



EUROPEAN COMMISSION

DIRECTORATE-GENERAL EMPLOYMENT, SOCIAL AFFAIRS AND INCLUSION

Directorate Social Affairs  
Unit Social investment Strategy

## **European Commission**

### **Call for tenders EMPL/2020/OP/0009**

**Study on social services with particular focus on personal targeted social services for people in vulnerable situations**

**Open procedure**

# **TENDER SPECIFICATIONS**

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# 1. SCOPE AND DESCRIPTION OF THE PROCUREMENT

## 1.1. Contracting authority: who is the buyer?

This call for tenders is launched and managed by the European Commission, referred to as the Contracting authority for the purposes of this call for tender, assisted by its Directorate General Employment, Social Affairs and Inclusion.

This study is financed under the European Programme for **Employment and Social Innovation "EaSI" 2014-2020** which is a European-level financing instrument managed directly by the European Commission to contribute to the implementation of the Europe 2020 strategy, by providing financial support for the Union's objectives in terms of promoting a high level of quality and sustainable employment, guaranteeing adequate and decent social protection, combating social exclusion and poverty and improving working conditions.

## 1.2. Subject: what is this call for tenders about?

The subject of this call for tenders is a “Study on social services with particular focus on personal targeted social services for people in vulnerable situations” as indicated in Heading II.1.1 of the contract notice.

## 1.3. Lots: is this call for tenders divided into lots?

This call for tenders is not divided into lots.

## 1.4. Description: what do we want to buy through this call for tenders?

The outcomes of the study that are the subject of this call for tender, including any minimum requirements, are described in detail in the present document, hereafter referred to as *Tender specifications*.

### 1.4.1. Background and objectives

Background and reference

Social services are listed alongside other services of general interest in the TFEU and in the Protocol 26 Annexed to the Treaty of the European Union<sup>1</sup>. Services of general interest cover a broad range of activities, such as network industries (energy, telecommunications, transport, audiovisual broadcasting and postal services), education, water supply, waste management, health and social services.

The Council conclusions on Social Services of General Interest “At the heart of the European Social Model”, of 6 December 2010<sup>2</sup>, underscored that the social services differ from other services of general interest as they are *person-oriented, designed to respond to human vital*

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<sup>1</sup> Article 14 TFEU on SGEI

<sup>2</sup> [https://www.consilium.europa.eu/uedocs/cms\\_data/docs/pressdata/en/lssa/118067.pdf](https://www.consilium.europa.eu/uedocs/cms_data/docs/pressdata/en/lssa/118067.pdf)

*needs, generally driven by the principle of solidarity, they contribute to safeguarding fundamental rights and human dignity, non discrimination and to ensuring the creation of equal opportunities for all, enabling individuals to play a significant part in the economic and social life of the society.*

The communication on Services of General Interest of 2007<sup>3</sup> reiterated the role social services fulfil towards families in a context of changing family patterns, in supporting the families in caring for both young and old family members, as well as for people with disabilities, to compensate possible failings within the families; and their role in improving living standards and quality of life.

The same communication referred to two groups of the social services based on the needs they fulfil. The first group includes statutory and complementary social security schemes covering the main risks of life (health, ageing, occupational accidents, unemployment, retirement and disability), which are provided either as mutual or occupational organisations. The second group consist of personal social services (PSS), referred in this communication as ‘services provided directly to the person’. According to the communication, these social services provide: assistance for persons faced with personal challenges or crises; activities to ensure that the persons concerned are able to completely reintegrate into society and, in particular, the labour market; activities to integrate persons with long-term health or disability problems; as well as social housing.

Personal social services are difficult to define due to differences between and, often, within the Member States. Differences between regions and municipalities concerning availability and quality of those services are prevalent. There are, however, certain common characteristics. Firstly, there are two main groups of personal social services, mainstream and targeted social services. The personal **mainstream social services** respond to dependency situations due to old or young age, and, in some cases, disability. Two main categories of these services are childcare and long-term care. They are typically put in place for groups with dependencies rather than for individual people. The typical users of these services are children, elderly people, or people with disabilities.<sup>4</sup> These services have clearly defined access criteria and are usually regulated as regards their implementation. These services recently attracted a lot of attention in the context of the reflections on demographic changes and women’s participation in the labour market.

The personal **targeted social services**<sup>5</sup> respond to individual and specific needs or problems. They comprise services aimed at social and – eventually - labour market inclusion or readiness (see picture 1). They assist with debt, unemployment, social exclusion linked to long-term health problems, disability, addiction, homelessness, crime, as well as with overall protection and welfare for people in vulnerable situations. These services, because they respond to individual needs, tend to evolve, comprising new, emerging needs, such as those linked to the influx of migrants. They do have less homogenous and less clearly defined access criteria, and are on average less regulated as regards implementation<sup>6</sup>. Moreover, these

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<sup>3</sup> Services of general interest, including social services of general interest: a new European commitment, COM(2007) 725 Final

<sup>4</sup> Adapted from: User Involvement in Personal Social Services, Munday B., Komp K., 2004

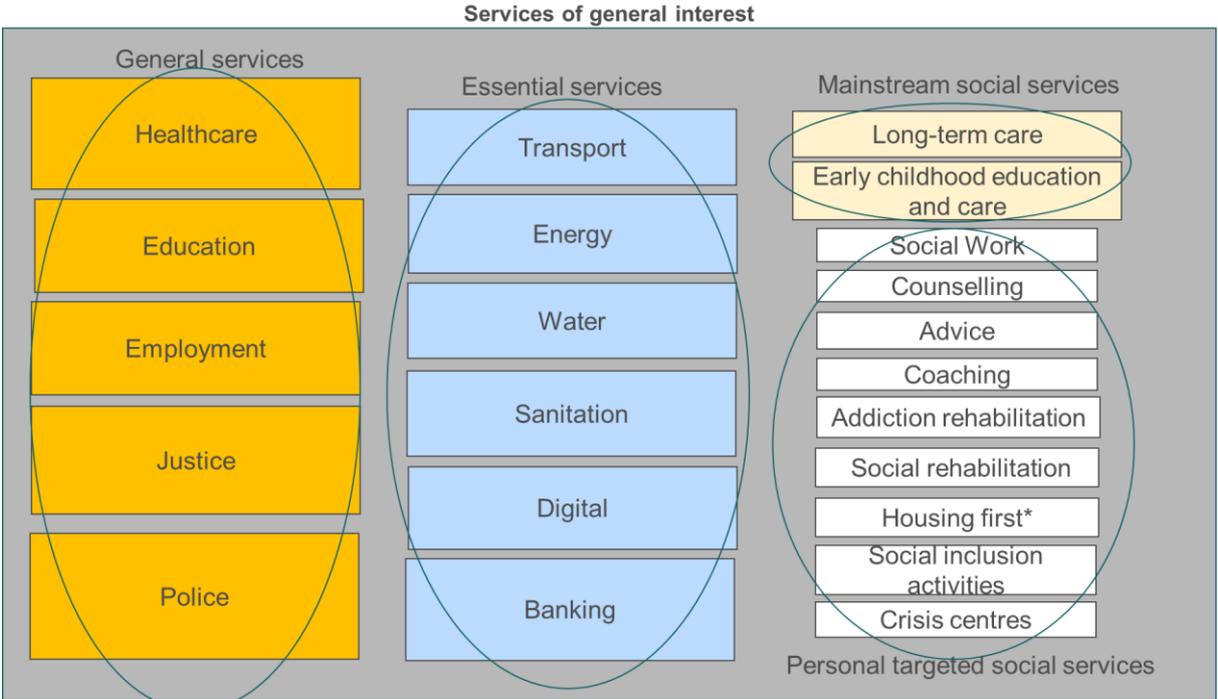
<sup>5</sup> Please note the two terms are used interchangeably: personal targeted social services and targeted social services.

<sup>6</sup> Adapted from: User Involvement in Personal Social Services, Munday B., Komp K., 2004

services are to a large extent based on social work. The typical users of personal targeted social services are people who find themselves in vulnerable situations, which cannot be solved without support. In other words, these services act as enablers for the most disadvantaged, aiming at the achievement of a positive social impact, be it eventual labour market integration, or an overall life improvement.

While there is more clarity and commonalities as regards mainstream social services, the same cannot be said about targeted social services. Also, the border between the mainstream and targeted social services is sometimes blurred, in particular where the provision is implemented in an integrated way, which is a recent trend. Importantly, many reforms in the Member States aimed at or impacted the provision of social services, in particular, personal targeted social services. The revision of the public procurement directive<sup>7</sup> brought back the theme of quality, while the Commission and Council recommendations<sup>8</sup> propagated integrated delivery of services. Yet, little information is available that would allow drawing a complete picture of how the sector evolved.

Picture 1. Services of general interest



\* Accommodation provided jointly with social services aimed at combatting homelessness and housing exclusion

Against this backdrop, the objective of this study is to **describe the social services sector**, including its different roles, users groups, providers and categories. The study will take into account the evolution of the sector since the Commission’s communications on services of

<sup>7</sup> 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

<sup>8</sup> Commission’s Recommendation of 3 October 2008 on Active inclusion of people excluded from the labour market, C(2008)5737; Council Recommendation of 15 February 2016 on the integration of the long-term unemployed into the labour market, 2016/C 67/01

general interest and social services of general interest<sup>9</sup>. More specifically, the study will aim at filling in the knowledge gaps with regards to the provision of the personal targeted social services, and to describe their role towards achieving a positive social impact for the people in vulnerable situations.

The results of the study will be taken into account in reflection process on the Action Plan on the implementation of the European Pillar of Social Rights. The recent communication, A Strong Social Europe for Just Transitions<sup>10</sup>, which launched a broad consultation on the Action Plan, stated that all Europeans should have the same opportunities to thrive. Stating that too many still struggle to make ends meet, the communication reiterated that no one should be left behind. Social services could be perceived as an important means in this endeavour, giving second chances for those already left behind. Having more knowledge on their categories, specific roles and outcome definitions could contribute to providing more EU level policy orientation in their organisation and provision. This concerns in particular personal targeted social services, which, because of their transversal functions, could be considered a horizontal enabler for the implementation of the Pillar.

Table 1. Social services with services of general interest and within the European Pillar of Social Rights

Services	Examples	Beneficiaries	Relevant Principles	Pillar
<b>Services of general interest (economic and non-economic)</b>	Education Healthcare Employment Police Justice Essential services (such as: water, sanitation, energy, transport, banking, digital services)	All citizens	1 Education, training and life-long learning 2 Gender Equality 3 Equal Opportunities 4 Active support to employment 16 Healthcare 20 Access to essential services	
	Mainstream social services (such as: childcare, long-term care)	Certain groups with dependencies due to caring responsibilities, or those with care needs due to disabilities, chronic illness or old age	9 Work-life balance 11 Childcare and support to children 18 Long-term care	
	Targeted social services (such as: crisis centres, counselling and advise, psychological counselling, family counselling, domestic violence support, integration of ex-offenders, social	Individuals experiencing social exclusion or at the verge of it	14 Minimum income Other relevant principles: 1 Education, training and life-long learning	

<sup>9</sup> COM(2007)725 final, COM(2008)418, SEC(2010)1284 final, COM(2013)39 final

<sup>10</sup> COM(2020)14 final

Services	Examples	Beneficiaries	Relevant Principles	Pillar
	inclusion activities, activation support, employment support, active inclusion support)		4 Active support to employment 11 Childcare and support to children 16 Healthcare 17 Inclusion of people with disabilities 18 Long-term care 19 Housing and assistance to homeless 20 Access to essential services	

The picture on the provision of targeted social services is patchy

Overall, the picture of the provision of targeted social services is patchy. Differences exist not only amongst, but also within the Member States, in particular concerning the personal targeted social services.

The monitoring of provision of affordable quality services, including personal targeted social services, is considered the least developed strand of the Active Inclusion recommendation<sup>11</sup>. Public authorities in the Member States have historically focused their support on cash benefits rather than services, for which design, financing, delivery and evaluation are typically spread across different levels of government and involve different actors<sup>12</sup>. More so, that in many cases, cash benefits are easier to monitor.

Many Member States have been adopting measures (legislation and strategies) to reform their systems and improve the quality and the effective delivery of social services, in line with the EU recommendations. Firstly, the Commission recommended integrated approaches, linking both services and benefits, as an effective way of enhancing outreach and increasing effectiveness and efficiency of interventions<sup>13</sup>. The most recent recommendation on the integration of long-term unemployed into the labour market called for the creation of single point of contacts for the population of the long-term unemployed people, as well as for the coordinated delivery of services, including those services addressing the barriers to taking up a job, such as rehabilitation, counselling and guidance, social support, early childhood education and care, health and long-term care services, debt-counselling, housing and transport support<sup>14</sup>. The Commission's active inclusion recommendation called for integrated approaches aimed at social and labour market inclusion of people furthest away from the labour market, including the services such as social assistance services, employment and

<sup>11</sup> SWD(2017) 257 Final

<sup>12</sup> SWD(2017) 257 Final

<sup>13</sup> Social Investment Package, SIP(2013)39

<sup>14</sup> Council Recommendation of 15 February 2016 on the integration of the long-term unemployed into the labour market, 2016/C 67/01

training services, housing support, social housing, childcare, long-term care and health services<sup>15</sup>.

As a result, most reforms in the field of social services resulted in an introduction of some sort of coordination amongst services and/or benefits. These approaches, on one hand, aim at **combining various elements of social inclusion mechanisms** (such as income support, activation and access to services). On the other hand, they imply **integrated delivery of services**. Integrated delivery of services helps to enhance access to services as they cut entry barriers and, consequently, increase outreach. Additionally, such delivery helps overcome fragmentation or overlaps of services, which in turn increases effectiveness and efficiency of the provision. Moreover, case management-based delivery helps adjust the intervention to actual needs of the beneficiaries through continues involvement and follow-up of a dedicated case worker.

There are three distinctive models of integrated approaches:

- **Systemic integration**, whereby comprehensive strategies or action plans are prepared at a central level. An example of such approach is when various governmental departments work together on a strategy aimed at addressing vulnerabilities requiring cross cutting and coordinated measures. Often, the implementation of such strategies entails vertical integration (national, regional, local level working together to deliver various actions).
- **Service integration**, whereby social services are delivered jointly, either through one-stop-shops, case workers, or through pro-active referrals.
- **Interdisciplinary needs-assessment**, whereby teams consisting of representatives of various services undertake jointly needs-assessments with a view to best-adapt the measures and support services as well as decide on sequencing, if appropriate<sup>16</sup>.

Overall, the provision of personal targeted social services is uneven and unequally developed across the EU. Diversity across and within the Member States, underfinancing and a lack of quality assurance or standards are three prevailing characteristics of these services, which became even more apparent during the COVID19 pandemic.

The Member States applying the universal social protection model typically implement the personalised, needs-based provision of social services, thus having a flexible, broad-range of targeted social services delivered at the local level. On the contrary, the Southern Europe Member States where the tradition of family based support is prevailing, and the Eastern Member States, where the provision has been centralised and regulated (and typically not-flexible), are in the process of developing this kind of services.

It seems that in most Member States, personal targeted social services tend to be delivered by private services providers. They are typically developed bottom-up by civil society non-for-

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<sup>15</sup> Commission's Recommendation of 3 October 2008 on Active inclusion of people excluded from the labour market, C(2008)5737.

<sup>16</sup> Social services that complement active labour market inclusion measures for people of working age who are furthest away from the labour market, <https://ec.europa.eu/social/main.jsp?catId=758>

profit organisations dealing with specific problems (such as homelessness, violence, poverty, disadvantage).

In some Member States, in particular the Nordic ones, the provision of the personal targeted social services is based on the assumption that an investment made at one point in time gives returns later (including in other domains). Following this approach, the services are provided in response to the needs of a beneficiary in a personalised way, typically through a case-management model, where a case-worker assigned to a beneficiary coordinates and follows-up the support of various services.

### Policy developments at the EU level

The **European Pillar of Social Rights**, proclaimed on 17 November 2017, set out key principles and rights for a renewed process of upward convergence towards better working and living conditions, including social inclusion and the right to adequate social protection. The Commission's ambition is to promote a Union striving for more when it comes to social fairness and prosperity for all.

Social services play an important role in ensuring social fairness in so far that, through enabling individuals to play a significant part in the economic and social life of the society, they contribute to safeguarding fundamental rights, human dignity and equal opportunities for all. In this sense, they are relevant for a number of the principles of the European Pillar of Social Rights, namely: 1 Education, training and life-long learning, 4 Active support to employment, 11 Childcare and support to children, 14 Minimum Income, 16 Healthcare, 17 Inclusion of people with disabilities, 18 Long-term care, 19 Housing and assistance to homeless, and 20 Access to essential services. Targeted social services often serve as an entry point into the social protection system. If people in need cannot access these services, they will most probably face barriers accessing other public services, such as healthcare, training, or housing, often due to lack of information about assistance and support that can be offered. Targeted social services could be considered as a horizontal enabler for the implementation of the European Pillar of Social Rights. This groups of social services is particularly relevant for the implementation of the Pillar Principle 14, which states that: "everyone lacking sufficient resources has the right to adequate minimum income benefits ensuring a life in dignity at all stages of life, and **effective access to enabling goods and services**". As stated already, the communication *Strong Social Europe for Just Transitions*<sup>17</sup> set out the road towards an Action Plan to implement the European Pillar of Social Rights. The communication reiterated that inequalities persist and not everybody is benefitting from recent positive developments. Too many still struggle to make ends meet or face barriers due to inequalities. The communication launched a broad stakeholder consultation to jointly build an Action Plan that reflects all contributions and that is proposed for endorsement at the highest political level.

### Quality framework for social services

The Pillar underscores the right to life in dignity and the **right to access to quality services for everyone**, and, in particular for people in need. Monitoring of these dimensions is therefore key for the monitoring of the implementation of the Pillar. **Access** to social services comprises outreach, availability, affordability and accessibility. **Quality** of social services, on

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<sup>17</sup> SPC/2010/10/8 final

the other hand, has been defined in the Voluntary European Quality Framework for Social Services<sup>18</sup>. The latter covers several dimensions, capturing the relationships between services providers and the users, between services providers, public authorities, social partners and other stakeholders, as well as quality principles for human and physical capital.

From previous attempts to map the indicators and access and quality of social services it became apparent that the lack of common definitions, typology and the quality frameworks that would take into account recent developments in the field, impedes undertaking of consistent monitoring and performance assessment across the Member States. Firstly, since the first Commission's communications on social services<sup>19</sup>, these services evolved, which implied their further specialisation or integration. Secondly, a dedicated EU level monitoring of access to services has been undertaken for selected services, namely: early childhood education and care (ECEC), healthcare, housing and training<sup>20</sup>. Moreover, early childhood education and care is monitored in the context of the European Pillar of Social Rights' scoreboard. The work on long-term care is ongoing in the Social Protection Committee. Concerning the personal targeted social services, the knowledge gaps at the EU level are prevalent, and there is little information on their provision, target groups, access criteria, workforce or monitoring frameworks.

### General objectives

The objective of this study is to describe the social services sector within the broader context of services of general interest. The study will take stock of how the social services sector evolved, including its different roles, users groups and providers. The study will aim at categorising social services, based on their functions, objectives and user groups.

The study will look more closely into the **personal targeted social services**. It will provide their typology and describe their specific role/s towards the achievement of a positive social impact for the people in vulnerable situations. The study will aim at defining the role of this group of social services in the implementation of the Pillar. It will look into how access, quality, and the achievement of a positive social impact (as defined in the Pillar) could be monitored. In this context, the study will assess whether the Quality Framework of 2010 has been implemented, whether it is still an effective monitoring framework, or – if it is not the case - the study will provide recommendations on its revision.

More specifically, concerning targeted social services, the study will aim at filling in the knowledge gap with regards to:

- their users groups and functions,
- system of financing of these services, including monitoring of the financing,
- delivery models and providers,
- the organisation of the delivery services, including the division of responsibilities between central, regional and local level,
- their workforce, in particular the so-called social work sector,

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<sup>18</sup> SPC/2010/10/8 final

<sup>19</sup> COM(2007)725 final, COM(2008)418, SEC(2010)1284 final, COM(2013)39 final

<sup>20</sup> In the context of the monitoring of the implementation of the LTU recommendation and for the purpose of the Minimum Income benchmarking framework of the Social Protection Committee.

- performance monitoring frameworks assessing their impact.

#### **1.4.2. Examples of sources of information**

Council Recommendation 92/441/EEC

Communication from the Commission Implementing the Community Lisbon programme: Social services of general interest in the European Union, COM(2006) 177 final

Communication from the Commission Accompanying the Communication on "A single market for 21st century Europe", Services of general interest, including social services of general interest: a new European commitment, COM(2007)725

Commission's Recommendation of 3 October 2008 on Active inclusion of people excluded from the labour market, C(2008)5737

Biennial reports on social services of general interest: COM(2008)418, SEC(2010)1284, SWD(2013)40

A Voluntary European Quality Framework for Social Services, SPC 2010/8/final

Communication from the Commission A Quality Framework for Services of General Interest in Europe COM(2011) 900 final

Social Investment Package, COM(2013)39

Council Recommendation of 15 February 2016 on the integration of the long-term unemployed into the labour market, 2016/C 67/01

Commission Communication on the European Pillar of Social Rights, COM(2017) 250 final

Social services that complement active labour market inclusion measures for people of working age who are furthest away from the labour market, <https://ec.europa.eu/social/main.jsp?catId=758>

Communication from the Commission A Strong Social Europe for Just Transitions, COM(2020)14 final

#### **1.4.3. Detailed characteristics of the purchase**

##### **Tasks**

###### Task 1

Under this task, the study will explain inter-relations of all the services of general interest with the aim to provide for an overall policy picture with proposals for clear definitions and scoping. In other words, the study will delineate from the services of general interest the two groups of social services, as well as the sub-categories within these groups of social services. This task will be an important step in taking stock of the developments that took place since

the latest communication as described above<sup>21</sup>. Under this task, the study will assess the need for updating previous Commission's communications regarding the definition and typology of these services, based on their specific roles and/ or users' profiles. The lessons learnt from impact of the COVID19 pandemic will be taken into account when establishing the typology of these services, based on the essential functions and business continuity requirements of some of them.

Within this task, the study will describe the functions and the users groups of personal targeted social services.

## Task 2

Within this task, the study will look into national systems and provide for methodologies to cluster and monitor the national systems.

The study will describe financing and provision of these services. This task will also assess the job profiles and qualifications of their workforce. More specifically, under this task, the study will describe:

- financing and its monitoring. The study will describe the MSs funding models, including national, regional, local levels. It will examine the national monitoring systems for financing social services. The study will gather available data in terms of volume of funding for these services.
- the organisation of the delivery services, including the division of responsibilities between central, regional and local level.
- provision models (such as: public in house, outsourced, private non-for-profit, private for profit); schemes (including grants based NGOs as well as social economy enterprises providing these kinds of services);
- workforce in terms of size, profiles and qualifications. Special focus should be put on the so-called social work profession.

## Task 3

Under this task, the study will describe the mechanisms and the indicators put in place to measure the achievement of social positive impact for the people in vulnerable situations. The positive social impact is understood as an improvement in the current situation in terms of social and labour market outcomes. The study will, however, delineate this concept and describe specific positive impacts that can be achieved with these services. This relates to short and long-term impact, such as take-up of education and training, active labour market services, health services, or exiting from homelessness, debt, crime or addiction, ceasing domestic violence, integration into labour market, or other social positive impact.

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<sup>21</sup> COM(2007)725 final, COM(2008)418, SEC(2010)1284 final, COM(2013)39 final

#### Task 4

Under this task, the study will evaluate the take up of the Voluntary European Quality Framework for Social Services<sup>22</sup> and provide an assessment on whether it needs to be adapted with a view to ensure monitoring of access, quality and the achievement of a positive social impact. One of the dimension advocated by the European Pillar of Social Rights is access to services. The access dimension is to be understood broadly as: availability, outreach, affordability and accessibility. Due to the fact that the Commission has recommended integrated approaches aimed at enhancing access to services, the study will cover this aspect. In particular, the study will look into the integration of various categories of these services with the minimum income schemes. In other words, it will assess to what extent the provision services and benefits is coordinated through or with personal targeted social services. More specifically, the study will look into both eligibility and practical provision of thereof.

#### Task 5

The study will provide concrete recommendations on the contribution of the social services to the implementation of the Pillar of Social Rights, and - more specifically - to active inclusion of people experiencing complex barriers to social and labour market inclusion. The particular focus should be put on framing the role, actions and monitoring of the personal targeted social services.

### **Methodology**

The tenderer shall propose methods to undertake an EU-broad review of personal targeted social services, taking into account the regional and local differences amongst the Member States. More specifically, the tenderer shall include:

1. A general description of understanding of the project and proposed approach based on a sound knowledge of the sector and/or potential previous research undertaken on the topic within the EU.
2. Description of the methodology, data sources, collection, validation and synthesizing methods for defining personal targeted social services and for undertaking the specific tasks, as listed in the preceding section, relating to their typology, users, financing, provision, and workforce.
3. Description of the methodology and data sources, collection methods for assessing the implementation of the Voluntary European Quality Framework for Social Services.
4. Description of the methodology and data sources, collection and validation methods for defining a positive social impact, including specific positive impacts that can be achieved with these services; and for identifying performance monitoring frameworks.
5. Description of the approach towards formulating recommendations on the specific role of personal targeted social services towards the achievement of a positive social impact for people in vulnerable situations, as well as towards the implementation of the European Pillar of Social Rights.
6. Description of the approach towards formulating the recommendation on updating the Quality Framework regarding monitoring access, quality and social impact.
7. The list of relevant stakeholders as well as structure interviews suggestions.

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<sup>22</sup> A Voluntary European Quality Framework for Social Services, SPC 2010/8/final

8. A proposed work plan and schedule.
9. Risk assessment, including the list of potential risks, probability, impact and mitigating measures.

#### **1.4.4. Deliverables**

The contractor shall deliver an inception, a draft, and final study reports.

##### **Inception report**

The inception report shall include:

- a detailed description of the methods proposed to undertake each of the task specified in the chapter 1.4.3 (Tasks and Methodology), including where appropriate, the questionnaires and interview templates.
- definitions of the main concepts and the list of the indicators for further data collection, validation and synthesizing.
- a detailed work plan explaining how the practical activities relate to each other and to the entire exercise. The input of each team member in terms of days per specific task shall be presented.
- a risk assessment including the list of potential risks, probability, impact and mitigating measures.

A draft inception report shall be provided within 3 weeks of the signature of contract and will be discussed at the kick-off meeting.

A revised inception report shall be provided within 1,5 months of the signature of contract.

The report shall be delivered in electronic format (Word and PDF). Relevant Excel sheets shall also be communicated to the Commission.

The report described above shall be submitted by e-mail in English, proof-read by a competent native speaker.

##### **Interim meeting**

An interim meeting will take place within 3 months of the signature of the contract. The meeting will aim at reporting by the contractor of the progress made so far, issues encountered, solutions proposed/applied and the next steps to be taken for the timely and full completion of the final study. In particular, the first results of the analyses specified in the chapter 1.4.3 (Tasks and Methodology) will be discussed during the interim meeting.

##### **Draft and final study report**

The draft and final study report shall include the following sections:

1. The position and specific role of social services, including the mainstream and personal targeted social services, within the services of general interest.
  - Definition and typology of social services, as well as specific definitions of the mainstream and the personal targeted social services, including description of the their

users and functions, also taking into account the lessons learnt of the impact of the COVID19 pandemic.

- Overview of their financing and its monitoring.
  - Overview of the organisation of these services, including the division of responsibilities amongst different levels (national, regional and local).
  - Overview of the provision of these services (including through different service providers)
  - Overview of their workforce (particular emphasis should be put on the social work)
2. Definition of social impact, including specific positive impacts achieved with these groups of services;
    - overview of monitoring frameworks and indicators measuring the achievement of a positive social impact/s;
  3. The take up of the Voluntary European Framework for Quality Social Services, in particular in relation to the personal targeted social services.
    - Access dimension and its monitoring
    - Quality dimension and its monitoring
    - Integrated approaches through or with personal targeted social services, focusing in particular on coordination and/or integration minimum income schemes.
  4. The role of social services, and – in particular – personal targeted ones towards the implementation of the European Pillar of Social Rights.
  5. Recommendations:
    - on updating previous communications with a view to reflect better the developments since the last communication, as well as to underscore the role of the personal targeted social services for the achievement of a positive impact for people in vulnerable situations.
    - on quality monitoring framework, including the specific focus on monitoring access, quality and social impact dimension.
- Certain parts could be presented in the annexes if needed.

A draft study report shall be submitted 4 months after signature of the contract, the revised draft study report, taking into account the Commission's revisions should be submitted 5 months after signature of the contract. Following the submission of the revised draft study report, there will be a seminar where the contractor will present his findings and initial results. Following the seminar and the feedback provided, the contractor shall have the possibility to further work on the report to take into account the comments received during the seminar for the final study report. The final study report shall be submitted 6,5 months after signature of the contract, while the revised final study report, taking into account the Commission's revisions, should be submitted 7,5 months after signature of the contract. The contractor can be asked to deliver up to 5 presentations of the final report, both during the implementation of the contract and afterwards.

The draft and the final study reports shall not be longer than 200 pages, without taking account of annexes. The reports shall be delivered in electronic format (Word and PDF). Relevant Excel sheets shall also be communicated to the Commission.

The reports described above shall be submitted by e-mail in English, proof-read by a competent native speaker.

50 paper bound copies (paperback format with colour cover) of the revised final study report shall also be provided no later than 8 months from the signature of the contract.

The final study report must include:

- an abstract of no more than 200 words and an executive summary of maximum 10 pages, both in English and French and German;
- specific identifiers which must be incorporated on the cover page provided by the Contracting Authority;
- the following disclaimer:

*“The information and views set out in this [report/study/article/publication...] are those of the author(s) and do not necessarily reflect the official opinion of the Commission. The Commission does not guarantee the accuracy of the data included in this study. Neither the Commission nor any person acting on the Commission’s behalf may be held responsible for the use which may be made of the information contained therein.”*

### **Publishable executive summary**

The publishable executive summary must be provided in English, French and German and must include:

- specific identifiers which must be incorporated on the cover page provided by the Contracting Authority;
- the following disclaimer:

*“The information and views set out in this [report/study/article/publication...] are those of the author(s) and do not necessarily reflect the official opinion of the Commission. The Commission does not guarantee the accuracy of the data included in this study. Neither the Commission nor any person acting on the Commission’s behalf may be held responsible for the use which may be made of the information contained therein.”*

### **Requirements for publication on Internet**

The Commission is committed to making online information as accessible as possible to the largest possible number of users including those with visual, auditory, cognitive or physical disabilities, and those not having the latest technologies. The Commission supports the Web Content Accessibility Guidelines 2.0 of the W3C.

For full details on the Commission policy on accessibility for information providers, see: [http://ec.europa.eu/ipg/standards/accessibility/index\\_en.htm](http://ec.europa.eu/ipg/standards/accessibility/index_en.htm)

For the publishable versions of the study, abstract and executive summary, the contractor must respect the W3C guidelines for accessible pdf documents as provided at: <http://www.w3.org/WAI/>.

### **Graphic requirements**

The contractor must deliver the study and all publishable deliverables in full compliance with the corporate visual identity of the European Commission, by applying the graphic rules set out in the European Commission's Visual Identity Manual, including its logo. The graphic rules, the Manual and further information are available at:

[http://ec.europa.eu/dgs/communication/services/visual\\_identity/index\\_en.htm](http://ec.europa.eu/dgs/communication/services/visual_identity/index_en.htm)

A simple Word template will be provided to the contractor after contract signature. The contractor must fill in the cover page in accordance with the instructions provided in the template. The use of templates for studies is exclusive to European Commission's contractors. No template will be provided to tenderers while preparing their tenders.

#### **1.4.5. Time schedule and payments**

The total duration of the contract is 8 months.

The indicative schedule of deliverables and meetings is as follows:

<b>Actions/deliverables</b>	<b>Timetable</b>
Signature of contract	Reference date
Draft Inception report	Reference date + 3 weeks
Kick-off meeting or videoconferencing	Reference date + 1 months
Final inception report	Reference date + 1,5 months
Interim meeting or videoconferencing	Reference date + 3 months
Draft study report	Reference date + 4 months
Revised draft study report	Reference data + 5 months
Seminar	Reference date + 6 months
Final study report	Reference date + 6,5 months
Revised final study report	Reference date + 7,5 months
Delivery of 50 copies of the final study report	Reference date + 8 months

A kick-off meeting and an Interim meeting with the contracting authority will be held (maximum duration one day) either in Brussels at Commission premises or via a video conference. Upon preparation of the draft final study report, a seminar will be organised at Commission premises where the Contractor shall present the draft findings of the study to the Contracting Authority and possibly non-Commission experts. The contractor shall provide draft minutes no later than 2 weeks after each meeting or seminar.

Eventual costs for attending these meetings have to be included in the financial offer.

Payments will be made in 2 instalments in accordance with article I.5 of the draft contract:

- An interim payment equal to 40% of the total amount of the contract shall be made within 60 days from the receipt of the invoice. The invoice for the interim payment may be submitted after the approval by the Commission of the revised draft study report by the Contracting Authority.
- The balance payment equal to 60% of the total amount of the contract shall be made within 60 days from the receipt of the invoice. The acceptance of the revised final study report and annexes is the pre-condition for the release of the final payment (see Article I.5.3 of the service contract).

## 1.4.6. EaSI requirements

### **Source of funding**

Beneficiaries/contractors must acknowledge in writing that the project has been supported by the European Union Programme for Employment and Social Innovation ("EaSI") 2014-2020. In practice, all products (publications, brochures, press releases, videos, CDs, posters and banners, and especially those associated with conferences, seminars and information campaigns) must state the following:

*This (publication, conference, video, xxx) has received financial support from the European Union Programme for Employment and Social Innovation "EaSI" (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>*

The European emblem must appear on every publication or other material produced. Please see:

[http://ec.europa.eu/dgs/communication/services/visual\\_identity/pdf/use-emblem\\_en.pdf](http://ec.europa.eu/dgs/communication/services/visual_identity/pdf/use-emblem_en.pdf)

Every publication must include the following:

*The information contained in this publication does not necessarily reflect the official position of the European Commission.*

### **General requirement on issues to consider for the activities funded under EaSI**

The EaSI Programme shall, in all its axes and actions, aim to:

- (a) pay particular attention to vulnerable groups, such as young people;
- (b) promote equality between women and men,
- (c) combat discrimination based on sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation;
- (d) promote a high-level of quality and sustainable employment, guarantee adequate and decent social protection, combat long-term unemployment and fight against poverty and social exclusion.

Hence, in designing, implementing and reporting on the activity, beneficiaries/contractors must address the issues noted above and will be required to provide detail, in the final activity report (see Annex 7.) on the steps and achievements made towards addressing those aims.

### **Monitoring information**

The Commission, with the support of an external contractor, will monitor regularly the EaSI Programme. Therefore, beneficiaries/contractors will have to transmit qualitative and quantitative monitoring data on the results of the activities. These will include the extent to which the principles of equality between women and men has been applied, as well as how anti-discrimination considerations, including accessibility issues, have been addressed through the activities. Related templates are attached or will be provided.

In setting up the action, beneficiaries/contractors must foresee the necessary funding for monitoring and reporting to the Commission. For events, it is important to get from

participants their specific consent by a statement or by a clear affirmative action for processing and transferring their personal data also to an external contractor responsible for the monitoring of the EaSI programme. The beneficiaries/contractors should therefore ensure that all participants in a given group are informed that the Commission/external contractor would be processing their personal data. Beneficiaries/contractors should do this via Privacy Statement that is not only published online, but is also provided individually to each participant (e.g. as part of the email where the beneficiary/contractor first contacts the individual concerned). Beneficiaries/contractors have to be able to demonstrate that consent was obtained subject to conditions of Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data (i.e. keep a record that shows how the consent was obtained and whether it was valid) and 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.

### **1.5. Place of performance: where will the contract be performed?**

The services will be performed at the following locations:

- the contractor's premises,
- occasionally, at the DG EMPL premises for meetings and draft findings presentation.

The above are estimates only and entail no commitment for the *Contracting authority*.

### **1.6. Nature of the contract: how will the contract be implemented?**

The procedure will result in the conclusion of a direct contracts all the terms governing the provision of the services, supplies or works are defined at the outset. Once signed, they can be implemented directly without any further contract procedures.

☞ Tenderers need to take full account of the provisions of the Draft contract as the latter will define and govern the contractual relationship(s) to be established between the Contracting authority and the successful tenderer(s). Special attention is to be paid to the provisions specifying the rights and obligations of the contractor, in particular those on payments, performance of the contract, confidentiality, and checks and audits.

### **1.7. Volume and value of the contract: how much do we plan to buy?**

The maximum total amount of all purchases under this contract is indicated under Heading II.1.5 of the contract notice. The quantities to be purchased over the total duration of the contract are specified in Section 1.4 of these specifications.

### **1.8. Duration of the contract: how long do we plan to use the contract?**

The contract(s) resulting from the award of this call for tenders will be concluded for at most 8 months. The details of the initial contract duration and possible renewals are set out in Article I.3 of the Draft contract.

### **1.9. Electronic exchange system: can exchanges under the contract be automated?**

For all exchanges with the contractor during the implementation of the contract as well as for future possible subsequent proceedings for the purposes of EDES ([European Union's Early Detection and Exclusion System](#)) the *Contracting authority* may use an electronic exchange system meeting the requirements of Article 148 of [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](#)<sup>23</sup>. At the request of the *Contracting authority* the use of such a system shall become mandatory for the contractor(s) at no additional cost for the *Contracting authority*. Details on specifications, access, terms and conditions of use will be provided in advance.

## 2. GENERAL INFORMATION ON TENDERING

### 2.1. Legal basis: what are the rules?

This call for tenders is governed by the provisions of [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](#) (the Financial Regulation)<sup>23</sup>.

The *Contracting authority* has chosen to award the contract resulting from this call for tenders through an open procedure pursuant to Article 164(1) (a) of the Financial Regulation. In an open procedure any interested economic operator (any natural or legal person who offers to supply products, provide services or execute works) may submit a tender.

### 2.2. Rules on access to procurement: who may submit a tender?

Participation in this call for tenders is open on equal terms to all natural and legal persons coming within the scope of the [Treaties](#), as well as to international organisations.

It is also open to all natural and legal persons established in a third country which has a special agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Where the Agreement on Government Procurement<sup>24</sup> concluded within the World Trade Organisation applies, the participation to this call for tenders is open to all natural and legal persons established in the countries that have ratified this Agreement, on the conditions laid down therein.

The rules on access to procurement do not apply to subcontractors. Subcontracting may not be used with the intent to circumvent the rules on access to procurement.

To enable *the Contracting authority* to verify the access, each tenderer must indicate its country of establishment (and in case of joint tender – the country of establishment of each group member) and must present the supporting evidence normally acceptable under the law of that country/-ies. The same document(s) could be used to prove country/-ies of establishment and the delegation(s) of the authorisation to sign as described in **Section 4.3**.

☞ *For tenderers established in the United Kingdom:*

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<sup>23</sup> 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, amending Regulations (EU) No 1296/2013, (EU) No 1301/2013, (EU) No 1303/2013, (EU) No 1304/2013, (EU) No 1309/2013, (EU) No 1316/2013, (EU) No 223/2014, (EU) No 283/2014, and Decision No 541/2014/EU and repealing Regulation (EU, Euratom) No 966/2012 (OJ L 193 of 30.07.2018, p.1).

<sup>24</sup> [https://www.wto.org/english/tratop\\_e/gproc\\_e/gp\\_gpa\\_e.htm](https://www.wto.org/english/tratop_e/gproc_e/gp_gpa_e.htm).

For British Applicants: Please be aware that following the entry into force of the EU-UK Withdrawal Agreement<sup>25</sup> on 1 February 2020 and in particular Articles 127(6)<sup>26</sup>, 137<sup>27</sup> and 138<sup>28</sup>, the references to natural or legal persons residing or established in a Member State of the European Union are to be understood as including natural or legal persons residing or established in the United Kingdom. UK residents and entities are therefore eligible to participate under this call.<sup>29</sup>

### **2.3. Registration in the Participant Register: why register?**

Any economic operator willing to submit a tender for this call for tenders must be registered in the [Participant Register](#) - an online register of organisations and natural persons participating in European Commission's calls for tenders or proposals (participants).

On registering each participant obtains a Participant Identification Code (PIC, 9-digit number) which acts as its unique identifier in the Participant Register. A participant needs to register only once – the information provided can be further updated or re-used by the participant in other European Commission's calls for tenders or calls for proposals.

At any moment during the procurement procedure the Research Executive Agency Validation Services (hereafter *the EU Validation Services*) may contact the participant and ask for supporting documents on legal existence and status. The requests will be made through the register's messaging system to the e-mail address of the participant's contact person indicated in the register. It is the responsibility of the participant to provide a valid e-mail address and to check it regularly.

The documents that may be requested by *the EU Validation Services* are listed in the [EU Grants and Tenders Rules on Legal Entity Validation, LEAR appointment and Financial Capacity assessment](#).

**⚠ Please note that a request for supporting documents by the *EU Validation Services* in no way implies that the tenderer has been successful.**

### **2.4. Ways to submit a tender: how can economic operators organise themselves to submit a tender?**

Economic operators can submit a tender either as a sole tenderer or as a group of tenderers. In either case subcontracting is permitted.

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<sup>25</sup> Agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland from the European Union and the European Atomic Energy Community

<sup>26</sup> Art 127 (6) Unless otherwise provided in this Agreement, during the transition period, any reference to Member States in the Union law applicable pursuant to paragraph 1, including as implemented and applied by Member States, shall be understood as including the United Kingdom (*extract*).

<sup>27</sup> Art. 137. The United Kingdom's participation in the implementation of the Union programmes and activities in 2019 and 2020 (*extract*)

<sup>28</sup> Art. 138 Union law applicable after 31 December 2020 in relation to the United Kingdom's participation in the implementation of the Union programmes and activities committed under the MFF 2014-2020 or previous financial perspectives (*extract*)

<sup>29</sup> On the basis of the Withdrawal Agreement, the United Kingdom is to be treated as a Member State during and after the transition period for actions which implement Union programmes and activities committed under the current Multiannual Financial Framework (2014-2020)

In order to fulfil the selection criteria set out in **Section 3.2** the tenderer can rely on the capacities of subcontractors or other entities (not subcontractors).

The role of each entity involved in a tender (hereafter referred to as *involved entity*) must be clearly specified: sole tenderer, member of a group or Group leader, subcontractor or an entity on whose capacities the tenderer relies to fulfil the selection criteria<sup>30</sup>. This applies also where the *involved entities* belong to the same economic group.

#### **2.4.1. Joint tenders**

A joint tender is a situation where a tender is submitted by a group (with or without legal form) of economic operators regardless of the link they have between them. The group as a whole is considered a tenderer<sup>31</sup>.

All members of the group assume joint and several liability towards the *Contracting authority* for the performance of the contract as a whole.

Group members must appoint a *Group leader* and a single point of contact authorised to act on their behalf in connection with the submission of the tender and all relevant questions, clarification requests, notifications, etc., that may be received during the evaluation, award and until the contract signature. The model power of attorney attached in **Annex 3** is to be used.

The joint tender must clearly indicate the role and tasks of each member and of the *Group leader* who will act as the *Contracting authority's* contact point for the contract's administrative or financial aspects and operational management. The *Group leader* will have full authority to bind the group and each of its members during contract execution. If the joint tender is successful, the *Contracting authority* shall sign the contract with the Group leader, authorised by the other members to sign the contract on their behalf via power of attorney drawn up in the model attached in **Annex 3**.

Changes in the composition of the group during the procurement procedure (after the submission deadline and before contract signature) shall lead to rejection of the tender except in case of:

- a merger or takeover of a member of the group (universal succession), provided that the new entity has access to procurement (see **Section 2.2**) and is not in an exclusion situation, or
- exclusion or rejection of a member by the *Contracting authority* where the member has no access to procurement, is in an exclusion situation or does not meet a relevant selection criterion.

In either case the selection criteria must be still fulfilled by the group and the terms of the originally submitted tender may not be altered substantially, i.e. all the tasks assigned to the excluded/rejected entity must be taken over by the group, the change must not make the tender non-compliant with the Tender specifications, and the evaluation of award criteria of the originally submitted tender may not be modified.

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<sup>30</sup> Such an entity is not considered a subcontractor, see Section 2.4.3.

<sup>31</sup> References to *tenderer* or *tenderers* in this document shall be understood as covering both sole tenderers and groups of economic operators submitting a joint tender.

## 2.4.2. Subcontracting

Subcontracting is the situation where the contractor enters into legal commitments with other economic operators which will perform part of the contract on its behalf. The contractor retains full liability towards the *Contracting authority* for performance of the contract as a whole.

The following shall not be considered subcontracting:

- a) Use of workers posted to the contractor by another company owned by the same group and established in a Member State (“intra-group posting” as defined by Article 1, 3, (b) of [Directive 96/71/EC concerning the posting of workers in the framework of the provision of services](#)).
- b) Use of workers hired out to the contractor by a temporary employment undertaking or placement agency established in a Member State (“hiring out of workers” as defined by Article 1, 3, (c) of [Directive 96/71/EC concerning the posting of workers in the framework of the provision of services](#)).
- c) Use of workers temporarily transferred to the contractor from an undertaking established outside the territory of a Member State and that belongs to the same group (“intra-corporate transfer” as defined by Article 3, (b) of [Directive 2014/66/EU on the conditions of entry and residence of third-country nationals in the framework of an intra-corporate transfer](#)).
- d) Use of staff without employment contract (“self-employed persons working for the contractor”) to perform substantially the same tasks as the staff with employment contract (“employees”), without the tasks of the self-employed persons being particular well-defined parts of the contract.
- e) Use of suppliers and/or transporters by the contractor, in order to perform the contract at the place of performance, unless the economic activities of the suppliers and/or the transporting services are within the subject of this call for tender (see **Section 0**).
- f) Performance of part of the contract by members of an EEIG (European Economic Interest Grouping), when the EEIG is itself a contractor or a group member.

The persons mentioned in points a), b), c) and d) above will be considered as “personnel” of the contractor as defined in the contract.

All contractual tasks may be subcontracted unless the *Technical specifications* expressly reserve the execution of certain critical tasks to the sole tenderer itself, or in case of a joint tender, to a member of the group.

By filling in the form available in **Annex 4**, tenderers are required to give an indication of the proportion of the contract that they intend to subcontract, as well as to identify and describe briefly the envisaged contractual roles/tasks of subcontractors meeting any of these conditions (hereafter referred to as *identified subcontractors*):

- on whose capacities the tenderer relies upon to fulfil the selection criteria as described under **Section 3.2**;
- whose individual share of the contract, known at the time of submission, is above 5% .

Any such subcontractor must provide the tenderer with a commitment letter drawn up in the model attached in **Annex 5.1** and signed by its authorised representative.

Changes concerning subcontractors identified in the tender (withdrawal/replacement of a subcontractor, additional subcontracting) during the procurement procedure (after the submission deadline and before contract signature) require the prior written approval of the *Contracting authority* subject to the following verifications:

- any new subcontractor is not in an exclusion situation;
- the tenderer still fulfils the selection criteria and the new subcontractor fulfils the selection criteria applicable to it individually, if any;
- the terms of the originally submitted tender are not altered substantially, i.e. all the tasks assigned to the former subcontractor are taken over by another involved entity, the change does not make the tender non-compliant with the Tender specifications, and the evaluation of award criteria of the originally submitted tender is not modified.

Subcontracting to subcontractors identified in a tender that was accepted by the *Contracting authority* and resulted in a signed contract, is considered authorised.

### **2.4.3. Entities on whose capacities the tenderer relies to fulfil the selection criteria**

In order to fulfil the selection criteria a tenderer may also rely on the capacities of other entities, regardless of the legal nature of the links it has with them. It must in that case prove that it will have at its disposal the resources necessary for the performance of the contract by producing a commitment letter in the model attached in *Annex 5.2*, signed by the authorised representative of such an entity, and the supporting evidence that those other entities have the respective resources.

If the contract is awarded to a tenderer intending to rely on another entity to meet the minimum levels of economic and financial capacity, the *Contracting authority* may require the entity to sign the contract or, alternatively, to provide a joint and several first-call financial guarantee for the performance of the contract.

With regard to technical and professional selection criteria, a tenderer may only rely on the capacities of other entities where the latter will perform the works or services for which these capacities are required (i.e. the latter will assume the role of subcontractors).

<p>⚠ Relying on the capacities of other entities is only necessary when the capacity of the tenderer is not sufficient to fulfil the required minimum levels of capacity. Abstract commitments that other entities will put resources at the disposal of the tenderer will be disregarded.</p>
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### 3. EVALUATION AND AWARD

The evaluation of the tenders that comply with the submission conditions will consist of the following elements:

- Check if the tenderer has access to procurement (access to market) (see *Section 2.2*);
- Verification of administrative compliance (if the tender is drawn up in one of the official EU languages and signed by duly authorised representative(-s) of the tenderer);
- 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 defined in the Tender specifications;
- Evaluation of tenders on the basis of the award criteria.

The *Contracting authority* will evaluate the abovementioned elements in the order that it considers to be the most appropriate. If the evaluation of one or more elements demonstrates that there are grounds for rejection, the tender will be rejected and will not be subjected to further full evaluation. The unsuccessful tenderers will be informed of the ground for rejection without being given feedback on the non-assessed content of their tenders. Only tenderer(s) for whom the verification of all elements did not reveal grounds for rejection can be awarded the contract.

The evaluation will be based on the information and evidence contained in the tenders and, if applicable, on additional information and evidence provided at the request of the *Contracting authority* during the procedure. If any of the declarations or information provided proves to be false, the *Contracting authority* may impose administrative sanctions (exclusion or financial penalties) on the entity providing the false declarations/information.

For the purposes of the evaluation related to exclusion and selection criteria *the Contracting authority* may also refer to publicly available information, in particular evidence that it can access on a national database free of charge.

#### 3.1. Exclusion criteria

The objective of the exclusion criteria is to assess whether the tenderer is in any of the exclusion situations listed in Article 136(1) of the Financial Regulation.

As evidence of non-exclusion each tenderer needs to submit with its tender a Declaration on Honour<sup>32</sup> in the model available in *Annex 2*.<sup>33</sup> The declaration must be signed by an authorised representative of the entity providing the declaration.

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<sup>32</sup> The European Single Procurement Document (ESPD) may not be used yet in European Commission's calls for tenders.

<sup>33</sup> Unless the same declaration has already been submitted for the purposes of another award procedure of the European Commission, the situation has not changed, and the time elapsed since the issuing date of the declaration does not exceed one year.

The initial verification of non-exclusion of tenderers will be done on the basis of the submitted declarations and consultation of the [European Union's Early Detection and Exclusion System](#). The documents mentioned as supporting evidence in the Declaration on Honour need to be provided whenever requested and where this is necessary to ensure the proper conduct of the procedure within a deadline given by the Contracting authority<sup>34</sup>.

*Annex 1* specifies which of the *involved entities* participating in a tender need to provide the Declaration on Honour and, when requested by *the Contracting authority*, the supporting evidence.

**Please note that a request for evidence in no way implies that the tenderer has been successful.**

### **3.2. Selection criteria**

The objective of the selection criteria is to assess whether the tenderer has the legal, regulatory, economic, financial, technical and professional capacity to perform the contract.

The selection criteria for this call for tenders, including the minimum levels of capacity, the basis for assessment and the evidence required, are specified in the following subsections.

Tenders submitted by tenderers not meeting the minimum levels of capacity will be rejected.

When submitting its tender each tenderer shall declare on honour that it fulfils the selection criteria for the call for tender. The model Declaration on Honour available in *Annex 2* shall be used.

The initial assessment of whether a tenderer fulfils the selection criteria will be done on the basis of the submitted declaration(s).

The subsections below specify which selection criteria evidence must be provided with the tender or may be requested later, at any time during the procurement procedure<sup>35</sup>. In any case, to the extent that there is no ground for a waiver, the evidence must be provided, upon request

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<sup>34</sup> The obligation to provide the supporting evidence will be waived in the following situations:

- if the same documents have already been provided in a previous award procedure of the European Commission, have been issued no more than one year before the date of their request by the *Contracting authority* and are still valid at that date;
- if such evidence can be accessed by the *Contracting Authority* on a national database free of charge, in which case the economic operator shall provide *the Contracting authority* with the internet address of the database and, if needed, the necessary identification data to retrieve the document;
- if there is a material impossibility to provide such evidence.

<sup>35</sup> The obligation to provide the supporting evidence will be waived in the following situations:

- if the same documents have already been provided in a previous award procedure of the European Commission, have been issued no more than one year before the date of their request by the *Contracting authority* and are still valid at that date;
- if such evidence can be accessed by the *Contracting Authority* on a national database free of charge, in which case the economic operator shall provide the *Contracting authority* with the internet address of the database and, if needed, the necessary identification data to retrieve the document.

and within a deadline given by the Contracting authority. The evidence must be provided in accordance with the applicable basis for assessment of each criterion: in case of a consolidated assessment – only by the *involved entities* who contribute to the fulfilment of the criterion, and in case of individual assessment – by each *involved entity* to whom the criterion applies individually.

**3.2.1. Legal and regulatory capacity**

Tenderers do not need to prove specific legal and regulatory capacity to perform the contract.

**3.2.2. Economic and financial capacity**

Tenderers must comply with the following selection criteria in order to prove that they have the necessary economic and financial capacity to perform the contract.

Criterion F1	
<b>Minimum level of capacity</b>	Average yearly turnover of the last two financial years above EUR 800.000,00.
<b>Basis for assessment</b>	This criterion applies to the tenderer as a whole, i.e. a consolidated assessment of the combined capacities of all involved entities will be carried out.
<b>Evidence</b>	Copy of the profit and loss accounts and balance sheet for the last two years for which accounts have been closed from each concerned <i>involved entity</i> , or, failing that, appropriate statements from banks. The most recent year must have been closed within the last 18 months.

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 Commission reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

The evidence of economic and financial capacity does need not be provided with the tender but may be requested by the Contracting authority at any time during the procedure. **Please note that a request for evidence in no way implies that the tenderer has been successful.**

**3.2.3. Technical and professional capacity**

Tenderers must comply with the following selection criteria in order to prove that they have the necessary technical and professional capacity to perform the contract.

Criterion T1
The tenderer must prove experience in the field of (1) social policy, more specifically in the field of social services organisation, provision, delivery and funding, (2) data collection and

	statistical analysis.
<b>Minimum level of capacity</b>	At least 4 projects completed in the last three years preceding the tender submission, with a minimum value for each of them EUR 400.000,00.
<b>Basis for assessment</b>	This criterion applies to the tenderer as a whole, i.e. the combined capacities of all involved entities.
<b>Evidence</b>	<p>A list of projects meeting the minimum level of capacity. The list shall include details of their start and end date, total project amount and scope, role and amount invoiced. In case of projects still on-going only the portion completed during the reference period will be taken into consideration.</p> <p>As supporting documents for each project reference the Contracting authority may request statements issued by the clients and take contact with them.</p>

Supporting documents must be provided with the tender. Additional evidences of technical and professional capacity may be requested by the Contracting authority at any time during the procedure. **Please note that a request for evidence in no way implies that the tenderer has been successful.**

Criterion T2	
The tender must provide evidence on the capacity to deliver the project. The evidence will consist of CVs of the team responsible to deliver the service. Each CV shall indicate the intended function in the delivery of the service.	
<b>Minimum level of capacity</b>	<p>a) <b><u>Project Manager</u></b>: At least 3 years of experience in project management, including overseeing project delivery, quality control of delivered service, client orientation and conflict resolution experience in project of a minimum value of (at least EUR 400.000,00) and coverage (at least 10 countries covered), with experience in management of team of at least 6 people.</p> <p>b) Expert/s in:</p> <p><b><u>Social policy</u></b>: Relevant higher education degree and at least 5 years of professional experience in the field.</p> <p><b><u>Statistical analyses</u></b>: Relevant higher education degree and at least 5 years of professional experience in the field.</p> <p><b><u>Data collection</u></b>: At least 5 year of professional experience in the field.</p> <p>At least 2 members of the team with at least C1 level in the Common European Framework for Reference for Languages in English</p>
<b>Basis for assessment</b>	This criterion applies to the tenderer as a whole, i.e. the

	combined capacities of all involved entities.
<b>Evidence</b>	CV, language certificate or past relevant experience

CV and respective certificates must be provided with the tender. Additional evidences of technical and professional capacity may be requested by the Contracting authority at any time during the procedure. **Please note that a request for evidence in no way implies that the tenderer has been successful.**

☞ Involved entities must not be subject to conflicting interests which may negatively affect the contract performance. Where the *Contracting authority* has established such conflicting interests, it may conclude that the tenderer or an involved entity does not possess the required professional capacity to perform the contract to an appropriate quality standard.

The presence of conflicting interests shall be examined during the evaluation phase based on the statements made through the Declarations on Honour and, where applicable, the commitment letters (*Annex 5.1 and Annex 5.2*).

### **3.3. Compliance with the minimum requirements of the Tender specifications**

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 tender. Particular attention is drawn to the minimum requirements specified in Section 0 of these 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.

☞ <b>Tenders that are not compliant with the applicable minimum requirements shall be rejected.</b>
---

### 3.4. Award criteria

The objective of the award criteria is to evaluate the tenders with a view to choosing the most economically advantageous tender, using the best-price quality award method.

Tenders will be evaluated on the basis of the following award criteria and their weighting. The maximum total quality score is 100 points.

#### **Criterion 1 - Quality of the methodology and data collection process (75 points)**

This criterion will evaluate if the proposed approach to the implementation of the tasks is appropriate, well-described and structured, if it responds to the requirements of the tender specifications, is detailed enough and appropriately and convincingly covers all the objectives listed in the specifications.

This criterion will evaluate the following subcriteria:

No	Qualitative award criteria	Maximum points
		Minimum score
1.1	Quality of the methodology, data sources, collection, validation and synthesizing methods for defining personal targeted social services and for undertaking the specific tasks, as listed in the preceding section, relating to their typology, users, financing, provision, and workforce.	15 50%
1.2	Quality of the methodology and data sources, collection methods for assessing the implementation of the Voluntary European Quality Framework for Social Services.	15 50%
1.3	Quality of the methodology and data sources, collection and validation methods for defining a positive social impact, including specific positive impacts that can be achieved with these services; and for identifying performance monitoring frameworks.	15 50%
1.4	Quality of the approach towards formulating recommendations on the specific role of personal targeted social services towards the achievement of a positive social impact for people in vulnerable situations, as well as towards the implementation of the European Pillar of Social Rights.	15 50%
1.5	Quality of the approach towards formulating the recommendation on updating the Quality Framework regarding monitoring access, quality and social impact.	15 50%
	Total number of points	75

#### **Criterion 2 - Organisation of the work and resources (25 points)**

Quality, effectiveness and credibility of the work plan and efficiency of the project management including a realistic and balanced organization of work. Effectiveness, relevance

and credibility of the proposed management and control measures concerning the relationships with stakeholders,

This criterion will evaluate the following subcriteria:

No	Qualitative award criteria	Maximum points
		Minimum score
2.1	The quality of the project management plan and the sufficiency of the control measures;	9 50%
2.2	The appropriateness of the timetable, supervision of work	8 50%
2.3	Consistency of service performance and continuity of the service in case of difficulties, language quality check	8 50%
Total number of points		25

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.

**3.5. Award (ranking of tenders)**

Tenders shall be ranked according to the best price-quality ratio in accordance with the formulas below. A weight of 70/30 is given to quality and price.

score for tender X	=	<i>cheapest price</i>	*	100	*	<i>price weighting (in %)</i>	+	<i>total quality score (out of 100) for all award criteria of tender X</i>	*	<i>quality criteria weighting (in %)</i>
		<i>price of tender X</i>								

The contract shall be awarded to the tender ranked first, which complies with the Tender Specifications and is submitted by a tenderer having access to procurement, not in an exclusion situation and fulfilling with the selection criteria.

## 4. FORM AND CONTENT OF THE TENDER

### 4.1. Form of the tender: how to submit the tender?

Tenders are to be submitted via the e-Submission application according to the instructions laid down in the Invitation to tender letter and the [e-Submission Quick Guide](#).

☞ Make sure you prepare and submit your electronic tender in e-Submission early enough to ensure it is received within the deadline specified under Heading IV.2.2 of the contract notice. A tender received after this deadline will be rejected.

### 4.2. Content of the tender: what documents to submit with the tender?

The documents to be submitted with the tender in e-Submission are listed in *Annex 1*.

The following requirements apply to the technical and financial offer (to be uploaded as Technical tender and Financial tender in e-Submission):

- *Technical offer.*

The technical offer must provide all the information needed to assess the compliance with Section 1.4 of these specifications and the award criteria. Tenders deviating from the minimum requirements or not covering all the requirements may be rejected on the basis of non-compliance and not evaluated further.

- *Financial offer.*

A complete financial offer, including the breakdown of the price needs to be uploaded. For this purpose, the Financial Model in *Annex 6* shall be completed, duly signed and uploaded in e-Submission.

It is the responsibility of each tenderer to ensure that the total amount of the tender inserted in the relevant field of the e-Submission application corresponds to the amount indicated in the uploaded financial offer. In case of discrepancies, only the amount indicated in the financial offer will be taken into account.

The financial offer shall be:

- expressed in euros. 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.
- quoted free of all duties, taxes and other charges, i.e. also free of VAT. The tenderer may indicate the amount of VAT but it must be shown separately.

☞ The European Union Institutions are exempt from such charges in the EU under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Union of 8 April 1965 annexed to the Treaty on the Functioning of the European Union. Exemption is granted to the Commission by the governments of the Member States, either through refunds upon presentation of documentary evidence or by direct exemption.

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

#### **4.3. Signature policy: how can documents be signed?**

Where a document needs to be signed, the signature must be either hand-written, a qualified electronic signature or an advanced electronic signature based on a qualified certificate as defined in [Regulation \(EU\) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market \(the eIDAS Regulation\)](#).

All documents must be signed by the signatories (when they are individuals) or by their duly authorised representatives.

For the following documents, when signed by representatives, tenderers must provide evidence for the delegation of the authorisation to sign:

- The Tender report;
- The Declaration on Honour of the tenderer (in case of joint tender – the Declarations on Honour of all group members);
- (If applicable – in the case of joint tender) the power(s) of attorney drawn up using the model attached in **Annex 3**).

The delegation of the authorisation to sign on behalf of the signatories (including, in the case of proxy(-ies), the chain of authorisations) must be evidenced by appropriate written evidence (copy of the notice of appointment of the persons authorised to represent the legal entity in signing contracts (together or alone), or a copy of the publication of such appointment if the legislation which applies to signatory requires such publication or a power of attorney). A document that the Contracting authority can access on a national database free of charge does not need to be submitted if the Contracting authority is provided with the exact internet link and, if applicable, the necessary identification data to retrieve the document.

#### **4.4. Confidentiality of tenders: what information and under what conditions can be disclosed?**

Once the *Contracting authority* has opened a tender, it becomes its property and shall be treated confidentially, subject to the following:

- For the purposes of evaluating the tender and, if applicable, implementing the contract, performing audits, benchmarking, etc., the *Contracting authority* is entitled to make available (any part of) the tender to its staff and the staff of other Union institutions, agencies and bodies, as well to other persons and entities working for the *Contracting authority* or cooperating with it, including contractors or subcontractors and their staff provided that they are bound by an obligation of confidentiality.
- After the signature of the award decision tenderers whose tenders were received in accordance with the submission modalities, who have access to procurement, who are not found to be in an exclusion situation referred to in Article 136(1) of the FR, who

are not rejected under Article 141 of the FR, whose tenders are not found to be incompliant with the procurement documents, and who make a request in writing will be notified of the name of the tenderer to whom the contract is awarded, the characteristics and relative advantages of the successful tender and the price of the offer and/or contract value. The *Contracting authority* may decide to withhold certain information that it assesses as being confidential, in particular where its release would prejudice the legitimate commercial interests of economic operators or might distort fair competition between them. Such information may include, without being limited to, confidential aspects of tenders such as unit prices included in the financial offer, technical or trade secrets<sup>36</sup>.

- The *Contracting authority* may disclose the submitted tender in the context of a request for public access to documents, or in other cases where the applicable law requires its disclosure. Unless there is an overriding public interest in disclosure<sup>37</sup>, the *Contracting authority* may refuse to provide full access to the submitted tender, redacting the parts (if any) that contain confidential information, the disclosure of which would undermine the protection of commercial interests of the tenderer, including intellectual property.

☞ The *Contracting authority* will disregard general statements that the whole tender or substantial parts of it contain confidential information. Tenderers need to mark clearly the information they consider confidential and explain why it may not be disclosed. The *Contracting authority* reserves the right to make its own assessment of the confidential nature of any information contained in the tender.

## **APPENDIX: LIST OF REFERENCES**

<i>Award criteria</i>	See Section 3.4
<i>Contracting authority</i>	See Section 1.1
<i>Entities on whose capacities the tenderer relies to fulfil the selection criteria</i>	See Section 2.4.3
<i>EU Validation services</i>	See Section 2.3 <a href="#">EU Grants and Tenders Rules on Legal Entity Validation, LEAR appointment and Financial Capacity assessment</a>
<i>Exclusion criteria</i>	See Section 3.1

<sup>36</sup> For the definition of trade secrets please see Article 2 (1) of DIRECTIVE (EU) 2016/943 on the protection of undisclosed know-how and business information (trade secrets) against their unlawful acquisition, use and disclosure.

<sup>37</sup> See Article 4 (2) of the REGULATION (EC) No 1049/2001 regarding public access to European Parliament, Council and Commission documents.

<b><i>Financial Regulation</i></b>	<a href="#">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</a>
<b><i>Group leader</i></b>	See Section 2.4.1
<b><i>Identified subcontractors</i></b>	See Section 2.4.2
<b><i>Involved entities</i></b>	See Section 2.4
<b><i>Joint tender</i></b>	See Section 2.4.1
<b><i>Participating entities</i></b>	See Section 1.1
<b><i>Participant Register</i></b>	See Section 2.3 <a href="https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/how-to-participate/participant-register">https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/how-to-participate/participant-register</a>
<b><i>Selection criteria</i></b>	See Section 3.2
<b><i>Sole tenderer</i></b>	See Section 2.4
<b><i>Subcontracting/subcontractor</i></b>	See Section 2.4.2
<b><i>Treaties</i></b>	The EU Treaties: <a href="https://europa.eu/european-union/law/treaties_en">https://europa.eu/european-union/law/treaties_en</a>

# ANNEXES

## Annex 1. List of documents to be submitted with the tender or during the procedure

Description	Sole tenderer	Joint tender		Identified Subcontractor	Entity on whose capacity is being relied	When and where to submit the document?	Instructions for uploading in eSubmission (if applicable)	
		Group leader	Member of the group				How to name the file?	Where to upload?
<p><b>1. Identification and information about the tenderer.</b></p> <p><i>eSubmission view</i></p>								
<p><b>Declaration on Honour on Exclusion and Selection Criteria</b> (see Section 3.1)</p> <p>model in Annex 2. Declaration on Honour on exclusion and selection criteria</p>	☒	☒	☒	☒	☒	<p>With the tender in e-Submission</p> <p><b>(The original document, duly signed and dated, shall also be sent to the mailing address of the Contracting Authority)</b></p>	'Declaration on Honour'	<p>With the concerned entity under 'Parties'</p> <p>→ 'Identification tenderer'</p> <p>→ 'Attachments' → 'Declaration on Honour'.</p>
<p><b>Evidence</b> that the person signing the documents is <b>an authorised representative</b> of the</p>	☒	☒	☒			<p>With the tender in e-Submission</p>	'Authorisation to sign' documents'.	<p>With the concerned entity under 'Parties'</p> <p>→ 'Identification tenderer'</p> <p>→ 'Attachments' → 'Other</p>

entity <sup>38</sup>								documents'.
<b>Power of attorney</b> (see Section 2.4.1)  model in Annex 3. Power of attorney			<input checked="" type="checkbox"/>			With the tender  in e-Submission	'Power of attorney'	In the Group leader's section under 'Parties' → 'Identification tenderer' → 'Attachments' → 'Other documents'.
<b>Commitment letter</b> (see Section 2.4.2 and 2.4.3)				<input checked="" type="checkbox"/>  (model in Annex 5.1)	<input checked="" type="checkbox"/>  (model in Annex 5.2)	With the tender  in e-Submission	'Commitment letter'	With the concerned entity under 'Parties' → 'Identification tenderer' → 'Attachments' → 'Other documents'.
<b>Evidence of non-exclusion</b> (see Section 3.1)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Only upon request by <i>the Contracting authority</i>  At any time during the procedure	n.a.	n.a.
<b>Evidence of legal existence and status</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			Only upon request by <i>the EU Validation services</i>  At any time during the procedure  In the Participant Register	n.a.	n.a.

<sup>38</sup> A document that the Contracting authority can access on a national database free of charge does not need to be submitted if the Contracting authority is provided with the exact internet link and, if applicable, the necessary identification data to retrieve the document.

<b>Evidence of legal capacity</b> (see Section 3.2.1)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<b>n.a.</b>	n.a.	n.a.
<b>Evidence of economic and financial capacity F1</b> (see Section 3.2.2)	<b>The documents must be provided only by the <i>involved entities</i> who contribute to reaching the minimum capacity level for criterion F1</b>					Only upon request by <i>the Contracting authority</i>  At any time during the procedure	n.a.	n.a.
<b>Evidence of technical and professional capacity T1, T2</b> (see Section 3.2.3)	<b>The documents must be provided only by the <i>involved entities</i> who contribute to reaching the minimum capacity level for criteria T1 and T2</b>					With the tender  in e-Submission	n.a.	n.a.

## 2. Tender data.



**Failure to upload the following documents in eSubmission will lead to rejection of the tender.**

<b>Technical offer</b> (see Section 4.2)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				With the tender  in e-Submission	'Technical tender'	Under section 'Tender Data' → 'Technical Tender'
<b>Financial offer</b> (see Section 4.2)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				With the tender  in e-Submission	'Financial tender'	Under 'Tender Data' → 'Financial Tender'

## 3. Tender report.

Once all information and documents have been encoded and uploaded in the e-Submission application and you consider that the tender is complete, the application will require you to

download the **Tender Report generated by the e-Submission application**. It will have to be signed (hand signature or electronic signature) and uploaded, as explained in the [eSubmission Quick Guide](#).

**The original document, duly signed, shall also be sent to the mailing address of the Contracting Authority.**



<b>Tender report</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				With the tender in e-Submission	'Tender report'	Under section report'	'Tender
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**Annex 2. Declaration on Honour on exclusion and selection criteria is available as a separate document**

### Annex 3. Power of attorney

Call for tenders EMPL/2020/OP/0009 -

Study on social services with particular focus on personal targeted social services for people in vulnerable situations

#### POWER OF ATTORNEY

The undersigned:

– Signatory (Name, Function, Company, Registered address, VAT Number)

having the legal capacity required to act on behalf of his/her company,

HEREBY AGREES TO THE FOLLOWING:

- 1) To submit a joint tender as a member of a group of tenderers (the Group), constituted by Company 1, Company 2, Company N (Group members), and led by Company 1 (Group leader), in accordance with the conditions specified in the Tender specifications and the terms specified in the tender to which this Power of attorney is attached.
- 2) If the Contracting authority awards the contract resulting from this call for tenders to the *Group* on the basis of the joint tender to which this power of attorney is attached, all *Group members* shall be considered parties to the contract in accordance with the following conditions:
  - (a) All *Group members* shall be jointly and severally liable towards the Contracting authority for the performance of the contract.
  - (b) All *Group members* shall comply with the terms and conditions of the contract and ensure the proper delivery of their respective share of the services and/or supplies subject to the contract.
- 3) Payments by the Contracting authority related to the services and/or supplies subject to the Contract shall be made through the bank account of the *Group leader*: [Provide details on bank, address, account number].
- 4) The *Group members* grant to the *Group leader* all the necessary powers to act on their behalf in the submission of the tender and the conclusion of the contract, including:
  - (a) The *Group leader* shall submit the tender on behalf of all *Group members* and indicate in the "Tender Contact Info" section in e-Submission the name and e-mail address of an individual - single point of contact authorised to communicate officially with the Contracting authority in connection with the submitted tender on behalf of all *Group members*, including in connection with all relevant questions, clarification requests, notifications, etc., that may be received during the evaluation, award and until the contract signature.
  - (b) The *Group leader* shall sign any contractual documents — including the contract, and amendments thereto — and issue any invoices related to the performance of the contract on behalf of all *Group members*.

(c) The *Group leader* shall act as a single contact point with the Contracting authority in the delivery of the services and/or supplies subject to the contract. It shall co-ordinate the delivery of the services and/or supplies by the *Group* to the Contracting authority, and shall see to a proper administration of the contract.

Any modification to the present Power of attorney shall be subject to the Contracting authority's express approval. This Power of attorney shall expire when all the contractual obligations of the *Group* have ceased to exist. The parties cannot terminate it before that date without the Contracting authority's consent.

Place and date:

Name (in capital letters), function, company and signature:

**Annex 4. List of identified subcontractors and their share of the contract**

Identification details	Roles/tasks during contract execution	Proportion of subcontracting (% of contract volume)
<i>[Full official name Registered address Statutory registration number VAT registration number]</i>		
<i>[Full official name Registered address Statutory registration number VAT registration number]</i>		
<i>[REPEAT AS MANY TIMES AS THE NUMBER OF IDENTIFIED SUBCONTRACTORS]</i>		
<b>Other subcontractors that do not need to be identified under Section 2.4.2</b>		
	<b>TOTAL % of subcontracting</b>	0,00%

## Annex 5.1. Commitment letter by an identified subcontractor

[Letterhead, if any]

EUROPEAN COMMISSION

Call for tenders Ref. EMPL/2020/OP/0009

Attn:

[Insert date]

### **Commitment letter by identified subcontractor**

I, the undersigned,

Name:

Function:

Company:

Registered address:

VAT Number:

having the legal capacity required to act on behalf of the company **[insert name of the entity]** hereby confirm that our company agrees to participate as subcontractor in the offer of **[insert name of the tenderer]** for the Call for Tenders *EMPL/2020/OP/0009* – Study on social services with particular focus on personal targeted social services for people in vulnerable situations.

In the event that the tender of the aforementioned tenderer is successful, **[insert name of the subcontractor]** commits itself to make available the resources necessary for performance of the contract as a subcontractor and to carry out the services that will be subcontracted to it in compliance with the terms of the contract. It further declares that it is not subject to conflicting interests which may negatively affect the contract performance and that it accepts the general conditions attached to the Tender Specifications for the above call for tender, in particular the contractual provisions related to checks and audits.

Done at:

Name:

Position:

Signature:

## Annex 5.2. Commitment letter by an entity on whose capacities is being relied

[Letterhead, if any]

EUROPEAN COMMISSION

Call for tenders Ref. EMPL/2020/OP/0009

Attn:

[Insert date]

### **Commitment letter by an entity on whose capacity is being relied**

I, the undersigned,

Name:

Function:

Company:

Registered address:

VAT Number:

having the legal capacity required to act on behalf of *[insert name of the entity]* hereby confirm that our company **authorises** *[insert name of the tenderer]* **to rely on its financial and economic capacity in order to meet the minimum levels** required for the Call for Tenders *EMPL/2020/OP/0009* – Study on social services with particular focus on personal targeted social services for people in vulnerable situations..

In the event that the tender of the aforementioned tenderer is successful, *[insert name of the entity]* commits itself to make available the resources necessary for performance of the contract. It further declares that it is not subject to conflicting interests which may negatively affect the contract performance, and that it accepts the general conditions attached to the Tender Specifications for the above call for tender, in particular the contractual provisions related to checks and audits.

Done at:

Name:

Position:

Signature:

## Annex 6. Financial offer form

### Breakdown of prices

Description	Unit price in EUR	Working days	Max. No of working days	Sub-total per item EUR	Total amounts in EUR
Experts' fees (to be specified for each specific task)  Details	0.00	0	w.d.	0.00	0.00
Experts' fees <b>Task 1</b>  Details	0.00	0	w.d.	0.00	0.00
Experts' fees <b>Task 2</b>  Details	0.00	0	w.d.	0.00	0.00
Experts' fees <b>Task 3</b>  Details	0.00	0	w.d.	0.00	0.00
Experts' fees <b>Task 4</b>  Details	0.00	0	w.d.	0.00	0.00
Experts' fees <b>Task 5</b>  Details	0.00	0	w.d.	0.00	0.00
Subtotal expert fees A					
<b>Other costs</b> (to be specified such as travel costs, translation, documentation, etc.)  Details	0.00	0	Unit	0.00	0.00
Subtotal Other costs B					
<b>Total amount (A+B)</b>					<b>0.00</b>

### **Professional fees and other costs**

- Fees, expressed as the number of person-days multiplied by the unit price per working day for each expert proposed. The unit price should cover the experts' fees and administrative expenditure.
- **Other costs**, such as travel expenses and any other direct costs necessary for the implementation of the contract (project management, translations, documentation, quality control, proofreading etc.).

## Annex 7. EaSI Final Technical Report Template

<b>European Union Programme for Employment and Social Innovation (EaSI) 2014 - 2020<sup>39</sup></b>
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<b>FINAL TECHNICAL REPORT TEMPLATE</b>
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<b>1) Title of the action:</b>	
<b>2) Reference number (grant agreement/contract):</b>	

<b>3) Main objectives:<sup>40</sup></b>
<b>4) Policy themes:<sup>41</sup></b>

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<sup>39</sup> REGULATION (EU) No 1296/2013

<sup>40</sup> List the original goals and objectives of the action as set out in the grant agreement and explain how they were met during the implementation period.

<sup>41</sup> Please mention policy themes/areas (e.g. labour mobility, pensions, etc.) where your action is expected to take an effect. Please elaborate where exactly your action aims to contribute in terms of the indicated policy themes/areas.

5) Summary of the implementation of the activities: <sup>4243</sup>	
Planned	Implemented
Changes	

6) Were the following target groups involved ?(more than one group possible): <sup>44</sup>	Yes/No
(a) national, regional and local authorities	
(b) employment services	
(c) specialist bodies provided for under Union law	
(d) the social partners	
(e) non-governmental organisations	
(f) higher education institutions and research institutes	

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<sup>42</sup> To be introduced for each key activity

<sup>43</sup> Please report on each group of activities/components of your action. If you have introduced any relevant changes to what was planned in the beginning of the project, please explain why these changes were necessary and what effect they had on the outcomes.

<sup>44</sup> Please indicated all target groups of your action (from those listed in the report). Please also mention any other target groups.

(g) experts in evaluation and in impact assessment	
(h) national statistical offices	
(i) the media	
(j) others	

<b>7) Were the following issues addressed?<sup>45</sup></b>	<b>Yes/No</b>
- youth employment	
- combat long-term unemployment	
- fight against poverty and social exclusion	
- promotion of equality between women and men	
- promotion of a high-level of quality and sustainable employment	
- guarantee adequate and decent social protection	
- combat discrimination based on sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation; pay particular attention to vulnerable groups, such as young people	
- transnational dimension	
<i>How were these issues addressed? (max 2000 characters)</i>	

<b>8) Key messages<sup>46</sup></b>

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<sup>45</sup> In this part, please indicate whether your action addressed any of the listed horizontal issues. Please explain how exactly those issues were addressed by your action.

<sup>46</sup> Please indicate and explain the key messages that you aimed to communicate about your action.

**9) Conclusions<sup>47</sup>**

**10) Policy follow-up<sup>48</sup>**

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<sup>47</sup> *In this part, please describe results, impacts and the EU added value of your action. For more detailed instructions, please refer to the part of this message (below) on drafting the executive summary.*

<sup>48</sup> *In this part, please explain whether your or other organisations (to the best of your knowledge) are planning to implement follow-up activities based on this action. In addition, please describe any lessons learned from the action as well as recommendations for similar actions in the future. For more detailed instructions, please refer to the part of this message (below) on drafting the executive summary.*

## 11) Quantitative information on outputs delivered by the action:

<b>11.1. Analytical outputs</b> (number of outputs, irrespective of whether they were published or not. An output produced in several languages counts as a single output)	Number of outputs
<ul style="list-style-type: none"> <li>Newly developed and/or maintained quantitative and qualitative databases</li> </ul>	
<ul style="list-style-type: none"> <li>Common methodologies, classifications, micro-simulations, indicators and benchmarks</li> </ul>	
<ul style="list-style-type: none"> <li>Reports: surveys, studies, analyses and expertise</li> </ul>	
<ul style="list-style-type: none"> <li>Evaluations and impact assessments</li> </ul>	
<ul style="list-style-type: none"> <li>Monitoring and assessment reports on the transposition and implementation of Union law</li> </ul>	
Has your project implemented social policy experimentation as a method for testing and evaluating innovative solutions?	Yes/No
<i>How and to whom were the reports disseminated: target audiences (e.g. EU, national, regional or local policy-makers, socio-economic partners, etc.) and means used (e.g. printed copies, Internet, etc.)? (max 2000 characters)</i>	

<b>11.2. Outputs related to mutual learning, awareness raising and dissemination</b>	Number of outputs
<ul style="list-style-type: none"> <li>Training of legal and policy practitioners</li> </ul>	
Total number of participants: women/men *	/
<ul style="list-style-type: none"> <li>Exchanges of good practice, peer reviews and mutual learning events</li> </ul>	
Total number of participants: women/men*	
<ul style="list-style-type: none"> <li>Conferences, seminars and other high-level events*</li> </ul>	
Total number of participants: women/men	
<ul style="list-style-type: none"> <li>Guides, educational material</li> </ul>	
<ul style="list-style-type: none"> <li>Information systems developed and maintained in order to exchange and disseminate information</li> </ul>	
<ul style="list-style-type: none"> <li>Other information and communication actions (including those targeted to the media)</li> </ul>	
<i>How and to whom were the outputs disseminated: target audiences (e.g. EU, national, regional or local policy-makers, socio-economic partners, etc.) and means used (e.g. newsletters, newspapers community of practices, etc.)? (max 2000 characters)</i>	

<b>11.3. Outputs related to capacity building and support to actors:</b>	Number of outputs:
<ul style="list-style-type: none"> <li>EU multilingual digital platform and electronic exchange systems</li> </ul>	
<ul style="list-style-type: none"> <li>Provision of information, counselling, placement and recruitment services</li> </ul>	
<ul style="list-style-type: none"> <li>Capacity building actions for national, regional and local administrations,</li> </ul>	

specialist services responsible for promoting geographical mobility, civil society organisations, social partners, microcredit providers*	
Total number of participants: women/men	/
<ul style="list-style-type: none"> <li>Working groups organised for national officials to monitor the implementation of Union law*</li> </ul>	
Total number of participants: women/men	/
<ul style="list-style-type: none"> <li>Networking and cooperation meetings among specialist bodies and other relevant stakeholders, national, regional and local authorities and employment services at European level*</li> </ul>	
Total number of participants: women/men	/
<ul style="list-style-type: none"> <li>Exchanges of personnel between national, regional and local administrations, employment services, civil society organisations, social partners, international organisations or other organisations</li> </ul>	
Total number of participants: women/men , <i>of which from:</i>	/
- <i>National, regional and local administrations</i>	
- <i>Employment services</i>	
- <i>Civil society organisations, including NGOs</i>	
- <i>Social partners</i>	
- <i>International organisations</i>	
- <i>Microcredit providers and investors in social enterprises</i>	
<ul style="list-style-type: none"> <li>European-level observatories</li> </ul>	
<i>How and to whom were the actions disseminated: target audiences (e.g. EU, national, regional or local policy-makers, socio-economic partners, etc.) and means used (e.g. newsletters, newspapers, community of practices, etc.)? (max 2000 characters)</i>	

**\* Provide the list of participants: name, sex, type of organisation, country and email addresses**

Please note that you only have to complete parts of the template that are relevant for your particular action. If you did not implement some activities indicated in the template, please leave the related parts blank or write 'not applicable'.

***Notice to participants of events to be announced by the organisers:***

Persons taking part in this event will be registered in a document called 'the list of participants', which will include at least their first and last names and e-mail addresses. Depending on particular cases, it might also include participants' sex, organisation and country details. The personal data included in the list of participants -is necessary and will be used for the monitoring of the EU Programme for Employment and Social Innovation (EaSI), including for surveys carried out throughout the programme duration. Each participant will therefore be asked to give his/her specific consent to a Privacy Statement on the processing

of his/her personal data. A model Privacy Statement is available on the Europa Website of the EaSI Programme<sup>49</sup>.

The participants in EaSI-supported events may be contacted through surveys carried out by the European Commission or by an external contractor responsible for the monitoring of the EaSI programme in order to have their views and opinions about an EaSI-supported event to which they have participated, e.g. a conference, meeting, seminar or other type of event funded fully or partially by the EaSI programme.

The collected personal data and all information related to the above mentioned surveys is stored on a server of the external contractor of the European Commission, who guarantees the data protection and confidentiality required by the Regulation (EU) 2018/1725.

When you receive the survey, you will be able to verify, which personal data is stored, have it modified, corrected, or deleted. You will also have the possibility to ask questions regarding surveys or on the processing of information in the context of the surveys.

In case you have any questions concerning the monitoring requirements, please contact the external contractor currently responsible for monitoring the EaSI programme ([PPMI](mailto:EaSI@ppmi.it)) at [EaSI@ppmi.it](mailto:EaSI@ppmi.it).

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<sup>49</sup> <https://ec.europa.eu/social/main.jsp?catId=1081&langId=en&furtherCalls=yes&callType=2>



**Annexes:**

- 1) Executive summary
- 2) List of participants with their country and email addresses
- 3) Final financial report

Please submit one original and one copy of the final technical and financial reports and all of your evidence in one copy only.

## Annex 1: STRUCTURE FOR EXECUTIVE SUMMARY

Beneficiaries/contractors must provide in the final activity report or upon specific request, an executive summary regarding the results /impact achieved by the project.

The Executive summary will be published. It should be a stand-alone summary of the action and its implications. It should be concise (max 7500 characters), written in plain language and be made available to the Commission **in English** other EU languages are welcome but optional.

The executive summary must include the following:

### 1. Description of the action

Context and policy areas, main objectives, target group(s) and key activities and deliverables (provide also the publication and website address)

- **The context of the action.** Please describe why your organisation or consortium decided to implement this particular action. Is this action a follow-up to any previously implemented activities funded either by national or EU funds? Where does this action fit in the overall activities/strategy of your organisation? To which of the local/national/EU level policies your action contributes?
- **Main policy areas and sub-areas.** Please mention policy areas and sub-areas where your action is expected to take an effect. For example, a policy area can be indicated as 'social protection and social inclusion,' while 'long term care' could be a sub-area. Please elaborate where exactly your action aims to contribute in terms of the indicated policy areas and sub-areas.
- **Main objectives.** In this part, please indicate what your action aimed to achieve.
- **Key activities.** In this part, please indicate the main activities that you implemented to achieve the objectives listed in the section above. If you have introduced any significant changes to what was planned in the beginning of the project, please explain why these changes were necessary and what effect they had on the outcomes of the action.
- **Target groups.** Please indicate the target groups of your action. Please comment if you took any actions in order to involve groups that are vulnerable (e.g. young people, long-term unemployed). Did you take any actions in order to ensure that women and men are equally included in your activities?
- **Deliverables.** Please indicate what are the main deliverables of your action? Were they published in paper or on-line? If so, please provide the links/references to publications. Please explain how have the main deliverables of the project contributed to achievement of the project objectives listed above? If available, please also provide a website of your action.

## 2. Conclusions:

Description of results, impacts and EU added value

- **Results of the action.** List all the relevant results of your action. Please directly address the issue whether your action achieved everything that you have planned. For this, please compare your results with the objectives that you have indicated above. In case you have not achieved everything that was planned, please explain why this was the case.
- **Impacts of the action.** Please list the impacts of your action (actual or expected). Since it might take time for the impacts to materialise, please also reflect on the expected impacts. Please indicate the impacts of your action on: the population (local, national or EU), your organisation, other national or EU organisations, policy (at the local, national, EU or international level). Will the achieved impacts be sustainable? What are the factors suggesting the sustainability or unsustainability of the impacts?
- **EU added value.** According to the Better Regulation Guidelines, EU-added value looks for changes, which (as it can be reasonably argued) are due to EU intervention rather than any other factors. EU added value may result from different factors e.g. co-ordination gains, improved legal certainty, greater effectiveness or complementarity. Please indicate:
  - a. Could you have implemented a similar action without the EU funding? Where exactly the EU funding has mostly contributed in your action's budget?
  - b. Has a given effect of the action been achieved at a lower cost for taxpayers because the intervention took place at EU level?
  - c. Has your action implemented or led to networking among the national/EU organisations?

In addition, depending on the type and nature of the action, please try to answer the following questions:

- d. Has your action contributed to implementing the EU legislation or ensuring that the legislation is correctly implemented?
- e. Have you implemented/promoted any "best practices" identified under your previous activities? Could you mention such practices?
- f. Have you implemented any activities that allowed for benchmarking among the Member States (such as peer reviews, mutual learning events)? Do you have any examples of decisions based on such benchmarking activities?
- g. Have your activities allowed for mitigation of any cross-border risks that might have harmed your activities if they were implemented only at the national level? Please explain.
- h. Has your action contributed to the free movement of persons? If yes, please explain how.

**When completing this part, please focus in particular on pointing out the potential good practices implemented during the project.** Good practice is a process or a methodology that has been proven to work well and produce good results, and is therefore recommended as a model or as a useful example. To indicate the potential good practices, please consider the following questions:

- Are there any elements of the project that could be transferred/up-scaled to other similar contexts? Is it foreseen?
- Are there any elements of the project that you consider innovative?
- Was new policy evidence (studies, reports, methodologies, etc.) produced as a result of the project?
- What are the key impacts of your action?
- Were there any elements of the project that could not have been implemented without the EU support?
- Will the results/impacts of the project be sustainable after it finishes? How will the sustainability of the project impacts be ensured?
- Did you develop new partnerships (national/EU/international) as a result of this action? Are these partnerships lasting?

### 3. Policy follow-up

Description of the policy follow-up and recommendations

- **The expected policy follow-up.** Please indicate whether your or other organisations (to the best of your knowledge) have plans to replicate or up-scale this action. Will the action be continued without the EU funding? Will other organisations implement a similar action because they have learned from your action? Will any other actions be taken as a follow-up for your action?
- **Lessons and recommendations.** Please provide a short list of lessons and recommendations resulting from your projects. What have you learned from the implementation of this action that could be used in the future by other organisations implementing similar actions? What obstacles have you faced and how did you react? Based on your action, what would you recommend for other similar organisations working in the same policy area?

## **Source of funding**

Beneficiaries/contractors are required to acknowledge that the project has been supported by the European Union Programme for Employment and Social Innovation ("EaSI") 2014-2020. All products (publications, brochures, press releases, videos, CDs, posters and banners, and especially those associated with conferences, seminars and information campaigns) must state the following:

*This (publication, conference, video, xxx) has received financial support from the European Union Programme for Employment and Social Innovation "EaSI" (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>*

The European emblem must appear on every publication or other material produced. Please see:

[http://ec.europa.eu/dgs/communication/services/visual\\_identity/pdf/use-emblem\\_en.pdf](http://ec.europa.eu/dgs/communication/services/visual_identity/pdf/use-emblem_en.pdf)

Every publication must include the following:

*The information contained in this publication does not necessarily reflect the official position of the European Commission.*