



Office of the Secretary general of
European Schools
Rue de la Science 23 – 1040 Brussels

INVITATION TO TENDER

Date: 17/07/2024

Object: BSGEE – 2024-003 - Provision of interpretation services for online and in situ meetings organized in Brussels and in Europe

Type of procedure: Open procedure

Award method: Offer with the best value for money

Contracting authority: Office of the Secretary general of the Board of Governors of the European Schools

Tender's documents available on: <https://www.eursec.eu/en/Office/public-procurement>

Dear Madam/Sir,

The contracting authority is planning to award the contract(s) resulting from the above procurement procedure. The procurement documents consist of: the contract notice, this invitation letter, the tender specification and their annexes, and the draft framework contract.

The documents are available at the following address: <https://www.eursec.eu/en/Office/public-procurement>.

1. Submission of request to tender.

Economic operators interested in this contract are invited to submit their application **by electronic mail** only sent to: OSG-CALL-FOR-TENDERS-INTERPRETATION-2024@eursec.eu .

In order to secure the application documents sent electronically, they must be sent in PDF format with the exception of the financial offer tables which must be sent via PDF *and* via excel. The documents must be duly named according to their content.

The time limit for receipt of the tender is indicated under Heading 5.1.12 of the contract notice where local time shall be understood as local time at the contracting authority's location (the location indicated under Heading 8.1 of the contract notice).

Means of submission and evidence of the respect of the time-limit for receipt of tenders are:

- Date and hours of reception by the email reception system of the contracting authority of the last electronic mail sent by the tenderer and containing the offer or part of the offer.

If the sender receives an error report, he must make every effort to ensure that the contracting authority actually receives the tender by e-mail within the deadline set.

2. Legal effects of the invitation to tender and submission of a request to tender.

This invitation to tender is in no way binding on the contracting authority. The contracting authority's contractual obligation commences only upon signature of the contract with the successful tenderer.

Up to the point of signature, the contracting authority may cancel the procurement procedure without the candidates or tenderers being entitled to claim any compensation. This decision must be substantiated and tenderers notified.

The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect, is indicated in Heading 5.1.12 of the contract notice.

Submission of a tender implies acceptance of all the terms and conditions set out in the procurement documents and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. The submitted tender is binding on the tenderer to whom the contract is awarded for the duration of the contract.

3. Contacts during the procurement procedure.

Contacts between the contracting authority and candidates or tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

3.1 Submission phase (before the time-limit for receipt of tenders)

Upon request, the contracting authority may provide additional information solely for the purpose of clarifying the procurement documents.

Any request for additional information must be made in writing only to OSG-CALL-FOR-TENDERS-INTERPRETATION-2024@eursc.eu.

Attention: Please note that, in order to guarantee the integrity of the tenders, the mailbox will no longer be searchable by the contracting authority six (6) working days before the deadline of receipt of the offers, until the expected date and time for the opening of tenders.

The contracting authority is not bound to reply to requests for additional information received during those six working¹ days before the time-limit for receipt of tenders.

The contracting authority may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other type of clerical error in the text of the procurement documents.

Any additional information including that referred to above will be posted on <https://www.eursc.eu/en/Office/public-procurement>. The website will be updated regularly and

¹ Working days at the contracting authority's location indicated under Heading I.1 of the contract notice.

it is the tenderer's responsibility to check for updates and modifications during the submission period.

3.2 Opening of tenders

Tenders will be opened in public at the time and place indicated under Heading 5.1.12 of the contract notice. A maximum of two representatives per tenderer can attend the opening of tenders as provided in Section 5.1.12 of the contract notice. For organisational and security reasons, the tenderer must provide the full name and ID or passport number of the representatives² at least **six (6)** working days in advance to: OSG-CALL-FOR-TENDERS-INTERPRETATION-2024@eursc.eu. The representatives will be required to present the tender reception confirmation and to sign an attendance sheet. The contracting authority reserves the right to refuse access to its premises if the above information or the tender reception confirmation are not provided as required.

The contracting authority reserves the right to organise the opening session of tenders in a virtual manner.

A maximum of two representatives per tenderer can attend the opening of tenders as provided in Section 5.1.12 of the contract notice.

The tenderer who wants to assist to the opening session (online) must provide the first name and surname of the representatives at least **six (6)** working days in advance to: OSG-CALL-FOR-TENDERS-INTERPRETATION-2024@eursc.eu.

By return email, interested persons will receive an invitation to participate in the virtual opening session of the offers.

The public part of the opening session will be strictly limited to the following aspects:

- verification of compliance with the procedures for submitting tenders as provided for in the procurement documents;
- announcement of the tenders received: only the contact details of the tenderers will be announced;

3.3 Evaluation phase (after the opening of tenders)

Except in duly justified cases, tenderers who have failed to submit evidence or to make statements as required in the procurement documents, shall be contacted by the contracting authority to provide the missing information or clarify supporting documents.

The contracting authority may correct obvious clerical errors in the tender after confirmation of the correction by the tenderer. Such information, clarification or confirmation shall not substantially change the tender. This request for information, clarifications or confirmations, may not lead to a substantial modification of the offer.

3.4 Award phase

Tenderers will be notified of the outcome of this procurement procedure by mail. The notification will be sent to the **electronic mail** provided in the tender for the tenderer (group leader in case of a joint tender).

² This data is necessary to ensure access to the European Schools premises

The e-mail address will be used by the contracting authority for all other communications with the tenderer. It is the tenderer's responsibility to provide valid mail and valid electronic mail addresses and to check them regularly.

Data protection

If processing a reply to the invitation to tender involves the recording and processing of personal data (such as name, address and CV), such data will be processed pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and pursuant to the national legislation related to the protection of privacy. Unless indicated otherwise, any personal data will be processed solely for evaluation purposes under the call for tenders by the Secretary general of the Office of the European Schools. More details regarding the treatment of your personal data and their protection are available at: <https://www.eursc.eu/en/Office/public-procurement>.

Means of redress

You have the possibility to lodge an action against the judicial court of the district of Brussels, according to the Articles 14, 15, 23 and 24 of the law of the 17th of June 2013 related to « *motivation, à l'information et aux voies de recours en matière de marchés publics, de certains marchés de travaux, de fournitures et de services et de concessions* » within the time limits provided for in Article 23 of the said law.

Any requests you may make and any replies to them or complaints of maladministration will have neither the object nor the effect of suspending the time limit for lodging an appeal or of opening a new period for lodging an annulment procedure.

Date and signature



Jul 16, 2024

Annexes to the invitation to tender:

- Annex I – Tender specifications and annexes
- Annex II –Draft contract and annexes

14- Open Procedure Renewal of Interpretation Services


Final Audit Report

2024-07-09

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Office of the Secretary- General of
the Board of Governors of the
European Schools
Rue de la science 23 – 1040 Brussels

OPEN PROCEDURE No BSGEE-2024-003

INTERPRETATION SERVICES

**FOR MEETINGS IN BRUSSELS AND IN THE EUROPEAN UNION FOR THE OFFICE OF THE
EUROPEAN SCHOOLS**

TENDER SPECIFICATIONS

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PART I - TECHNICAL SPECIFICATIONS AND MINIMUM REQUIREMENTS

I.1. INTRODUCTION

The European Schools (hereinafter referred to as ‘the schools’ are official educational establishments set up jointly by the European Union and the governments of the Member States. The mission of the European Schools is to provide a multilingual and multicultural education for nursery, primary and secondary level pupils. The main task of the Office of the Secretary-General of the European Schools (hereinafter referred to as “the OSGES” or “the OSG”) is to provide the European Schools with advice and assistance on pedagogical, administrative, financial, legal and human resources issues. The European Schools and the OSGES together form an international organisation governed by public law, set up by an international convention. More information about the OSGES and the European Schools and their activities is available on the OSGES’s website at the address <https://www.eursc.eu/en>.

The European Schools also have a Complaints Board, a tribunal common to the European Schools, which has sole jurisdiction in the first and final instance in any dispute concerning the application of the texts governing the European School system. More information about the Complaints Board is available on the Board’s website at the address <http://www.schola-europaea.eu/cree/>.

The OSGES has decided to issue this call for tenders with a view to meeting its interpretation needs, mainly in Brussels and also in the other European Union countries.

I.2. SUBJECT OF THE CONTRACT AND DURATION

The purpose of this contract is the conclusion of a framework contract for the provision of:

- interpretation services for meetings organised by the European Schools in Brussels and in Europe, either in situ or online or as hybrid meetings, i.e in situ meetings also accessible online for the participants which cannot attend physically, and
- technical IT online services (more details below).

for a period of 12 months, renewable three times for the same period, i.e. for a total period of 48 months.

I.3. DESCRIPTION OF SERVICES – MINIMUM TECHNICAL REQUIREMENTS

The technical specifications are the mandatory minimum technical requirements that must be met for the tender to be regarded as compliant.

Service provision expected:

The framework contract covers provision of simultaneous interpretation services for various types of meetings, committees and working groups by OSGES organised in situ, or online, or as hybrid meetings.

The contractor is also requested to provide **an online interpretation platform/application for the organisation of the online/hybrid meetings organised by OSG requiring interpretation services and held via the application “Microsoft Teams”**.

Description of the type and objects of the meetings organised by OSGES:

When organised in situ or in hybrid format, the meetings are most often held in Brussels, on the OSGES's premises, or exceptionally at another venue in Brussels.

Meetings or conferences are also organised by the OSGES approximately once a year in the country of the Presidency of the European Schools, which changes each year (hereinafter referred to as the Presidency).

For tenderers' information, the OSGES organises approximately 40 meeting days per year, the number of participants being very variable, but it can be as many as 90. The number of meetings varies from year to year.

Approximative yearly repartition between the different types of meetings:

- 19 days of hybrid meetings in Brussels, in the OSG premises plus online via the platform “*Interactio*”,
- 3 days of meetings organised in the European Union by the Presidency of the European schools in situ or hybrid via the platform “*Interactio*”, depending on the decision of the Presidency organising the meetings,
- 11 days of meetings in Brussels in situ,
- 13 days of hybrids meetings organised via the application “*Microsoft Teams*”.

Online platforms currently used by OSGES for online and hybrid meetings:

OSGES is currently utilising two online meeting systems, “*Microsoft Teams*” and “*Interactio*”.

“*Microsoft Teams*”:

- unified communication platform commercialised by Microsoft,
- instant messaging, audio/video calls, file sharing,
- Used by OSGES for internal meetings such as working groups, task forces or pedagogical meetings.

“*Interactio*”:

- Specialised platform for live events broadcasting and remote simultaneous interpretation,
- Used by OSGES for hybrid meetings for more formal events such as the meetings of the administrative bodies.

<p>☞ The contractor is requested to be able to provide an online platform or application for the remote simultaneous interpretation for the OSG meetings organised via “<i>Microsoft Teams</i>”.</p>
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Types of meetings organised:

1° Meetings of the administrative bodies

- Board of Governors:

The Board of Governors, the governing body of the European Schools, is composed of the Ministers of Education of each Member State of the European Union, normally represented by senior civil servants from the Ministries of Education or Foreign Affairs, of the representative of the Commission of the European Union and of representatives of other European Union organisations. A representative of the teaching staff, designated by the Staff Committee, and a representative of the parents, designated by the Parents’ Associations, are also members of the Board of Governors. It is competent in the pedagogical, administrative and budgetary areas. When it is not in session, its powers are exercised by a duly mandated Secretary-General.

- Preparatory Committees

The subjects that have to be addressed by the Board of Governors are first examined and discussed by preparatory committees, the two most important of which are:

- The Joint Teaching Committee: The Inspectors and the Directors, meeting with representatives of the teachers, parents and pupils, examine and discuss proposals concerning the schools' organisation and curricula. Detailed preparation is carried out by the reform sub-committees.
- The Budgetary Committee: Financial experts from the Member States examine and discuss the financial implications of pedagogical proposals and the budgets of each school and of the OSGES. The European Commission and other European Union bodies are also represented on the Budgetary Committee.

- o Board of Inspectors

Pedagogical control and supervision of the European Schools is carried out by two Boards of Inspectors, one for the nursery and primary cycles and one for the secondary cycle. Each Member State is represented on each of the Boards by an Inspector. The Inspectors visit classes regularly and give instructions to the Directors and the teaching staff.

They also meet regularly to discuss specific issues and submit to the Board of Governors their proposals concerning syllabuses, teaching methods and assessment criteria.

The calendar of meetings of the administrative bodies for the year can be found in *Annex 6* hereto.

2° Selection Committees

These committees are organised and convene as part of the recruitment procedure for members of the Management of the schools or for the OSGES.

3° Complaints Board

In the context of their litigation activity, applications and claims can be lodged in one of the languages of the European Union, chosen by the applicant, and hearings are held in the corresponding language.

4° Other meetings and working groups

For tenderers' information, here is an overview of the interpretation needs according to the types of meetings:

- Meetings of the Board of Governors, which are held twice a year, require interpretation in seven languages: English, French, German, Dutch, Italian, Spanish and the language of the Presidency.
- In principle, once a year, in April, a meeting lasting approximately three days is held abroad, in the country of the Presidency, subject to a request to that effect from the President in office (see annex 5 – *List of the countries of the presidency of the European Schools for the coming years*).
- Budgetary Committee meetings, which are held twice a year, require interpretation in four languages: English, French, German and the language of the Presidency.
- Teaching Committee meetings, amounting to approximately 11 days a year, require interpretation in four languages: English, French, German and the language of the Presidency.

- Interpretation for Selection Committees (approximately ten days per year) is often: English, French, German, plus the languages of the candidates, who can be nationals of any Member State of the European Union.
- Meetings of working groups generally require English and French.
- The Complaints Board holds hearings three to five times a year. English, French and German are the most commonly used languages, but additional languages may be necessary, according to the judges involved and to the language used by the applicants.

The basic languages are English, French and Germany plus the language of the Presidency. In addition, the OSGES may sometimes be required, more sporadically, to use interpretation services for all the official languages of the European Union.

The list and order of the Presidencies of the European schools are provided in *Annex 5* hereto.

It is absolutely essential for interpreters from and to English, French and German to be available.

Requirements associated with the interpretation requested:

Type of interpretation requested: Simultaneous

The tenderer must be able to provide one or more teams of interpreters matching the requirements set out in these specifications, particularly regarding the languages and the knowledge associated with the following areas of activity of the OSGES and of the European Schools:

- Pedagogy
- Legal
- Finance
- European administration

The services provided must be of high quality and match the OSGES' needs. The tenderer must also inform the OSGES about the quality of its staff. It must be able to provide documentary evidence of the education, professional qualifications and experience of interpretation of the staff used.

The subjects dealt with relate to the activities of the OSGES and of the European Schools.

Further information is available on the OSGES' website: <https://www.eurasc.eu/en>, which also contains links to the websites of the European Schools.

It is therefore a requirement for the interpreters to have a good knowledge of those sectors.

Places where services are to be provided and premises made available:

The services covered by this call for tenders are to be provided mainly in Brussels, on the premises of the OSGES and, exceptionally, on other premises; and also once a year in the country of the current Presidency.

The OSGES is currently located at:

Rue de la Science, 23

B - 1040 Brussels

On its premises, the OSGES currently occupies three floors of an office block. The premises include a large meeting room offering a maximum capacity of 100 people with seven interpretation booths (**which do not meet ISO 2603-2016 standards**). These booths are fitted out with interpretation equipment and connected to the microphones in the room.

A plan of the large meeting room can be found in *Annex 7*.

For the purposes of its development, the OSGES might need, in the coming years, to occupy additional space or other buildings in Brussels. The tender submitted will therefore need to take account of the provision of services for additional premises or indeed on different premises, but still based in Brussels as regards the services that will be delivered during the meetings held at the OSGES.

In the country of the current Presidency of the European Schools, meetings are also held once a year for a period of approximately three days.

Equipment made available by the OSGES:

The OSGES will make the following technical equipment available to the contractor:

- › **At the OSGES' premises**, seven interpretation booths with simultaneous interpretation equipment for 100 participants, inclusive of headphones and microphones;
- › **For meetings not held at the OSGES' premises**, the OSGES is also responsible for making equipment available to the contractor.

Requirements with respect to working hours:

Interpretation services can be requested for whole days or for half-days.

Example of typical times for a meeting:

- 09.30 / 13.00: interpretation (with a 15-30 minute break)
- 1 hour lunch break
- 14.00 / 18.00: interpretation (with a 15-30 minute break).

These times are given solely for guidance and may be changed according to the meeting.

For everything exceeding either a half-day or a standard working day, every hour of overtime started will be paid proportionally to the daily rate, i.e. 'working day * 1/7.5'. If that period is likely to be exceeded, the contractor will need either to make arrangements to add to the team of interpreters or to foresee payment of a supplement.

Organisation and requirements of requests for interpretation services

The OSGES demands perfect coordination on the contractor's part in the management of interpretation requests. To that end, a **coordinator** must be appointed to deal with the OSGES' requests. The contractor will be informed before each event of the languages and of the desired number of interpreters not later than four weeks before the holding of the meeting.

The contractor must therefore take care to ensure that arrangements and preparations are made, in order to be able to cope with the volume envisaged, whilst also providing an efficient, effective and speedy service.

The requests will be made by the assistants of the OSGES' different departments. They will send an email to the service provider specifying: the subject of the meeting or conference, the number of languages, number of days and the venue where the event is to be held. The tenderer must then send, within a maximum of three days, an estimate based on the prices quoted in the financial offer. Where appropriate, travel expenses will be reimbursed according to the terms and conditions laid down in these specifications and in the framework contract.

The OSGES has introduced a policy to reduce its paper consumption. The reference documents used at meetings will be sent to the interpreters electronically (on a USB stick or on tablet computers, etc.). If an interpreter also wishes to have a hard copy of these reference documents, he or she must make an express request to that effect, and sufficiently in advance, to the relevant department of the contracting authority.

In exceptional cases and for urgent requests, the OSGES may submit a request for services not later than up to five days before the event (for selection committees and working groups in particular).

Cancellation policy:

In exceptional cases, the OSGES may have to defer or cancel provision of the services requested.

The cancellation conditions must be proposed by the contractor and will be set out in the framework contract.

They constitute one of the award criteria used for evaluation of the tenders received (see section III.4 of this document).

Provision of meals

The OSGES is unable to provide meals for interpreters during the lunch break for meetings or conferences organised under this framework contract.

Confidentiality

The highest standards are demanded with respect to confidentiality. The interventions of providers of interpretation services mean that they may be in contact with confidential information.

The Contractor undertakes to deal strictly confidentially with any information and any document associated with performance of the Contract and not to use or to divulge them to third parties. The Contractor remains bound by this commitment after completion of the tasks.

Any failure to comply with the confidentiality and circumspection rules will result in termination of the contract by the OSGES and proceedings against the individuals concerned and/or the Contractor.

Technical requirements for the platform or application to provide for remote simultaneous interpretation to propose:

- **Remote interpretation:** The proposed system allows interpreters to work remotely from anywhere in the world, providing a flexible solution for multilingual events.
- **Real-time connection:** The proposed system allows a real-time connection between interpreters and event participants, ensuring smooth and instant communication.
- **Multilingual support:** The proposed system supports multiple languages, making it possible to provide interpretation services into various languages to meet the needs of the participants.
- **Compatibility with different devices:** The proposed system is designed to be compatible with a variety of devices and platforms, including desktops, tablets and smartphones, thus providing maximum user accessibility.
- **Compatibility with Microsoft Teams:** The proposed connected interpretation system is designed to facilitate multilingual communication during meetings organised via the Microsoft Teams application. Interpretation features can be accessed directly from the Teams interface, simplifying the user experience.
- **Centralised management:** The proposed system offers centralised management tools for event organisers, enabling them to plan, coordinate and control remote interpretation sessions efficiently.
- **Audio and video quality:** The proposed system strives to provide optimal audio and video quality to ensure a seamless and seamless interpretation experience.
- **Real-time audio processing:** The proposed system integrates real-time audio processing algorithms to optimise sound quality during interpretation sessions. This can include noise suppression, improved voice clarity, and correction of transmission times.
- **User support offered** in case of technical issues or questions.

- **Security and GDPR¹ compliancy:** The proposed system focuses on data security and privacy, putting in place robust security measures to protect sensitive information exchanged during interpretation sessions.

The compliance between the system proposed and the GDPR is of particular importance for OSG.

This compliance has to be certified by a recognized external entity, such as ISO 27001 or ISO 27701 or any other equivalent means to be explained by the tenderer, such as other

¹ Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC, OJ L 119, 4.5.2016, p. 1, https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2016.119.01.0001.01.ENG

equivalent certifications, labels, proven implementation of sufficient appropriate measures and controls to ensure the protection of personal data in conformity with the GDPR.

- **Communication protocols:** The proposed system uses secured communication protocols, such as TLS (Transport Layer Security) and secured HTTPS pages or proved equivalent, to ensure the encryption of data exchanged between the different components of the platform or application. This ensures the confidentiality and integrity of information during interpretation sessions.

☞ The contracting authority reserves the right to request at any time during the procedure any other proof of conformity of the compliance of the system proposed with the specifications.

I.4. COMPLIANCE WITH ENVIRONMENTAL, SOCIAL AND LABOUR LAW

The tenderer must respect the obligations applicable under environmental, social and labour law established by Union law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU².

I.5. VOLUME OF SERVICES

Based on annual estimates, the total volume of services to be provided under the framework contract (s) is as follows: 647.165,27 EUR for a maximum duration of 48 months.

However, these estimates do not constitute any obligation as to the volume of work on the contracting authority's part and are given for information purposes only and without any commitment.

The actual volumes will depend on the quantities which the *Contracting authority* will order through specific orders. In any case the *framework contract ceiling*, i.e. the maximum amount to be spent under the framework contract, shall not be exceeded. If the total amount is reached, no more orders may be placed, without notice or compensation, unless an addendum has been previously signed by both parties.

For a period of three years following signing of the contract, the contracting authority may use the negotiated procedure without publication of a contract notice³ to award to the

² Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (Text with EEA relevance) (OJ L 94, 28.3.2014, p. 65-242).

³ According to point 11.1.e of Annex 1 to Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union.

economic operator to whom this contract was awarded the delivery of new services, consisting of repetition of services similar to those entrusted to the said contractor under this contract.

The following new services may be the subject of the negotiated procedure referred to in the previous paragraph: services in the area of the contract not foreseen amongst the services to be provided mentioned in the specifications and the annexes thereto, but which may have become necessary following a change to the responsibilities of the contracting authority or to its operation or to unexpected circumstances, up to a maximum of 40% of the initial amount of the contract.

The conditions for award of the aforementioned new services are as follows: a contract with the same technical specifications and the same selection and award criteria as the initial contract will be awarded, if appropriate, on the basis of a tender submitted by the successful tenderer for the initial contract, which tender will in principle be the subject of negotiation.

PART II – ADMINISTRATIVE SPECIFICATIONS

II.1. PARTICIPATION IN ONE OR MORE LOTS

Not applicable

II.2. VARIANTS

Variants, any equivalent alternatives to the model solution of the contracting authority, are prohibited.

In addition, tenderers may not submit tenders for only part of the services required.

II.3. JOINT TENDERS

A group of two or more economic operators may submit a tender (joint tender). A joint tender will be treated in the same way as any other type of tender, being assessed on its own merits in the light of the criteria set out in these specifications. A joint tender may include sub-contractors, in addition to the joint tenderers.

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

Any change in the composition of the group after the contract has been signed, may result in the contract being terminated.

The group must provide the data requested in the identification form (See *Annex 8*), stating clearly the identity and the separation of tasks among the members of the group. The group shall appoint (through a power of attorney signed by each member) a legal entity ('leader') with full authority to bind the group and each of its members vis-a-vis the Contracting Authority for submission of a tender and the signing of the contract.

Following the award, the contract will be signed between the contracting authority and the 'leader'.

The duly authorised 'leader' will also be responsible for administration of the contract (order forms and/or specific contracts, invoicing, receiving payments, etc.) on behalf of other members of the group.

In the case of a joint tender, all the members of the group are jointly and severally liable for the performance of the contract.

Exclusion criteria (see point III.1 below) will be assessed in relation to each member of the group individually. Selection criteria (see points III.2 below) will be assessed in relation to the group as a whole.

II.4. SUBCONTRACTING

Subcontracting is permitted within the limits set out above. The contractor shall retain full liability towards the contracting authority for performance of the contract as a whole.

Tenderers must indicate clearly in their tenders which parts of the work will be subcontracted (i.e. the percentage of the total value of the contract) and the identity of all subcontractors.

Full details of such subcontractors (name, place of establishment, activities and estimated volume of participation) must be provided in the identification form (*Annex 8*) and included in the tender. Each subcontractor must also provide a declaration/letter of intent confirming its unambiguous undertaking to collaborate with the tenderer if they are awarded the contract and detailing the resources that they will put at the tenderer's disposal for the performance of the contract.

In view of the particular tasks assigned to the **coordinator** and its essential role for the proper performance of the contract, it must be underlined that the functions and activities of the **coordinator** cannot be subcontracted.

All subcontracting must be approved by the contracting authority, either by accepting the tender, or, if proposed by the Contractor after Framework Contract signature, by prior agreement of the contracting authority. In the latter case, the modification may be accepted only in exceptional circumstances when the contracting authority considers subcontracting to be necessary to complete the project and when it does not lead to distortion of competition.

II.5. NATURE OF THE CONTRACTS

The outcome of this call for tenders will be the award of a contract in the form of a framework contract for the provision of services.

The framework contract defines the contractual terms and conditions in detail (see draft contract in *Annex 1*).

Signing of the framework contract does not impose on the OSGES an obligation to order services. The framework contract will be implemented in the form of 'order forms' or of 'specific contracts'.

II.6. ORDER FORM AND SPECIFIC CONTRACT

Every service to be provided under the framework contract must be covered by an order form or a specific contract prepared in advance by the department designated by the contracting authority.

No service can be provided without such an order form or specific contract. The template of the order form or specific contract used are annexed to the draft framework contract (*Annex 1*).

II.7. TERMS OF PAYMENT

The payment arrangements are laid down in the draft framework contract for services.

Invoices may be issued solely for services actually provided in accordance with order forms or specific contracts.

II.8. REIMBURSEMENT OF TRAVEL EXPENSES

Each tenderer will specify in its tender whether or not travel expenses (including subsistence and accommodation costs) are to be applied (see *Annex 4.A – Financial form – Inventory*).

If so, travel expenses will be reimbursed in accordance with the conditions set out in the framework contract for services.

PART III - EVALUATION OF THE TENDER AND AWARD OF THE CONTRACT

EVALUATION STEPS

The evaluation will be based solely on the information provided by the tenderer in the offer. It is conducted in three successive stages:

1. Verification of non-exclusion of tenderers on the basis of the declaration on honour on exclusion criteria.
2. Selection of tenderers on the basis of the verification of the declaration on honour on selection criteria.
3. Verification of compliance with the minimum requirements defined in the Tender specifications.
4. Ranking of tenders in the light of the award method mentioned in point III.4.1.

The contracting authority may reject abnormally low tenders, in particular if it is established that the contractor or the subcontractor does not respect the legislative provisions applicable in the environmental, social and labour law area, according to the conditions specified by Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union (hereinafter referred to as the 'Financial Regulation').

The contracting authority will evaluate these criteria in no particular order. The successful candidate must fulfil all the criteria to be awarded the contract.

III.1. EXCLUSION CRITERIA

Tenderers must provide a declaration on their honour, dated and signed by a duly authorised legal representative, stating that they are not in one of the situations referred to in Article 136

of Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 applicable to the general budget of the Union (hereinafter referred to as the 'Financial Regulation').⁴ The declaration on honour is included in *Annex 2*.

Tenderers, hereinafter and in the declaration on their honour referred to as 'the person', must also submit:

- For situations described in (a), (c), (d), (f), (g) and (h), production of a recent extract from the judicial record is required or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of establishment of the person showing that those requirements are satisfied.
- For the situation described in point (b), production of recent certificates issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the person is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.
- Where any document described above is not issued in the country concerned, it may be replaced by a sworn statement made before a judicial authority or notary or, failing that, a solemn statement made before an administrative authority or a qualified professional body in its country of establishment.

The person is not required to submit the evidence if it has already been submitted for another award procedure of the same contracting authority⁵. The documents must have been issued no more than one year before the date of their request by the contracting authority and must still be valid at that date.

If the tenderer is not able to provide the documents requested within the time limit specified by the contracting authorities and cannot therefore prove that it is not in one of the situations of exclusion, the tender will be rejected, and the contracting authorities will reserve the right to sign the contract with another tenderer.

In the case of a joint tender, this declaration – dated and signed by a duly authorised legal representative – must be submitted by each member of the grouping of tenderers.

In the case of subcontracting, when the share of the contract to be performed by the subcontractor exceeds the threshold of 10% of the value of the contract, this declaration – dated and signed by a duly authorised legal representative – must be submitted by each subcontractor.

⁴ *OJ L 193, 30.7.2018, p. 1–222*. Applicable by means of a reference to the Financial Regulation of 5 September 2017 applicable to the Budget of the European Schools.

⁵ The same school or the OSGES.

The exclusion criteria apply individually to each member of the grouping and to each subcontractor concerned.

Tenders submitted by tenderers that do not fulfil the exclusion criteria will not be considered in relation to the other criteria.

☞ **Please note that the supporting documents listed above must be provided with the tender as proof of the declaration on honour relating to the exclusion criteria, as referred to in *Annex 2*.**

III.2. SELECTION CRITERIA

Tenderers must confirm that they have economic, financial, technical and professional resources to execute the contract.

Tenderers must provide the declaration on their honour referred to in *Annex 2*, duly signed and dated, on the selection criteria. Tenderers, hereinafter and in the declaration on honour referred to as ‘the person’, must also submit the supporting documents relating to the selection criteria.

Tenders submitted by tenderers that do not fulfil the exclusion criteria will not be considered in relation to the other criteria.

The selection criteria are applicable to all the members of the grouping and/or the subcontractors identified (combined capacity of all the members and/or of the subcontractors identified).

☞ **Please note that the supporting documents listed below must be provided with the tender as proof of the declaration on honour relating to the exclusion criteria, as referred to in *Annex 2*.**

III.2.1. LEGAL AND REGULATORY CAPACITY

The tenderer does **not** need demonstrate that it has the legal capacity necessary to engage in the professional activity covered by the contract.

III.2.2. ECONOMIC AND FINANCIAL CAPACITY

The tenderer must demonstrate sufficient economic and financial resources to perform the contract by complying with the following criterion/criteria:

- › **Criterion 1:** The tenderer must demonstrate a positive average pre-tax annual profit over the last three financial years ended; this criterion is applicable to all the members of the grouping (combined capacity of all the members) in the case of a joint tender.
- › **Criterion 2:** The tenderer must demonstrate an annual turnover specific to the area of the contract of at least 150.000,00 EUR over the last three financial years ended; this criterion is

applicable to all the members of the grouping (combined capacity of all the members) in the case of a joint tender.

Supporting documents:

- a copy of the financial statements for each of the last three financial years ended.
- a declaration indicating the annual turnover specific to the area of the contract for each of the last three financial years ended. This declaration will need to mention the items of the profit and loss accounts indicating the annual turnover or enabling the specific annual turnover to be calculated.

If, for some exceptional reason which the contracting authority considers justified, the tenderer is unable to provide the required evidence, it may prove its economic and financial capacity by any other document, such as a bank statement, which the contracting authority considers appropriate. In any event, 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.

In the case of subcontractors performing a share of the contract representing more than 10% of the total value of the Framework Contract, the information requested above must be provided separately for each subcontractor.

III.2.3. TECHNICAL AND PROFESSIONAL CAPACITY

Tenderers must demonstrate that they have sufficient technical and professional capacity to perform the contract by complying with the following criteria:

- › **Criterion 1:** The tenderer must demonstrate its experience in the organisation of interpretation services.

Minimum level requested: a list of five (5) meetings, similar to the ones that are the subject of this contract (number of languages), per year over the last three years. The list must indicate at least 3 different references of contractors who can be contacted if necessary by the contracting authority.

Documentary evidence: a list of contracts meeting the minimum capacity level, including the clients' identity and their contact details. The OSGES reserves the right to contact previous clients in order to be able best to evaluate the tenderer's capacity to provide services similar to the ones delivered for those clients.

- › **Criterion 2:** The tenderer must demonstrate that it has sufficient capacity, in human resources terms, to provide the interpretation services requested.

Minimum level requested: 1 coordinator and 5 interpreters.

Minimum level requested for the coordinator: the coordinator must meet the following requirements:

- › have a university degree or equivalent;

- › have at least five years' experience in coordination in a team of at least 5 interpreters.

Minimum level requested for each interpreter: the interpreters must meet the following requirements:

- › have a university degree or equivalent in interpretation;
- › **all interpreters' CVs taken in consideration together (5 at least)** will need to cover our **main** requirements, i.e. the following languages: English, French, German, and at least two of the other 24 official languages of the EU;
- › have at least four years' experience in interpretation;
- › have extensive experience of at least two of the four sectors requested (good grasp of the field and of its technical language).

Documentary evidence:

- The candidate's current organisation chart.
- CVs of the members of the team made available to the OSGES to perform successfully the tasks described in the technical specifications, presenting the following profiles: 1 coordinator CV and at least 5 interpreters' CVs. For each profile, the tenderer must provide a CV of the [Europass type](#) or at any rate a sufficiently detailed one. The details of the CVs will need to meet the minimum capacity level required.

In the case of grouping and/or of subcontracting, a consolidated document summarising information for the grouping and/or subcontractors must be provided.

III.3 CONFORMITY WITH THE REQUESTED MINIMUM TECHNICAL REQUIREMENTS

By submitting a tender a tenderer commits to perform the contract in full compliance with the terms and conditions of the procurement documents for this call for tenders. Particular attention is drawn to the minimum requirements specified in these Tender specifications and to the fact that tenders must comply with applicable data protection, 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/EU.

The minimum requirements shall be observed throughout the entire duration of the contract. Compliance with these requirements is mandatory and cannot be subject to any assumptions, limitations, conditions, or reservations on the part of a tenderer.

The technical tender **MUST** provide all the information required to evaluate conformity with the technical specifications indicated in these specifications (see the **documents requested to be provided** as a mandatory requirement listed in section IV- Conformity of the tender with the minimum technical specifications in the 'Checklist of documents to be provided' in *Annex 8*).

Tenders that diverge from the minimum requirements or that do not cover all the requirements may be rejected for non-conformity and not be evaluated further.

☞ **Tenders that do not conform to the minimum requirements applicable will be rejected**

III.4. EVALUATION OF THE TENDER

Any compliant tender will be assessed on the basis of the award method detailed below.

III.4.1. AWARD METHOD

The contract is awarded to the economically most advantageous tender, on the basis of:

- The quality of the services offered (40 points), assessed in the light of the award criteria set out in these and,
- The financial offer (60 points).

The weighting between the quality of the proposed services and the price offered is 40 points for the quality of services and 60 points for the price offered, out of a total of 100 points.

The quality of each tender will be evaluated according to the award criteria and weighting associated with them. No award criteria other than those listed below will be used for evaluation of the tenders.

The points scored for the qualitative criteria will be added to the points scored for the financial criteria. The total score will allow the tender offering the best value for money to be determined.

The tender that scores highest, after the evaluation has been completed, will be deemed to be the most economically advantageous tender.

The contract will be awarded to the tenderer not in a situation of exclusion whose tender complies with the requirements of the specifications and who fulfils the selection criteria.

III.4.2. QUALITY EVALUATION

A maximum of 40 points will be awarded for the **quality** of the tender.

Each tender's overall quality will be evaluated on the basis of the criteria set out in the document entitled 'Quality of the tender' in *Annex 3*.

The document 'Quality of the tender' in *Annex 3* **MUST** be completed by each tenderer.

<i>Qualitative criteria</i>	<i>Maximum 40 points</i>
-----------------------------	------------------------------

<p>› Criterion 1 – Organisation: Deadlines by which the tenderer must be informed of the organisation of a meeting and of the combination of languages requested.</p>	10
<p>› Criterion 2 - Flexibility: Deadlines and terms governing cancellation: Amount that will be invoiced, as a % of the amount initially estimated, in the event of cancellation either of a meeting or of one of more languages, in Belgium or in the EU, and according to the time periods.</p>	10
<p>› Criterion 3 – Quality of measures to ensure continuity of services: Detailed description of the resources (human, organisational) deployed to ensure proper delivery of services and continuity of services should one or more interpreters be absent.</p>	15
<p>› Criterion 4 – User-friendliness of the IT solution proposed: The test version requested in Annex 3 of the tender documents will be used to test also the user-friendliness of the IT solution proposed by the tenderer.</p> <p>A copy of the user’s guide has to be provided with the offer.</p> <p>The following elements will be specifically taken into account to assess the user-friendliness of the IT solution proposed:</p> <ul style="list-style-type: none"> • Intuitiveness: Is the solution easy to understand and use without the need for extensive training or guidance? • Accessibility: Can users easily access and navigate through the features of the solution? • Efficiency: Does the solution streamline tasks and workflows, saving users time and effort? <p>The following will be taken into account for evaluation purposes:</p> <ul style="list-style-type: none"> - The comprehensiveness and clarity of the explanations provided. - The feasibility of the solutions proposed to ensure continuity of services. - The appropriateness of any examples to the needs of the schools and of the OSGES, as described in the technical Specifications. 	5

Scoring criteria:

a) Scoring method for Criterion 1

This criterion will be evaluated on the basis of the following formula: shortest deadline offered amongst the tenders received / Deadline listed in the specific tender analysed * 10

b) Scoring method for Criterion 2

For each case of cancellation/deadlines (32 in total), 1 point will be awarded to the tenderer offering the lowest invoicing rate, 0 points to the others.

And the following formula will be applied: Number of points scored by the tender/32*10

c) Scoring method for Criterion 3:

Verbal scale and scores		
Levels	Assessments	Weighting of the score
More than satisfactory	<i>Which matches in all respects and more than satisfactorily the aspects evaluated and exceeds, in the case of several elements, the desired characteristics.</i>	80-100%
Satisfactory	<i>Which matches in all respects the aspects evaluated and exceeds the desired characteristics.</i>	50-79%
Acceptable	<i>Which matches the aspects evaluated averagely and minimally exceeds the desired characteristics.</i>	20-49%
Unsatisfactory	<i>Which does not match, in the case of some elements, the aspects evaluated and does not attain, in the case of some elements, the desired characteristics.</i>	0-19%

Tenders scoring a total below 60% of the points for quality (i.e. 24 points) awarded for the technical criteria overall will be excluded from the next stage of the evaluation procedure.

III.4.3. FINANCIAL EVALUATION AND PRICES

The financial offer must be presented using the documents entitled 'Prices form – Inventory' and 'Prices form – Combinations' in *Annexes 4.A* et *4.B*. Both documents **MUST** be completed by each tenderer and they must be consistent and coherent.

The comparison between the different financial offers received will be made on the basis of *Annex 4.B.*, which lists the combinations of languages most frequently used by the contracting authority or those that are expected to be most frequently used in the years to come (according to the Presidencies).

The estimates given on the prices form are not binding for the contracting authority as far as actual orders are concerned. They merely constitute a scenario designed to provide a fair basis for financial evaluation of the offer.

The offer must be:

- › **expressed in EURO**, using the conversion rates published, on the day of publication of the call for tenders, in C series of the Official Journal of the European Union. This information is also available on the website of the European Central Bank at the

following URL: <http://www.ecb.int/stats/exchange/eurofxref>. It will not be possible for the amount of the offer to be revised in the light of exchange rate developments – it is up to the tenderer to bear the risks or to take advantage of such variations; and

- › **net of all taxes, charges and other costs (including VAT)**, since the OSGES is exempt from such charges pursuant to the provisions of Article 42 §3, first paragraph, 4° of the Belgian VAT Code, Ministerial Decision ET 121.600/A29/L92 of 19 December 2017; and
- › **firm** (during performance of the contract, the price can be revised only under the conditions set by the draft contract); and
- › **all-inclusive** (fulfilling all the requirements of the specifications and including any possible renewals, options, etc.).

Should there be an error in the calculation of the total, the unit price will prevail.

The offer showing the lowest price, complying with the specifications and submitted by a tenderer who is not in a situation of exclusion will score a maximum of 60 points.

The following formula will be applicable to the financial criteria:

Score awarded to the candidate for the financial criterion

=

$$\frac{\text{lowest price}}{\text{price offered}} * 60$$

III.4.4. AWARD FORMULA

Overall score awarded to the candidate

=

$$\frac{\text{lowest price}}{\text{price offered}} * 60 + \text{number of quality points scored}$$

Following the final evaluation, the offer with the highest score will be deemed to be the most economically advantageous offer.

PART IV – PROTECTION OF PERSONAL DATA

Any personal data included in or relating to the TENDER, including its implementation, shall be processed in accordance with Regulation (EU) 2016/679 of the European Parliament and

of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC. Such data shall be processed solely for the purposes of the monitoring of the tender by the data controller.

Tenderers or any other person whose personal data is processed by the data controller in relation to this contract has specific rights as a data subject under Regulation (EU) 2016/679, in particular the right to access, rectify or erase their personal data and the right to restrict or, where applicable, the right to object to processing or the right to data portability.

Should tenderers or any other person whose personal data is processed in relation to this contract have any queries concerning the processing of its personal data, it shall address itself to the data controller: the Secretary general of the European Schools.

They may also address themselves to the Data Protection Officer of the data controller. They have the right to lodge a complaint at any time to the [National Data protection Authority](#).

The full version of the applicable privacy statement is available at: [Privacy Statement Providers](#).

PART V - CONTENT AND PRESENTATION OF TENDERS

Each tender must be clear, concise and must contain all the information and documents necessary to enable the contracting authority to conduct an evaluation of the tender on the basis of the exclusion criteria, selection criteria and award criteria. It is the responsibility of the economic operators wishing to submit a tender to ensure that the tender is complete.

All documents requested must be signed by the tenderer's legal representative, i.e. a person duly authorised to represent the tenderer for this call for tenders and the signing of the contract.

Where annexes are reproduced on a word processor, you should take care not to make any changes to the original.

Tenders must be delivered according to the requirements set out in the call for tenders and the present specifications, and before the date and time indicated in the invitation to tender.

☞ Each tender must contain the information and documents listed in the 'Checklist of documents to be provided' in *Annex 8*.

PART VI – ANNEXES

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

Annex 1: Framework Contract for Services

Annex 2: Declaration on honour relating to exclusion criteria and selection criteria

- Annex 3: Offer - Quality
- Annex 4.A: Prices form – Inventory
- Annex 4.B: Prices form – Combinations
- Annex 5: List of the countries of the presidency of the European Schools for the coming years
- Annex 6: Indicative calendar of administrative meetings for 2024-2025
- Annex 7: Plan of the large meeting room in OSGES (Room PLATON)
- Annex 8: Checklist of the documents to provide.







Tender Interpretation - Invitation to sign

Final Audit Report

2024-07-16

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