CALL FOR TENDERS

N° EACEA/2017/05

Erasmus+ Virtual Exchanges
(EVE)

TENDER SPECIFICATIONS
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1. INTRODUCTION

1.1. Information on the contracting authority

The European Commission (‘the Commission’) has set up the Education, Audiovisual and Culture Executive Agency (‘the Agency’) for the management of certain parts of the EU's funding programmes in the fields of education, culture, audiovisual, sport, citizenship and volunteering in application of Council Regulation (EC) No 58/20031.

The Agency is responsible for most management aspects of the programmes, including drawing up conditions and guidelines for funding opportunities, evaluating applications and selecting projects, signing project agreements, financial management, contacts with beneficiaries, monitoring of projects, and on-site project visits.

The Agency also contracts services, through public calls for tenders, on subjects relevant to the programmes it manages and for its own functioning.

The Agency has its own legal identity and is located in Brussels.

More information about the Agency and the EU programmes it manages is available on its website: https://eacea.ec.europa.eu/about-eacea_en.

1.2. Management of the call for tenders and resulting contract

The Agency, as contracting authority, is responsible for the management of the present call for tenders, award of the contract, and management of the contract.

The Agency will operate in cooperation with the Commission (DG EAC Directorate-General for Education, Youth, Sport and Culture) and establish a Steering Committee, comprising representatives of both the Agency and the Commission, for the purposes of managing the contract, reviewing progress with the contractor, making recommendations, and accepting the services and products.

A member of the Steering Committee will be nominated at the Agency as the primary contact point for all official correspondence with the contractor.

The Steering Committee shall support the contractor in taking key decisions regarding the development of the services and products. The decision on the final acceptance of the deliverables will be made by Authorising Officer following the opinion of the Steering Committee, in accordance with the terms specified in the contract. The ownership of the products and deliverables shall be vested in the European Commission and the Agency.


1.3. Duration of the contract

The contract to be awarded will be the subject of an agreement in accordance with the model contract enclosed in Annex 1. The contract will be awarded for a duration of 12 months with effect from the date on which it is signed by the last contracting party.

The contract may be renewed two times for further a period of 12 months each, subject to satisfactory performance on the part of the contractor and budget availability.

The Agency reserves the right to make use of a negotiated procedure without prior publication of a contract notice for new services consisting in the repetition of similar services to those which will be entrusted to the tenderer which will be awarded the present contract. That procedure may only be used during the performance of the contract to be awarded under the present procedure².

2. INFORMATION ON TENDERING

2.1. Participation

Participation in this procurement procedure is open on equal terms to all legal persons coming within the scope of the Treaties, as well as to international organisations.

It is also open to all legal persons established in a third country which has a special agreement with the Union in the field of public procurement on the conditions laid down in that agreement.

This procurement procedure is not open to legal persons established in the countries that have ratified the plurilateral Agreement on Government Procurement (GPA)³ concluded within the World Trade Organisation.

2.2. Contractual conditions

The tenderer should bear in mind the provisions of the draft contract which specifies the rights and obligations of the contractor, particularly those on payments, performance of the contract, confidentiality, intellectual property rights, and checks and audits. An intellectual property rights statement should be signed (see Annex 4).

2.3. Compliance with applicable law

The tender must comply with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU⁴.

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2.4. Joint tenders

A joint tender is a situation where a tender is submitted by a group of economic operators (legal persons). Joint tenders may include subcontractors in addition to the members of the group.

Such a tender will be treated no differently from any other type of tender, being assessed on its own merits in relation to the criteria specified therein.

In case of joint tender, all members of the group (consortium) assume joint and several liabilities towards the contracting authority for the performance of the contract as a whole, i.e. both financial and operational liability. Nevertheless, tenderers must designate one of the economic operators as a single point of contact (the leader) for the contracting authority for administrative and financial aspects as well as operational management of the contract.

After the award, the contracting authority will sign the contract either with all members of the group, or with the leader on behalf of all members of the group, authorised by the other members via powers of attorney (the power of attorney – Annex 5 is to be attached to the tender).

Any change in the composition of the group during the procurement procedure may lead to the rejection of the tender. Any change in the composition of the group after the signature of the contract may lead to the termination of the contract.

2.5. Subcontracting

Subcontracting is permitted but the contractor will retain full liability towards the contracting authority for performance of the contract as a whole.

Tenderers are required to identify subcontractors whose capacity is necessary to fulfil the selection criteria.

Any change in subcontracting during the procurement procedure may lead to the rejection of the tender. During contract performance, the change of any subcontractor identified in the tender or additional subcontracting will be subject to prior written approval of the contracting authority.

2.6. Structure and content of the tender

The tender must be presented as follows:

Part A: Identification of the tenderer (see section 2.7)

Part B: Non-exclusion (see section 4.1)

Part C: Selection (see section 4.2)

Part D: Technical offer

The technical offer must cover all aspects and tasks required in the technical specifications and provide all the information needed to apply the award criteria. Offers deviating from the requirements or not covering all requirements may be rejected on the basis of non-compliance with the tender specifications and will not be evaluated.

Part E: Financial offer

The price for the tender must be quoted in euro. Tenderers from countries outside the euro zone have to quote their prices in euro. The price quoted may not be revised in line with exchange rate movements. It is for the tenderer to bear the risks or the benefits deriving from any variation.

Prices must be quoted free of all duties, taxes and other charges, including VAT, as the contracting authority is exempt from such charges under Articles 3 and 4 of the Protocol on the privileges and immunities of the European Union. The amount of VAT may be shown separately.

The quoted price must be a fixed amount which includes all charges (including travel and subsistence). Travel and subsistence expenses are not refundable separately.

2.7. Identification of the tenderer

The tender must include a cover letter signed by an authorised representative presenting the name of the tenderer (including all entities in case of joint tender) and identified subcontractors if applicable, and the name of the single contact point (leader) in relation to this procedure.

The cover letter must also indicate the proportion of the contract to be subcontracted (i.e. a percentage of the total value of the contract).

In case of joint tender, the cover letter must be signed either by an authorised representative for each member, or by the leader authorised by the other members with powers of attorney. The signed powers of attorney must be included in the tender as well (Annex 5). Subcontractors that are identified in the tender must provide a letter of intent (Annex 6) signed by an authorised representative stating their willingness to provide the services presented in the tender and in line with the present tender specifications.

All tenderers (including all members of the group in case of joint tender) must provide a signed Legal Entity Form with its supporting evidence. The form is available on: http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

Tenderers that are already registered in the contracting authority’s accounting system (i.e. they have already been direct contractors) must provide the form but are not obliged to provide the supporting evidence.
The tenderer (or the leader in case of joint tender) must provide a Financial Identification Form with its supporting documents. Only one form per tender should be submitted. No form is needed for subcontractors and other members of the group in case of joint tender. The form is available on: http://ec.europa.eu/budget/contracts_grants/info_contracts/index_en.cfm

The tenderer (and each member of the group in case of joint tender) must declare whether it is a Small or Medium Size Enterprise in accordance with Commission Recommendation 2003/361/EC. This information is used for statistical purposes only.

The tenderer (and each member of the group in case of joint tender) must also register in the Participant Portal and obtain a Participant Identification Code (PIC). To register in the portal the following steps need to be carried out:
- First create an ECAS / EU Login account: https://webgate.ec.europa.eu/cas
- Next access the Participant Portal and register:

The Participant Portal is the tool through which all legal and financial information related to the tenderer will be managed. Information on how to register, as well as guidance and Frequently Asked Questions, can be found in the portal under the following address: http://ec.europa.eu/education/participants/portal/desktop/en/support/faq.html

If the tenderer already has a PIC that has been used for other programmes (for example the research programmes) or calls for tenders/calls for proposals, the same PIC is valid for the present call for tenders.

3. TECHNICAL SPECIFICATIONS

3.1. Context of the contract

Legal and policy background

Article 165 TFEU provides for European Union action in order to develop youth exchanges and exchanges between youth workers, and — with the entry into force of the Lisbon Treaty — to encourage the participation of young people in democratic life in Europe. While respecting subsidiarity, the EU Youth Strategy sets out a framework for cooperation covering the years 2010-2018. It has two main objectives: to provide more and equal opportunities for young people in education and the labour market and to promote active participation of young people in society.

The strategy foresees a dual approach which includes specific youth initiatives to encourage non-formal learning, participation, voluntary activities, youth work, mobility and information; and mainstreaming initiatives that ensure youth issues are taken into account when formulating, implementing and evaluating policies and actions in other fields with a significant impact on young people, such as education, employment or health and well-being.

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One of the 8 EU Youth Strategy priorities "Youth in the World" supports young people to engage with regions outside Europe. Common activities increase youth involvement in global policy processes, foster mutual understanding among young people through dialogue, promote entrepreneurship, employment, education, and volunteering opportunities outside Europe.

**Recent policy developments**

The **Education Ministers' Paris Declaration** promotes citizenship and the common values of freedom, tolerance and non-discrimination through education. The European Commission has followed up the Declaration via actions described in the Communication on the prevention of radicalisation leading to violent extremism. Since the inception of this Communication, a great emphasis has been placed on the role of education in preventing young people turning to extremist ideologies.

There is growing recognition at policy level of the importance of education in promoting social inclusion and teaching young people how to interact positively in diverse societies, though much more needs to be done to make this happen on the ground. The primary purpose of education is not only to develop knowledge, skills and attitudes and to embed fundamental values, but also to help young people to become active, responsible, open-minded members of society.

In the **"Review of the European Neighbourhood Policy"**, the EU puts youth at the core of its cooperation with neighbouring countries: particularly important with in the Southern Mediterranean countries where 40 % to 65% of the population is younger than 24 years.

This policy document prioritises youth employability and economic development, modernisation and investment. But it also stresses engagement with civil society, especially youth organisations via creating people to people contacts and networks for young people of all ages in the EU and neighbouring countries, to foster mutual respect, understanding and open societies.

**From physical to virtual exchanges**

Evidence shows that experience abroad offers valuable opportunities to enhance knowledge and skills, interactions between young people with diverse backgrounds and also significantly enhances tolerance and mutual acceptance. An **Erasmus experience** is an ideal opportunity to develop social awareness and extra-curricular abilities.

Each year, about 2,200 young people and youth workers from Southern Mediterranean countries are involved in non-formal learning projects funded via Erasmus+ (Youth strand). In the higher education field, under the two first Erasmus+ calls, around 9,000 participants from South-Mediterranean countries will come to study or teach in Europe, while over a 3500 students and staff will go to one of the South-Mediterranean countries.

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Due to existing constraints, physical mobility is not available for all would-be participants. Hence the goal to **expand the reach and scope of the Erasmus+ programme via virtual exchanges.** In March 2017, DG Education, Youth, Sport and Culture (EAC) commissioned a feasibility study on Erasmus+ Virtual Exchanges (EVE), available on the Commission website. If the right conditions are met, EVE is expected to create an engaging and safe online community where young people can participate in facilitated discussions, increase their intercultural awareness and extend their competences through non-formal education.

### 3.2. Objectives of the contract

The general objective of the contract is to set up and implement the "**Erasmus+ Virtual Exchanges**" initiative, called EVE, linking countries' young people (aged 18 to 30 years), youth workers, youth organisations, students and academics from European and Southern Mediterranean using online learning activities and technology-enabled solutions in order to strengthen people to people contacts and intercultural dialogue.

If successful, this initiative may be extended to more participants in the same region or even to other regions in the future.

The specific objectives of the contract (as described in section 3.3.2) are the following:

- encouraging **intercultural dialogue and increasing tolerance** through online people-to-people interactions, building on digital, youth-friendly technologies;

- promoting various types of virtual exchanges as a complement to Erasmus+ physical mobility, allowing more young people to benefit from intercultural and international experience;

- enhancing **critical thinking and media literacy**, particularly in the use of the Internet and social media, to develop resistance to discrimination and indoctrination;

- fostering the **soft skills development of students, young people and youth workers**, including the practice of foreign languages and teamwork, notably to enhance employability;

- supporting the objectives of the 2016 **Paris declaration** to promote citizenship and the common values of freedom, tolerance and non-discrimination through education;

- strengthening the **youth dimension of the EU neighbouring policy** with South Mediterranean countries.

To achieve these objectives, the present call will aim to:

- setting up a Hub: an online catalogue-style site promoting different types of virtual exchanges under one roof, which will be the connection point for all EVE activities;

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- providing support to a set of virtual exchanges as defined in the subsequent section 3.3.2 C) b, in line with the objectives of this contract.

3.3. Tasks

3.3.1. Geographical area to be covered

The EVE initiative will cover Erasmus+ Programme Countries¹⁰ and the South Mediterranean region as defined in the European Neighbourhood Policy (Algeria, Egypt, Israel, Jordan, Lebanon, Libya, Morocco, Palestine, Syria and Tunisia). As mentioned in section 3.2, this initiative may be extended to more participants and other regions in the future.

3.3.2. Specific activities

The selected tenderer will be responsible for coordinating and implementing the EVE activities thanks to online learning activities using technology-enabled solutions, with the final aim to strengthen intercultural dialogue.

EVE is aimed at young people aged between 18 and 30, irrespective of their work status (students, workers, jobless) and those working with young people such as youth workers, or teachers in higher education.

The tenderer will be set up in a consortium composed by a lead member (the "coordinator") and the other consortium members ("project promoters").

The consortium will carry out 3 main activities:

A. Managing and coordinating contract
B. Carrying out transversal activities (Hub creation, monitoring and reporting, communication plan, etc).
C. Implementing Erasmus+ Virtual Exchanges (EVE projects)

A. MANAGING AND COORDINATING CONTRACT

The coordinator must be able to ensure effective planning, team management and task coordination, as well as to ensure that the work undertaken is of high quality and delivered on time.

The coordinator shall represent the members of the consortium in any contractual matter with the Agency. The coordinator must be able to present all relevant information to the Agency

¹⁰ Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Turkey, United Kingdom.
and the Steering Committee concerning the implementation of the contract. The coordinator shall participate in all the meetings with the Steering Committee and in possible additional meetings organised by the Agency and the European Commission.

The coordinator will be responsible of the overall monitoring of the EVE initiative, including of the virtual exchanges carried out by project promoters. The coordinator will be in charge of all actions related to project management, guaranteeing quality assurance of the services/result with particular emphasis on online security and data protection.

**B. CARRYING OUT TRANSVERSAL ACTIVITIES**

a. Setting up governance mechanisms

The EVE initiative will require dedicated structures for governance and management of its activities. The consortium will put in place a governance system, including quality assurance mechanisms as well as conflict management processes. These mechanisms should include the establishment of an **advisory/academic board**, and a **facilitators community**.

The **advisory/academic board** should manage content control processes and quality assurance of EVE projects. It should involve experts in formal and non-formal education who are familiar with intercultural learning in the higher education and youth sectors. To guide the quality assurance process, the advisory/academic board should set out "smart”[11] quantitative and qualitative key performance indicators (KPIs) to assess the impact of EVE projects, as it will be assessed at the end of the testing phase. In addition, the advisory/academic board should agree on guidelines to make sure that the core values of the European Union as mentioned in Article 2 of the Treaty on European Union (respect for human dignity, freedom, democracy, equality, rule of law and respect for human rights) are respected during the implementation of EVE projects.

The **facilitators community** allows facilitators of each project promoter to discuss, share facilitating material, and feedback on their experience. Indeed, to be successful, EVE initiative needs an active online community of facilitators to ensure consistency in their approach to the various types of virtual exchanges. Avoiding cultural or political conflicts between participants is crucial for the success of this initiative, and the facilitators community will have a critical role to ensure that contentious issues are adequately moderated. In addition, the facilitators' community should also be the place where facilitators establish moderation rules and address problematic situations involving participants. On the basis of the facilitators' advice, project promoters would for instance agree on procedures for the exclusion of participants.

In its offer, the consortium should include "rapid reaction" mechanisms (such as keywords alerts) at each level of governance (facilitator, promoter, coordinator, steering committee). These mechanisms aim to overcome conflicts or situations where facilitators and/or project

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promoters lose control over the virtual exchanges, endangering the smooth running and reputation of EVE initiative.

b. Defining and maintaining the EVE Hub and coordinating its content

The consortium will define, manage and maintain the EVE Hub. The latter refers to a sub-site within the Europa domain (using the Commission's Content Management System as described in the Internet Providers Guidelines\(^\text{12}\)) consisting of webpages aggregating information on the various types of virtual exchanges. In short, the Hub would serve as the entry/connection point with a catalogue-style site for all EVE activities, showcasing the variety of virtual exchanges while highlighting their common objectives and outputs.

The EVE Hub will be developed by a team of IT developers within the European Commission, and hosted in the "Europa" domain, probably as a section/sub-site of the European Youth Portal\(^\text{13}\). The consortium will be expected to contribute to the specification of the necessary features and design of the site, and will be responsible for the creation and updating of the content.

The Hub shall meet the following requirements:

- the Hub webpages are constantly updated with relevant content;
- the design of the Hub portal should be both functional and visually appealing for the target participants. The look of the site should be professional and cutting edge, and will have to respect the graphical chart of the DG Education, Youth, Sport and Culture\(^\text{14}\) and other requirements set out by the European Commission\(^\text{15}\);
- the interface of the Hub should be available in English and French. When building the consortium, the consortium should ensure that virtual exchanges are conducted in English, French and Arabic with high linguistic quality;
- the Hub and the activities it features must be disseminated and promoted via social media (in particular Facebook/Twitter) from before the implementation of the first exchanges. The Hub should also be well integrated with social media, featuring share buttons, a Twitter feed and links to the relevant social media channels;
- the Hub must provide a system whereby participants and participating organisations can submit their queries and questions on EVE activities and provide a Frequently Asked Questions (FAQ) section.

The design proposed in the bid will be indicative and will not have to correspond entirely to the final design to be approved by the Steering Committee in the implementation of the contract. The consortium is expected to suggest additional features on the website to enhance safe participants' interactions and raise the profile of the Hub in relevant online and offline communities.

\(^\text{12}\) http://ec.europa.eu/ipg/
\(^\text{13}\) https://europa.eu/youth/EU
\(^\text{14}\) http://ec.europa.eu/dgs/education_culture/publ/graphics/identity_en.htm
\(^\text{15}\) http://ec.europa.eu/ipg/
c. Monitoring and reporting of EVE

The EVE initiative must demonstrate results. The consortium will put in place a robust, reliable and regular monitoring system gathering information from the project promoters implementing EVE projects, in order to provide an assessment at the end of the project. The consortium will report on all EVE projects against the key performance indicators developed by the advisory board, providing a quantitative and qualitative analysis of the EVE impact.

The consortium should describe the mechanisms through which it will gather, process and present direct outputs (number of participants, profile, etc) as well as the outcomes of the action (e.g. impact on participants’ attitudes and skills development). Particular attention should be paid to how the EVE initiative will include people at risk or those excluded from mainstream society, and what indicators should mobilise to monitor the engagement of these target groups.

The quantitative outputs and results should be relatively straightforward and based on data generated by the software infrastructure of EVE. The consortium is expected to undertake regular, real-time monitoring of output figures to make these available on the Hub.

Quantitative indicators should include at least:

- Exchange topics/themes/projects on the Hub;
- Visitors on the Hub;
- Exchanges/exchange programmes;
- Sessions/meetings per exchange;
- Average duration of exchanges;
- Contributions by EVE users (e.g. likes, comments, links, shares, retweets);
- Participants (disaggregated by country, Erasmus+ programme countries vs Southern Mediterranean partner countries, individual vs group participation, gender, age, etc);
- Search Engine Ranking;
- Details on how the visitors found the Hub;
- Social Media Reach and engagement rate.

Qualitative measurement will require extra data collection involving EVE participants and facilitators. The main focus of quality measurements should relate to EVE’s outputs rather than results because good quality exchanges or facilitation is a pre-condition for achieving good results. However, the quality of results, such as exchange projects, sessions and programmes, should also be monitored to identify potential problems and areas for improvement.

To undertake qualitative analysis, the consortium should carry out:

- **Mini web surveys:** short questionnaires of 1-5 questions provided to participants and facilitators immediately after each of the exchange session ends and include questions such as user satisfaction and quality of facilitation, support materials, IT solutions used, and so on. The collected information should feed into the continuous improvement and
maintenance of the initiative, and help to identify emerging problems. The "EU Survey"\textsuperscript{16} Tool of the European Commission could be put at the disposal of the tenderer.

- **Qualitative interviews/focus groups.** These should take place after an exchange to identify problems and best practices and to feed back this information for further development of the platform. Interviews and/or focus groups should be done separately with programme participants and facilitators. While the participants should express their degree of overall satisfaction with exchanges and discuss areas for improvement, facilitators would also provide peer-reviews, advice, and feedback to their fellow facilitators.

**d. Developing an EVE recognition tool for participants**

As indicated in the feasibility study, the purpose of learning recognition is twofold: developing ways to acknowledge the efforts of participants on the platform, and; providing participants with the possibility to showcase newly acquired skills and knowledge.

EVE will not be a formally accredited educational programme, however the consortium should develop a system through which the EVE experience of individual participants will be recognised and could be further used in their future formal education or professional life. EVE should allow participants to draw on elements of the exchanges and have their learning accredited so that it can be used to complement their formal education. This system could be Open Badges\textsuperscript{17}, and in any case should be agreed upon and used by all EVE project promoters.

As stressed in the European guidelines for validating non-formal and informal learning\textsuperscript{18}, ensuring synergies between validation arrangements and credit systems applicable in the formal education and training system, such as ECTS and ECVET is essential.

**e. Communicating, marketing EVE and disseminating results**

Given that the EVE initiative has ambitious aims, developing a sound marketing strategy emphasising the benefits and possibilities provided by joining EVE, is an essential step. It is important that the Hub looks appropriate and attractive for young participants on both sides of the Mediterranean (marketing should not be Eurocentric).

The consortium must put in place a sufficient communication and promotion plan towards European and Southern Mediterranean young people, youth workers, students and academics to encourage them to use EVE. In the offer, particular attention should be paid to channel identification, i.e. a sound review of marketing channel options, taking into account differences between cultures and geographical areas.

Given the target groups of the EVE initiative, i.e. young adults, the offer should pay considerable attention to social media before, during, and after the launch of the EVE

\textsuperscript{16} https://ec.europa.eu/eusurvey
\textsuperscript{17} https://openbadges.org/
\textsuperscript{18} http://www.cedefop.europa.eu/en/publications-and-resources/publications/4054
initiative. Social media refer to online technologies and practices that are used to share opinions and information, promote discussion, and build relationships.

The consortium should do so by using the existing Erasmus+ and Study in Europe accounts in close liaison with DG EAC's social media team. The consortium is responsible for developing and implementing a social media strategy, including producing content, both copy and images/video, and allocating a budget for promoting this content in targeted countries. The content should include success stories of ongoing EVE projects.\(^\text{19}\)

The consortium should develop a clear, consistent and attractive visual identity for EVE, linked to Erasmus+ and adapted to the respective target groups (young people, youth workers, students, academic…). This visual identity will be agreed upon with the Steering Committee and used by EVE project promoters. It should be in line with European Commission requirements\(^\text{20}\).

### C. IMPLEMENTING ERASMUS+ VIRTUAL EXCHANGES (EVE projects)

The project promoters will carry out pre-defined types of virtual exchanges. The consortium may propose any additional types of virtual exchanges, on top of those mentioned in C) b, in order to achieve EVE's targets and overall objectives.

#### a. Recruitment and selection of facilitators

Project promoters will proceed with the recruitment and selection of EVE facilitators.

Recruitment and selection procedures should follow clear guidelines and criteria commonly defined by the consortium. Facilitators must have proven experience in solving conflicts in intercultural contexts, and be able to work in English and one other language (Arabic or French) as a project leader/organiser of youth exchanges (ideally within Erasmus+ programme).

#### b. Organisation and implementation of EVE projects

EVE projects refer to a range of online learning activities using technology-enabled solutions to strengthen intercultural dialogue.

As indicated in the feasibility study, all EVE projects need to be:

- **secure and protective** from the perspective of participants and hosts. Data privacy and security are key and play an increasing role in young people’s judgment of an online community. Data storage should comply with the legislation on the protection

\(^{19}\) [http://ec.europa.eu/ipg/go_live/web2_0/index_en.htm](http://ec.europa.eu/ipg/go_live/web2_0/index_en.htm)

of personal data.\textsuperscript{21} From the hosting perspective, security is vital in pedagogical as well as political terms.

- **politically sound and culturally relevant**: EVE must be firmly embedded in the youth and higher education sectors and be up to date with young people’s online and offline cultures both in Europe and in Southern Mediterranean countries. The consortium should be aware of region and country-specific political and cultural sensitivities.

- **available in languages of participating countries**: the set of EVE projects should be conducted in English, French and Arabic.

- **user-centred and user-driven**: the entire design of EVE from the technological layers underneath the surface to the user interface and interaction layers should be user-centred in every way. EVE will also seek to attract young people to join and organise youth exchanges based on the principles of non-formal education, including participatory learning.

- **open and accessible**: while for all technical layers, security and protectiveness is crucial, EVE need to be open and accessible at user experience and interaction level. Registration and interactions with peers, facilitators, administrators, and other stakeholders should be straightforward and easy.

- **open-access and open-source**: the EU is committed to the open source definition through its Open Source Strategy\textsuperscript{22} and its Open Access Policy\textsuperscript{23}. EVE should respect both developments fully.

- **fast and light**: EVE need to be light-weight and fast for users. Promoters must provide a system whereby participants and participating organisations can submit their queries and questions for technical and content issues (e.g. helpdesk).

- **standard-compliant**: EVE must follow the main European Commission web standards as outlined in the Information Providers Guide, and adjust as these standards evolve. It should also comply with the Web Content and Authoring Tool Accessibility Guidelines at AA level.

- **transparent**: EVE need to create a level-playing field that does not underestimate the ability of young internet users to trace information.

- **work both synchronously and asynchronously**: EVE will seek to facilitate synchronous youth exchanges, and in doing so it will be unique in comparison to existing European exchange platforms (at the same time, asynchronicity needs to be a complementary feature). If participants miss an exchange session, the session should be available for playback or reading after the event so they can catch up before the exchange continues with the next session.

The set of virtual exchanges proposed by the project promoters of the consortium should organise the following activities as a minimum:

\textsuperscript{21} Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data: \url{http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:31995L0046} and;


\textsuperscript{23} \url{https://ec.europa.eu/info/open-source-strategy-history_en}

\url{https://ec.europa.eu/digital-single-market/en/open-access-scientific-information}
Activity 1 – Online-facilitated discussions: young people from Erasmus+ programme countries and South Mediterranean region are gathered in small groups for online discussions in real time, sharing personal stories on topics in line with the objectives of the present call. Exchanges can be organised between students in the framework of their formal higher education or between young people as part of their non-formal education (out of school/university).

For Activity 1, project promoters are expected to:
- offer a learning programme jointly with youth workers;
- provide and maintain an online platform for live exchanges;
- identify, select, train and support facilitators, who moderate exchanges;
- collect feedback from participants and facilitators.
- undertake evaluation, with particular emphasis on impact measurement;

Activity 2 – Online transnational project groups: students and teachers in higher education, as well as young people and youth workers design and participate in online transnational projects as part of their regular classroom and/or non-formal education activities.

For Activity 2, project promoters are expected to:
- promote a network from both sides of the Mediterranean to work on common projects;
- organise and manage online forum spaces for young people/students to interact and exchange learning materials in project groups;
- provide support in facilitating curriculum development and non-formal education;
- undertake evaluation, with particular emphasis on impact measurement.

Activity 3 – Advocacy training: students in higher education or young people from diverse backgrounds meet in online fora to debate topics in line with the objectives of the present call. Selected trained facilitators or teachers in higher education provide them in advance with a role to play and a position to defend. The same facilitators/teachers then moderate discussions.

For Activity 3, project promoters are expected to:
- promote a programme of youth debates and exchanges from both sides of the Mediterranean region;
- offer a resource network, where a set of training tools for debate facilitation would be made available;
- organise and manage online video-conference spaces for young people to debate;
- identify and select facilitators with experience in debating;
- undertake evaluation, in particular on impact.

Activity 4 – MOOCs: webinars on topics in line with the objectives of the present call, allowing learners and instructors to participate in live classes and Massive Open Online Courses (MOOC), be it in higher education or in a non-formal education frame. Learning and testing material (including multimedia content) is made available by the project promoter.

For Activity 4, project promoters are expected to:
• organise or use existing MOOC materials with additional features (e.g. online moderated fora) to allow participants to communicate with one another in real-time, and access multimedia content;
• provide and maintain a network of teachers and students and/or youth workers from both sides of the Mediterranean;
• offer a resource network, featuring learning material, quizzes and other exercises.

3.3.3. Location

The operational base for this contract is the contractor's home office. Unless agreed otherwise between the contracting parties, meeting with the Steering Committee will all take place in Brussels.

3.4. Variants

Tenderers may not submit bids for only part of the services required. Variants are not allowed.

3.5. Input by the contracting authority

No facilities shall be provided to the contractor by the contracting authority. However, the latter will provide access to the feasibility study and documents mentioned in the tender specifications.

3.6. Results to be achieved by the contractor

3.6.1. Intermediate outputs and deliverables

The contractor is expected to deliver the following intermediate results:

- The **EVE Hub** must be functioning no later than 2 months after contract signature in English and French.
- An **EVE visual identity** must be ready no later than when the Hub is launched.
- The activities defined by the contractor in its **Communication plan** must be carried out no later than when launching the EVE Hub and be on-going during the contract period.
- **Virtual exchanges projects** must begin their activities no later than when the Hub is launched.
- The **monitoring and reporting system** must be ready and functioning as soon as the virtual exchange activities are initiated.
- The **recognition tool for participants** must be ready when launching the Hub and all participants having successfully participated in one or several EVE activities must receive recognition for their participation.
- The target is **5,000 individuals** having participated in EVE 9 months after the contract signature and have received recognition.
- The progress reports as described under points 3.7
3.6.2. Final outputs and deliverables

The contractor is expected to deliver the following final results:

- A fully-fledged, up to date and attractive **EVE Hub** available in English and French.

- **8,000 participants** in virtual exchanges by end of December 2018 having received an EVE recognition (as a target).

  If the contract is renewed in 2019, the cumulated number of participants in EVE projects should reach at least **25,000** by the end of 2019 (as a target). The number of participants will feature among the evaluation criteria.

- A **glossy and easy to read publication** on EVE results (maximum 20 pages) for communication purposes.

- A final detailed activity report in English (see details in point 3.7).

3.6.3. Delivery time and progress meetings with the contracting authority

The start date for execution of the tasks is January 2018 after entry into force of the contract.

<table>
<thead>
<tr>
<th>Meeting/Deliverable</th>
<th>Date (from contract entry into force) and location</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kick off meeting</td>
<td>+ 2 weeks in Brussels</td>
<td>Or sooner if possible</td>
</tr>
<tr>
<td>Hub up and running</td>
<td>+ 2 months</td>
<td>Including agreed visual identity, and delivery of social media strategy.</td>
</tr>
<tr>
<td>EVE projects launched</td>
<td>+ 2 months</td>
<td>Including implementation of communication activities</td>
</tr>
<tr>
<td>First progress report</td>
<td>+ 2 months</td>
<td></td>
</tr>
<tr>
<td>Meeting with the Steering Committee</td>
<td>+ 2 months in Brussels</td>
<td></td>
</tr>
<tr>
<td>Second progress report</td>
<td>+ 4 months</td>
<td></td>
</tr>
<tr>
<td>Third progress report</td>
<td>+ 6 months</td>
<td></td>
</tr>
<tr>
<td>Meeting with the Steering Committee</td>
<td>+ 6 months</td>
<td></td>
</tr>
<tr>
<td>Fourth progress report</td>
<td>+ 9 months</td>
<td></td>
</tr>
<tr>
<td>Meeting with</td>
<td>+ 9 months</td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------</td>
<td></td>
</tr>
<tr>
<td>Steering Committee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Final report</td>
<td>+13 months</td>
<td></td>
</tr>
</tbody>
</table>

The Steering Committee reserves the right to request to the contractor to submit any further information at any time and to request additional meetings.

### 3.7. Reports

#### 3.7.1. Requirements for the submission of reports

The contract implementation needs to be evaluated and monitored thoroughly and regularly to measure both quantitative and qualitative outputs and results in order to assess if the Hub platform functions well, receives sufficient visitors and meets the needs and expectations of the participants. Provisions must be made to proactively seek and implement participant feedback (for instance, before-after web survey of participants, complemented by qualitative interviews and focus group data), in order to correct technical faults as well as to streamline the platform to participant expectations.

The contractor will provide systematic information on the progress and achievements of the initiative, collecting information periodically for management purposes, to ensure that the Steering Committee's decisions are operational and strategic.

All reports must be submitted in English to the contracting authority in 2 hard copies and 1 electronic version. Electronic files shall be in Microsoft® Word for Windows format.

#### 3.7.2. Progress report(s)

The contractor will provide the Agency with 4 progress reports. They will provide information on preliminary outputs and results, statistics, highlighting achievements, problems encountered and next steps to be undertaken.

They shall include the following:

- A description of all services provided and the impact of the subsequent tasks.
- Statistics and main achievements: number of visitors, number of exchanges with average duration, number of participants by country (registered/taking part in exchanges/certificates or credits awarded), participants with disadvantaged backgrounds, exchange topics/themes.
- A synthetic evaluation of EVE’s intervention as a whole including data on outputs, results and outcomes in relation with the objectives and initiatives, themes of discussion, problems met and next steps to be undertaken.
- An analysis of the individual exchanges and facilitators and identification of potential problems, areas of improvements and recommendations.
- An executive summary, including comments/analysis of data available.

The progress report to be presented in month 9 should, in addition, present the plans of the contractor for a possible expansion of EVE (in case of contract renewal).
Different meetings of the Steering Committee with the contractor will be organised regularly in Brussels (or via video conferencing) to discuss the implementation of EVE, using the progress reports and monitoring reports as a basis for discussion.

3.7.3. Final report

The final report shall be submitted by month 13 after the entry into force of the contract. The Agency shall evaluate the report and undertake the final payment within 60 days of receipt of the report and the final invoice. In the absence of observations from the Agency within the deadline, the report shall be considered as approved.

Within 15 calendar days of receiving the Agency’s observations, the contractor shall revise the report, showing how the observations have been taken into account or justifying why they could not be followed. Should the Agency still not consider the report acceptable, the contractor will be invited to amend the report until the Agency is satisfied.

The report must include the following as a minimum:

- A detailed and exhaustive description of all the services provided and the results achieved in accordance with the contractual provisions.
- Statistics and main achievements: number of visitors, number of exchanges with average duration, number of participants by country (registered/taking part in exchanges/certificates or credits awarded), participants with disadvantaged backgrounds, exchange topics/themes.
- All the annexes needed to justify the services provided and compared with the scheduled drawn up and the tasks covered by the contract.
- The problems encountered, the solutions found and recommendations.
- An executive summary of the main results and impact obtained (assessment of improved attitudes and capabilities of participants).

4. Evaluation and Award

The evaluation is based solely on the information provided in the submitted tender. It involves the following:

- Verification of non-exclusion of tenderers on the basis of the exclusion criteria
- Selection of tenderers on the basis of selection criteria
- Verification of compliance with the minimum requirements set out in these tender specifications
- Evaluation of tenders on the basis of the award criteria

The contracting authority may reject abnormally low tenders, in particular if it is established that the tenderer or a subcontractor does not comply with applicable obligations in the fields of environmental, social and labour law.

The Agency reserves the right to use any other information from public or specialist sources. All information will be assessed in the light of criteria set out in these tendering specifications.
Criteria assessed in no particular order

The contracting authority will assess these criteria in no particular order. The successful tenderer must pass all criteria to be awarded the contract.

4.1. Verification of non-exclusion

All tenderers must provide a declaration of honour (see Annex 2), signed and dated by an authorised representative, stating that they are not in an exclusion situation.

In case of a joint tender, each member of the group must provide a declaration signed by an authorised representative.

In case of subcontracting, all subcontractors whose share of the contract is above 10% and whose capacity is necessary to fulfil the selection criteria must provide a declaration signed by an authorised representative.

The contracting authority reserves the right to verify whether the successful tenderer is in an exclusion situation by requiring the supporting documents listed in the declaration of honour.

The obligation to submit supporting evidence does not apply to international organisations.

A tenderer (or a member of the group in case of a joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by the contracting authority and are still valid at that date. In such cases, the tenderer must declare that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

A tenderer (or a member of the group in case of a joint tender, or a subcontractor) is not required to submit a specific document if the contracting authority can access that document on a national database free of charge.

4.2. Selection criteria

Tenderers must prove their legal, regulatory, economic, financial, technical and professional capacity to carry out the work subject to this procurement procedure.

The tenderer may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. It must in that case prove to the contracting authority that it will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal.

The tender must include the proportion of the contract that the tenderer intends to subcontract.

4.2.1. Declaration and evidence

The tenderers (and each member of the group in case of a joint tender) and subcontractors whose capacity is necessary to fulfil the selection criteria must provide the declaration on honour (see Annex 2), signed and dated by an authorised representative, stating that they
fulfil the selection criteria applicable to them. In case of joint tender or subcontracting, the criteria applicable to the tenderer as a whole will be verified by combining the various declarations for a consolidated assessment.

This declaration is part of the declaration used for exclusion criteria (see section 4.1) so only one declaration covering both aspects should be provided by each concerned entity.

The contracting authority will evaluate selection criteria on the basis of the declarations on honour. Nevertheless, it reserves the right to require evidence of the legal and regulatory, financial and economic and technical and professional capacity of the tenderers at any time during the procurement procedure and contract performance. In such case the tenderer must provide the requested evidence without delay. The contracting authority may reject the tender if the requested evidence is not provided in due time.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by the contracting authority and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit a specific document if the contracting authority can access the document in question on a national database free of charge.

4.2.2. Legal and regulatory capacity

Tenderers must prove that they are allowed to pursue the professional activity necessary to carry out the work subject to this call for tenders. The tenderer (including each member of the group in case of a joint tender) must provide the following information in its tender if it has not been provided with the Legal Entity Form24:

- For legal persons, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation applicable to the legal person requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.

4.2.3. Economic and financial capacity criteria

The tenderer must have the necessary economic and financial capacity to perform this contract until its end. In order to prove their capacity, the tenderer must comply with the following selection criterion:

**Criterion F1: Annual** Turnover of the last two financial years above EUR 585,000; this criterion applies to the tenderer as a whole, i.e. the combined capacity of all members of a group in case of a joint tender.

**Evidence (to be provided on request):**

- Copy of the profit and loss accounts and balance sheet for the last two years for which accounts have been closed from each concerned legal entity;
- Failing that, appropriate statements from banks;
- If applicable, evidence of professional risk indemnity insurance.

If, for some exceptional reason which the contracting authority considers justified, a tenderer is unable to provide one or other of the above documents, it may prove its economic and financial capacity by any other document which the contracting authority considers appropriate. In any case, the contracting authority must at least be notified of the exceptional reason and its justification. The contracting authority reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

### 4.2.4. Technical and professional capacity criteria and evidence

#### A. Criteria relating to tenderers

Tenderers (in case of a joint tender the combined capacity of all members of the group and identified subcontractors) must comply with the criteria listed below. The evidence must be provided only on request.

The project references indicated below consist in a list of relevant services provided in the past three years, with the sums, dates and clients, public or private, accompanied by statements issued by the clients.

- **Criterion A1:** The tenderer must prove experience in:
  
  a) managing online platforms at organising virtual exchanges,  
  b) animating communities,  
  c) recruiting and training facilitators.  
  d) higher education and youth policies at the European level, and at managing EU tenders.

**Evidence A1:** The tenderer must provide description of content and references for at least 4 projects (specifying the value, dates and recipients) delivered in the above fields in the last three years with a global value of EUR 585,000.

- **Criterion A2:** The tenderer must prove capacity to work in English, French, and Arabic.

**Evidence A2:** The tenderer must provide description of content and references for at least 4 projects delivered in the last three years showing the necessary language coverage.

- **Criterion A3:** The tenderer must prove capacity to draft reports in English.
Evidence A3: The tenderer must provide one document of at least 10 pages (report, study, etc.) in this language that it has drafted and published or delivered to a client in the last two years. The verification will be carried out on 5 pages of the document.

- **Criterion A4:** The tenderer must prove its capacity to work in the education and youth fields in all the Erasmus+ programme countries\(^{25}\), and in the countries covered by the European Neighbourhood Policy in the South Mediterranean region\(^{26}\).

Evidence A4: The tenderer must provide a description of content and references for at least 4 similar projects delivered in the last three years covering the required geographical scope. In addition, the tenderer must prove that it has contacts in the Erasmus+ programme and South Mediterranean countries not covered by its project experience in order to ensure the required geographical coverage; for this purpose, the tenderer must provide reference letters from the contact persons/organisations.

B. **Criteria relating to the team delivering the service:**

The contractor shall assemble the team necessary to execute, manage and coordinate the different activities. The contractor shall ensure that the profiles of project promoters meet the requirements of the present call and are adequate for a successful roll out of the EVE initiative.

Evidence will consist of CVs of the team responsible to deliver the service. Each CV should indicate the intended function in the delivery of the service.

**B1 - Project Leader:** At least 10 years of experience in project management, including overseeing project delivery, quality control of delivered service, client orientation and conflict resolution experience in projects of similar size and coverage (at least 10 countries covered), with experience in management of teams of at least 10 people. Ideally the professional experience should be in the fields of education and youth. Moreover the Project Leader should have experience in several South Mediterranean countries covered by the tender.

Evidence: CV

**B2 – Expert(s) in technical design and management of online platforms and online training** Relevant higher education degree or equivalent professional experience and at least 5 years of professional experience in the fields of education and youth. They should have experience of designing and developing online platforms, courses and exchanges for young people.

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\(^{25}\) Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Turkey, United Kingdom.

\(^{26}\) Algeria, Egypt, Israel, Jordan, Lebanon, Libya, Morocco, Palestine, Syria, and Tunisia.
Evidence: CV

**B3 – Marketing and communication manager(s).** Relevant higher education degree or equivalent professional experience and at least 5 years of professional experience in the fields of education and youth. The marketing and communication manager shall define and implement the marketing and dissemination aspects related to EVE. They shall also promote an increasing engagement of the participants in EVE activities.

Evidence: CV

**B4 – Community manager(s).** Relevant higher education degree or equivalent professional experience and at least 3 years of professional experience in the field. This experience should include the moderation of communities for young people, ideally based in the South Mediterranean countries covered by the tender.

Evidence: CV

**B5 – Web editor(s):** Relevant higher education degree or equivalent professional experience and at least 3 years of professional experience in the field.

Evidence: CV

**B6 - Language editor(s):** All members of the team should have at least C1 level in the Common European Framework for Reference for Languages in English. At least 2 of the members also have at least C1 level in the Common European Framework for Reference for Languages in French and in Arabic.

Evidence: A language certificate or past relevant experience in multilingual and multicultural contexts.

**B7 – Expert(s) in monitoring and evaluation tools, including social media,** with a relevant higher education degree, a professional experience of at least 3 year. Experience in gathering, processing and evaluating outputs and results for measuring impact.

Evidence: CV

**B8 – Quality assurance manager(s),** with a relevant higher education degree, a professional experience of at least 5 year. Experience in establishing quality procedures, standards and specifications and to monitor these against agreed targets, in the area of education and youth.

Evidence: CV

The consortium should be also supported by:

- an advisory/academic board composed by experts in the field of international cultural relations, with a relevant higher education degree, and a professional experience of at least 3

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27 See [http://www.coe.int/t/dg4/linguistic/Cadre1_en.asp](http://www.coe.int/t/dg4/linguistic/Cadre1_en.asp)

28 See [http://www.coe.int/t/dg4/linguistic/Cadre1_en.asp](http://www.coe.int/t/dg4/linguistic/Cadre1_en.asp)
years in the fields of education and youth and in the South Mediterranean countries covered by the tender.

**Evidence: CV**

- a **facilitators community** composed by facilitators of each project promoter. The facilitators will be recruited, trained and supported by the project promoters. Their profiles will be defined by the project promoters and agreed within the consortium.

### 4.3. Award criteria

The contract will be awarded based on the most economically advantageous tender, according to the 'best price-quality ratio' award method. The quality of the tender will be evaluated based on the following criteria. The maximum total quality score is 100 points.

- **Quality of the proposed methodology** (40 points – minimum score 50%)

  This criterion will assess how thoroughly the technical specifications have been addressed and if the tender contains a clear and complete work plan, including appropriate phases for preparation, implementation, monitoring, and evaluation, and proving consistency with the tasks specified in section 3 and the proposed methodology. The consistency and feasibility of the description of the methodological approach, and the work plan should be clearly addressed.

  a. Sub-criterion 1.1.: understanding of the objectives of the contract and the work to be carried out (10 points);
  b. Sub criterion 1.2.: relevance and quality of the strategy proposed in order to make EVE projects attractive to target audiences (15 points);
  c. Sub criterion 1.3.: quality and creativity of the approach to achieve qualitative and quantitative targets (15 points).

  This award criterion and its sub-criteria will be assessed on the basis of:

  ✓ a methodology which the tenderer must provide, which will set out how the tenderer intends to achieve the objective and results set out in section 3 with a preliminary assessment of likely difficulties and likely results;
  ✓ a description of the ways in which the project promoters are going to contribute expressly to the achievement of the overall EVE’s objectives;
  ✓ a description of the ways to make the proposed web services attractive to target audiences) as well as the ways of increasing the number of participants and their return rate;
  ✓ a communication and promotion/marketing strategy (embedding a sound social media outreach strategy) and including a summary of activities designed to promote EVE;
  ✓ monitoring mechanisms to assess the performance and the impact of EVE projects.

- **Organisation of the work and resources** (30 points – minimum score 50%)

  This criterion will assess how the roles and responsibilities of the proposed team are distributed for each task. It also assesses the global allocation of time and resources to the project and to each task or deliverable, and whether this allocation is adequate for the work.
The tender should provide details on the allocation of time and human resources and the rationale behind the choice of this allocation. Details should be provided as part of the technical offer.

a. Sub criterion 2.1.: quality and adequacy of the proposed technical implementation and of the allocation and time and resources proposed for the performance of the contract (15 points);

b. Sub-criterion 2.2.: appropriateness of the competences and of the organisation of the team executing the required tasks (15 points).

This award criterion and its sub-criteria will be assessed on the basis of:

- a methodology which the consortium must provide, which will set out how the consortium intends to achieve the objective and results set out in section 3, covering points such as: understanding of the purpose and nature of the tasks to be undertaken, time schedule, organisation of work, allocation of staff to different tasks ensuring coherence in definition of roles and responsibilities, quality assurance framework, preliminary assessment of likely difficulties and likely results;

- a methodology for ensuring the highest professional standards of the consortium members;

- a description of how the contents, methodology and outcomes of exchanges will reflect the international and intercultural nature of EVE’s initiative and the diversity of its users.

- **Quality control measures** (30 points – minimum score 50%)

This criterion will assess the quality control system applied to the service foreseen in these tender specifications concerning the quality of the deliverables (exchanges), the rapid reaction mechanisms to face conflicts, the security measures of the intercultural learning environment, the language quality check, and continuity of the service in case of absence of a member of the team. The quality system should be detailed in the tender and specific to the tasks at hand; a generic quality system will result in a low score.

a. Sub criterion 3.1.: quality control approaches to assure high-quality of the activities and the highest professional standards and commitment of the members (15 points);

b. Sub-criterion 3.2.: monitoring strategy and evaluation, which means assessing outputs, results, outcomes on regular basis (15 points).

This award criterion and its sub-criteria will be assessed on the basis of:

- a description of the security and data protection measures proposed;
- a description of a risks assessment and mitigation plan;
- a description of a monitoring system to signal problems and prompt management to take corrective actions;
- a description of a permanent monitoring plan and impact evaluation system;
- an evaluation of the project and a scaling up strategy for 2019 and beyond.
Tenders must score minimum 50% for each criterion and sub-criterion, and minimum 60% in total. Tenders that do not reach the minimum quality levels will be rejected and will not be ranked.

4.4. Ranking of tenders

The contract will be awarded to the most economically advantageous tender, i.e. the tender offering the best price-quality ratio determined in accordance with the formula below.

A weight of 60/40 is given to quality and price.

\[
\text{score for tender } X = \frac{\text{cheapest price}}{\text{price of tender } X} \times 100 \times \text{price weighting (in %)} + \text{total quality score (out of 100) for all award criteria of tender } X \times \text{quality criteria weighting (in %)}
\]

The tender ranked first after applying the formula will be awarded the contract.
ANNEXES:

The following documents are annexed to these tender specifications and form an integral part of them:

- Annex 1: Model of service contract
- Annex 2: Declaration on honour on exclusion criteria and selection criteria (to be completed and signed by the tenderer and by each of the subcontractors, if appropriate)
- Annex 3: Information concerning the tenderer
- Annex 5: Power of attorney for joint tender/consortia
- Annex 6: Letters of intent for partners in the consortium