



EIGE/2012/ADM/13 OPEN PROCEDURE

TENDER SPECIFICATIONS

Framework contract SERVICES TO SUPPORT EIGE's COMMUNICATION ACTIVITIES

The purpose of these Tender Specifications are:

- to give instructions and guidance to tenderers about the nature of the Offer they will need to submit and,
- to serve as the contractor's mandate during project implementation.

These Specifications ensure that the project will be properly conceived by the contractor, that the work is carried out on schedule and that resources will not be wasted.

The Tender Specifications will become integral part of the contract that may be awarded as a result of this tender.

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1 TECHNICAL SPECIFICATIONS

INTRODUCTION

The European Institute for Gender Equality (EIGE) is a regulatory agency of the European Union and was created by Regulation (EC) No 1922/2006 of the European Parliament and of the Council of 20 December 2006. The overall objectives or long-term effects of EIGE's work are defined in the Regulation as:

To contribute to and strengthen the promotion of gender equality including gender mainstreaming in all Community policies and the resulting national policies, and the fight against discrimination based on sex, and to raise EU citizens' awareness of gender equality.

This European agency is located in Vilnius, Lithuania, and supports the Member States and the European institutions (in particular the European Commission) in their efforts to promote gender equality, to fight discrimination based on sex and to raise awareness of gender issues.

The Institute's structure is comprised of:

- A Management Board of eighteen representatives from the Member States, plus a member representing the European Commission, (as well as the same number of alternate members),
- the Experts' Forum (and their alternates), i.e. one expert from each Member State,
- the Director, and
- the staff of around 50 persons.

Further information can be found on EIGE's website at <http://eige.europa.eu>

Description of the subject and scope of the contract

EIGE (awarding authority) launches this call for tender with the intent to contribute to the implementation of the above-mentioned tasks as the competence centre in the area of gender equality in Europe.

Through its external and internal communication strategy, the main activities would indicatively include:

- Maintain and in some cases establishing relations with EU institutions, political affairs, press;
- Communicating with European gender equality networks;
- Distributing printed information material to specialised target groups, e.g. the media, stakeholders, the general public and staff members;
- Utilising EIGE web base for the purpose of broadcasting information to the general public and its stakeholders;
- Organising or participating in information events (low-scale workshops, ad hoc meetings, fairs, etc.);
- Organising information campaigns on EIGE's focal areas
- Organising advertisement campaigns in specialised and/or general media.

The Institute intends to conclude 4 single framework contracts in support of its communication and information activities. Each framework contract will be concluded for

an initial period of one year with the possibility of a maximum three extensions of one year each.

This contract is divided into Lots:

LOT 1: Organisation of events

The estimated value over the next four years for this lot is 160.000 EUR.

LOT 2: Design and production of EIGE branded promotional material

The estimated value over the next four years for this lot is 160.000 EUR.

LOT 3: Design, adaptation and production of EIGE's communication outputs

The estimated value over the next four years for this lot is 300.000 EUR

LOT 4: Web site services

The estimated value over the next four years for this lot is 510.000 EUR

Lot 1: EIGE through communication events and activities

Low-scale promotion events and campaigns

In the scope of its mission, EIGE organises events and communication campaigns, which it considers an effective tool for its promotion and means of dialogue with stakeholders and citizens. The purpose of this lot is to find a company that can help EIGE design, organise, set up and manage low-scale events such as representation and media events, ad hoc meetings, exhibitions, trade fair stands, seminars, workshops or any other kind of event (e.g. press trip, high-level dinners, etc.), including catering.

The events covered by this call for tender are most likely to be held in Vilnius (EIGE's headquarter location), but events may also take place in other Member States of the European Union.

The contractor may be required to perform any service in support of organising a communication event. The **list of tasks** below is indicative:

- Finding and proposing several suitable premises for the event; booking upon confirmation;
- Finding and proposing suitable guest speakers, moderators; handling of invitation arrangements;
- Assist in the drawing-up of event programmes (including leisure activities and social programmes);
- Identification and provision of additional service-providers (catering, translation /interpretation, copyediting/proofreading etc.);
- Organisation, provision and supervision during the event of any technical equipment necessary (e.g. sounding, recording, beamers, lighting, music, etc.);
- Organisation of shuttle services (buses, minivans and cars) for agency guests;
- Provision graphic design and other printing material for the event (creation and adaptation of event logos and graphics charts to be used for the production of posters, postcards, information brochures, websites, conference folders, badges, signposting, promotional goods, etc.);
- Organisation and supervision of catering services, including the hire of equipment, for coffee breaks, lunch, dinner and receptions, etc.
- Exhibitions and stands. EIGE has a mobile exhibition stand (including a kiosk) that can be used during events. Internet access is requested in connection to events where the kiosk solution is used. The contractor will be responsible for shipping of the stand; storage between event with short timespan in between; erecting and dismantling of exhibition stand; design and production of additional stand elements/exhibition equipment of the same or a compatible systems (back drop, roll up etc.).
- Conference proceedings and audio-visual reporting: recording, transcribing and preparing the conference proceedings for publication; photo and video services throughout the event;

- Logistical support (transportation of promo items, of the stand to the event location, etc.);
- Tasks linked to Media Monitoring

Monitoring will likely concentrate on the pick-up of EIGE's news releases although more wide-ranging monitoring may be requested.
In connection to the above events, the contractor may be requested to establish a list of key print media, news wires and websites, through which EIGE can be mentioned. Upon request, and mainly linked to scheduled events, provide continued monitoring of press coverage in the printed press and internet, including the collection of articles; running an internet-based platform that makes the articles available to EIGE either as internet links or as full text scans (for texts from printed press), coverage lists, daily alerts (short reports) on weekdays.⁵
- Consultancy on Communication campaigning/strategy advice:

Provide general communication advice regarding communication campaigns (e.g. for the general public, specific target groups, locally or Europe-wide); assist in development of specific communication campaigns, in making a campaign plan.
Assist in the identification of the most appropriate channels through which to address different target audiences and in defining key messages to be transmitted to the selected audiences, considering the channels and communication tools identified.

Lot 2: Design and production of EIGE branded promotional material

EIGE regularly produces various promotional items which are subsequently distributed to the specific public (for example journalists, etc.) groups, the general public (during public events) or internally. The contract for this lot covers the design, production and delivery and other related services for various types of textile, print and "gadget" promotional material.

All intellectual property rights, including copyrights, subsisting in all publications and all files used in their production shall remain the property of EIGE. All graphic work must – on request – be delivered to EIGE as open and closed files in formats described by EIGE.

The contractor will be requested to fulfil the following tasks:

- Graphic design of promotional material;
- Layout/language adaptations;
- Pre-press work (including supplying ready-to-print and source files to EIGE);
- Production of print, textile and "gadget" promotional material;
- Delivery of promotional material to EIGE or other indicated point.

Required products

The tenderer shall be able to provide EIGE with a wide range of branded promotional material.

These materials should be customised, including simple printing services, finishing and delivery services, and display logos, slogans, contact details or internet addresses or any other graphic image.

A. The following basic list constitutes the core items that will most likely be ordered by EIGE throughout the duration of the contract (see also list Price grid), and are of a standard or mid-price range:

- Pens (ball pens, pencils, highlighters etc.)
- Post-it blocs
- EIGE A1 and A4 calendars
- EIGE A3-A1 Posters
- Printed map of Europe A1
- (Ergonomic) mouse pads
- Cotton bags
- Backpacks
- T-shirts
- Umbrellas (short/long)
- Key rings
- Coffee and tea cups
- 8 GB USB sticks or more
- Conference bags
- Lanyards

- Tape for packaging
- Badges/buttons
- Peppermint candies with EIGE logo for meeting participants
- Mini chocolates/pralines wrapped in paper or boxes with EIGE's logo

Alternatively, other items which are not on the list may be required on an ad-hoc basis. In this case, a detailed price quotation will be requested.

B. The contractor shall also be able to provide a range of executive gifts for EIGE's VIP target audiences and special events. These materials will be purchased in smaller quantities and should display logos, slogans, contact details or internet addresses or any other graphic image. EIGE is seeking prestigious, superior and mid-range items in the areas listed below:

- Leather goods
- Writing material
- Crystal/glassware
- Metal/gold/silver goods (business card holders, etc.)
- Craft and decorative items, geographic maps and other typical official gifts
- Textiles and fashion accessories

The items must have a manufacturer's warranty. The items must be easy to handle and user-friendly.

It is particularly important to bear in mind the weight and volume constraints, which must be respected in order for the objects to be easily carried by individuals when they travel.

The items must be packed individually and carefully and bear the logo of EIGE and/or its website address. The logo or address must appear on the item itself or on its case.

EIGE expects to receive creative, innovative proposals for promotional goods which thematically fit to EIGE's scope of work, gender equality. Before the production is launched, the contractor is obliged to present a sample or specimen in order to obtain a final approval for production.

The contractor must provide a guarantee of minimum 12 months on the delivered products, starting from the delivery date. EIGE reserves the right to reject the delivered products if damage or incompliance with the order is stated within 48 hours from delivery. The material must be properly packed and protected against all damage.

The translation and/or adaptation of texts into different languages will be ensured by EIGE.

All produced items and material must meet European Union quality, safety and environmental standards, which include - but are not limited to - colour, finishing and clear and legible prints. The contractor should advise EIGE which items need to be CE labelled individually.

EIGE reserves the right to return any products that are not fulfilling EU safety and quality standards or which are not properly labelled.

Lot 3: Design adaptation and production of EIGE's communication outputs

On the occasion of internal and external communication activities, EIGE creates and publishes various online and offline products such as but not limited to: posters, banners, stickers, greeting cards, calendars, conference folders, press releases, brochures, reports, factsheets, and other documents, etc. These products usually require a specific design (combining EIGE's visual identity with specific elements linked to the event) and are printed in limited numbers.

1. Graphic design and prints

The contractor shall be able to provide EIGE with graphic design consultancy and development services including provision of supplementary design concepts, layouts, prepare artwork, provide third party materials, and prepare "production ready" files, proofs and small web-based materials. The planned activities concern graphic design and information products in all the current and any possible future official languages of the European Union, in paper or electronic format. These activities shall include (non-exhaustive list):

- Adapting, redesigning and applying new graphic design guidelines for all the information products produced by EIGE and adapted to the different media and formats;
- Graphic design, finding images and illustrations, layout, production of electronic files (various formats) and films for printing publications such as reports on gender equality subject, brochures, leaflets, factsheets, posters, internal and external newsletters, memos, magazines, Annual Reports, Annual Activity Reports etc.;
- Design concept including style guides for event related materials, new publications
- Liaising with third parties like printing shops, printer and stock photo agencies
- Design and limited print run of graphic material for promotions and presentations (posters, postcards, outdoor banners, exhibition banners, exhibition canvas etc)
- The contractor shall be able to provide EIGE with simple design and layout services – involving the processing and layout of texts, graphics and photos – and production services – involving high-level offset (five colour+lacquer) printing in at least all official languages of the EU or any printable support.

EIGE may request the production of other high quality printed materials not specifically mentioned above.

The contractor is expected to support EIGE in the development and production of its printed materials and all communication outputs, demonstrating a strong sense of creativity in line with the established visual identity.

The contractor is expected to create ready-to-print files, necessary adjustments to visual elements in documents, including covers, images etc.

2. Editing and proofreading

- Editing, ranging from (re)writing to proofreading of but not limited to reports and articles in the area of Gender Equality at EU and Member State level. A majority of texts may include statistical data with tables, graphs and/or charts, quantitative and qualitative analyses, descriptions of methodologies as well as policy recommendations. Edited texts are published on the web and/or in print; ensuring correct and consistent use of the Institute's house-style with regard to style, text structure and presentation.
- Proofreading texts (e.g. Annual Activity Reports, Annual Reports, factsheets, press releases, and strategic, technical, concept papers, among other document types) and assuring English language, vocabulary, syntax, expression and grammar as well as all relevant terminology.
- Ensuring that no typographical errors remain in the final texts.
- Proofreading texts and verifying compliance with the house-style and the EU Inter-institutional Style Guide (published on the homepage of the Publications Office: http://www.publications.europa.eu/index_en.htm as well as adherence to/incorporation of gender-sensitive language and overall consistency with other texts in terms of format, structure and style.

3. Video and photographic products

- Production of video and related services (voice over, sound recording, subtitling),
- Photojournalistic reports on specific topics and sound recording (e.g. on the occasion of ad hoc meetings, etc.).

4. Printing offset and digital services

The contractor will be required to provide in any printable support and related services for, but not limited to, the following publications and products:

- EIGE's Annual Report, published each year in all several official languages of the EU,
- EIGE brochures, magazine addressed to the general public, EIGE simple brochures, booklets, flyers, posters
- Reports/summary reports,
- Presentation materials,
- Postcards,
- Newsletters/factsheets.

Services to be provided in b/w or colour, in "short runs", on demand without any setup time. All print material must meet the quality standards which include colour and font matching, clear and legible proofs.

Digital printing features must include high-quality prints (image resolution of at least 600dpi), large and small volume cost-effective printing, A2, A3, A4, and A5 single- and double-sided prints. The size of prints will also vary, but will range from 10 to 200 pages.

The original document will be provided by EIGE, mainly in MSWord, InDesign, PDF or equivalent format.

Text is normally combined with graphs and tables together with other illustrated materials such as maps and photos. The on-demand publishing shall be made from computer-generated files. The contractor shall possess the ability to digitally edit files for maximum quality and resolution.

In regard to the latter, the contractor is expected to give advice on the best technical solutions to produce the best outputs (specific formats, methods of production, printing techniques, paper quality, etc.) as regards the printing of a design production.

Conditions for deliverables

The deliverables should adhere to EIGE's style guide and the Information Provider's Guide of the European Commission.

Before the production is launched, the contractor is obliged to present a final document/layout in order to obtain a final approval for production.

The contractor must indicate a detailed production planning in order to meet the delivery deadlines. The contractor must provide a guarantee of minimum 12 months on the delivered products, starting from the delivery date. EIGE reserves the right to reject the delivered products if damage or incompliance with the order is stated within 48 hours from delivery.

The material must be properly packed and protected against all damage.

The tenderer shall observe the coherence and consistence of EIGE products, and by means of implementing the requested tasks, it shall contribute to creating an individual and creative style to EIGE products, easy to be identified and recognised.

The tenderer is expected to be able to provide to print in small print runs and on short deadlines.

All intellectual property rights, including copyright, subsisting in all products and their elements used in their production shall be property of EIGE. All graphic work must – on request – be delivered to EIGE as open and closed files.

Lot 4: EIGE Web services

This lot is intended to request services related to analysis, development, implementation, support and maintenance for Web Information Systems in EIGE's environment. The web sites are hosted Information Services thus any web development needs to strictly adhere at that times given infrastructure setup in terms of hardware, software and security policy.

The following services are envisaged to be provided under this Framework Contract:

1. EIGE website

The Institute's website acts as the official publication of EIGE, an alternative format notwithstanding, and is the primary interface through which stakeholders identify it. The website is constantly updated with new information on gender equality. The types of information published on the website vary in nature and format.

List of tasks/services

The following is an indicative and non-exhaustive list of tasks which will be assigned to the contractor, under the supervision and guidance of EIGE:

- Maintenance of Content Management System including installing of updates, modules, custom development and errors resolution;
- Analysis, design and implementation of new functionalities of EIGE website;
- Graphical design of the website and the website's visual aspects;
- Search Engine Optimisation;
- Information architecture;
- Navigation and usability analysis , testing and improvement;
- Monitoring and evaluation of the use of the website (statistics)
- Creation of "Storyboard" of a site (i.e. interaction of the potential user with the website), graphical mock-ups of the webpages, interactive prototypes based on user walkthrough scenarios;
- Analysis, design and implementation of mini web sites (e.g. mini sites for ad hoc meetings, events and for supporting promotion campaigns)
- Uploading content;
- Real-time monitoring of information and processes;
- Online broadcasting of events (e.g. live audio/video streaming)
- Gathering, preparing and optimising content to be used online; compression techniques where necessary (including format conversion, digitisation of texts and images) and production and digitisation of sound documents and clips;
- Monitoring and suggestion for approving content before it is published and uploaded.
- Management of website users and permissions;

- Implementing electronic archiving systems;
- Enabling multilingual availability of the website;
- Analysis, design and implementation of a mobile version of the EIGE websites
- Analysis, design and implementation of special features for enhancing the accessibility of the Institute's website to people with disabilities.

2. EIGE studies databases

The Institute's website is also the access point to a set of data bases that are hosting the results of EIGE's studies. The results of EIGE studies vary in nature and format and include bibliographic references, statistics, contact information and other types of information. These data bases will be developing throughout the lifespan of this project and will have to be published fully or partially in EIGE website and with various access levels.

List of tasks/services

The following is an indicative and non-exhaustive list of tasks which will be assigned to the contractor, under the supervision and guidance of the Institute:

- Analysis and design of data structures and formats;
- Analysis, design and implementation of relational data bases;
- Analysis, design and implementation of data base maintenance procedures (import, update, delete);
- Harmonisation of data existing in various formats (xls, doc, xml, sql);
- Import of data in databases;
- Update of the structure of current EIGE databases;
- Analysis, design and implementation of interactive web interfaces to the various data bases with EIGE's website;
- Analysis, design and implementation of interactive interfaces for presentation of statistics
- Implementation of different access levels to the data bases from the website users;
- Management of data base/website users;
- Creation of export procedures of data from the Databases, through EIGE's website.

3. European Network on Gender Equality (ENGE)

The Institute is also developing a European Network on Gender Equality. This network will facilitate the communication and collaboration between its members through the provision of networking, collaboration and communication services.

List of tasks/services

The following is an indicative and non-exhaustive list of tasks which will be assigned to the contractor, under the supervision and guidance of the Institute:

- Analysis, design and implementation of integration of the ENGE with EIGE's website;
- Provision of help-desk support to ENGE's users;
- Reporting on the statistics of the Help-desk;
- Monitoring of ENGE's uptime and availability;
- Maintenance of ENGE including installing of updates, modules, custom development and errors resolution;
- Analysis, design and implementation of new functionalities of the ENGE;
- Monitoring and evaluation of the use of the ENGE (statistics)
- Creation of "Storyboard" new sites in ENGE, (i.e. interaction of the potential user with the website), graphical mock-ups of the webpages, interactive prototypes based on user walkthrough scenarios;
- Graphical design of the ENGE's website and visual aspects;
- Navigation and usability analysis, testing and improvement;
- Analysis, design and implementation of a mobile version of ENGE.

4. Online Library

The Institute is developing a physical and an Online Library. The Online Library will be connected to a set of external libraries, harvesting their collection and presenting them in one interface. The Online library will be integrated with EIGE's website.

List of tasks/services

The following is an indicative and non-exhaustive list of tasks which will be assigned to the contractor, under the supervision and guidance of the Institute:

- Analysis, design and implementation of the integration of the Online library in EIGE's website;
- Analysis, design and implementation of data harvesting and presentation;
- Maintenance of the Online Library including installing of updates, modules, custom development and errors resolution.

5. Web advertising and promotion

List of tasks/services

The following is an indicative and non-exhaustive list of tasks which will be assigned to the contractor, under the supervision and guidance of the Institute:

- Establishing and managing mailing lists (based on identified target groups) for dissemination of information products;
- Analysis, design and implementation of interactive web applications, including animations and other multimedia products;

- Production of electronic Newsletters and integration of the Newsletters with EIGE's website.
- Analysis, design and implementation of e-book/e-publications templates
- Transformation of existing publications into e-books
- Analysis, design and implementation of infographics

Conditions for all deliverables services described under LOT 4

The list of tasks and services shall be provided following the following conditions:

1. Any web site extensions need to be designed and developed adhering at that times given infrastructure setup in terms of hardware, software and security policy. As the Institute's web site is hosted internally the contractor is expected to provide an initial investigation report on the impact (if any) on the current infrastructure setup prior to initiating any development.
2. Hosting can be done on the contractor's web servers or on the Institute's web servers (depending on project), for development, test and production of websites and web applications - including hosting on streaming (video and audio) servers; If the Institute's will is that the project is to be hosted internally the contractors needs to take all the provisions as stated in point 1.
3. The contractor should provide the necessary documentation (e.g. requirements analysis, procedures, project plans, etc.).
4. The contractor should provide data availability, including data storage and estimates for projects that fall under the category of web services and that are to be hosted externally.
5. Analysis of hardware and software requirements:
 - a. In the provision of externally hosted web services: With a focus to the associated costs.
 - b. In the provision of internally hosted web services or / and web site extensions: The contractor is expected to provide an initial investigation report on the impact (if any) on the current infrastructure setup prior to initiating any development.
6. The contractor should provide libraries for data, text, images, graphics and videos where copyright issues have been resolved by the contractor.
7. The contractor should provide the source code of the developed applications.
8. The created applications, databases, scripts (programming), models, templates, style sheets, forms and interfaces using html, xml and any other programming

language which may be required should adhere at that times with the given infrastructure setup in terms of hardware, software and security policy.

9. The deliverables should adhere to usability standards catering for accessibility, tested on various browsers and operating systems including mobile devices if required.

The deliverables should adhere to EIGE's style guide and the Information Provider's Guide of the European Commission.

2 THE TENDER

SUBMISSION OF THE TENDER

Participation in this tender (including each member of a consortium and sub-contractor if applicable) is open on equal terms to all natural and legal persons coming within the scope of the Treaties and to all natural and legal persons who are nationals of a third country which has a special agreement with the European Union in the field of public procurement. This procurement procedure is not opened to the tenderers from GPA countries.

Tenders must be submitted in accordance with the specific requirements of the Letter of Invitation to Tender and, without fail, within the deadlines laid down therein.

Late delivery will lead to the exclusion of the tender from the award procedure for this contract. Offers sent by e-mail or by fax will also be non-admissible. Envelopes found open at the opening session will also lead to non-admissibility of the tender. Consequently, tenderers must ensure that their bids are packed in such a way as to prevent any accidental opening during mailing.

The tender must remain valid for a period of **6 months** following the closing date for receipt of the tenders. The offer will remain valid for all renewals. Upon renewals of contracts, EIGE reserves the right to request updated forms for exclusion and selection criteria. If the situation concerning these requirements has altered, any changes must be immediately reported to EIGE.

This invitation to tender is intended to be competitive. Any attempt by a tenderer to obtain confidential information, enter into unlawful agreements, collude or make arrangements with competitors, canvass or solicit EIGE staff or influence the evaluation committee or its individual members in any way during the tendering process will render his/her tender invalid.

Submission of a tender implies that the contractor accepts all the terms and conditions set out in the Tender Specifications (including the annexes) and waives all other terms of business.

Submission of a tender binds the contractor to whom the contract is awarded during the performance of the contract. Once EIGE has accepted the tender, it shall become the property of EIGE and shall be treated confidentially.

EIGE shall not reimburse expenses incurred in preparing and submitting tenders. No compensation may be claimed by tenderers whose tender has not been accepted, including when EIGE decides not to award the contract.

The Protocol on the Privileges and Immunities of the European Union shall apply to this invitation to tender.

OPENING OF TENDERS

Tenders are opened by a committee appointed on a personal basis by EIGE Authorizing Officer under guarantee of impartiality and confidentiality.

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

- not submitted later than the submission deadline;
- the envelope containing the offer is sealed;
- the offer is signed;
- the offer contains technical and financial proposal;
- the offer is submitted in number of copies required.

Tenders will be opened on

12/06/2012

at the following location:

European Institute for Gender Equality
Švitrigailos str. 11M,
03228 Vilnius, Lithuania

One authorised representative of each tenderer may attend the opening of the bids as observer. Companies wishing to attend are requested to notify their intention at least 2 working days in advance by a letter of notification to the following e-mail address: procurement@eige.europa.eu.

This notification must be signed by an authorised officer of the tenderer and specify the name of the person who will attend the opening on the tenderer's behalf.

CONTACTS between EIGE and the Tenderer

In principle, no contact is permitted between EIGE and the tenderer during the tendering procedure. However, contacts may exceptionally be permitted – these cases are specified in the letter of Invitation to tender.

Under the conditions described above, further information can be obtained by sending an e-mail to: procurement@eige.europa.eu

Provided it has been requested in good time, such additional information will be made accessible simultaneously to all economic operators on the Internet address <http://eige.europa.eu>. EIGE is not bound to reply to requests for additional information made less than five working days before the deadline for receipt of tenders.

EIGE will inform interested parties of the existence of an error, a lack of precision, an omission or any other type of defect in the documents relating to the invitation to tender by supplying information on the Internet address: <http://www.eige.europa.eu/content/procurement>

During assessment procedure, the Institute may require clarification in connection with a tender, or if obvious clerical errors in the tender must be corrected. In any event, such contact must not lead to any amendment of the terms of the tender.

CONTENT OF THE TENDER

The tender must contain all the information and all the supporting documents required by the Tender Specifications. In the absence of the required information or documents, EIGE may disqualify the bid. EIGE reserves the right, however, to request, for evaluation or verification purposes, additional evidences in relation to the bid submitted within a time-limit stipulated in its request.

The tender must be clear and concise, with continuous page numbering, and assembled in coherent fashion (e.g. bound or stapled).

Tenderers can be submitted in any official language of the European Union, if possible, in English, the working language of EIGE.

The tender must be signed and include:

A. Covering letter signed by the tenderer or his/her duly authorised representative

B. Standard Submission Forms (SSF) as annexed to these specifications

C. Five sections:

- **Section One:** Administrative information,
- **Section Two:** Documents related to the Exclusion criteria
- **Section Three:** Documents related to the Selection criteria
- **Section Four:** Technical offer addressing technical specifications and award criteria
- **Section Five:** Financial offer

2.1.1 SECTION ONE: ELIGIBILITY CRITERIA – ADMINISTRATIVE INFORMATION

Requirement

Any tenderer is asked to prove that he is authorised to perform the contract under the national law as evidenced by inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organisation, express authorisation or entry in the VAT register.

The tenderer must provide the following identification documentation:

- Tenderer identification form (see SSF).
- Legal entity Form

The legal entity form is to be signed by a representative of the tenderer authorised to sign contracts with the third parties. This form (individuals, private entities or public entities) is available at:

http://ec.europa.eu/budget/execution/legal_entities_en.htm

- Financial identification Form
The **bank identification form** must be filled in and signed by an authorised representative of the Tenderer and his/her bank. A standard form is available at: http://ec.europa.eu/budget/execution/ftiers_en.htm
- The above forms must be accompanied by the evidence as indicated at the bottom of each form (*for private entities*: proof of registration, VAT registration, etc.; *for individuals*: copy of passport, proof of registration/VAT if applicable; *for public entities*: official document on establishment, etc.).

If the tenderer is not required or permitted to enrol in such a register for reasons of his statute or legal status, an explanation should be provided. Any change in the status, for example its acquisition by or merger with another company must be immediately notified to EIGE in writing. If the conditions for performance of the contract are no longer guaranteed as a result of these changes, EIGE reserves the right to terminate the contract.

Joint Offers

A joint tender is a situation where an offer is submitted by a group of tenderers (consortium). If awarded the contract, each member of the consortium will be jointly and severally liable towards EIGE for the performance of the contract.

A consortium can be a permanent, legally established grouping or a grouping which has been constituted for this tender procedure.

Consortium members in joint tenders may submit only one tender for a single contract. All members of the consortium shall sign the tender or one of the consortium members which is designated as the representative authorised to undertake commitments on its behalf (copy of the authorisation must be provided with the offer).

The tender must indicate which member (lead consortium partner) will represent the consortium in dealing with the contracting authority. The tender must describe the form the cooperation is to take in order to achieve the desired results and how technical, administrative and financial aspects will be organised.

If the tender does not mention that all members are jointly and severally liable, all other parties included in the tender than the party signing the tender (tenderer) will be considered subcontractors.

In case of submission of a joint offer, the tenderers are asked to fill in and duly sign one of the **Powers of Attorney** attached in the SSF depending on the set up that has been chosen by the tenderers, and specify who has been appointed by the others as the group leader.

In case of a joint offer, only the group leader must return the financial identification form.

Subcontracting

Subcontracting is the situation where the contractor in order to implement the contract, enters into legal commitments with other legal or natural persons for performing part of

the service (in particular, any work performed by a person who is not an employee of the tenderer will be considered as subcontracted).

The contractor shall remain bound by his obligations to EIGE and shall bear exclusive liability, sole and fully responsibility for the performance of the contract. EIGE has no direct legal relationship with the subcontractor(s).

If the tenderer envisages subcontracting, the tender must include, using models in Standard Submission Forms:

- a **subcontracting form** by tenderer clearly stating the roles, activities and responsibilities of the proposed subcontractor(s), and the reasons why subcontracting is envisaged;
- a **letter of intent** by each proposed subcontractor stating its intention to collaborate with the tender if the tenderer wins the contract and their willingness to accept the tasks and the terms and conditions of the contract.

The tenderer must indicate clearly in their methodology, which parts of the work will be sub-contracted.

The main contractor retains full liability towards the Institute for performance of the contract as a whole. Accordingly:

- EIGE will treat all contractual matters (e.g. payment) exclusively with the main contractor, whether or not the tasks are performed by a subcontractor;
- under no circumstances can the main contractor avoid liability towards EIGE on the grounds that the subcontractor is at fault.

In case subcontractors are identified before submission of the offer, all considerations concerning exclusion and selection criteria that apply to subcontractors must be included in the offer. Prior written approval from EIGE is necessary in order to replace a subcontractor and/or have work which was not mentioned as subcontracted in the original tender carried out by third parties.

In case the identity of subcontractors is not known at the time of submitting the offer, any future subcontract may be awarded according to the provisions of the contract.

2.1.2 SECTION TWO. EXCLUSION CRITERIA DOCUMENTATION

A. Tenderers (including consortium members in case of a joint offer and subcontractors in case of subcontracting) or their representatives, shall provide a **Declaration on honour**, duly signed and dated in which they:

- state whether or not they are in one or more of the situations referred to in Articles 93 and 94 of the Financial Regulation and detailed in the SSF;
- undertake to submit to EIGE any additional document relating to the exclusion criteria, that the Institute considers necessary to perform its checks .

By returning the above-mentioned Declaration, duly signed, tenderers confirm that they have been notified of the following points:

- Administrative or financial penalties may be imposed by the Institute on tenderers

who are in one of the cases of exclusion provided for in Articles 93 and 94 of the Financial Regulation after they have been given the opportunity to present their observations.

- These penalties are detailed in Article 96 of the Financial Regulation and Articles 133a and 134b of the Regulation laying down the rules for implementing the Financial Regulation (2342/2002 of 23.12.02).

B. The tenderer to whom the contract is awarded shall provide, within 15 days following the receipt of the electronic copy of the letter informing him of the proposed award of the contract and preceding the signature of the contract, the following evidences confirming the statements referred to in the Declaration.

EIGE will accept, as satisfactory evidence that the tenderer is not in one of the situations described

- in point **(a), (b) and (e) of the Declaration**, production of a recent extract (dated no earlier than 4 months before the deadline for submission of tenders) from the judicial/criminal records or, failing this, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance attesting that these requirements are satisfied;
- in point **(d) of the Declaration**, a recent certificate (dated no earlier than 4 months before the deadline for submission of tenders) issued by the competent authority of the State concerned. These documents must provide proof of payment of all taxes and social security contributions for which the tenderer is liable, including VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

Where no such certificate or document is issued in the country concerned, it may be replaced by a sworn or, failing this, solemn statement by the interested party before a judicial or administrative authority, a notary or a qualified professional organisation in his/her country of origin or provenance.

EIGE will accept, as satisfactory evidence that the tenderer is not in one of the situations described:

- in points **(c) and (f) of the Declaration**, recent certificates issued by competent national authorities;

If the tenderer is a legal person and the national law of the country in which he is established does not authorise legal persons to provide such documents, the documents (such as the judicial/criminal records) must be provided by natural persons with powers of representation in relation to the tenderer.

Where there are doubts as to whether tenderers are in one of the situations of exclusion, EIGE may itself apply to the abovementioned competent authorities to obtain any information they consider necessary about that situation.

EIGE may waive the obligation of a tenderer to submit the abovementioned documentary evidence if such evidence has already been submitted to it for the purposes of another procurement procedure and provided that the issuing date of the documents does not exceed one year and that they are still valid. In such a case, the tenderer shall declare on his honour that the documentary evidence has already been provided to the Institute in a previous procurement procedure and confirm that no changes in his situation have

occurred. He shall indicate in its tender all the references necessary to allow the EIGE services to check this evidence.

2.1.3 SECTION THREE: SELECTION CRITERIA DOCUMENTATION

This part of the tender concerns the evidences relating to the economic and financial capacities, as well as to technical and professional capacities of the service provider(s) involved in the bid.

An economic operator may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. In that case, evidence must be provided, that it will have at its disposal the resources necessary for performance of the contract, for example by producing a clear undertaking on the part of those entities to place those resources at its disposal.

In the case of joint tender (consortium) or subcontracting, the technical and professional capacity shall be assessed in relation to the combined capacity of all the parties involved in the tender, to the extent that the subcontractor puts its resources at the disposal of the tenderer for the performance of the contract.

In case of a joint tender, if criteria, as regards the turnover, are to be achieved above a certain level, a consolidated assessment shall be made.

EIGE reserves the right to request additional information for the evaluation of the economic and financial capacity of each member of a consortium.

A. Economic and financial capacity

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

Evidence on compliance with the economic and financial capacity requirement must be provided by the following document:

the tenderer which according to the law of the country in which it is established is required to publish the balance sheet shall complete and include in the offer a statement "Economic and financial capacity" as presented in the SSF.

Please observe the following aspects in completing this financial statement:

1. It should be certified by means of a signature of the accounting officer of the tendering organisation.
2. EIGE has the right during the tendering process and before awarding the contract to request further evidence on the tenderer's compliance with the economic and financial capacity requirement, in which case balance sheets and profit and loss accounts for the past financial years may be requested.
3. In the case of a consortium submitting an offer, the statement should be included in the offer for all consortium partners.
4. In the case of a physical person the financial statement should be included in the offer for where only two lines on Turnover need to be filled in and the financial statement can be signed by the physical person only.

The tenderer which according to the law of the country in which it is established is not required to publish the balance sheet shall provide the extract from the budgets.

In the case of a consortium submitting an offer, the statement shall be provided in the offer on behalf of the consortium.

B. Technical and professional capacity

Tenderers and their staff must prove that they have the necessary professional qualifications, experience and technical capacity to perform the contract.

Fluent knowledge of English for the proposed staff (managerial staff and persons who will be responsible for carrying out the projects) is a precondition of selection.

For Lot 1: EIGE through communication events and activities

- A description of relevant to these technical requirements projects carried out within the last two years indicating the type of work carried out etc.;
- A description of tenders network and organisational structure;
- The fully-detailed CVs of staff who will be responsible for carrying out the project and any other evidence of educational and professional qualifications of the staff reflecting their capacity to meet the requirements stated in the terms of reference.

For Lot 2: Design and production of EIGE branded promotional material

- A detailed account of the main current activities of the company;
- A description and evidence (in form of samples or pictures) of two give-aways developed for clients (public or private);
- A description of tenders network and organisational structure, including a statement of the average annual person-power in the last three years;
- A description of the measures employed to ensure the quality of supplies and services (quality control)
- The fully-detailed CVs of staff who will be responsible for carrying out the project (including those of their main sub-contractors) and any other evidence of educational and professional qualifications of the staff (diplomas, prices, etc.) reflecting their capacity to meet the requirements stated in the terms of reference.

For Lot 3: Design adaptation and production of EIGE's communication outputs

- A detailed account of the main current activities of the company;
- A description and evidence (in form of samples or pictures) of the graphic design and production projects accomplished in the last two years and the client (public or private);
- A description of the tenders network and organisational structure, including a statement of the average annual person-power in the last three years;
- A description of the measures employed to ensure the quality of supplies and services (quality control);

- The fully-detailed CVs of staff who will be responsible for carrying out the project (including those of their main sub-contractors) and any other evidence of educational and professional qualifications of the staff (diplomas, prices, etc.) reflecting their capacity to meet the requirements stated in the terms of reference.
- a proof-reader/copyeditor: Is a native English-speaker, advanced proofreading and editing skills; MS Excel, MS Word, MS PowerPoint; excellent writing skills. Supporting documents (awards, certificates, solemn statement, etc.) proving possession of the above-mentioned qualities must be submitted with the tender.

For Lot 4: EIGE Web services

- A list including URLs of preferably multilingual web projects developed during the last two years indicating the precise type of work carried out, the date, the human, technical and financial resources used, the value of the contract, and the client (public or private); Screenshots will only be accepted in the cases of non-publicly accessible web projects. The list of URLs should contain at least two websites which integrate and implement a search interface of a database of resources and one website that implements an interactive interface for presentation of statistics.
- A description of the company and organisational structure, including a statement of the average annual person-power in the last two years;
- The fully-detailed CVs of managerial staff and the persons who will be responsible for carrying out the project (see profiles in the Financial Offer) and any other evidence of educational and professional qualifications of the staff (diplomas, certificates, etc.) reflecting their capacity to meet the requirements stated in the terms of reference.

The tenderer must have experience in the field of providing services in an efficient, effective and reliable way and have at its disposal all necessary facilities for the performance of the services mentioned in the Technical Specifications. Evidence of the technical and professional capacity shall be presented as described in SSF.

The following minimum experience in the provision of services mentioned in the Technical Specifications is requested per profile:

Staff by Category	Minimum experience
IT Project Manager	6 years
Information Architect	6 years
Senior Web Developer – Drupal	5 years
Web Developer – Drupal	2 years
IT Analyst	3 years

Tester	1 year
Database expert (MySQL, Oracle)	5 years
Web Designer	2 years

In the case of a joint offer (consortium) or subcontracting, the technical and professional capacity shall be assessed in relation to the combined capacity of all the parties involved in the tender.

2.1.4 SECTION FOUR: TECHNICAL OFFER

Tenderers should elaborate on all points addressed by these specifications.

The assessment of the technical quality will be based on a description of the proposed way to meet the purpose of each contract as it is presented in the technical specifications. To this end, the technical offer shall contain the following information to allow evaluation of the tenders according to the award criteria mentioned in section 3.1.1:

I. METHODOLOGY:

- an opinion on the key issues related to the implementation of the services and tasks outlined in the tender specifications;
- an explanation of the risks and assumptions affecting the execution the services and tasks outlined in the tender specifications;
- a description of the proposed methods the contractor will use to guarantee that the services and tasks outlined in the technical specifications are carried out as efficiently as possible in terms of cost, speed and quality;
- Only for Lots 2, 3 and 4: a description of how the contractor will manage to produce promotional material, graphic material and web services in various EU official languages.

II ORGANISATION:

- a detailed description of the proposed team, detailing the role of each team member and explaining its suitability for the implementation of the tasks mentioned in the technical specifications;
- in case the offer is submitted by a consortium, a description of the distribution and of tasks and interaction within the consortium and explanation of its suitability for the implementation of the tasks mentioned in the technical specifications;

- in case subcontracting takes place, a description of the distribution and of tasks and interaction with the subcontractors and explanation of its suitability for the implementation of the tasks mentioned in the technical specifications;
- a description of the quality assurance methods to be used in relation to these tasks demonstrating the adequacy of this method for this contract;
- a description of how the framework contract and the Order Forms will be managed in general. With regard to day-to-day contract management tenderers must show how they will be able to work closely with the responsible services of EIGE.

III. QUALITY OF THE SIMULATIONS:

- For Simulation in Annex 1, the tenderer must provide a clear and detailed description of the planned actions and their implementation. The tenderer must display the relevance and functionality of his approach. The tenderer must demonstrate in the simulation that he understands the scope and responsibilities of EIGE's work.

IV. ONLY FOR LOT 2: quality of the sample promotional material

The contractor is also required in the technical proposal to describe all production steps for the delivery of the following three core items which are expected to be regularly ordered by EIGE. Additionally, EIGE requests that samples of these three core items (either produced for previous clients or specifically made for the Institute for the purpose of this tender) are added to the technical proposal:

- Pens (ball pens, pencils, highlighters etc.),
- Backpacks,
- Key rings.

INTELLECTUAL PROPERTY RIGHT

Tenderers must clearly show in their technical proposal how they will ensure that any rights on the products as e.g. the photos, videos and other information and other individual property rights, obtained in performance of the contract, shall be owned solely by EIGE and that EIGE may use, publish, assign or transfer them as it sees fit, without geographical or other limitation, free of other industrial or intellectual property rights.

If the tenderer intends to subcontract any part of the services, a description of the extent to which tasks will be sub-contracted, as to how subcontracting will be effectively monitored, must be provided.

2.1.5

SECTION FIVE: FINANCIAL OFFER

A. For each specific Lot, the financial offer (Price Grids) must be included using the Excel spread sheet annexed to the tender specifications. The Institute shall purchase on the basis of these prices. The price list is not exhaustive. In some cases, EIGE might ask for

services which are not included in the schedule and for which the contractor has to prepare a specific offer.

B. The tenderer's attention is drawn to the following points:

- Prices must be quoted in EUROS, using the conversion rate published in the C series of the Official Journal of the European Union on the day when the invitation to tender was issued.

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

- Prices should be quoted free of all duties, taxes and other charges e.g. free of VAT, as the European Institutions are exempt from such charges in the EU under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Union of 8 April 1965 (Oj L 152 of 13 July 1967). Exemption is granted to the institutions by the governments of the Member States, either through refunds upon presentation of documentary evidence or by direct exemption.
- For EIGE the Lithuanian national legislation provides an exemption by means of a reimbursement. **Thus the amount of VAT is to be shown separately.** In case of doubt about the applicable VAT system, it is the tenderer's responsibility to contact the national authorities to clarify the way in which the European Union is exempted from VAT.
- The categories of prices shall be fixed and not subject to revision for the first period of 12 months from the entering into force of the contract. From the second period of the contract implementation, as at each renewal, the prices may be revised upwards or downwards. The revision will be made only if one of the contracting parties requests it by registered mail received by the other party not later than three months before the anniversary of the date on which the contract has entered into force.
This revision shall be determined by the trend in the harmonised consumer price index (MUICP) published by the office for official Publications of the European Union in the Eurostat monthly bulletin at <http://www.ec.europa.eu/eurostat>. (see Draft Service Contract).

Revision shall be calculated in accordance with the following formula:

Ir

$$Pr = Po (0,2+0,8 -)$$

Io

where:

Pr = revised price;

Po = price in the original tender;

Io = index for the month corresponding to the final date for submission of tenders;

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

3 THE ASSESSMENT PROCEDURE

The evaluation procedure is confidential and deliberations are held in closed sessions of the evaluation committee whose conclusions are collective. The members of Evaluation committee are bound to secrecy.

EVALUATION OF THE TENDERERS

Stage 1 - Application of eligibility and exclusion criteria

The aim is to check whether tenderers are eligible to take part in the tendering procedure.

The eligibility of the tenderer will be evaluated on the basis of the documents submitted as indicated in Section 2.1.1 and 2.1.2.

If a member of a consortium is subject to exclusion, the rest of the consortium will be excluded. If a subcontractor is subject to exclusion, the tender shall be excluded.

Here to be noted that exclusion criteria from participation and exclusion criteria from award are valid through the whole duration of the award procedure.

Stage 2 - Application of selection criteria

The aim is to check the technical and professional capacity and economic and financial capacity of each tenderer, who has passed the exclusion stage, to perform the contract.

The capacity of the tenderer will be evaluated on the basis of the documents submitted as indicated in Section 2.1.3 Selection criteria. The Tenderers not satisfying the selection criteria will not be selected and their offers will not be further evaluated against award criteria.

EVALUATION OF THE TENDERS

Stage 3 – Application of award criteria

Only the tenders of those tenderers, who met the requirement of the eligibility, exclusion and selection criteria, will be evaluated in terms of quality and price.

The aim is to assess, on the basis of the award criteria, the technical and financial offers and establish a ranking list in order of merit for each Lot. No award criteria other than those detailed below will be used to evaluate the offer.

3.1.1 **Technical evaluation**

The quality of each technical offer will be evaluated in accordance with the award criteria and the associated weighting as detailed in the evaluation grids below (see also section 2.1.4).

For Lots 1, 3 and 4

Criteria	Max score
<i>METHODOLOGY</i>	30
<i>ORGANISATION</i>	30
<i>QUALITY OF THE SIMULATIONS</i>	40
Total	100

For Lot 2

Criteria	Max score
<i>METHODOLOGY</i>	15
<i>ORGANISATION</i>	15
<i>QUALITY OF THE SIMULATIONS</i>	30
<i>QUALITY OF THE SAMPLE PROMOTIONAL MATERIAL</i>	40
Total	100

Only tenders scoring 80 points or more (of maximum of 100) against the technical award criteria, will have their financial offers evaluated.

3.1.2 Financial evaluation

The financial evaluation will be calculated as follows:

For LOT 1: Financial score tender A = SUM of weighted unit prices

Description	Unit price as per Price grid 1	Weighting coefficients, % 2	Weighted unit price (=1*2)
1 STAFF		50%	
2 GRAPHICS		25%	
3 CATERING		25%	
	TOTAL = SUM of weighted unit prices		

For LOT 2: Financial score tender A = Total sum of all itemised prices

Description	Unit price as per Price grid 1	Weighting coefficients, % 2	Weighted unit price (=1*2)
1 PRINTED		30%	
2 IMAGE		60%	
3 GOODS		10%	
	TOTAL = SUM of weighted unit prices		

For LOT 3: Financial score tender A = SUM of weighted unit prices

Description	Unit price as per Price grid 1	Weighting coefficients, % 2	Weighted unit price (=1*2)
1 STAFF		40%	
2 GRAPHICS		40%	
3 PRINTING		20%	
	TOTAL = SUM of weighted unit prices		

For LOT 4: Financial score tender A = SUM of weighted unit prices

Staff by category	Unit price as per Price grid 1	Weighting coefficients, % 2	Weighted unit price (=1*2)
IT Project Manager		20%	
Information Architect		20%	
Senior Web Developer – Drupal		10%	
Web Developer – Drupal		10%	
IT Analyst		10%	
Tester		5%	
Database expert (MySQL, Oracle)		15%	
Web Designer		10%	
	TOTAL = SUM of weighted unit prices		

3.1.3

Choice of the selected tender

Score for tender = 80 x total quality score / 20 x price

The contract will be awarded to the tenderer which submits the tender offering the best value for money, thus to the tenderer whose tender will have the highest final score, under condition of respect of requirements linked to the criteria on exclusion from award.

Completing the adjudication or the procedure of the call for tenders in no way imposes on EIGE an obligation to award any framework contract.

3.1.4 Information to tenderers

EIGE will inform tenderers of the decisions reached concerning the award of the contract, including the grounds for any decision not to award the contract or to restart the procedure.

Upon respective written requests made by the tenderers, EIGE will inform all rejected tenderers of the reasons for their rejection, and all tenderers who submitted an admissible tender, of the characteristics and relative advantages of the tender selected for the contract award and the name of the successful tenderer.

However, certain information may be withheld where its release would impede law enforcement or otherwise be contrary to the public interest, or would prejudice the legitimate commercial interests of economic operators, public or private, or might prejudice fair competition between them.

3.1.5 Standstill period

EIGE shall not sign the contract with the successful tenderer until a standstill period of 14 calendar days has elapsed, running from the next day after the simultaneous dispatch of the award decisions and letters to unsuccessful tenderers.

3.1.6 Evidence by contractor

During the standstill period, EIGE will request the tenderer proposed for award to provide the **evidence** on exclusion criteria defined in Articles 93 and 94 of the Financial Regulation (ref section 2.1.2 B). If this evidence is not provided or proved to be unsatisfactory, the Institute reserves the right to cancel the award procedure or to change the award decision to the benefit of the next best ranked tenderer on condition that s/he provides the evidence on exclusion.

3.1.7 No obligation to award the contract

The tendering procedure shall not involve the Contracting Authority in any obligation to award the contract. EIGE may, before the contract is signed, either abandon the procurement procedure or cancel the award procedure without the tenderers being entitled to claim any compensation.

In the event of cancellation of the tender procedure, tenderers will be notified. In no event shall the Institute be liable for any damages in any way connected with the cancellation.

3.1.8 Public access to documents

In general, implementation of its activities and in particular for the processing of tendering procedures, the Institute observes the following rules:

Council Regulation (EC)No1049/2001 of 30 May 2001 regarding public access to European Parliament, Council and Commission documents.

All data collected and produced in the scope of this contract shall be the properties of the Institute and shall not be used by the contractor without prior agreement of EIGE. The contractor shall continue to be bound to this clause after completion of the contract.

4 THE CONTRACT (FWC)

NATURE OF THE CONTRACTs

The 4 single framework contracts (FWC) resulting from the present call for tenders shall enter into force on the date of its signing by the last contracting party. They do not involve direct commitments. They lay down the legal, financial, technical and administrative provisions governing the relations between EIGE and the contractor during the period of the validity.

IMPLEMENTATION OF THE CONTRACT

EIGE addresses a request for services to a contractor to perform specific tasks. The implementation of the FWC will be through Order Forms signed by both parties for these specific tasks.

STARTING DATE OF THE CONTRACT AND DURATION

The FWCs will have an initial duration of 1 year as from the date of signature, and will be automatically renewed up to three times for an additional period of 1 year each time unless written notification to the contrary is sent by one of the contracting parties and received by the other no later than three months before expiry of the contract.

The duration of the FWC shall not exceed 4 years.

EIGE may, if considers necessary, hold one inception meeting, soon upon the signature of the contract, in order for the successful tenderer to get acquainted with EIGE rules and procedures. The inception meeting (or other meetings when requested by EIGE) can be held in a form of video conferences if appropriate.

At any point in the contract, EIGE may terminate the contract as it sees fit, without being required to pay any compensation, provided that the Institute informs the other party by registered letter with at least three months' notice.

PLACE OF PERFORMANCE

The place of performance of the tasks shall be the contractor's premises or other specified.

VOLUME OF THE CONTRACT

The maximum volume for all 4 Lots of the Framework Contracts, for 4 (four) years, is estimated at **1.130.000 EUR**, excluding VAT.

TERMS OF PAYMENT

Payments shall be executed only if the contractor has fulfilled all the contractual obligations by the date on which the invoice is submitted.

Invoices presented by the contractor must specify separately the amounts exclusive of VAT, the amounts of VAT and the total amounts.

Payment shall be done within 30 days after presentation of an admissible invoice.

The payment date is the date on which EIGE bank account is debited.

DATA PROTECTION

By the Institute: Processing a reply to the invitation to tender may involve the recording and processing of personal data (such as name, address, CV). Such data will be processed pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

By the contractor: Where the Contract requires the processing of personal data, the contractor may act only under the supervision of the data controller, in particular with regard to the purposes of the processing, the categories of data which may be processed, the recipients of the data, and the means by which the data is processed. The contractor shall limit access to the data to the staff strictly necessary for the performance, management and monitoring of the Contract.

ANNEX I – Simulations

A. Introduction

The tenderers are requested to prove their understanding of the needs and their ability to work creatively by drafting proposals for the below described simulations. However, the description of the simulations shall not exceed 10 DIN A4 pages (samples or proofs where requested are exempted from this rule). Where indicated, the proposed measures then have to be calculated following the price grids. The consistency between the described measures and the calculation of the services will be assessed.

B. Descriptions

Lot 1: Organisation of events

The Agency will celebrate its 3rd year anniversary in June 2013 in Vilnius. For this occasion, an event will be organised:

- draw up a concept (for ex. programme, monitoring results, catering) of this event including an explanation where it should be organised, which target groups relevant to EIGE should be invited, speakers at the event, general overview of measures to be taken or recommended by the tenderer.

Lot 2: Layout and production of promotional outputs

The Agency will celebrate its 3 year anniversary in June 2013 in Vilnius. For this occasion, two events will be organised:

- An internal event for all EIGE staff including families to celebrate this anniversary. The tenderer shall propose a suitable and innovative event gift, which incorporates two aspects: anniversary of the European agency and the role of its staff.
- A external event for stakeholders (the European Commission, gender equality experts, media, etc.) will be organised for which the tenderer shall propose an innovative quality gift which incorporates two aspects: anniversary of the European agency and long lasting value.

Lot 3: Design and production of graphic material

The Agency will celebrate its 3 year anniversary in June 2013. The Communications Team therefore asks to produce:

- An A4 leaflet presenting EIGE, its responsibilities, activities and results; it is targeted at broad public;
- Explain the concept of the product;
- Describe all considerations and steps which will be undertaken within design adaptation and production.

Lot 4: Web site extensions & Web services

The Institute intends to become the European Competence centre on gender equality issues. The Institute's website will serve as the main point of interaction to the Institute's target audience. The website should offer its visitors access to administrative information, news, events and information about the Institute's activities.

In addition, the Institute's website should host a Resource and Documentation Centre (RDC) where all information collected and produced on gender equality issues by the Institute will be reached through an intuitive user interface.

The Institute's website should also:

- Present a calendar of events, organised by the Institute and by other organisations. The current implementation of the event's calendar is available at <http://www.eige.europa.eu/events/calendar>
- Be the main point of access to the "Woman Inspiring Europe" initiative. This includes:
 - Present a Woman from the Institute's resource pool every week and
 - Present a Woman from the Institute's "Woman Inspiring Europe" Calendar every month.

More information about the "Woman Inspiring Europe" initiative is available at <http://www.eige.europa.eu/content/women-inspiring-europe>. The current presentation of the "Woman Inspiring Europe" initiative (weekly and monthly articles) for 2012 can be accessed at <http://www.eige.europa.eu/content/women-inspiring-europe-2012>

The tenderer is requested to develop a sample site of the Institute that will support the RDC, the calendar of events and the Women Inspiring Europe Initiative.

In specific:

- The sample site should present the interface of the RDC, its integration with the homepage of the Institute's sample website and the details page of a resource in the RDC.
- For the purposes of the simulation, the structure of the resource should follow the Dublin Core elements set (<http://dublincore.org/documents/dces/>) and the respective details page of the resource should present this structure. The tenderer may add more elements regarding the resource if they consider them as useful for the user experience. The resource that has to be presented in the sample site can be found at <http://bookshop.europa.eu/en/good-practices-in-gender-mainstreaming-pbMH3211961/>
- For the purposes of the simulation no database is requested to be developed. Whenever a search is performed in the sample site, the search results should present the link to the details page of the described resource.
- The sample site should have one page presenting the Calendar of events together with the Women Inspiring Europe Initiative as one unified concept. The page should include the events of the month, the respective Woman Inspiring Europe for the specific month and the respective women highlighted for the weeks of this month. For the purposes of the simulation, the tenderer is requested to present the information for March 2012.

This site should be made available to the evaluation committee via a CD that contains the index HTML file, and all the rest of necessary files that will allow the evaluation committee perform the following Use Cases:

Use case 1:

1. Access the homepage of the sample site and view the entry point of the RDC;
2. Perform a search for a resource.
3. View the details page of a resource.

Use case 2:

1. Access the homepage of the sample site and view the entry point to the merged Calendar + Women Inspiring Europe concept;
2. View the details page of March 2012.

The sample site's homepage should represent the Institute's homepage. The highlight area, the latest news, open procurement procedures, open career opportunities and latest documents should also appear in the sample site homepage but do not have to be active and do not have to have the same design as the current website of the Institute. The pages created for the simulation should be accessible from navigating in the sample site.

In developing the sample site the tenderer should take the following under consideration:

- In designing the homepage and the rest of the sample site screens, the use of the Institute's logo is the only mandatory requirement. Designers are encouraged to be as creative and innovative in their proposals.
- The site addresses the general public thus it should be highly interactive and the use of supporting graphical elements and multimedia is encouraged.
- The sample site should be accompanied with a description of how the use cases should be performed by the evaluation committee.
- The evaluation of the sample site will be based on the degree of its compliance with the Quick check-list for successful websites by European Commission, available at http://www.eige.europa.eu/sites/default/files/documents/checklist-successful_en.pdf
- The site should be compliant with HTML 4.01 Transitional and Cascading Style Sheets CSS2.1

The prototype site does not need to be complete yet it should give a clear indication of the capabilities of the site and of its final appearance.