infrastructure based on agreed standards and procedures;
- Support the design of geospatial databases, implementation and maintenance of their content;
- Perform quality control on geospatial data (currency, accuracy, usefulness, quality and completeness);
- Perform SQL Geo database operations, spatial query design and optimization;
- Assist in establishing data preparation standards and procedures;
- Prepare and update metadata and other technical documentation to support the processing of geospatial data;
- Perform visual exploratory analysis on disease data using web enabled GIS applications, ArcGIS Server and ArcGIS Desktop;
- Perform geospatial analysis using ArcGIS Server and Desktop in order to provide a valuable input for disease monitoring;
- Production of maps to support disease experts with their data analysis and decision-making process;
- Support GIS staff in providing an professional opinion on establishing and applying stable geographic information systems and best practices;

2.2.2.3.2 Required education and experience

- University degree with minimum 6 years of experience in GIS, or non-University degree with minimum 8 years of proven experience in GIS, including, implementation of enterprise level ArcGIS systems and applied GIS including procedures, techniques, relational database systems (SQL) and GIS web data services;
- At least 5 years of experience in cartography methodologies and geodata processing;
- At least 5 years of experience in GIS requirements gathering and processing;
- Experience on applied geographic information technology in public health will be an advantage.

2.2.2.3.3 Required competencies and skills

- Capability of integration in an international/multicultural environment;
- Rapid self-starting capability;
- Willingness to work in a team / excellent cooperation attitude;
- Good command of English, both spoken and written;
- Good oral and written communication skills;
- Experience in designing, implementing and maintaining Geospatial databases and processing spatial datasets to support spatial and exploratory analysis for public health data;
- Strong knowledge of different geospatial methodologies, tools, analysis and professional expertise in their practical application;
- Excellent knowledge of ArcGIS Desktop Suite (version would be specified in each request for service) and professional experience in its practical application (including ArcGIS Desktop with extensions and ArcGIS License Manager);

- Advanced knowledge and expertise with the administration, configuration, deployment and maintenance of enterprise GIS technologies such as ESRI ArcGIS Server/SDE (version would be specified in each request for service);
- Strong knowledge of ArcGIS for SharePoint and ArcGIS API for Silverlight and JavaScript;
- Professional knowledge of GIS web data services;
- Professional knowledge of cartographic methodologies;
- Familiarity with the EU INSPIRE directive;
- Proficient user of Microsoft Office applications (MS Word, Excel, PowerPoint, SharePoint and Outlook);

2.2.2.4 Profile 3: Trainer

2.2.2.4.1 Description of work/tasks:

- Assist in the preparation and maintenance of suitable training materials (in the area of TESSy and surveillance data management, epidemic intelligence and response system – EPIS, map-generation system provided by ECDC – EMMA, and other ECDC tools);
- Prepare and execute training sessions for internal and external users;
- Follow-up on outstanding issues arising from training sessions;
- Prepare the training evaluation process (including survey) and integrate the lessons learned into the training course and material;
- Prepare the training reports, including lessons learned and outstanding issues.

2.2.2.4.2 Required education and experience

- University degree with minimum 3 years of experience in Data Management OR non university degree with minimum 6 years of experience in Data Management
- At least 5 years of experience in training related to IT tools;
- At least 1 year of experience of technical documentation authoring;
- At least 1 year of experience with the MS-Office automation tools;
- Experience in the field of epidemiology and/or public health is beneficial.

2.2.2.4.3 Required competencies and skills

- Ability to clearly explain potentially difficult and complex technical and scientific concepts;
- Ability to cope with a multi-cultural and multi-lingual audience;
- Ability to deliver messages clearly, including via formal presentations;
- Ability to interact at executive and team levels;
- Proficiency with MS-Office tools.

2.2.3 Deliverables, reporting and project schedule

The Specific contracts issued under the framework service contract for lot 1 are expected to be time and means. The tasks to be performed will be defined by the ECDC contract manager at the beginning of the period of the contract, these tasks can be refined during the period of the contract; the deliverables and schedule will be agreed upon with the ECDC contract manager at the beginning of the contract and can be updated during the period of the contract.

2.2.4 Duration of the contract

Duration of the framework service contract will be two years, with the possibility of renewal up to two times, each for duration of a year.

2.2.5 Place of performance of the contract

All tasks will be performed at the ECDC premises (intra muros).

2.2.6 Reference documents

Not applicable.

2.3 Description of the services & scope of Lot 2: Biostatistics services

2.3.1 Contract objectives and scope

The objective of this Lot is to provide biostatistics services applied to surveillance data of communicable diseases within the European Surveillance System (TESSy).

2.3.2 Description of the services

The services included in this Lot are (but might not be limited to):

- Provide the results of statistical analysis of data provided by ECDC. This may require the contractor to:
 - Set up analysis plans with selection of appropriate statistical methods and/or data structures to test pre-defined hypotheses.
 - Perform descriptive analysis and / or inferential statistics on surveillance data according to analysis plans previously developed by the contractor or provided by ECDC. Such analysis may include combination of data from other sources (e.g. serological data, vital statistics, food, feed and animal surveillance, and environmental). The outputs to be delivered are usually in the form of summary tables and graphs with results of the analyses performed. The statistical methods employed may include time series analysis, determination of thresholds, cluster detection, adjustment for reporting delay, and identification of risk factors and their attributable risk, modelling relationships within the data, data mining, ecologic analyses. The format of the outputs provided has to meet epidemiological standards of quality and be readily usable for the stated purpose (e.g.: production of surveillance reports, online reports, inclusion in a scientific manuscript).
 - Develop code including additional specialised scripts and data structures to perform the analyses. The code has to be provided to ECDC:
 - with inline comments
 - with complete documentation
 - in a form that can be readily reused.
 - Write documents (e.g.: manuals, technical reports) on the statistical data analysis for easiness of interpretation of results, maximization of reusability, manuscript preparation and public health reports.
- Investigate new developments in the field of biostatistical methods or software applicable for analysis of epidemiological data. A final document of the findings and conclusions is expected as output.
- Support the development of relevant skills and knowledge of ECDC staff in the field of biostatistical methods or software applicable for analysis of epidemiological data by preparing and providing appropriate internal training (e.g.: workshops, seminars).

All the above mentioned services will be provided working in collaboration with ECDC staff.

2.3.3 Overview of the consultancy profiles required

The offer for this Lot should include the following profiles:

- Profile 1: Biostatistician
- Profile 2: Senior Biostatistician
- Profile 3: Senior Biostatistician Time Series Analysis

A Biostatistician and a Senior Biostatistician profiles perform the services described in this Lot. The requirements for these profiles are described below.

2.3.3.1 Profile 1: Biostatistician

2.3.3.1.1 Required education and experience

- A level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more, or a level of education which corresponds to completed university studies attested by a diploma;
- A university degree in biostatistics, medical statistics, or epidemiology will be an advantage;
- At least 3 years of professional experience (following the award of the diploma) acquired in positions related to the aforementioned duties;
- Experience in using other statistical packages in addition to STATA;
- Experience with analysis and interpretation of communicable diseases surveillance and/or outbreak data.

2.3.3.1.2 Required competencies and skills

- Statistics applied to the analysis of epidemiological data;
- Statistical methods for analysis of public health surveillance data;
- Development of statistical analysis plans for testing epidemiological hypotheses;
- STATA software;
- Time series analysis applied to public health surveillance;
- Data cleaning, validation and description of data quality; Communication of statistical findings to an audience of public health professionals in written and/or oral format;
- Ability to work in a team environment;
- Being quality-oriented and results-focused;
- Possessing very good knowledge of English, both verbal and written.

2.3.3.2 Profile 2: Senior Biostatistician

2.3.3.2.1 Required education and experience

- A level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more, or a level of education which corresponds to completed university studies attested by a diploma;
- A university degree in biostatistics, medical statistics, or epidemiology;
- At least 9 years of professional experience (following the award of the diploma) acquired in positions related to the aforementioned duties;
- Experience in using other statistical packages in addition to STATA;
- Experience with analysis and interpretation of communicable diseases surveillance and/or outbreak data.

2.3.3.2.2 Required competencies and skills

- Statistics applied to the analysis of epidemiological data;
- Statistical methods for analysis of public health surveillance data;
- Development of statistical analysis plans for testing epidemiological hypotheses;
- Time series analysis methods applied to public health surveillance;
- STATA software including STATA programming;
- Ability to develop specialised algorithms and data structures for analyses;
- Project management and/or coordination of small teams of Biostatisticians and Epidemiologists;
- Communication of statistical findings to an audience of public health professionals in written and/or oral format;
- Ability to work in a team environment;
- Being quality-oriented and results-focused;
- Possessing very good knowledge of English, both verbal and written.
- Ability to perform inferential statistics on communicable disease data in combination with data from other sources (e.g. in the context of ecologic, geo-spatial or geo-temporal analyses).

2.3.3.3 Profile 3: Senior Biostatistician Time Series Analysis

2.3.3.3.1 Required education and experience

- A level of education which corresponds to completed university studies attested by a diploma when the normal period of university education is four years or more, or a level of education which corresponds to completed university studies attested by a diploma;
- A university degree in biostatistics, medical statistics, or epidemiology;
- At least 9 years of professional experience (following the award of the diploma) acquired in positions related to the aforementioned duties;
- Experience in using other statistical packages in addition to STATA;
- Experience with analysis and interpretation of communicable diseases surveillance and/or outbreak data.

2.3.3.3.2 Required competencies and skills

- Knowledge of methods and proven experience in advanced time series analysis applied to infectious diseases data;
- Development of statistical analysis plans for testing epidemiological hypotheses;
- STATA software including STATA programming;
- Ability to develop specialised algorithms and data structures for analyses;
- Project management and/or coordination of small teams of Biostatisticians and Epidemiologists;
- Communication of statistical findings to an audience of public health professionals in written and/or oral format;
- Ability to work in a team environment;
- Being quality-oriented and results-focused;
- Possessing very good knowledge of English, both verbal and written.
-

2.3.4 Deliverables, reporting and project schedule

The Specific contracts issued under the framework service contract for lot 2 are expected to be time and means or fixed price contracts. For time and means contracts, the tasks to be performed will be defined by the ECDC contract manager at the beginning of the period of the contract, these tasks can be refined during the period of the contract. The list of deliverables will be defined for fixed price contracts in each request for services and their schedule will be agreed upon with the ECDC contract manager at the beginning of the contract and can be updated during the period of the contract

Examples of deliverables that can result from a specific contract issued under the framework service contract:

- Analysis plan;
- Report describing the methods used, the results of the analysis and their interpretation;
- Scripts covering the analyses performed;
- Analysis outputs in the form of tables, graphs or descriptive text;
- Revision or development of statistical tools for epidemiologists (usually using STATA software);
- Documentation of the work carried out;
- Training material in the form of power point presentations, manuals, case studies;
- Training session including planning and delivery either at ECDC premises or remotely as required.

2.3.5 Duration of the contract

Duration of the framework service contract will be two years, with the possibility of renewal up to two times, each for duration of a year.

2.3.6 Place of performance of the contract

All tasks will be provided either at the contractor's premises and / or at the premises of ECDC in Stockholm, Sweden. Requirements to work at ECDC premises will be specified in the request for service and defined in the specific contracts.

2.3.7 Reference documents

Not applicable.

2.4 Description of the services & scope of Lot 3: Expertise in Bioinformatics

2.4.1 Contract objectives and scope

The objective of this Lot is to utilize bioinformatics services in order to perform statistical analysis and interpretation of molecular surveillance data, and to create robust analysis pipelines.

2.4.2 Description of the work/tasks

The services that ECDC is interested for this Lot may include (but are not limited to):

- Consultation support to epidemiologists, microbiologists and other experts at the ECDC.
- Set up and conduct analyses on a variety of genotypic and/or phenotypic typing data separately or in combination with epidemiological and/or clinical data. Examples of such analyses would be whole genome sequence data (pre)processing, gene annotation, allele identification, clustering, and determining statistically relevant associations between observables.
- Using available software as well as developing additional specialised algorithms and data structures to perform the analyses, and providing them to ECDC in a form that can readily be reused. In cases where the BioNumerics software used by ECDC must be used, experience in this software and its programming interface may be put as a requirement.
- Performing basic quality review and analysis on existing ECDC-sponsored molecular typing databases.
- Maintaining a good level of documentation and compliance.
- Generating written reports for manuscript preparation and public health reports.
- Monitoring the new developments and applications in the field of bioinformatics, biomarker and translational research.
- Support the development and exchange of relevant skills and knowledge with ECDC staff by providing appropriate internal training.
- Actively participating in multidisciplinary teams for public health microbiology, molecular typing-based disease surveillance and outbreak investigation.

2.4.3 Overview of the consultancy profiles required

The offer for this Lot should include the following profile:

- Profile 1: Bioinformatician.

A bioinformatician performs the services described in this Lot. The requirements for this profile are described below.

2.4.3.1 Profile 1: Bioinformatician

2.4.3.1.1 Required education and experience

- A university degree in molecular biology, bioinformatics, biostatistics, mathematics or similar, with a minimum 5 years of experience in bioinformatics work.
- Experience from a laboratory performing genotyping and/or phenotyping is considered beneficial.
- Experience with relational databases and large genomics datasets is considered beneficial.
- Experience with mathematical aspects of algorithm development, such as asymptotic complexity and graph theory, is considered beneficial.
- Experience with development of production grade algorithms is considered beneficial.

2.4.3.1.2 Required competencies and skills

- Experience with setting up and conducting analyses on genotypic and/or phenotypic typing data separately or in combination with epidemiological and/or clinical data.
- Experience with existing relevant analysis software and in BioNumerics, in case it is necessary to use the latter software.

- Experience in developing specialised algorithms and data structures for analyses.
- Familiarity with public genomics databases.
- Good written and communication skills and a high level of motivation and commitment.
- Capable of working in a team environment.
- Quality-oriented and results-focused.
- Very good knowledge of English, both verbal and written.

2.4.4 Deliverables, reporting and project schedule

The Specific contracts issued under the framework service contract for lot 3 are expected to be time and means or fixed price contracts. For time and means contracts, the tasks to be performed will be defined by the ECDC contract manager at the beginning of the period of the contract, these tasks can be refined during the period of the contract. The list of deliverables will be defined for fixed price contracts in each request for services and their schedule will be agreed upon with the ECDC contract manager at the beginning of the contract and can be updated during the period of the contract

2.4.5 Duration of the contract

Duration of the framework service contract will be two years, with the possibility of renewal up to two times, each for a duration of a year.

2.4.6 Place of performance of the contract

All tasks will be provided either at the contractor's premises and / or at the premises of ECDC in Stockholm, Sweden. Requirements to work at ECDC premises will be specified in the request for service and defined in the specific contracts.

2.4.7 Reference documents

Not applicable

2.5 Description of the services & scope of Lot 4: Document Management services

The service expected consists of the provision of services from skilled individuals in the relevant fields of electronic content management and electronic content analysis - working together with ECDC teams in delivering electronic content management and electronic content analysis expertise for ECDC users and to its stakeholders.

2.5.1 Contract objectives and scope

The objective of this Lot is to utilize the Electronic Content Manager and the Electronic Content Analyst to improve the access, performance and enrich the existing Document Management content, to explore and pilot additional document management services and functionalities, including integration with other ECDC systems and to support the implementation of various workflows.

2.5.2 Overview of the consultancy profiles required

The offer for this Lot should include the following profiles:

- Profile 1: Electronic Content Manager
- Profile 2: Electronic Content Analyst

The tasks and requirements for these profiles are described below.

2.5.2.1 Profile 1: Electronic Content Manager

2.5.2.1.1 Description of work/tasks

- Support content and functional improvements for Document Management Services (DMS) including evaluation of user feedback, system usage
- Support information submission and uploading activities by assisting staff and external experts in providing proper submissions to the DMS
- Collaborate with content providers and internal ECDC teams to troubleshoot and bring resolution to issues
- Support the implementation and maintenance of the DMS content
- Ensure content availability to internal users, external partners and targeted systems, audiences
- Support the improvement and enrichment of Metadata structures relevant for each category of documents
- Configure and supervise content repository workflows
- Support integration of the Document Management System with other relevant ECDC systems and Services
- Explore and pilot additional Document Management Services.

2.5.2.1.2 Required education and experience

- University degree with minimum 4 years' experience in the area of document management, preferable in the field of epidemiology and/or public health
- DM content management, evaluation and configuration/development experience
- Core SharePoint 2010 and 2013 concepts
- SharePoint Document Management and Managed Metadata Services configuration experience and knowledge
- Experience with UML or case tools or W3C standards
- Experience with object oriented modelling, classifications.

2.5.2.1.3 Required competencies and skills

- Service provision experience in the domain of Document Management
- Good technical knowledge of DM related tools & methods
- Strong content management skills
- Excellent SharePoint 2010 knowledge
- Ability to give presentations
- Ability to apply high quality standards to all tasks
- Good communication skills
- Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in team working
- In-depth knowledge of DM best practices

2.5.2.2 Profile 2: Electronic Content Analyst

2.5.2.2.1 Description of work/tasks:

- Support the process of analysing the DMS requirements
- Analyse content and evaluate usability against current system capabilities and product needs
- Work with content providers and internal departments to obtain necessary changes to content
- Analyse content and collaborate with content providers and internal ECDC teams to troubleshoot and bring resolution to issues

- Participate in content and process improvement analysis to improve efficiency, quality, timeliness, communication, and coordination. Identify and document improvements for existing processes
- Analyse and support implementation of the DMS components and propose DMS related solutions
- Perform quality control on the DMS electronic content (accuracy, usefulness, quality and completeness)
- Assist in establishing content preparation standards and procedures
- Support Document Management staff to implement best practices
- Give input to creating documentation on systems, delivery mechanisms, product requirements, processes, and procedures, and participate in training new staff.

2.5.2.2.2 Required education and experience

- University degree with minimum 4 years' experience in the area of document management, preferable in the field of epidemiology and/or public health
- DM content analysis and evaluation experience
- Core SharePoint 2010 and 2013 concepts
- SharePoint Composites
- SharePoint Document Management and Managed Metadata Services configuration experience and knowledge
- At least 5 years of experience in DMS requirements gathering and processing.

2.5.2.2.3 Required competencies and skills

- Service provision experience in the domain of Document Management
- Good technical knowledge of DM related tools & methods
- Strong analytical skills
- Good communication skills to communicate effectively with all levels of users
- Excellent process understanding
- Excellent SharePoint 2010 knowledge
- Capability of integration in an international/multicultural environment
- Rapid self-starting capability
- Willingness to work in a team / excellent cooperation attitude
- Good command of English, both spoken and written
- Experience in team working
- High level of service orientation.

2.5.3 Deliverables, reporting and project schedule

The Specific contracts issued under the framework service contract are expected to be time and means or fixed price contracts. For the time and means contract, the tasks to be performed will be defined by the ECDC Document Management Coordinator at the beginning of the period of the contract, these tasks can be refined during the period of the contract. The list of deliverables will be defined for fixed price contracts in each request for service and their schedule will be agreed upon with the ECDC Document Management Coordinator at the beginning defined of the period of the contract and can be updated during the period of the contract.

2.5.4 Duration of the contract

Duration of the framework service contract will be two years, with the possibility of renewal up to two times, each for duration of a year.

2.5.5 Place of performance of the contract

All tasks will be provided either at the contractor's premises and / or at the premises of ECDC in Stockholm, Sweden. Requirements to work at ECDC premises will be specified in the request for service and defined in the specific contracts.

2.5.6 Reference documents

Not applicable

2.6 Travels outside normal locations of deliveries

As an exception, ECDC may request delivery of services outside of the normal locations of delivery in case of intra muros time and means contracts (e.g. participation at ECDC meeting outside Stockholm). In such case, for reimbursement of travel costs and daily allowances, ECDC shall send a written request to the contractor prior to travel and travel costs and subsistence expenses will be reimbursed by ECDC upon presentation of proof of the actual costs incurred according to ECDC's rules on reimbursement according to the "Rules for reimbursement of expenses for expert and meeting delegates attending ECDC meetings outside Sweden".

In case the contractor's personnel are required to work outside the contractors' premises or the Stockholm area upon ECDC request for travel, travel and subsistence cost will be reimbursed according to the clause 1.3.3 of the draft contract (**Annex I**).

Travel costs inside Stockholm and Stockholm area will not be reimbursed.

2.7 Prices

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 in **Annex VII** must be used to submit a tender.

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, other than travel expenses outside normal location of deliveries specified in the article 2.6.

In case of the fixed price contracts, the prices of the deliverables will be based on estimates of number of days of required profiles.

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 two years of performance of the Framework Contract.

From the beginning of the third 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.

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

Please refer to the draft contract (**Annex I**).

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.

2.7.8 Working hours

For times and means delivery, a normal working day corresponds to 8 hours (40 hours per week). The daily working time frame is between 8:00 CET and 18:00 CET and the presence is normally required between 9:00 CET and 12:00 CET and between 14:00 CET and 16:00 CET (15:30 CET on Fridays).

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

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 the lot(s);
- C) Expertise of key personnel allocated to the contract management: technical experience, knowledge and capability in the area of the fields of the lot(s);
- D) Availability and technical capacity of personnel for the different profiles.
- E) Effective application of resource selection methodology, personal management and skills assurance.

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;
- C) CVs of the contract manager to carry out the services (preferably using the template in **Annex VI**), covering work experience, education and training, organisational and technical skills as well as, evidencing an excellent level of English, drafting and presentation skills.
- D) at least 2 sample CV's per proposed profile of the corresponding lot(s) (described in the sections 2.2, 2.3, 2.4, and 2.5) is required; the proposed profiles may include the contract manager if appropriate.

Please note that the supply of false information will lead to the exclusion of the tenderer at any stage of the tendering procedure.

- E) Provide a minimum of 2 quality references. Each reference needs to contain adequate contact information for confirmation by the contracting authority. References need to cover all three detailed criteria areas (Resource Selection, Personnel management, Skills Assurance)

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.

The assessment of award criteria will be performed separately for each lot.

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

Overview of service delivery

- Provide an overall description of how the Tenderer proposes to carry out all aspects of the performance of the FWC and specific contracts, including the services described in the lot(s).
- Demonstrate how the Tenderer will ensure compliance with the duties and mechanisms associated with the FWC.
- Provide a description of your procedures for ascertaining the quality of the services you deliver to clients and the conformity of the deliveries with their implementation.
- Do you have quality procedures for your delivery organisation conforming to the EN29001 (ISO 9000) series of quality standards or equivalent? If so, please include a copy of current certificates.
- Include relevant examples of deliverables mentioned in the above descriptions.

Resource Selection Methodology

- Provide in greater detail the description of the methodology used by the Tenderer to evaluate the requirements included in each service request from ECDC, including how the Tenderer finds the candidate(s) that best matches the Centre's requirements. The description should be complete and include the answer to the following questions.
- Do you have database(s) or other tools relevant to the delivery of the requested services?
- If a tool exists please, describe the functioning of it (how is information entered, how can information be consulted, where is the information stored, how is the quality of the information guaranteed) and how does the Tenderer update the content in the database
- Provide a description of your procedures for ascertaining the quality of these services and the conformity of the deliveries with their implementation.
- Do you have specific quality procedures for this area of service conforming to the EN29001 (ISO 9000) series of quality standards or equivalent? If so, please include a copy of current certificates.

Personnel Management

- Provide in greater detail the description of how the Tenderer manages personnel involved in the performance of the FWC and of specific contracts. The description should be complete and include the answer to the following questions.
- Procedures and mechanisms to ensure continued motivation of its personnel (full-time staff and freelancers) fulfilling the services required?

- How does the Tenderer stay informed of the day-to-day activities, issues and concerns of its personnel (full-time staff and freelancers)?
- What process does the Tenderer have in place to deal with issues raised by its personnel (full-time staff and freelancers)?
- What is the Tenderer's policy for internal promotion (in terms of responsibility and financial) of its personnel (full-time staff and freelancers)?
- What is the Tenderer's policy in dealing with freelancers (including one-person companies) to ensure full compliance with the framework contract?

Skills Assurance

- Provide in greater detail the description of how the Tenderer ensures that personnel involved in the performance of the FWC and of specific contracts acquires and updates the appropriate skills. The description should be complete and include the answer to the following questions.
- How does the Tenderer ensure that the skill level of the consultants is up to-date prior to starting work at the Agency?
- How does the Tenderer ensure that the skills levels of personnel assigned to Agency projects are maintained throughout the period that they are working at the Agency?
- Do you have training program(s) that supports the quality of the services required? Please give overview of the courses in the training program(s) and indicate whether these are provided internally or by external providers.

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

Tenderers should keep in mind that the length of technical proposal should have a simple and clear structure, be legible and it should not exceed 30 pages in length.

4.1.2 Lot 2

- A description of the approach proposed and of the possible statistical methods to be applied for analysing EU/EEA surveillance stored in TESSy; Description of the main possible issues and limitations of the analyses proposed and possible mitigation measures;
- Work organisation and planning using as reference the type of deliverables described in section 2.3.4. This may include description of project plans, major milestones, sequence of activities to achieve them, process for the recruitment of suitable consultants, communication with ECDC);
- Description of the relevant expertise and involvement of the proposed key experts (roles and responsibilities) to execute the planned activities.

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

4.1.3 Lot 3

- A description of the approach proposed and the proposed methods to be applied; means to be used to meet the objectives of the terms of reference and assessment of the main issues, limitations, risks of the analyses to be carried out as well as the proposed mitigation measures;
- Work organisation and planning (including major milestones and dates for meetings with ECDC to report on progress, as requested in section 2.4.2 of these tender specifications);
- Description of the involvement of the proposed key experts (roles and responsibilities) to execute the planned activities, in particular to cover the key analyses and investigations of the study.

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

4.1.4 Lot 4

- A description of the approach proposed and the proposed methods to be applied; means to be used to meet the objectives of the terms of reference and assessment of the main issues, limitations, risks of the analyses to be carried out as well as the proposed mitigation measures;
- Work organisation and planning (including major milestones and dates for meetings with ECDC to report on progress, as requested in section 2.5.3 of these tender specifications);
- Description of the involvement of the proposed key experts (roles and responsibilities) to execute the planned activities, in particular to cover the key analyses and investigations of the study.

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

No	Criteria	Max points												
1	Overview of service delivery:	30												
	<table border="1"> <thead> <tr> <th>Description</th> <th>Weight</th> </tr> </thead> <tbody> <tr> <td>The overall quality of the description of service delivery;</td> <td>20%</td> </tr> <tr> <td>Demonstration of compliance with the duties and mechanisms associated with the FWC;</td> <td>20%</td> </tr> <tr> <td>The quality of the proposal for description of procedures for ascertaining the quality of the services;</td> <td>20%</td> </tr> <tr> <td>The quality procedures for your delivery organisation conforming to the EN29001 (ISO 9000);</td> <td>20%</td> </tr> <tr> <td>The quality of the examples of deliverables.</td> <td>20%</td> </tr> </tbody> </table>		Description	Weight	The overall quality of the description of service delivery;	20%	Demonstration of compliance with the duties and mechanisms associated with the FWC;	20%	The quality of the proposal for description of procedures for ascertaining the quality of the services;	20%	The quality procedures for your delivery organisation conforming to the EN29001 (ISO 9000);	20%	The quality of the examples of deliverables.	20%
	Description		Weight											
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<p>2</p>	<p>Resource Selection Methodology:</p> <table border="1"> <thead> <tr> <th data-bbox="263 203 842 315">Description</th> <th data-bbox="842 203 1015 315">Weight</th> </tr> </thead> <tbody> <tr> <td data-bbox="263 315 842 405">The quality of the proposal for the description of the methodology;</td> <td data-bbox="842 315 1015 405">25%</td> </tr> <tr> <td data-bbox="263 405 842 528">The quality of the proposal for a database(s) or other tools relevant to the delivery of the requested services;</td> <td data-bbox="842 405 1015 528">25%</td> </tr> <tr> <td data-bbox="263 528 842 618">The quality of the proposal for functionalities of the database or tool;</td> <td data-bbox="842 528 1015 618">25%</td> </tr> <tr> <td data-bbox="263 618 842 741">The quality of the proposal for the description of procedures for ascertaining the quality of these services.</td> <td data-bbox="842 618 1015 741">25%</td> </tr> </tbody> </table>	Description	Weight	The quality of the proposal for the description of the methodology;	25%	The quality of the proposal for a database(s) or other tools relevant to the delivery of the requested services;	25%	The quality of the proposal for functionalities of the database or tool;	25%	The quality of the proposal for the description of procedures for ascertaining the quality of these services.	25%	<p>30</p>		
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The quality of the proposal for functionalities of the database or tool;	25%													
The quality of the proposal for the description of procedures for ascertaining the quality of these services.	25%													
<p>3</p>	<p>Personnel Management:</p> <table border="1"> <thead> <tr> <th data-bbox="263 846 842 969">Description</th> <th data-bbox="842 846 1015 969">Weight</th> </tr> </thead> <tbody> <tr> <td data-bbox="263 969 842 1093">The quality of the proposal for procedures and methods to ensure continued motivation of staff;</td> <td data-bbox="842 969 1015 1093">20%</td> </tr> <tr> <td data-bbox="263 1093 842 1193">The quality of the proposal for Day-to-day communication on issues and concern;</td> <td data-bbox="842 1093 1015 1193">20%</td> </tr> <tr> <td data-bbox="263 1193 842 1283">The quality of the proposal how Issue and concern will be managed;</td> <td data-bbox="842 1193 1015 1283">20%</td> </tr> <tr> <td data-bbox="263 1283 842 1373">The quality of the proposal for internal promotion policy for consultants;</td> <td data-bbox="842 1283 1015 1373">20%</td> </tr> <tr> <td data-bbox="263 1373 842 1496">The quality of the proposal how tenderer will deal with freelancers and one person companies.</td> <td data-bbox="842 1373 1015 1496">20%</td> </tr> </tbody> </table>	Description	Weight	The quality of the proposal for procedures and methods to ensure continued motivation of staff;	20%	The quality of the proposal for Day-to-day communication on issues and concern;	20%	The quality of the proposal how Issue and concern will be managed;	20%	The quality of the proposal for internal promotion policy for consultants;	20%	The quality of the proposal how tenderer will deal with freelancers and one person companies.	20%	<p>20</p>
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<p>4</p>	<p>Skills Assurance:</p> <table border="1"> <thead> <tr> <th data-bbox="263 1601 842 1713">Description</th> <th data-bbox="842 1601 1015 1713">Weight</th> </tr> </thead> <tbody> <tr> <td data-bbox="263 1713 842 1877">Procedures and methods to ensure that the skill level of the consultants is up to-date prior offering in the reopening of competition to ECDC;</td> <td data-bbox="842 1713 1015 1877">34%</td> </tr> <tr> <td data-bbox="263 1877 842 1995">Procedures and methods for skills level maintenance of the consultant in the specific contract throughout the contract period;</td> <td data-bbox="842 1877 1015 1995">33%</td> </tr> </tbody> </table>	Description	Weight	Procedures and methods to ensure that the skill level of the consultants is up to-date prior offering in the reopening of competition to ECDC;	34%	Procedures and methods for skills level maintenance of the consultant in the specific contract throughout the contract period;	33%	<p>20</p>						
Description	Weight													
Procedures and methods to ensure that the skill level of the consultants is up to-date prior offering in the reopening of competition to ECDC;	34%													
Procedures and methods for skills level maintenance of the consultant in the specific contract throughout the contract period;	33%													

	The policy on the training program(s) and overview of the courses in the training program(s).	33%	
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

No	Criteria	Max points										
1	<p>Approach proposed:</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">Description</th> <th style="text-align: center;">Weight</th> </tr> </thead> <tbody> <tr> <td>Appropriateness of the approaches proposed for producing the deliverables listed in section 2.3.4;</td> <td style="text-align: center;">25%</td> </tr> <tr> <td>Relevance of the statistical methods proposed in the context of data available in TESSy;</td> <td style="text-align: center;">25%</td> </tr> <tr> <td>Correct identification of methodological limitations and possible countermeasures for achieving the listed deliverables;</td> <td style="text-align: center;">25%</td> </tr> <tr> <td>The overall quality of the proposal defined by its clarity, conciseness, and overall consistency and logic.</td> <td style="text-align: center;">25%</td> </tr> </tbody> </table>	Description	Weight	Appropriateness of the approaches proposed for producing the deliverables listed in section 2.3.4;	25%	Relevance of the statistical methods proposed in the context of data available in TESSy;	25%	Correct identification of methodological limitations and possible countermeasures for achieving the listed deliverables;	25%	The overall quality of the proposal defined by its clarity, conciseness, and overall consistency and logic.	25%	50
Description	Weight											
Appropriateness of the approaches proposed for producing the deliverables listed in section 2.3.4;	25%											
Relevance of the statistical methods proposed in the context of data available in TESSy;	25%											
Correct identification of methodological limitations and possible countermeasures for achieving the listed deliverables;	25%											
The overall quality of the proposal defined by its clarity, conciseness, and overall consistency and logic.	25%											

2	Work organisation and planning:		20
	Description	Weight	
	Quality of the work plan proposed;	50%	
	Ability to rapidly assemble a suitable team of experts when required by ECDC.	50%	
3	Skills of the experts:		30
	Description	Weight	
	Soundness of procedures and methods to ensure that the skills level of the experts are up to-date when responding to a request for offer from ECDC;	50%	
	Appropriateness of planning and distribution of the work to the various profiles according to the type of tasks.	50%	
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.

4.2.3 Lot 3

No	Criteria	Max points
1	Rationale, strategy and method:	
	Description	Weight
	Understanding of the terms of reference and general approach to the project;	34%
	Coverage of the required analyses and proposed methods;	33%
		35

	Evaluation of the difficulties, limitations and risks as well the proposed mitigations by the tenderer.	33%	
2	Work organisation and planning within the tenderer/consortium:		35
	Description	Weight	
	Description of activities and planning of tasks/work packages (sequence, duration);	34%	
	Related inputs and outputs;	33%	
	Sequence, timing of major milestones in execution of the contract, including in the case of consortium/subcontracting description of the key contributions from each of the consortium members, subcontracting arrangements foreseen.	33%	
3	Involvement of key personnel:		30
	Description	Weight	
	Description of the involvement of the proposed experts (roles and responsibilities) to cover the main project activities.	100%	
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.

4.2.4 Lot 4

No	Criteria	Max points	
1	Rationale, strategy and method:	35	
	Description		Weight
	Understanding of the terms of reference and general approach to the project;		34%
	Coverage of the required analyses and proposed methods;		33%
	Evaluation of the difficulties, limitations and risks as well the proposed mitigations by the	33%	

	tenderer.		
2	Work organisation and planning within the tenderer/consortium:		35
	Description	Weight	
	Description of activities and planning of tasks/work packages (sequence, duration);	34%	
	Related inputs and outputs;	33%	
	Sequence, timing of major milestones in execution of the contract, including in the case of consortium/subcontracting description of the key contributions from each of the consortium members, subcontracting arrangements foreseen.	33%	
3	Involvement of key personnel:		30
	Description	Weight	
	Description of the involvement of the proposed experts (roles and responsibilities) to cover the main project activities.	100%	
	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**.

“The total cost of scenario” is estimated to correspond one year of services, for each lot.

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 the “Total cost of scenario” as calculated in the financial proposal form (Annex VII)

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 — Financial proposal form

Annex VIII — Confirmation of offer submission

Annex IX — Tender submission checklist