



Tender Specifications

Framework service contract Cultural awareness & Living in Denmark

Open Call for Tenders EEA/ADS/08/002

1. Background

The European Environment Agency (EEA) is the leading Community body in the European Union dedicated to providing timely, targeted, relevant and reliable information to policy-making agents and the public, to support sustainable development and to help achieve significant and measurable improvements in Europe's environment.

The EEA employs approximately 170 staff members recruited from across Europe with as many as 26 different nationalities (approximately 30% originating from Denmark).

This multitude of nationalities makes the EEA a place where cultural awareness and understanding cultural differences is crucial for a good cooperation amongst staff. Equally crucial is the provision of guidance to expatriates living in Denmark.

2. Objectives

The services under the framework contract to be awarded shall enhance the cultural awareness of EEA staff and/or provide guidance for expatriates living in Denmark

3. Services to be provided

All services shall be provided in English, follow a methodology which is as interactive as possible and be accompanied by appropriate supporting material (e.g., books, handouts, audiovisual, etc.) in English.

Training courses shall either be exclusively organised for EEA staff or be open to EEA staff. Both types of courses shall be limited to max. 20 participants.

Individual counselling/coaching sessions shall be per person.

The services shall in principle be provided at the contractor's premises (in the proximity of the EEA's premises). In some cases the contractor may be requested to provide services also at the EEA's premises at Kongens Nytorv 6 and 28, 1050 Copenhagen K.

The following services may be requested under this framework contract:

3.1 Training courses on

a) Cultural awareness (duration: 1 day/person)

The courses for which EEA staff shall sign up individually shall cover a wide range of relevant topics including the following:

- What is culture?
- What are cultural differences?
- Norms, values, beliefs and stereotypes
- Human relations
- Individuals and groups
- Conflicts
- Working in a European multicultural environment

b) Living in Denmark for expatriates (duration: 2 days/person)

The courses for which EEA staff (mostly newly recruited) shall sign up individually shall offer a comprehensive introduction to Danish culture and society

3.2 Individual counselling/coaching sessions on specific issues of cultural awareness (duration: 0,5 days/person)

Individual counselling/coaching sessions are meant to cover activities where an expert sparring partner in cultural awareness, can be instrumental in discussions related to the EEA's personnel policies or in individual cases helping to ensure a holistic approach to human resource management.

4. Duration and volume of the contract

The successful tenderer will be awarded a framework contract for a period of 48 months, starting from the date of signature.

The services will be implemented through Order Forms depending on the EEA's demand.

Based on the EEA's current level of activities the value of the contract is estimated at a total €80 000 over a period of four years covering all services.

For further details reference is made to the terms and conditions of the draft framework service contract which forms part of the tender documents.

5. Prices

Prices shall be fixed and not subject to revision for implementation during the first year of duration of the Contract.

From the beginning of the second year of duration of the Contract, each price may be revised upwards or downwards each year, where such revision is requested by one of the contracting parties by registered letter no later than three months before the anniversary of the date on which it was signed. The Agency shall purchase on the basis of the prices in force on the date on which orders or specific contracts are signed. Such prices shall not be subject to revision.

This revision shall be determined by the trend in the harmonised consumer price index MUICP published for the first time by the Office for Official Publications of the European Communities in the Eurostat monthly bulletin at:

<http://ec.europa.eu/eurostat/>

Revision shall be calculated in accordance with the following formula:

$$Pr = Po \left(0,2 + 0,8 \frac{Ir}{Io} \right)$$

where:

Pr = revised price;

Po = price in the original tender;

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

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

The European Environment Agency is exempt from all charges, taxes and dues, including value added tax pursuant to Article 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities and the Headquarters Agreement between the Agency and the Government of Denmark of 17 August 1995; such charges may not therefore be included in the calculation of the price quoted; the VAT amount must be indicated separately.

The prices tendered must be **all-inclusive and expressed in euro**, including for countries that are not part of the euro zone. For tenderers in countries that do not belong to the euro zone, the price quoted may not be revised in line with exchange rate movements. It is for the tenderer to select an exchange rate and assume the risks or the benefits deriving from any variation.

Prices (all-inclusive) must be quoted as further specified under point 6.3 B and include, in particular, administrative costs, teaching and support material and all other costs including accommodation for services under point 3.1 lit. a.

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

6. Criteria

6.1 Exclusion Criteria

Tenderers shall be excluded from participation in a procurement procedure if:

(a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulation;

(b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of *res judicata*;

(c) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;

(d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

(e) they have been the subject of a judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interest;

(f) following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations;

Tenderers must provide a declaration on their honour, duly signed and dated, stating that they are not in any of the situation listed above (see Annex 1).

The tender to whom the contract will be awarded must provide evidence confirming the declaration referred to in the previous point unless this obligation is waived by the contracting authority.

The contracting authority shall accept as satisfactory the following evidence:

i) For points (a), (b) and (e) a recent extract from the judicial record, or failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied.

ii) For point (d) a recent certificate issued by the competent authority of the State concerned.

Where the document of certificate referred above is not issued in the country concerned and for other cases of exclusion, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

Contracts may not be awarded to candidates or tenderers who, during the procurement procedure:

a) are subject to a conflict of interest;

- b) are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information.

6.2 Selection Criteria

Selection Criteria as indicated in Section III.2 (Conditions for participation) of the Contract notice.

6.3 Award criteria

The contract will be awarded to the most economically advantageous tender in terms of the following criteria:

A – Technical merit/TM (max. 50/min. 40 points)

1. Quality of services in terms of methodology, structure, content and organisational set-up (max. 30/min 25 points);
2. Quality of support material (max. 20/min. 15 points)

B – Price/P (max. 50 points max.)

Tenders which reach the minimum scores for technical merit will score points¹ on the basis of the total price quoted for the following scenario²:

course/session	participants	price/participant	subtotal
Cultural awareness (see 3.1 lit. a – 1 day)	40		
Living in Denmark (see 3.1 lit. b – 2 days)	20		
Individual counselling/ coaching (see 3.2 – 0,5 days)	10		
TOTAL			

All fields are compulsory, non-compliance will lead to exclusion.

¹ The score for the financial offer shall be calculated using the formula: P_{min} (lowest financial offer) / P (financial offer being considered) x 50.

² This scenario reflects an estimate of the Agency's annual demand but is in no way binding.

The Contract will be awarded to the technically compliant tender reaching the highest score Σ of **TM + P**.

7. Environmental considerations

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

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

8. Further information

Submitting an offer implies acceptance by the tenderer of all terms and conditions of the draft contract and its Annexes.

Annex 1 – Declaration on exclusion criteria

Annex 2 – Identification sheet