

TENDER SPECIFICATIONS EU-OSHA/2016/OP/F/SE/0004

‘Provision of ICT and web services’

Type of procedure: open procedure (with three lots)

Type of contract: framework contract

OJ Notice number: 2016/S 207-374151

Tender documents are available for download at:

<https://osha.europa.eu/en/about-eu-osha/procurement>

Contracting authority:

European Agency for Safety and Health at Work
Santiago de Compostela, 12, 5th Floor — (Edificio Miribilla)
E-48003 Bilbao, Spain
E-mail: cft004@osha.europa.eu
<https://osha.europa.eu>

Table of contents

1	Introduction.....	4
1.1	The European Agency for Safety and Health at Work	4
1.2	Background to this call for tender	4
1.3	Time schedule for this tender	5
1.4	Estimated volume	5
2	Description of the requested tasks and services	6
2.1	Lot 1: ICT Helpdesk service	6
2.1.1	Context	6
2.1.2	Main services requested.....	7
2.1.3	Organisation of the ICT Helpdesk service.....	8
2.2	Lot 2: project management support and consultancy	11
2.2.1	Context	11
2.2.2	Main services requested.....	11
2.3	Lot 3: development and maintenance of present and future web and ICT applications	14
2.3.1	Context	14
2.3.2	Main services.....	15
3	General guidelines	17
3.1	Social, labour and human aspects	17
3.2	Environmental aspects	17
3.3	Participation in this tender	17
3.4	Contractual approach of this tender	18
3.5	Implementation of the framework contract	19
3.6	Terms of payment.....	20
3.7	Communication between EU-OSHA and the tenderer.....	20
3.8	Submission of a tender by a consortium of companies.....	20
3.9	Subcontracting.....	21
3.10	Confidentiality and public access to documents	21
3.11	Price	21
3.12	Additional important information.....	22
4	Content and presentation of the tender	23
4.1	Part A — administrative part and supporting documentation.....	23
4.1.1	For all lots	23
4.1.2	By lots	23

4.2	Part B — technical proposal (for each lot).....	24
4.2.1	Quality of service, project management and quality assurance (all lots).....	24
4.2.2	Service Level Agreement (Lots 1 and 3).....	24
4.2.3	Scenarios (Lots 2 and 3).....	25
4.3	Part C — financial proposal (for each lot).....	26
4.4	Double envelope system.....	26
4.5	Postal and electronic address.....	27
4.6	Date for submission.....	27
5	Assessment and award of the contract.....	28
5.1	Opening session.....	28
5.2	Evaluation of the tenders.....	28
5.2.1	Technical evaluation (Lot 1).....	29
5.2.2	Technical evaluation (Lot 2).....	30
5.2.3	Technical evaluation (Lot 3).....	32
5.2.4	Financial evaluation (All lots).....	34
5.2.5	Exclusion criteria (All lots).....	34
5.2.6	Selection criteria (All lots).....	35
5.2.7	Award.....	38

1 Introduction

1.1 The European Agency for Safety and Health at Work

The European Agency for Safety and Health at Work (EU-OSHA) is an agency of the European Union (EU) and one of the decentralised Community bodies. Its central role is to contribute to the promotion of safer, healthier and more productive workplaces by developing, analysing and disseminating information on occupational safety and health (OSH). As a tripartite organisation, EU-OSHA works closely with governments and employers' and workers' representatives to share good practice and to reach workers and workplaces across Europe. EU-OSHA's main safety and health information network is made up of focal points in all EU Member States and candidate, potential candidate and European Free Trade Area countries (https://osha.europa.eu/en/about/organisation/focal_points). A country's focal point is normally the national OSH authority; the focal points represent EU-OSHA and support its activities, such as the Healthy Workplaces Campaign.

Located in Bilbao, Spain, EU-OSHA has a dedicated staff of safety and health specialists and a network of partners in all Member States and beyond. As well as running Europe-wide information campaigns, EU-OSHA also publishes scientific research in print and online media.

More information can be found at <https://osha.europa.eu/en>.

1.2 Background to this call for tender

Within the framework of its 2014-2020 strategy, EU-OSHA has engaged in the development of a number of information and communication technology (ICT) and web products, such as new websites, data visualisation tools, a new client relationship management tool and a new activity-based management tool.

EU-OSHA will continue to update and improve these websites and applications. More websites, collaborative platforms and online tools may be implemented in the future within the framework of EU-OSHA's 2014-2020 online strategy.

The performance of EU-OSHA's ICT applications is crucial to its running. ICT applications are developed for the benefit of staff or to facilitate communication with stakeholders. The main objective of ICT applications is to facilitate EU-OSHA processes (e.g. time recording, activity and project management, documents/records management systems and the client relationship management tool).

In order to achieve these objectives, it is necessary to provide efficient support to the end-user by means of an excellent service-oriented approach.

The objective of this call for tender is to support EU-OSHA with the **ICT Helpdesk service** provided to its end-users and to **maintain and develop EU-OSHA's websites and applications (its implementation and support in the project management)**.

1.3 Time schedule for this tender

Task	Date	Comments
Launch date	14/10/2016	Contract notice sent to Official Journal
Deadline for request of clarifications from EU-OSHA ¹	24/11/2016	https://osha.europa.eu/en/about-eu-osha/procurement
Deadline for submission of tenders	02/12/2016	See invitation to tender for details
Opening session (public)	09/12/2016	See invitation to tender for details
Date for evaluation of tenders	December 2016 (Lot 1) January 2017 (Lot 2) February 2017 (Lot 3)	Estimated
Notification of award(s) to the selected tenderer(s)	January 2017 (Lot 1) End of January 2017 (Lot 2) End of February 2017 (Lot 3)	Estimated
Framework contract(s) signature	January 2017 (Lot 1) Beginning of February 2017 (Lot 2) Beginning of March 2017 (Lot 3)	Estimated

1.4 Estimated volume

The tenderer's offer must not exceed the maximum budget as indicated for each of the lots:

		Yearly estimated amount	Total estimated amount (4 years)
Lot 1	ICT Helpdesk service	EUR 50,000	Up to EUR 200,000
Lot 2	Project management support and consultancy	EUR 550,000	Up to EUR 2,200,000
Lot 3	Web and ICT development	EUR 700,000	Up to EUR 2,800,000

¹ 6 working days before deadline

2 Description of the requested tasks and services

Tenderers may submit a tender for one or more lots. However, tenderers who wish to submit a tender for Lot 2 will not be able to submit a tender for Lot 3 and vice versa.

2.1 Lot 1: ICT Helpdesk service

The objective is to ensure the provision of the ICT Helpdesk service for the needs of EU-OSHA.

EU-OSHA needs a day-to-day ICT Helpdesk service but may also require an additional temporary ICT Helpdesk service linked to specific situations, such as a technical migration of workstations or a specific event organised by EU-OSHA. These additional services should be provided on request, within a specific and limited period of time.

2.1.1 Context

EU-OSHA staff are equipped with at least one workstation (with Microsoft Windows 8.1 Upd1) per person. In total, there are approximately 75 users (40 temporary agents, 24 contract agents and some other users).

Software

The main software packages used by EU-OSHA are as follows:

- MS Office 2013
- MS Project 2013
- MS Visio 2013
- MS Internet Explorer
- Mozilla Firefox
- Google Chrome
- FoxIt PDF Reader
- Adobe Acrobat pro
- Adobe Creative Cloud
- CD/DVD burning tools
- EU-OSHA-specific applications

The above list of software packages represents the current situation but may evolve over the coming years.

Hardware

At the moment, EU-OSHA has approximately:

- 100 workstations;
- 50 servers (Intel/Amd 32-64 bit with Microsoft Windows 2008, 2012 and Debian Linux);
- 16 printers/multifunctional devices;
- 10 personal digital assistants (smartphones);
- 10 tablets (iPad/Android/Surface);
- 2 fax machines;
- 20 laptops (Windows 8.1);
- audio and multimedia systems (e.g. projectors, smartboard screens, video conference rooms);
- ergonomic devices such as special keyboards and trackballs.

Network

All EU-OSHA computers and printers are connected to one local area network (LAN) network.

Most workstations and servers are part of a Windows 2012 active directory domain.

The LAN is connected to the internet, providing workstations with access to e-mail services, internet browsing and other internet-related activities.

Areas of common use, such as meeting rooms, can be equipped with workstations, printers, multimedia or similar equipment, according to the specific needs and requirements of staff.

EU-OSHA has an office located in Brussels, which is equipped with two laptops, an internet connection, printers and a virtual private network connection to EU-OSHA's LAN. There are two users who do not require any local support from the ICT Helpdesk service in that office, but who may require telephone or remote support.

In the event that EU-OSHA opts for a teleworking policy, the contractor shall tender teleworking staff the same technical support as offered to the rest of the staff. It is estimated that this support may be offered primarily via telephone or through remote access systems.

Telephone and teleconference

The ICT section also deals with EU-OSHA's fixed telephone system (switchboard, wiring and approximately 80 terminals).

EU-OSHA has also some audio and teleconference facilities available to staff.

2.1.2 Main services requested

The ICT Helpdesk service should be provided with a service-oriented approach, including punctuality, discretion, dynamism and the ability to work in an international/multicultural environment.

Issue management

- Providing the first level of hardware and software issue management.
- Registering and following up issues, via an issue tracker (see [Annex XVI — List of EU-OSHA tools](#)).

Management of users' requests

- Providing the first level of response to users' hardware and software requests (on-site or off-site).
- Registering and following up users' requests, via an issue tracker (see [Annex XVI — List of EU-OSHA tools](#)).

Support to meetings and conferences

- Supporting the organisation of EU-OSHA's meetings/conferences by equipping its meeting premises with requested ICT facilities, such as laptops and/or workstations, printers, video projectors, video cameras or mobile phones. This task consists of the installation and configuration of network connections and the testing of the systems.
- The presence of Helpdesk staff may also be required in the event of meetings and conferences organised by EU-OSHA and carried out outside EU-OSHA premises.

Support to users

- Managing the lending of laptops, mobile phones, smartphones and any other equipment.
- Providing EU-OSHA staff with specific training sessions on EU-OSHA ICT facilities and drafting user guides and tutorials.
- Providing staff with regular ICT-TIPs giving advices, explanations, information on ICT equipment and software.
- Providing introductory sessions on ICT facilities to newcomers.
- Providing support to visitors in using EU-OSHA ICT systems (e.g. Wi-Fi network).

ICT team support

- Supporting the administration of the issue tracker (see [Annex XVI — List of EU-OSHA tools](#)).
- Installing and maintaining workstations.
- Installing and configuring printers, scanners, fax equipment and other peripherals.

- Assisting with the installation, configuration, maintenance and use of the software.
- Maintaining internal template documents (MS Office).
- Organising and cleaning up specific shared drives.

Hardware maintenance

- Managing ICT consumables, including their usage statistics.
- Maintaining the network and telephone cabling.
- Maintaining an inventory of EU-OSHA's ICT facilities.
- Tracking the printer counters and reporting to the contractors.

Monitoring of the infrastructure

- Implementing and supporting the monitoring solution based on PRTG Network Monitor and Microsoft System Centre Operations Manager to enable robust event monitoring across all strategic platforms and services, databases, networks and servers, for example, as well as SLA monitoring.
- Ensuring that the monitoring system will be updated after the set-up of new platforms and/or services.
- Writing scripts (Shell, Bash, Perl, etc.) to execute monitoring tasks that are outside the scope and capabilities of the monitoring systems.
- Alerting the ICT team in a timely manner when a potential issue is detected by the monitoring system.
- Providing a monthly report to the ICT Manager on the service availability related to the systems in operation.
- Developing, implementing and executing test plans for new and existing features.

2.1.3 Organisation of the ICT Helpdesk service

Organisation

- A Helpdesk Agent: the main ICT Helpdesk service should be performed on-site.
- A second-level system should be in place for when the main Helpdesk Agent is not able to solve an issue.
- A Helpdesk Service Manager: the global management of the service should also be organised.
- A backup for the Helpdesk Agent.

Request management

- The contractor will, in principle, be notified of problems through the issue tracker (see [Annex XVI — List of EU-OSHA tools](#)). In exceptional cases, this will be done by telephone or by e-mail. In the event that the contractor receives a request for support by any means other than the issue tracker, the contractor will immediately open up a ticket in the system and provide the applicant with the ticket number. The contractor then defines the priority of the intervention/assistance, in accordance with the ICT policy in force.
- The contractor will do its best to solve the problem as soon as possible. Transfer of issues to the EU-OSHA will be possible only in cases in which the solution to the problem exceeds the ICT Helpdesk service's scope of work.

Follow-up, reporting and documentation

- Once the issue is solved by the contractor, the issue tracker (see [Annex XVI — List of EU-OSHA tools](#)) would need to be updated with the following information:
 - the reasons for the problem's occurrence;

- how it was solved;
- advice on how to avoid similar problems in the future (if applicable).
- The contractor should be able to report on the status of any ticket.
- A weekly review meeting should be organised with the Helpdesk Agent (review of past issues, tips, etc.).
- A monthly review meeting should be organised with the ICT manager and the Helpdesk Service Manager.
- EU-OSHA has an existing up-to-date ICT Helpdesk operational manual. The contractor will need to maintain this.

Type of requests

The ICT Helpdesk service currently receives an average of 50 requests per week, concerning the following:

- management of printers (change of toner, paper jams, etc.) (30%)
- use of software (30%)
- meeting preparation (10%)
- software installation (10%)
- problems with hardware (10%)
- connectivity problems (5%)
- other (5%)

Approximately 50% of requests/tickets are considered urgent and are handled immediately.

On average, the solution of requests takes 30 minutes.

It should be noted that a significant percentage of the ICT Helpdesk service's tasks are not a direct result of users' requests.

Equipment management

- ICT staff have established a system for the management of ICT facilities, including:
 - equipment and installation of computer hardware;
 - equipment lent to the staff;
 - inventory of the software licences;
 - inventory of the installed software;
 - ICT consumables.
- The contractor must update this system and produce statistics of services provided on a regular basis.

Hardware maintenance

Hardware maintenance is carried out by other EU-OSHA contractors. The contractor of the ICT Helpdesk service will provide a first level of intervention, not exceeding the general tasks of verification/change of equipment or general diagnosis of hardware problems. It is also the responsibility of the ICT Helpdesk Service contractor to open and monitor issues transferred to the other EU-OSHA contractors.

Specific service performance characteristics to be provided

- The Contractor shall provide the service for 8 hours per day, Monday to Friday. Although the exact hours during which the service must be provided will always be laid down by EU-OSHA in accordance with its actual needs, initially, and unless otherwise indicated, these will be:
 - from Monday to Thursday between 09:00 and 13:30 and between 14:30 and 18:00;
 - Friday between 08:30 and 13:00 and between 14:00 and 17:30.

- The execution of the services shall be done in total accordance with the working calendar of EU-OSHA, which is approved on an annual basis (see [Annex XIV — EU-OSHA 2016 Calendar](#)). Therefore, the Contractor shall not apply different prices when the services are provided during a local/regional/national holiday that is not reflected in EU-OSHA's working calendar. During the Christmas period (26-31 December), EU-OSHA may require one or more days of ICT Helpdesk service availability, to help ICT staff to carry out maintenance tasks.
- The Contractor should ensure the appropriate continuity of the service at no additional cost to EU-OSHA. Any absence of service shall be deducted from invoices on a pro rata basis in accordance with the amount of time during which the service was not duly provided.
- When necessary, EU-OSHA may request a one-off provision of services outside the time and calendar dates indicated above. These services may be invoiced only if previously expressly requested by EU-OSHA and actually provided. They shall be remunerated at an hourly rate which shall be specified in the tender submitted by the Contractor. EU-OSHA reserves the right to modify, in accordance with its specific needs and without altering the scope of the Contract, the characteristics of the services to be provided (e.g. nature of the duties to be performed, working hours). The Contractor shall be obliged to provide the services in accordance with any new instructions two calendar weeks after notification thereof by EU-OSHA. Specifically, EU-OSHA reserves the right to modify the place where the services are provided, should its headquarters be relocated, provided that this is within the Biscay province.
- EU-OSHA reserves the right to request the replacement of the Helpdesk Agent, either on a regular or temporary basis, if they do not satisfactorily provide the services for EU-OSHA.
- Once the Contract has been signed, anybody providing services, either on a regular or temporary basis, may be replaced only with the prior agreement of EU-OSHA. This requirement shall also apply when the person is replaced at the behest of EU-OSHA. In the event that the Contractor wants to change the person providing the service, this should be notified to EU-OSHA at least 2 weeks in advance.
- If an unsatisfactory service is duly observed, the Contractor shall rectify it as soon as possible at no additional cost to EU-OSHA.
- In case the contractor's staff is unavailable, he/she should be replaced at the latest the next working day.
- This ICT Helpdesk service should be done in accordance with EU-OSHA rules and policy.

General rules and confidentiality

- Strict confidentiality shall be observed in the provision of the services.
- The continuity and effectiveness of EU-OSHA's daily operations is dependent upon the uninterrupted provision of the ICT Helpdesk service; the continuity of the provision of the services therefore constitutes an essential requirement.

Languages

- For practical reasons, English is the EU language used in EU-OSHA.

Issue tracker

The contractors are expected to use EU-OSHA's issue tracker (see [Annex XVI — List of EU-OSHA tools](#)). The tool is used for the management of the ICT Helpdesk service:

- to keep a record of all the tasks and issues;
- to manage the implementation of the contracts by meeting the terms of the SLA to be signed with EU-OSHA (see [Annex XI.1 — Draft ICT Helpdesk service level agreement \(Lot 1\)](#) and [Annex XI.2 — Draft web maintenance service level agreement \(Lot 3\)](#)).

2.2 Lot 2: project management support and consultancy

The aim is to engage a contractor that will be fully involved in assisting EU-OSHA throughout the life cycle of both current EU-OSHA web and ICT products (websites and applications) and new products. The contractor should provide **strategic consultancy and project management support services** to help EU-OSHA design, develop and manage web and ICT products to be developed or to be maintained throughout the timeframe of the contract.

Among the activities, the contractor is expected to be involved in the whole life cycle of the projects, assisting EU-OSHA in its functional specifications, carrying out the project management, and monitoring and reporting the performance of the other lots and contractors.

Owing to the strategic importance of Lot 2, EU-OSHA has decided that tenderers who submit a tender for Lot 2 are not able to present a tender for Lot 3.

2.2.1 Context

Scope

All these services and tasks will be required for projects resulting in the delivery of products (for the current list, see [Annex XV — List of EU-OSHA existing websites and applications](#)).

Methodology

Currently, EU-OSHA uses a methodological framework aligned to Project Management Body of Knowledge (PMBOK) best practices to maintain a pragmatic and results-oriented approach to the global management of projects (project initiation request, business case, project charter, project plan, project status report, etc.). However, the management of the developments is based on agile and scrum methodologies.

Issue tracker

The contractors are expected to use EU-OSHA's issue tracker (see [Annex XVI — List of EU-OSHA tools](#)). The tool is used to manage maintenance and development to:

- keep a record of all the tasks and issues performed and the continuing communication between EU-OSHA and its contractors;
- monitor budget expenditure;
- plan tasks and projects;
- manage the implementation of the contracts by meeting the terms of the SLA signed between EU-OSHA and other contractors (for instance [Annex XI.2 — Draft web maintenance service level agreement \(Lot 3\)](#)).

Statistics tool

EU-OSHA has its own tool for the management of the statistics for its websites and applications (see [Annex XVI — List of EU-OSHA tools](#)).

2.2.2 Main services requested

Strategic consulting on web and ICT projects

EU-OSHA wishes to be able to draw on the services of a company that will provide strategic, technical and methodological assistance in the design and implementation of web and ICT solutions. The aim of this section is not the delivery of web and ICT services themselves. The design and development of web and ICT strategies and plans during the timeframe of the contract will be subsequently implemented by the contractors involved in the development and maintenance of web and ICT products.

In general terms, the deliverables will be recommendations covering the tasks specifically requested by EU-OSHA.

Among the services provided, the work must include:

- the provision of strategic advice and consultancy covering all of EU-OSHA's activities that involve websites and applications (hardware, finance, human resources, quality management software and applications, and websites and research tools and applications);
- assistance in analysis of our websites and applications (Gap analysis, SWOT analysis, etc.);
- assistance in the planning of web and ICT activities with the objective of assuring the highest level of efficiency in terms of both financial and human resources;
- assistance in the development of web and ICT strategy and annual implementation plans;
- the organisation and moderation of workshops, as well as arranging pre-testing actions related to the development of web and ICT strategies or plans;
- the provision of advice and support regarding the development of a search engine optimisation (SEO) and search engine marketing (SEM) strategy and services and the definition of the initiatives to be implemented by other contractors;
- supporting the definition of statistics regarding websites and social media and the definition, configuration and elaboration of quarterly statistics reports.

Project management support

In line with EU-OSHA's overall methodological framework, the contractor must provide support to EU-OSHA for web and ICT projects in the following areas:

- ensuring a common methodology among all contractors;
- supporting the technical leaders and the business owners in the management of their projects;
- monitoring the planning of the projects: defining the planning based on EU-OSHA requirements and ensuring that the project is delivered on time;
- monitoring the budget of the projects: ensuring that the project is managed with the budget defined by EU-OSHA and proposing necessary measures if needed (prioritisation, simplification, scope reduction, etc.);
- coordinating other contractors and EU-OSHA internal/external stakeholders.

Functional support

The contractor will be involved throughout the life cycle of a project and will specify, and document, the functional and quality requirements (e.g. security, testability, scalability) and ensure their fulfilment. Thus, the contractor must support EU-OSHA in its web and ICT projects, including the following tasks:

- supporting the functional analysis and requirements gathering;
- ensuring an understanding of the business functions and processes needed, and documenting these processes;
- performing functional validation of deliverables from other contractors.

The functional support is not limited to the websites and applications developed in the scope of this call for tender, but it also includes existing EU-OSHA websites and applications.

Testing

EU-OSHA understands software testing to be a process of manual and automated evaluation of software to detect possible differences between the given input and the expected output. Tests should be carried out during the development process in order to assess the quality of the product developed and to avoid regression in any new version. Testing will be required at different stages and will comprise, for example, unit tests, integration tests, system tests and user acceptance tests. Therefore,

the contractor is expected not to develop testing plans for each project but to develop a common testing strategy and methodology for all development projects. It should include checkpoints in the development, tests to be performed, the minimal information required in the test plans, etc., and incorporate manual and automated testing as well as testing for non-regression. It is the responsibility of the contractor to promote this methodology and to ensure that the contractors for all of the other lots execute it before sending deliverables to EU-OSHA. EU-OSHA can at any time ask for documentation of the test scenario, that is, what area is being, or will be, tested to ensure that process flows are tested from beginning to end. This documentation should include a traceability matrix showing the requirements during the software development life cycle.

Functional induction

The contractor will provide EU-OSHA staff and, eventually, EU-OSHA stakeholders with functional inductions about the usage of EU-OSHA websites and applications. These functional induction should include face-to-face classes, e-learning, blended learning and virtual classes and should enable staff to make efficient use of the websites and applications at EU-OSHA's disposal. Therefore, the contractor must provide, in English, functional induction in the developed solutions because it will have the best understanding of the new applications being deployed (having been involved in the requirement gathering and functional analysis). The instructors or trainers must be competent in English to at least level C1. It is important to note that induction will be linked to the deployment of new websites and applications within EU-OSHA. EU-OSHA owns the intellectual property of the delivered courses and retains the right to stream these. Courses may be recorded by EU-OSHA and reused for staff or stakeholders located all around the world. This option will be implemented only in special cases and no further cost will be chargeable for the dissemination of the recorded sessions.

Monitoring and reporting

The contractor will monitor EU-OSHA's websites and applications, will alert EU-OSHA in the event of unavailability and will ensure that the SLAs are respected. This task will require the definition of a dashboard (hardware/software and business levels) and will ensure that the development and maintenance contractors operate independently. The contractor should centralise and manage all monitoring data related to websites and applications.

EU-OSHA has already developed and will continue to develop key performance indicators (KPIs) to monitor its websites and applications. The contractor should assist EU-OSHA in selecting the most relevant software and indicators to ensure efficient and accurate monitoring. The following indicators are currently monitored:

- communication efficiency: time on site, bounce rate, number of visits, number of visitors and returning visitors (analytics);
- findability: effectiveness of SEO and social media (monitoring);
- usefulness of information: websites user satisfaction (online surveys);
- technical quality: availability of the website, response time and stability of the platform (monitoring).

The monitoring data will be used by EU-OSHA.

2.3 Lot 3: development and maintenance of present and future web and ICT applications

EU-OSHA's online strategy was developed for the timeframe 2014-2020 (see [Annex XVII — EU-OSHA online strategy](#)). In this context, there is a continuing development of new web and ICT environments. However, **existing websites and web applications will be subject to new and incremental developments, maintenance and user induction.**

Tenderers who submit a tender for Lot 2 are not able to present a tender for Lot 3.

2.3.1 Context

Scope

The scope includes:

- the development and maintenance of our existing websites and applications (except those using Plone or Microsoft technologies; see [Annex XV — List of EU-OSHA existing websites and applications](#));
- the development of new websites and applications (except those using Plone or Microsoft technologies).

The scope does not include:

- the development and maintenance of websites and applications with Plone technologies;
- the development and maintenance of websites and applications with Microsoft technologies.

Technologies

The technologies used by EU-OSHA are:

- Drupal for the development of websites;
- Java for the development of applications (e.g. Pentaho for data visualisation tools).

Methodology

Currently, EU-OSHA uses a methodological framework aligned with PMBOK best practices to maintain a pragmatic and result-oriented approach for the global management of projects (project initiation request, business case, project charter, project plan, project status report, etc.).

However, the management of the developments is based on agile and scrum methodologies.

Monitoring tool

The contractors are expected to use EU-OSHA's issue tracker (see [Annex XVI — List of EU-OSHA tools](#)). The tool is used for the management of maintenance and developments to:

- keep a record of all the tasks and issues performed and the continual communication between EU-OSHA and the contractor;
- monitor budget expenditure;
- plan tasks and projects;
- manage the implementation of the contracts by meeting the terms of the SLA to be signed with EU-OSHA (see [Annex XI.2 — Draft web maintenance service level agreement \(Lot 3\)](#)).

Versioning tool

EU-OSHA has its own repositories for the management of the versioning of its websites and applications (see [Annex XVI — List of EU-OSHA tools](#)).

Statistics tool

EU-OSHA has its own tool for the management of the statistics for its websites and applications (see Annex XVI — List of EU-OSHA tools).

Multilingual coverage

EU-OSHA policy is to offer the content of its websites and web applications in **25 EU languages**. The contents for our websites are managed through EU-OSHA's translation tool² developed in Drupal. Most of the content is translated by the Translation Centre for the Bodies of the European Union; **multilingual coverage** is, and will remain, a key priority for EU-OSHA.

2.3.2 Main services

Development of websites and applications

The work may include the following tasks:

- analysis of systems requirements and provision of recommendations;
- development of the requirements;
- software design;
- development of the code;
- integration of components;
- adaptation/integration of the online graphical design;
- developments and adaptations derived from SEO initiatives;
- technical analysis to recommend the tools to be used;
- unit and integration tests in accordance with the guidelines provided by EU-OSHA;
- implementation;
- preparation of documents and manuals;
- continuous integration (including versioning, deployment, testing, code quality, etc.).

Induction for websites and applications

The work may include the following tasks:

- designing and developing documentation and induction products;
- delivering online and/or face-to-face induction related to the improvements and new developments carried out by the contractor.

Web maintenance and Web Helpdesk support

The contractor should provide prompt and professional web maintenance and Web Helpdesk support to EU-OSHA's web team to enable them to perform all e-content management tasks on all of its websites and online applications. The work may include the following:

- maintaining and providing Web Helpdesk support for the users of EU-OSHA websites and applications within the scope of the SLA (see Annex XI.2 — Draft web maintenance service level agreement (Lot 3));

² The translation tool is available on our GitHub repository: <https://github.com/EU-OSHA/drupal.tmgmt/> The functional specifications are on <https://github.com/EU-OSHA/drupal.tmgmt/tree/master/docs/>, and the release on <https://github.com/EU-OSHA/drupal.tmgmt/releases>

- supporting multilingual and multimedia content editing, publishing and upload, including translated versions (html pages, files, etc.). The contents for our websites are managed through the EU-OSHA translation tool developed in Drupal;
- adapting or developing existing webpages, including editing or reorganising existing web features that accompany the content (e.g. editing or creating new portlets, changes of design);
- testing and fixing multilingual content;
- reducing the number of problematic links, as reported in the Google webmaster's tools;
- performing SEO and SEM initiatives developed by the contractor for Lot 2 in order to implement the SEO and SEM strategy. The work will not include tasks related to community management.

Technical support for the upgrade, migration, configuration and optimisation of specific ICT applications

The infrastructure of EU-OSHA's network must be updated as required to meet the needs of a continuously evolving technical environment. Professional support for the migration from one version to another, or from one tool to another, is, therefore, very important. The work may include the following tasks:

- providing guidelines on how to better run the migration and/or upgrade processes;
- creating a testing environment;
- undertaking test execution;
- replicating operations in the real environment and testing the real environment behaviour after the migration;
- implementing good practices when configuring specific tools.

The tools to be configured/optimised/migrated may include, but are not limited to, the following:

- Debian servers;
- network monitoring tools;
- mass-mailing tools.

3 General guidelines

For its organisation and functioning, EU-OSHA is in constant need of goods and services. Tendering is the structured way to consult the market for the purchase of these goods and services.

The purpose of competitive tendering for awarding contracts is twofold:

- 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 Directive 2014/24/EU and Regulations No 966/2012 (European Parliament and Council) and No 1268/2012 (European Commission), as amended, oblige EU-OSHA to guarantee the widest possible participation, on equal terms, in tender procedures and contracts.

3.1 Social, labour and human aspects

Tenderers should fulfil and be able to document/report on all obligations derived from the OSH Framework Directive (Council Directive 89/391/EEC) on the introduction of measures to encourage improvements in the safety and health at work, and the corresponding transposition into their country's national law.

EU-OSHA, as a European public institution, pays special attention to the protection of social, labour and human rights.

In line with this, the tenderer shall comply with the European and/or national law in force applicable in these fields covering, among other issues, equal employment opportunities, the labour market integration of persons with disabilities, the prohibition of child labour and the protection of young people's employment.

Please also refer to Article II.4.3. of the Model of Framework Contract.

3.2 Environmental aspects

EU-OSHA, as per its commitment to ensuring health and safety in general and at work in particular, pays special attention to the protection of the environment and of people.

To this end, EU-OSHA's objective is the purchase of goods, services and works that have a reduced impact on the environment throughout their life cycle in comparison with other goods, services and works with identical primary functions.

In this context and within the framework of this call for tender, the tenderer shall comply with the European and/or national law in force in these fields.

Please also refer to Article II.4.3 of the Model of Framework Contract.

The products, equipment and supplies that the Contractor shall allocate to the provision of the services requested shall be, wherever possible, green/biodegradable/recycled, with the least possible impact on the environment and human health in accordance with the European and/or national law in force, and shall contribute to a high standard quality achievement in the provision of these services.

In addition, the Contractor shall train the staff assigned to the provision of the services requested on how to carry out their tasks in a responsible and efficient way for human health and environment.

3.3 Participation in this tender

Participation in procurement procedures shall be open on equal terms to all natural and legal persons within the scope of the Treaties and to all natural and legal persons established in a third country that

has a special agreement with the EU in the field of public procurement under the conditions laid down in that agreement. It shall also be open to international organisations.

EU-OSHA's Financial Regulation³ guarantees participation for all tenderers on equal terms.

Tenderers may submit a tender for one or more lots but the tender(s) should indicate clearly to which lot(s) it refers. In the case of bidding for several lots, technical and financial tenders for each lot must be provided in separate envelopes.

However, tenderers who wish to submit a tender for Lot 2 will not be able to present a tender for Lot 3 and vice versa.

In order to ensure consistency with all EU-OSHA communication activities, the successful tenderer(s) will be requested — whenever necessary — to work together effectively with the current and new contractors involved in the development of EU-OSHA web and ICT products.

Finally, tenderers will be requested to inform EU-OSHA about a possible conflict of interest or a professional conflicting interest in the tendering procedure (see Annex XX — Declaration of confidentiality and no conflict of interest).

3.4 Contractual approach of this tender

Through this call for tender EU-OSHA intends to establish a framework contract with (a) specialised external contractor(s) for a period **of 4 years**.

The framework contract will be concluded between EU-OSHA and the successful tenderer(s) for an initial period of 1 year from the date it is signed by EU-OSHA. Unless terminated by either party by registered letter not later than 2 months before it expires, the contract may be extended automatically for three successive periods of 1 year, on the understanding that thereafter no further automatic extension will be possible.

The submission of a tender implies acceptance of the terms and conditions specified in the draft framework contract, including the 'General terms and conditions applicable to contracts', and all provisions laid down in these specifications, annexes and, where applicable, additional documents.

A framework contract places reciprocal obligations on both parties with regard to those elements, which are unalterably and unequivocally established when the contract is concluded, such as price (including revision rules), subject, basic performance conditions and duration, administrative and technical provisions, applicable during its validity period.

The framework contract will include the tasks and services described in the specifications for tender. The bid will form an integral part of the contract, as will these specifications.

Any results or rights thereto, including copyright and other intellectual or industrial property rights, obtained in the performance of the framework contract shall be owned solely by EU-OSHA, as appropriate, which may use, publish or assign them as it sees fit, without geographical or other limitation, except where rights exist prior to the contract being entered into.

The contractor must ensure that all the services provided are delivered free of rights including copyright and other intellectual or industrial property rights (see Model of Framework Contract in Annex XII — Model of Framework Contract).

³ Available at <https://osha.europa.eu/en/about-eu-osha/what-we-do/how-we-work/finance>

For the entire duration of the framework contract, the contractor(s) must provide sufficient resources to guarantee the stability of the service offered and the quality of the supplies necessary for the proper performance of the specific agreements.

The framework contract imposes no obligation on EU-OSHA to call on the services of the contractor. Only the implementation of the framework contract through specific contracts is binding on EU-OSHA.

3.5 Implementation of the framework contract

The contractor shall appoint an account manager, who will be the contact for all matters linked to the framework contract. The account manager shall guarantee efficient and on-demand responses to EU-OSHA's communications, requests for quotations, contacts, meetings and other administrative requests. The account manager will have knowledge in the field of work of the framework contract and will be the single contact point for interaction with EU-OSHA. The account manager will follow up, discuss the works and gather additional details related to the services to be delivered and materials to be developed. The account manager could also be the service manager.

As the precise quantities and times for deliveries or performance cannot be determined in advance, tasks are to be carried out on the basis of specific contracts drawn up by EU-OSHA after consultation with the contractor and consistent with the tenderer's financial proposal. The process of request for services until the final offer will take the form of an exchange of correspondence between EU-OSHA and the contractor to define the concrete tasks, precise dimension and budget implications of the request, due to the complexity of services. Once EU-OSHA and the contractor have come to an agreement within the limits of terms laid down in the framework contract, EU-OSHA will issue the specific contract.

Within 10 working days of a specific contract being sent by EU-OSHA to the contractor, EU-OSHA should receive it back, duly signed and dated. The period allowed for the execution of the task shall start to run from the date on which the last party signs the specific contract.

In accordance with Article II.14 of the draft framework contract, an audit of the contractor's compliance with their contractual obligations may be carried out by EU-OSHA at the end of the framework contract.

A sample of a specific contract can be found in [Annex XII — Model of Framework Contract](#) for information.

A kick-off meeting to agree all contractual matters will be organised between the contractor and EU-OSHA after signature of the framework contract(s) at EU-OSHA's offices in Bilbao, Spain. During this meeting, EU-OSHA will provide a 1-day kick-off meeting for the key staff identified. All these persons must be the same as those proposed in the tender and all expenses will be borne by the tenderer (including travel and accommodation costs, per diems and staff fees).

The contractor will not be able to replace the staff described in the tender without explicit authorisation from EU-OSHA. EU-OSHA may reject any CV considered inadequate.

EU-OSHA staff will not assume organisational or managerial functions over the employees of the contractor's company. The latter should receive supervision, orders and instructions solely from their contractor company.

The provision of all the resources needed for the performance of the contracted work, is the responsibility of the contractor. It is the contractor's responsibility to manage its work and organise its resources with the required professionalism aimed at delivering the outcomes in time and with the due quality.

In case of a judgement or ruling for incurring in illegal transfer of workers, the contractor will assume the judicial, legal and financial consequences, without prejudice to the application of penalties and compensations upon the specifications against the contractor for breach of its contractual obligations and of its internal responsibilities that could have disregarded.

These penalties are independent to the contractor's obligation to compensate the Agency for the damages that it could have caused to the Agency or to third parties, including minimum wage payments, social security contributions or cost layoffs that the Agency was due to make if it is condemned for illegal transfer of workers.

3.6 Terms of payment

With respect to the **specific contracts** signed under the framework contract, payments will be made against acceptance by EU-OSHA of agreed deliverables and provision of the necessary supporting documentation and reports as indicated in the sample framework contract in Article I.5. The following schedule will apply to each **specific contract** concluded under the framework contract:

- Lot 1:

Invoices shall be submitted periodically — at the end of the calendar month — on the basis of timesheets signed by EU-OSHA and the service provider using the latest model provided by EU-OSHA (these timesheets must be attached to the invoice).
- Lots 2 and 3, in the case of a specific contract for an amount below EUR 25 000:

100% of the total price of the specific contract shall be invoiced once the work has been completed, on the basis of timesheets signed by EU-OSHA and the service provider using the latest model provided by EU-OSHA (these timesheets must be attached to the invoice). In the case of a contract longer than 6 months, one interim payment could be envisaged.
- Lots 2 and 3, in the case of a 'fixed-price' specific contract for an amount above EUR 25 000:

A maximum of 60% of the total price of the specific contract shall be invoiced on receipt of the first deliverable, on the basis of timesheets signed by EU-OSHA and the service provider using the latest model provided by EU-OSHA (these timesheets must be attached to the invoice).
- Lots 2 and 3, in the case of a 'time and means' specific contract for an amount above EUR 25 000:

Invoices could be submitted quarterly, on the basis of timesheets signed by EU-OSHA and the service provider using the latest model provided by EU-OSHA (these timesheets must be attached to the invoice).

3.7 Communication between EU-OSHA and the tenderer

Any contact between the contracting department and the tenderer during the procedure is forbidden, except in exceptional circumstances and under the conditions described in the invitation to tender (section 9).

3.8 Submission of a tender by a consortium of companies

Joint offers from consortia of providers are permitted provided that conditions for adequate competition are observed. A consortium can be a permanent legally established group or a group that has been constituted for this tender procedure.

Tenders from consortia of firms or groups of providers, contractors or suppliers must specify the role, qualifications and experience of each member of the group. The consortium must clearly indicate

which provider will be carrying out which tasks as well as which provider has been appointed by the others as the lead partner. The lead partner shall be the contracting party with EU-OSHA and shall be responsible for the overall performance of the contract and management of the other members of the consortium; however, all partners must assume joint and several liabilities towards EU-OSHA.

Notwithstanding the above, each member of the consortium must be eligible in accordance with the exclusion criteria and provide the required evidence. In addition, members must be capable of performing the contract in accordance with the selection criteria.

Tenders must include the means of control provided by the incorporation law of the constituent legal entities. If the consortium is not already legally established, in the event of a joint tender being awarded the contract, EU-OSHA will require the tenderers to give a formal status to the proposed association before the contract is signed.

See additional information in section 5.2 — Evaluation of the tenders.

3.9 Subcontracting

Subcontracting is permitted subject to approval by EU-OSHA, but the contractor will retain full liability towards EU-OSHA for performance of the contract as a whole. EU-OSHA may give approval either by accepting the tenderer's offer or by prior written approval, if proposed by the tenderer after the signing of the contract. The tenderer must indicate clearly 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. All subcontractors, covering 10% of the work or more, must satisfy all criteria applicable to the award of the contract. If the identity of the intended subcontractor(s) is already known at the time of submitting the tender, all subcontractors must provide the required evidence.

See additional information in section 5.2 — Evaluation of the tenders.

If the identity of the contractor(s) is not known at the time of submitting the tender, the tenderer who is awarded the contract must seek EU-OSHA'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.

3.10 Confidentiality and public access to documents

All documents submitted by the tenderer become the property of EU-OSHA and are deemed confidential.

In the general implementation of its activities and for the processing of tendering procedures in particular, EU-OSHA observes EU regulations as described in the invitation to tender (sections 13 and 14).

Regarding public access to documents, EU-OSHA applies EU Council regulation No 1049/2001 of 30 May 2001.

3.11 Price

Prices must be quoted in euros, and this applies also to tenderers from countries that are not part of the Eurozone, using the conversion rates published in the C series of the Official Journal of the European Communities on the day when the invitation to tender was issued (see <http://ec.europa.eu/budget/infoeuro>).

For tenderers in such countries, the price quoted may not be revised in line with exchange-rate movements and the tenderer accepts the risks or benefits of any fluctuations.

Prices should be quoted free of all duties, taxes and other charges (i.e. also free of value-added tax (VAT)), as EU-OSHA is exempt from such charges in the EU under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities of 8 April 1965 (OJ L 152, 13 July 1967).

For those countries in which national legislation provides an exemption by means of a reimbursement, the amount of VAT must be shown separately. In the event of any doubt about the applicable VAT system, it is the tenderer's responsibility to contact the relevant national authorities to clarify the way in which the European Community is exempt from VAT.

All costs incurred in the preparation and submission of the tender are to be borne by the tenderer and will not be reimbursed.

3.12 Additional important information

The tenderer shall be bound by the submitted tender for a period of 6 months following the closing date for submission. The successful tenderer must maintain this tender for a further 90 days from the date of notification of the award.

Completing the adjudication or the procedure of the call for tenders in no way imposes on EU-OSHA an obligation to award the contract. EU-OSHA shall not be liable for any compensation with respect to tenderers whose tenders have not been accepted, nor shall EU-OSHA be liable when deciding not to award the contract. This decision must be substantiated and the tenderers notified.

EU-OSHA's contractual obligation commences only upon signature of the contract with the successful tenderer. In case of doubt over interpretation of tender documents, the original English language version prevails.

4 Content and presentation of the tender

Tenderers are expected to examine carefully and respect all instructions and standard formats contained in these tender specifications. The tender must be clear and concise, with continuous page numbering on part B, so that it constitutes a coherent whole. As tenders will be judged on the content of their written tenders, these must clearly demonstrate that the tenderer is capable of carrying out the work. Tenders must be submitted in one of the official languages of the EU. In order to ease and speed up the tender evaluation, English is the preferred language for submission. The tender should be signed by the legal representative and be perfectly legible in order to rule out any ambiguity.

All tenders must consist of the following parts:

- Part A1: Administrative part and supporting documentation partly common to all lots;
- Part A2: Supporting documentation to selection criteria by lot;
- Part B: Technical proposal for each lot;
- Part C: Financial proposal for each lot.

4.1 Part A — administrative part and supporting documentation

The supporting documentation is an important part of the tender and must be complete to guarantee that the tenderer's technical proposal will be evaluated.

4.1.1 For all lots

The administrative part must contain all the information and documents required by the contracting authority for the evaluation of tenders and, in particular, the following documents:

- **Checklist** (Annex I.1 — Checklist (common to all lots));
- Declaration of honour for exclusion and selection criteria (Annex II — Declaration of honour);
- Legal Entity Form including all documents required by this form (Annex III — Legal entity form);
- Financial Identification Form including all documents required by this form (Annex IV — Financial identification form);
- tenderer's administrative information (Annex V — Administrative form).

4.1.2 By lots

- Checklist (Annex I.2 — Checklist (for each lot));
- supporting documents for the selection criteria (all documentation requested in sections 5.2.6 — Selection criteria (All lots));
- if applicable, the Consortium form (Annex VI — Consortium form);
- if applicable, the Subcontracting form (Annex VII — Subcontracting form).

4.2 Part B — technical proposal (for each lot)

This section is of great importance in the assessment of the tenders, the award of the contract and the future execution of any resulting contracts. The technical proposal must meet all the specifications set out in the award criteria. Tenders must be specific and realistic while remaining clear and concise, in terms of both content and presentation.

The technical proposal must be presented **in a paper version and in an electronic version** (USB memory stick or equivalent).

The technical proposal will be assessed against the criteria set out in sections 5.2.6 — Selection criteria (All lots).

4.2.1 *Quality of service, project management and quality assurance (all lots)*

Tenderers must provide a detailed and factual document of a maximum 5,000 words and 12 pages, presenting the tenderer's approach to **quality of service, project management and quality assurance** with regard to the scope of this call for tender. (Only the most restrictive of the limits will be considered and, therefore, text beyond the specified length will not be taken into consideration. Tenderers are requested to provide the information covering all the aspects included in the call for tender but avoiding documents including additional elements. Clarity and concision will be highly appreciated.)

The document shall cover the following:

- a description of the services to be provided and the work to be carried out to achieve these services;
- a description of the methodologies proposed for undertaking the tasks;
- a description of the methodology used for estimating the cost of a fixed-price request (for Lots 2 and 3 only);
- a description of the tenderer's technical capacity in the technologies used by EU-OSHA (Lots 1 and 3);
- a description of the approach, that is, the method proposed to ensure the ability to respond professionally and in a timely manner to delivering the services described in this call for tender;
- work processes: a detailed description of the workflows and timelines from the creation/adaptation of designs to final delivery;
- work organisation: the ability of the proposed team to manage the service and to deal with projects launched simultaneously, change and risk management and stability of service;
- quality control, tracking and reporting;
- a description of the mechanisms envisaged to ensure that the services will be provided under the optimal conditions, notably in terms of the quality/price ratio, and that continuity of the services will be guaranteed;
- a description of on-site (in EU-OSHA premises) and off-site tasks;
- personnel policy, management and training.

4.2.2 *Service Level Agreement (Lots 1 and 3)*

A SLA will be signed between EU-OSHA and the awardee tenderer for Lots 1 and 3. SLAs are described in the following annexes:

- Annex XI.1 — Draft ICT Helpdesk service level agreement (Lot 1);
- Annex XI.2 — Draft web maintenance service level agreement (Lot 3).

Tenderers must provide a detailed and factual document of a maximum of 2,000 words and 4 pages, presenting the tenderer's approach to the management of the SLA. (Only the most restrictive of the limits will be considered and, therefore, text beyond the specified length will not be taken into consideration. Tenderers are requested to provide the information covering all the aspects included in the call for tender but avoiding documents including additional elements. Clarity and concision will be highly appreciated.)

The document shall cover the following:

- a description of the services to be provided, the work to be carried out and the methodology used to meet the terms of the SLA;
- a proposition of improvements (for EU-OSHA) that could be made in the draft SLA;
- a proposition of additional KPIs that could be added to the draft SLA.

4.2.3 Scenarios (Lots 2 and 3)

Tenderers for Lots 2 and 3 must present their technical approach by means of scenarios development. The goal of each scenario is not to give a detailed description of the solution but to outline the approach that the tenderer would follow in order to solve the presented problem and related cases. The approaches will be assessed against the criteria mentioned in section [5.2.6 — Selection criteria \(All lots\)](#). No award criteria and subcriteria other than those mentioned in that section will be used to evaluate the technical proposal.

The scenarios are described in [Annex VIII — Scenarios](#).

For each scenario, tenderers must provide a detailed and factual document of a maximum of 5,000 words and 12 pages, presenting the tenderer's approach with regard to the scope of the scenario. (Only the most restrictive of the limits will be considered and, therefore, text beyond the specified length will not be taken into consideration. Tenderers are requested to provide the information covering all the aspects included in the call for tender but avoiding documents including additional elements. Clarity and concision will be highly appreciated.)

The document shall cover the following:

- a description of the work to be carried out to achieve the scenario;
- a description of the methodologies proposed for undertaking the tasks of the scenario;
- quality control, tracking and reporting;
- a detailed project plan;
- the team required to develop the full plan (person-days per profile);
- an architecture of the solution (Lot 3 only).

4.3 Part C — financial proposal (for each lot)

The financial proposals must not exceed the maximum budget indicated in section 1.4 — Estimated volume of these tender specifications.

Tenderers are requested to duly complete and submit the financial proposals (included in Annex X — Forms for financial tender).

These proposals are based on the estimated yearly budget and the scenario budgets. Regarding the price for Lots 2 and 3, please note that, for the same profile, there will be two different prices as follows:

- on-site (at EU-OSHA);
- off-site (tenderers' premises).

The financial proposals must be presented **in a paper version and in an electronic version** (USB memory stick or equivalent).

Prices must be quoted in euros, and this applies also to tenderers from countries that are not part of the Eurozone, using the conversion rates published in the C series of the Official Journal of the European Communities on the day when the invitation to tender was issued (see <http://ec.europa.eu/budget/infocuro>).

For tenderers in such countries, the price quoted may not be revised in line with exchange-rate movements and the tenderer accepts the risks or benefits of any fluctuations.

Prices should be quoted free of all duties, taxes and other charges (i.e. also free of VAT), as EU-OSHA is exempt from such charges in the EU under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities of 8 April 1965 (OJ L 152, 13 July 1967).

For those countries in which national legislation provides an exemption by means of a reimbursement, the amount of VAT must be shown separately. In the event of any doubt about the applicable VAT system, it is the tenderer's responsibility to contact the relevant national authorities to clarify the way in which the European Community is exempt from VAT.

All costs incurred in the preparation and submission of the tender are to be borne by the tenderer and will not be reimbursed.

4.4 Double envelope system

The documentation will consist of Microsoft Word® documents both in digital format (USB stick) and in printed format.

The tender must be placed inside two sealed envelopes addressed as indicated below.

The **outer envelope** should state the address for submission of the tenders (see below in section 4.5 — Postal and electronic address). The date of posting should be legible on the outer envelope.

The **inner envelope** should be marked as follows: 'CALL FOR TENDERS — NOT TO BE OPENED BY THE INTERNAL MAIL DEPARTMENT' and should include the following information:

- the reference number of the tender (EUOSHA/2016/OP/F/SE/0004);
- the lot number;
- the project title — ICT and web services;
- the name of the tenderer;

The inner envelope must also contain four sealed envelopes (envelopes A1 and A2 for the administrative documentation, envelope B for the technical tender and envelope C for the financial tender):

The four envelopes are:

- Envelope A1 — Administrative part and supporting documentation (common to all lots): one original + one electronic version (USB memory or equivalent);
- Envelope A2 — Supporting documentation for the selection criteria for each lot: one original + one electronic version (USB memory or equivalent);
- Envelope B — Technical proposal for each lot: one original (on paper, unbound, clearly marked 'Original' and each page to be signed/initialled), two copies (on paper, bound and each marked as 'Copy') and one electronic copy (USB memory stick or equivalent) as requested in section 4.2 — Part B — technical proposal (for each lot):
- Envelope C — Financial proposal for each lot: one original (on paper, unbound, clearly marked 'Original' and each page to be signed/initialled), two copies (on paper, bound and each marked as 'Copy') and an electronic copy (USB memory stick or equivalent) as requested in section 4.3 — Part C — financial proposal (for each lot).

4.5 Postal and electronic address

European Agency for Safety and Health at Work
Edificio Miribilla
Calle Santiago de Compostela, 12— 5th Floor
48003 Bilbao
Spain
E-mail: cft004@osha.europa.eu

4.6 Date for submission

The tender should be postmarked no later than the date indicated in the timetable of this tender specifications and as stated in the invitation to tender (see section 1.3 — Time schedule for this tender).

5 Assessment and award of the contract

Tenders will be opened and evaluated by persons possessing the technical and administrative capacities necessary to give an informed opinion on the tenders. Members of the opening and evaluation panel are nominated on a personal basis by EU-OSHA under guarantee of impartiality and confidentiality.

5.1 Opening session

The main aim of the opening session is to check whether the tender received is compliant with the following formal requirements:

1. The tender was submitted no later than the submission deadline.
2. The envelope containing the tender is sealed.
3. The technical tender is signed on each page and the administrative documentation is signed where a signature is specified.
4. The tender contains all parts as indicated in section 4 — Content and presentation of the tender (Part A1 and A2: Administrative part and supporting documentation; Part B: Technical proposal; Part C: Financial proposal).

EU-OSHA reserves the right to exclude tenders that fail to comply with any of the abovementioned requirements.

The opening session will take place on the date indicated in the time schedule in section 1.3 — Time schedule for this tender at EU-OSHA's premises. Tenderers wishing to attend the opening session must follow the indications stated in the invitation to tender (section 7).

5.2 Evaluation of the tenders

Tenders complying with the formal requirements and checked during the opening session will be evaluated in three stages:

- The evaluation committee will evaluate the technical proposals and award a score for each tender according to the best quality/price ratio (5.2.7 — Award). In the event of any doubt, the committee will check the evidence of selection criteria concerning PARFs (Project/Activity Reference Forms) and CVs.
- The evaluation committee will check the capacity of the tenderer to perform the contract(s) in view of the selection criteria concerning CVs and PARFs (in section 5.2.6 — Selection criteria (All lots)). If one of the relevant criteria listed under the selection criteria is not met, the tender may not be further evaluated.
- The evaluation committee will discuss the eligibility of the tenderer to participate in the tendering procedure in accordance with the exclusion criteria in section 5.2.5 — Exclusion criteria (All lots).

The contract will be awarded to the tenderer offering the best value for money, taking into account the award criteria.

The evaluation procedure is confidential. The evaluation committee's deliberations are held in closed session and its decisions are collective.

The awarded tenderer shall furnish, within a time-limit specified by the awarding authority and prior to the signature of the contract, the additional documentation that is described in the declaration.

5.2.1 Technical evaluation (Lot 1)

Tenders will be examined from the perspective of quality in order to assign to each tender a quality score calculated in accordance with the detailed rules set out in the following sections.

The award is based on the following elements:

- Quality of service, project management and quality assurance (all lots);
- Service Level Agreement (Lots 1 and 3).

The document will be assessed against the criteria as below:

Assessment criteria	Information to be provided for Lot 1	Score
Quality of service, project management and quality assurance (all lots)		
Quality of the project management approach	The project management methodology must explain in detail the methods that will be used to ensure that the tenderer can respond professionally and in a timely manner to any type of request for services described in this call for tender/lot. The approach must be relevant and stringent, including the work planning schedule.	200 (min. 100)
Continuity of service and quality of the team organisation	The tenderer will explain concisely but in detail how the methodology will guarantee a consistently high level of services and maximum efficiency in terms of cost, speed and quality of the services, as they have been described in the technical specifications. The description will demonstrate how to guarantee sufficient resources for the continuity of the service offered and the quality of the services necessary for the proper performance. The tenderer should demonstrate that he is able to carry out different tasks simultaneously. It will also include a description of on-site (in EU-OSHA premises) and off-site tasks.	400 (min. 200)
Technical approach	The tenderer should describe how they could manage with the technology used by EU-OSHA.	100 (min. 50)
Quality of the service	The tenderer should describe how they could perform the tasks with a high quality of service, including: service-oriented approach, punctuality, discretion, dynamism.	100 (min. 50)
Total Quality		800 (min. 480)
Service Level Agreement (Lots 1 and 3)		
Respect of the SLA	The tenderer will explain concisely but in detail how they will ensure that the terms of the SLA are met and how the draft SLA could eventually be improved.	200 (min. 120)
Total SLA		200 (min. 120)
Total score = Total Quality + Total SLA		1000 (min. 600)

5.2.2 Technical evaluation (Lot 2)

Tenders will be examined from the perspective of quality in order to assign to each tender a quality score calculated in accordance with the detailed rules set out in the following sections.

The award is based on the following elements:

- Quality of service, project management and quality assurance (all lots):
- Scenarios (Lots 2 and 3): The description of the scenario can be found in Annex VIII — Scenarios.

The document(s) will be assessed against the criteria as below:

Assessment criteria	Information to be provided for Lot 2	Score
Quality of service, project management and quality assurance (all lots)		
Quality of the project management approach	The project management methodology must explain in detail how the tenderer can respond professionally and in a timely manner to any type of request for services described in this call for tender/lot. The tenderer will explain concisely but in detail how the methodology will guarantee a consistently high level of services and maximum efficiency in terms of cost, speed and quality of the services, as they have been described in the technical specifications. The approach must be relevant and stringent, including the work planning schedule.	250 (min. 125)
Continuity of service and quality of the team organisation	The tenderer will demonstrate how to guarantee sufficient resources for the continuity of the service offered and the quality of the services necessary for the proper performance. The tenderer should demonstrate that he is able to carry out different projects or tasks simultaneously. It will also include a description of on-site (in EU-OSHA premises) and off-site tasks. The information provided will explain how the tenderer will track the schedule set for the project teams avoiding overload in the work and comply with the deadlines specified.	250 (min. 125)
Quality assurance and control procedures	The tenderer should describe expected communication flows with EU-OSHA. The tenderer should explain the methodology for coordination between the contractors for Lot 3, the contractors for Graphical design and Usability services and the EU-OSHA Web/ICT team. The tenderer is expected to provide a detailed and concise monitoring approach, describing how all the necessary data will be collected from the different contractors. For this purpose, a dashboard or any specific tools should be described to explain how the quality of data will be assured. The information provided will demonstrate the reliability of control mechanisms of work performed and testing approach for quality assurance. The functional induction approach should be explained in detail, including the organisation, mechanisms used and delivery of workshops.	300 (min. 150)
Continuous improvement plans	The tenderer should demonstrate, through examples or lessons learned, how the accomplishment of project goals will be ensured and how improvement plans will be implemented. This description should also explain how improvements to the processes will be evaluated. The tenderer will explain the main challenges that may occur during this activity. Solutions to anticipated problems should be proposed.	100 (min. 50)
Pertinence of the methodology for estimates	The tenderer must explain which methodology and tools will be used to estimate the cost of a fixed-price request.	100 (min.50)
Total Quality		1000 (min. 600)
Scenario 1 for Lot 2 — Project Management Office for an e-guide project		

Assessment criteria	Information to be provided for Lot 2	Score
Quality of the scenario management approach	The project management methodology must explain in detail how the tenderer can respond professionally and in a timely manner to the scenario.	150 (min.75)
Quality of the project plan	The tenderer should give a detailed project plan of the project and a list of deliverables. The exhaustiveness and the pertinence of the project plan and deliverables will be evaluated.	150 (min.75)
Pertinence of the team assigned to the project	The tenderer should give a description of the team assigned to the scenario and its organisation. The pertinence of the team will be evaluated.	150 (min.75)
Quality assurance and control procedures	The tenderer should explain the methodology for ensuring the success of the project. The quality of the methodology will be evaluated.	150 (min.75)
Clarity and consistency of the scenario	The clarity and consistency of the scenario will be evaluated.	50 (min.25)
Total Scenario 1		650 (min. 390)
Scenario 2 for Lot 2 — website monitoring		
Quality of the scenario management approach	The project management methodology must explain in detail how the tenderer can respond professionally and in a timely manner to the scenario.	100 (min.50)
Quality of the project plan	The tenderer should give a detailed project plan of the project and a list of deliverables. The exhaustiveness and the pertinence of the project plan and deliverables will be evaluated.	100 (min.50)
Pertinence of the team assigned to the project	The tenderer should give a description of the team assigned to the scenario and its organisation. The pertinence of the team will be evaluated.	100 (min.50)
Clarity and consistency of the scenario	The clarity and consistency of the scenario will be evaluated.	50 (min.25)
Total Scenario 2		350 (min. 210)
Total score = Total Quality + Total Scenario 1 + Total Scenario 2		2000 (min. 1200)

5.2.3 Technical evaluation (Lot 3)

Tenders will be examined from the perspective of quality in order to assign to each tender a quality score calculated in accordance with the detailed rules set out in the following sections.

The award is based on the following elements:

- Quality of service, project management and quality assurance (all lots):
- Service Level Agreement (Lots 1 and 3):
- Scenarios (Lots 2 and 3): The description of the scenario can be found in Annex VIII — Scenarios.

The document(s) will be assessed against the criteria as below:

Assessment criteria	Information to be provided for Lot 3	Score
Quality of service, project management and quality assurance (all lots)		
Quality of the project management approach	The project management methodology must explain in detail the methods that will be used to ensure that the tenderer can respond professionally and in a timely manner to any type of request for services described in this call for tender/lot. The approach must be relevant and stringent, including the work planning schedule.	150 (min. 75)
Continuity of service and quality of the team organisation	The tenderer will explain concisely but in detail how the methodology will guarantee a consistently high level of services and maximum efficiency in terms of cost, speed and quality of the services, as they have been described in the technical specifications. The description will demonstrate how to guarantee sufficient resources for the continuity of the service offered and the quality of the services necessary for the proper performance. The tenderer should demonstrate that he is able to carry out different projects or tasks simultaneously. It will also include a description of on-site (in EU-OSHA premises) and off-site tasks. The information provided will explain how the tenderer will track the schedule set for the project teams to avoid work overload and comply with the deadlines specified.	150 (min. 75)
Technical approach	The tenderer should describe how they could manage with the technology used by EU-OSHA.	150 (min. 75)
Quality assurance and control procedures	The tenderer should describe the expected communication flows with EU-OSHA. The information provided will demonstrate the reliability of control mechanisms of work performed and testing approach for quality assurance. The functional induction approach should be explained in detail, including the organisation, mechanisms used and delivery of workshops.	150 (min. 75)
Multilingual coverage approach	The tenderer must describe how multilingualism will be covered and ensured for all websites and applications.	50 (min. 25)
Knowledge exchange model	The tenderer must explain how to approach knowledge exchange in the event of a change of contractor at the end of the contract.	50 (min. 25)
Continuous improvement plans	The tenderer should demonstrate, through examples or lessons learned, how the accomplishment of project goals will be ensured and how improvement plans will be implemented. This description should also explain how improvement in the processes will be evaluated. The tenderer should explain the main challenges that may occur during such activity. Solutions to anticipated problems should be proposed.	50 (min. 25)
Pertinence of the methodology for estimates	The tenderer must explain which methodology and tools will be used to estimate the cost of a fixed-price request.	50 (min. 25)

Assessment criteria	Information to be provided for Lot 3	Score
Total Quality		800 (min. 480)
<u>Service Level Agreement (Lots 1 and 3)</u>		
Respect of the Service Level Agreement	The tenderer will explain concisely but in detail how they will ensure that the terms of the SLA are met and how the draft SLA could eventually be improved.	200 (min. 120)
Total SLA		200 (min. 120)
<u>Scenario 1 for Lot 3 — development of a new website</u>		
Quality of the scenario management approach	The project management methodology must explain in detail how the tenderer can respond professionally and in a timely manner to the scenario.	50 (min. 25)
Quality of the project plan	The tenderer should give a detailed project plan of the project and a list of deliverables. The exhaustiveness and the pertinence of the project plan and deliverables will be evaluated.	100 (min.50)
Quality of the architecture of the solution	The tenderer should give a coherent architecture of the solution. The coherence and the pertinence of the architecture will be evaluated.	50 (min. 25)
Pertinence of the team assigned to the project	The tenderer should give a description of the team assigned to the scenario and its organisation. The pertinence of the team will be evaluated.	50 (min. 25)
Quality assurance and control procedures	The tenderer should explain the methodology for ensuring the success of the project. The quality of the methodology will be evaluated.	50 (min. 25)
Clarity and consistency of the scenario	The clarity and consistency of the scenario will be evaluated.	50 (min. 25)
Total Scenario 1		350 (min. 210)
<u>Scenario 2 for Lot 3 — maintenance of EU-OSHA websites</u>		
Quality of the scenario management approach	The project management methodology must explain in detail how the tenderer can respond professionally and in a timely manner to the scenario.	50 (min. 25)
Quality of the project plan	The tenderer should give a detailed project plan of the project and a list of deliverables. The exhaustiveness and the pertinence of the project plan and deliverables will be evaluated.	50 (min. 25)
Pertinence of the team assigned to the project	The tenderer should give a description of the team assigned to the scenario and its organisation. The pertinence of the team will be evaluated.	50 (min. 25)
Quality assurance and control procedures	The tenderer should explain the methodology for ensuring the success of the project. The quality of the methodology will be evaluated.	100 (min.50)
Clarity and consistency of the scenario	The clarity and consistency of the scenario will be evaluated.	50 (min. 25)
Total Scenario 2		300 (min. 180)
<u>Scenario 3 for Lot 3 — Data visualisation tools migration</u>		
Quality of the scenario management approach	The project management methodology must explain in detail how the tenderer can respond professionally and in a timely manner to the scenario.	50 (min. 25)
Quality of the project plan	The tenderer should give a detailed project plan of the project and a list of deliverables. The exhaustiveness and the pertinence of the project plan and deliverables will be evaluated.	50 (min. 25)
Quality of the architecture of the solution	The tenderer should give a coherent architecture of the solution. The coherence and the pertinence of the architecture will be evaluated.	100 (min.50)
Pertinence of the team assigned to the project	The tenderer should give a description of the team assigned to the scenario and its organisation. The pertinence of the team will be evaluated.	50 (min. 25)

Assessment criteria	Information to be provided for Lot 3	Score
Quality assurance and control procedures	The tenderer should explain the methodology for ensuring the success of the project. The quality of the methodology will be evaluated.	50 (min. 25)
Clarity and consistency of the scenario	The clarity and consistency of the scenario will be evaluated.	50 (min. 25)
Total Scenario 3		350 (min. 210)
Total score = Total Quality + Total SLA + Total Scenario 1 + Total Scenario 2 + Total Scenario 3		2000 (min. 1200)

5.2.4 Financial evaluation (All lots)

EU-OSHA will use the reference prices submitted by the tenderers, by lot, as defined in Annex X — Forms for financial tender.

Only these reference prices will be taken into account when awarding the contract.

5.2.5 Exclusion criteria (All lots)

EU-OSHA shall accept a signed Declaration of honour as satisfactory evidence that the tenderer is not in one of the situations described in the Declaration of honour (Annex II — Declaration of honour).

The awarded tenderer shall furnish, within a time-limit specified by the awarding authority and prior to the signature of the contract, the additional documentation that is described in the declaration.

5.2.6 Selection criteria (All lots)

The tenderer must submit evidence of their capacity to perform the contract.

Administrative capacity

Any tenderer has to prove that they are authorised to perform the contract under national law, as evidenced by inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organisation, express authorisation or entry in the VAT register (see Annex III — Legal entity form, Annex IV — Financial identification form and Annex V — Administrative form).

The evaluation committee will examine the tenders to ensure that the information requested in the selection criteria has been provided and that the tenderer fulfils all these criteria. Tenders that fail to include some of the information requested may be rejected outright.

Economic and financial capacity (for each lot)

Proof of economic and financial capacity must be furnished by:

- a statement of overall turnover and turnover (a minimum of EUR 100,000 in Lot 1, a minimum of EUR 1,100,000 in Lot 2 and a minimum of EUR 1,400,000 in Lot 3) concerning the provision of tasks and services described for the last **3 financial years** (a statement concerning other types of services will not be taken into consideration);
- financial statements for, at most, the last 3 years for which accounts have been closed and concerning the services described in these tender specifications;
- a declaration of a financial entity where the tenderer has its account certifying the absence of payments problems or debts with the bank or third parties.

Technical and professional capacity

The purpose of this section is to detail the minimum requirements that the tenderer must fulfil in order to be considered in the process.

The tenderer must demonstrate the ability to meet the following minimum requirements:

- a) appropriate organisational and staffing structure for the services required by EU-OSHA;
- b) a minimum of 3 years' experience of projects similar to the services described, acquired in the period 2010-2016, for clients in the public and private sector at national/international level;
- c) staff who are competent to carry out the services. The account manager and the main team members responsible for carrying out the project must have the appropriate educational qualifications and the professional experience in the services required and an excellent level of working English.

The following documents and information must be presented as evidence of compliance with the technical and professional requirements:

For a)

- A concise company profile (maximum of 1,500 words), describing the tenderer's main current activities and demonstrating the ability to provide services similar to those communicated in each lot. Any other type of services presented will not be evaluated.
- A description of the firm's organisational structure, including a statement of the average annual manpower and the number of managerial staff in the last 3 years. The tenderer must provide a description of the organisation and the hierarchy levels, as well as completing the following table (one for each lot) with the appropriate categories.

- o Please note that it is provided as an example.

	Year 1	Year 2	Year 3
Directors	15	12	10
Managers	30	24	20
Senior Consultants

For b)

- o A mapping of all PARFs presented (see Annex XVIII — Mapping of PARFs).
- o A list of the main contracts for which the services described in each lot have been provided over the last 3 years, including the amount, the period and, where possible, the name of clients.
- o A description and evidence of contracts or projects performed in the past 3 years, similar in scope, size and nature to those described in each lot. In order to prove this capacity, tenderers are requested to complete a PARF for each contract or project, indicating the precise type of work carried out, the date, the approximate value of the contract and the customer. The PARFs must demonstrate the tenderer's ability to deliver the services that form part of this call for tender.
- o Tenderers are requested to use the European template in Annex XIII — PARF
- o The minimum requirements for the PARFs to be presented are:

	Number of PARFs	Minimum value for at least one of the PARFs
Lot 1	Between three and five	EUR 30,000 per year
Lot 2	Between three and five	EUR 50,000
Lot 3	Between four and six <ul style="list-style-type: none"> • At least two for websites (at least 1 with Drupal technologies) • At least two for applications (with Java technologies) • At least two for developments • At least two for maintenance 	EUR 250,000

For c)

- o A mapping of all CVs presented (see Annex XIX — Mapping of CVs).
- o Tenderers should supply the CVs of the account manager and of main team members who will be responsible for carrying out the project (maximum of 2 pages per team member), reflecting their capacity to meet the requirements stated in each lot. The CVs of the profiles assigned to the tasks only, as described below, will be taken into consideration in the evaluation of the tender.
- o The CVs must show evidence of the experience and necessary/relevant qualifications.
- o Tenderers are requested to use the European template, which can be downloaded at <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>. The CVs must show evidence of language skills (minimum of B2 level in English (written and spoken)).
- o The tenderer must provide at least the following profiles of expertise:

Profiles	Minimum number of years ⁴	Lot 1	Lot 2	Lot 3
Account Manager	5	✓ Account Manager	✓ Account Manager	✓ Account Manager
Project Manager	3	✓ Helpdesk Service Manager	✓ Project Manager	✓ Project Manager
Senior Consultant	4	Not applicable	✓ Senior Consultant ✓ Project Management Support ✓ Senior Business Analyst	✓ Senior Architect ✓ Analyst Programmer
Junior Consultant	1	✓ Helpdesk Agent	✓ Consultant ✓ Business Analyst ✓ Tester	✓ Tester ✓ Junior Analyst Programmer

- Regarding the **Project Managers**, the minimum requirements are:
 - **Required knowledge:** solid knowledge of project management methodology
- Regarding the **Helpdesk Agent**, the minimum requirements are:
 - **required ICT knowledge:**
 - solid knowledge of Microsoft Office;
 - solid knowledge of Microsoft desktop operating systems;
 - knowledge of a monitoring tool (Microsoft SCOM, PRTG, etc.);
 - good knowledge of the other tools described in section 2.1.1 — Context;
 - solid knowledge of the internal structure of a workstation.
- The work team will comprise technical personnel of the appropriate professional category and with the degree of specialisation necessary to fulfil the described needs, depending on the development activities required. The selected tenderer must commit to maintaining a team as described in the technical proposal for the whole period of the contract.

Documents to provide in the case of tender by a consortium and/or subcontracting (common for all lots):

- Consortium: each member of the consortium must provide evidence for:
 - exclusion criteria and administrative data (see Annex II — Declaration of honour, Annex III — Legal entity form and Annex V — Administrative form);
 - economic capacity (statement of overall turnover and turnover for the last 3 years);
 - technical and professional capacity (concise company profile, list of main contracts).

The evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfils the criteria.

⁴ Minimum of required years **in the tasks described in this document for this profile**

- Subcontracting: the tenderer must clearly indicate which parts of the work will be subcontracted and must give the identity of all subcontractors undertaking more than 10% of the work by value. Each subcontractor should present proof of exclusion criteria, economic, technical and professional capacity by providing:
 - exclusion criteria and administrative data (see Annex II — Declaration of honour, Annex III — Legal entity form and Annex V — Administrative form);
 - economic capacity (statement of overall turnover and turnover for the last 3 years);
 - a concise company profile, including a short description of the subcontractor's economic activity demonstrating the ability to provide the services that will be subcontracted to the company (maximum of 1,500 words), including its activity with regard to the scope of the lot;
 - two contracts/projects performed in the last 3 years, similar in scope and nature to those that will be subcontracted. In order to prove this capacity, subcontractors are requested to complete two PARFs; PARFs should indicate the precise type of work carried out, the date, the human and financial resources used, the value of the contract and the client (public or private);
 - detailed CV(s) of the subcontractors' staff related to the subcontracted tasks (for details on how to submit a CV, refer to 'CV specifications' above).

As the technical and professional capacity of tenderers will be assessed on the basis of the documents requested above, tenderers should note that any total or partial omission of information for which one or more providers involved in the tender are responsible may lead EU-OSHA to exclude the tenderer from the rest of this procedure.

5.2.7 Award

The contract(s) will be awarded by lot to the tenderer who has passed all the phases of evaluation and who has the highest final score, which will be calculated as follows:

$\text{Final score} = (0.6 \times \text{quality score}) + (0.4 \times \text{financial score})$
--

Annexes

Annex I.1 — Checklist (common to all lots)

Annex I.2 — Checklist (for each lot)

Annex II — Declaration of honour

Annex III — Legal entity form

Annex IV — Financial identification form

Annex V — Administrative form

Annex VI — Consortium form

Annex VII — Subcontracting form

Annex VIII — Scenarios

Annex IX — Dangerous substances websites

Annex X — Forms for financial tender

Annex XI.1 — Draft ICT Helpdesk service level agreement (Lot 1)

Annex XI.2 — Draft web maintenance service level agreement (Lot 3)

Annex XII — Model of Framework Contract

Annex XIII — PARFs

Annex XIV — EU-OSHA 2016 Calendar

Annex XV — List of EU-OSHA existing websites and applications

Annex XVI — List of EU-OSHA tools

Annex XVII — EU-OSHA online strategy

Annex XVIII — Mapping of PARFs

Annex XIX — Mapping of CVs

Annex XX — Declaration of confidentiality and no conflict of interest