

# Request for Proposals

## Quality Assurance & External Evaluation Services for the PacTS4ALL Project

Project n.: 101132934

Date of Publication	1 <sup>st</sup> of December 2023
Deadline of Submission of Proposals	15 <sup>th</sup> of December 2023

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## 1. Background and Project Information

### 1.1 The Project

The Project PacTS4ALL – Pact for Tourism Skills Forward Alliance (Project n. 101132934) is an initiative funded by the Erasmus+ programme of the European Commission under the call for proposals Forward Looking – Lot 3 – Supporting the Pact for Skills. The project, coordinated by the EVBB – the European Association of Institutes for Vocational Training together with other four organizations from European countries, aims to organize concrete actions of coordination, promotion and implementation underpinning the Pact for Skills for Tourism of the European Commission, a flagship initiative bringing together above 80 organisations from all over Europe. The project initiated its activities on the 1<sup>st</sup> of November 2023, lasting 24 months in total. To summarise the specific objectives of the project:

- Innovative initiatives with a strong impact on education and training reforms in the tourism ecosystem, including long-term recommendations and policy Contributing to the strengthening of Europe's innovation capacity by promoting innovation in education and training.
- Creating systemic change through fostering innovation at both practice and policy-level.
- Support forward-looking ideas focusing on key topics and priorities at EU level, with a clear potential to be mainstreamed in the tourism ecosystem but also transferred to others.
- Elaborates innovative, ground-breaking educational methods and practices and/or transfer of innovation: ensuring at EU level a sustainable exploitation of innovative project results and/or transferability into different contexts and audiences.

### 1.2 The Partnership

Together with the EVBB, the project coordinator, the PacTS4ALL is implemented by four other organizations:

- RuralTour: The European Federation of Rural Tourism
- Federturismo Confindustria
- AKMI
- Instituto Tecnológico Hotelero

## 2. The assignment

This Call for Tenders intends to identify the organization that will undertake the establishment of the Quality Assurance process and External Evaluation of the PacTS4ALL project and in particular its results. The process will cover the whole lifespan of the project, taking into consideration outputs and processes of coordination of PacTS4ALL. The evaluation will be set up according to clearly defined actions, procedures, measures, and indicators that will ultimately ensure the highest quality of the project outputs.

The project application considers all project Work Packages, and it is thus expected that the Methodology for Evaluation will cover all the necessary aspects as foreseen in the project application.

## 2.1 Project tasks

The task taken into consideration for the purpose of this Call of Tenders is the following: Quality Assurance & Evaluation (Task 1.3) & On going and Final Evaluation (Task 1.4).

Under these actions, the identified organization will prepare a specific Methodology that will be used for the quality assurance (1) and & evaluation (2) of the project, in aspect and details to be accurately explained and indicated through an evaluation process. A non-exhaustive list of criteria to be included in the Methodology is the following:

- Relevance of the project results.
- Coherence of the project results.
- Effectiveness of the project results.
- Performance of the project activities.
- Sustainability of the project results.
- Impact of the project activities.

Furthermore, the contractor will be responsible for the implementation of this Methodology by carrying out an ongoing and final evaluation, which will result in the preparation of two cornerstone documents: the Mid Term Evaluation Report and the Final Evaluation Report. The second document will give a complete overview of the quality and success of the project activities.

## 2.2 Project deliverables

The contractor will be responsible for the preparation of one of the project deliverables, in particular:

- D1.2: Quality Assurance Plan, whose scope is to present the process according to which the quality assurance of the project process and deliverables is going to be ensured.
- D1.3: Evaluation Methodology, whose scope is to present the process according to which the evaluation of the project is to be carried out.

## 2.3 Timeline of contract deliverables

The complete duration of the assignment, which will also reflect the duration of the contract agreement between the EVBB and the identified organization, will last for 24 months, starting from the 1<sup>st</sup> of January 2024. The detailed timeline is the following:

- Submission of D1 Quality Assurance Plan: 10<sup>th</sup> February 2024
- Submission of D2 Evaluation Methodology: 10<sup>th</sup> of March 2024
- Submission of D3 Annual Quality Assurance report: 31<sup>st</sup> October 2024
- Submission of D4 Mid-term Evaluation report: 31<sup>st</sup> October 2024
- Submission of D5 Final Quality Assurance report: 31<sup>st</sup> October 2025
- Submission of D6 Final Evaluation report: 31<sup>st</sup> October 2025

An extension of the project activities, following the common decision of the partnership and the European Commission, will result in the relative extension of this agreement as well: this will not entail a different or any additional budget allocated. The new deadlines will be discussed by the EVBB with the contractor at least one month in advance.

## 3. Value of the assignment and payments

The final amount for this assignment is subject to the final grant agreement between the European Commission and the EVBB, for a maximum total amount of 12,000.00 EUR available for the implementation of the activities carried out above, including all taxes. Sub-contracting is not allowed.

The payment will be carried out in three instalments as listed here below:

1. A first instalment, amounting to 40% of the total value of the contract, will be paid following the signature of the contract agreement during the second month of the implementation period, upon submission of Deliverable 1 and approval of the EVBB.
2. A second instalment, amounting to 30% of the total value of the contract, will be paid on Month 12 of the project, upon submission of D2 the mid-term evaluation report and approval of the EVBB.
3. A final payment, amounting to 30% of the total value of the contract, will be paid on Month 24 of the project, upon submission of D3 the final evaluation report and approval of the EVBB.

## 4. Eligibility criteria of the applicant organizations

Any individual or legal entity meeting the following requirements is eligible to apply to this tender.

Requirement	Type of requirement	Proof
Previous experience in the provision of evaluation and/or quality assurance services (e.g., creation of evaluation processes and methodologies)	Essential	Having completed at least 1 similar contract service during the last 5 years
Experience in EU-funded projects	Essential	Having at least 2 project references during the last 5 years (as partner of consortia or external contractor)
English proficiency	Essential	
Previous experience as consultant for the provision of tourism-related services, in the field of hospitality	Preferable	Having worked in the hospitality sector for a cumulative amount of at least 2 years

## 5. Content and presentation of the bids

Interested parties should follow closely the indications described below pertaining to the presentation of their application to successfully access this Tender. Any proposal that will not address all the following elements will not be considered eligible.

- Business presentation (in the case of a legal entity) and/or Curriculum Vitae (in the case of individuals) highlighting the previous experience mentioned in Chapter 4.
- List of references.
- A technical proposal, drafting a detailed presentation of the evaluation methodology to be developed, indicating also tools and workplan for its completion (max 5 pages).
- A financial proposal, clarifying the costs being sustained for the preparation and achievement of the deliverables described in Chapter 2
- A Declaration of Honour, to be signed by the legal representative of the organization undertaking the contractual agreement with the EVBB.

## 6. Deadline for submissions

The deadline for the submission of Tenders is set for the 15<sup>th</sup> of December 2023. All applications must enclose all the documents indicated in Chapter 5 and sent via email to Ms. Sonia Degroote, Head of Office and Project Management at the EVBB.

**Email:** [Sonia.degroote@evbb.eu](mailto:Sonia.degroote@evbb.eu)

**Subject:** "PacTS4ALL – External Quality Assurance and Evaluation Services – Bid for Tender".

## 7. Evaluation process & Award Criteria

The selection process will be carried out in accordance with the criteria already described above in Chapter 5, undertaking the assessment and recognition that such criteria are indeed met by the Bidder and that the best ratio between price and quality is also met. The overall evaluation process will take into consideration the expertise demonstrated at the time of the presentation of the bid and the availability of the organization throughout the 24 months of the contract. The bid will be awarded where at least an overall 70% of the award criteria will be met.

Here below the list of criteria to be taken into consideration for the evaluation process:

- Proven track record of previous experience in quality assurance process and evaluation assessment (proven in the context of educational projects is an asset).
- Proven experience and knowledge of the tourism industry, in particular in Europe.
- English proficiency.
- Understanding the nature of the assignment.
- Deadline-oriented.

The evaluation process is going to roll out as follows:

- Bids will be taken into consideration as long as they are submitted in time. All applications being submitted afterwards will be rejected.
- All essential requirements will be checked first, and those applications not conform to these criteria will be rejected.
- The technical proposal will then be assessed.
- A score is going to be awarded according to the following scale below.

Evaluation Criteria	Max Score
Understanding of the assignment	30
Quality of the technical proposal	40
Profile of the organization/individual of the bidder	20
Additional services included	10
<b>Total</b>	<b>100</b>

- All financial offers are then taken into consideration.
- The applicable formula for the evaluation of the financial offer is 70% X the score of the technical requirements / 30% the score of the financial proposal.
- Ultimately, the preferred candidate is contacted and invited to sign the contract.
- All other candidates are also informed of the evaluation results, if requested when submitting the offer.

Other additional information may be requested during the signature of the contract to avoid any incompatibility or conflict of interest.

## 8. Applicable Law

The agreement will respond to the rules set out by the European Commission in the wider framework of the project agreement of PacTS4ALL and the rule of the Federal Republic of Germany will be applicable. The contractor is then obliged to complete all the tasks foreseen in the contract in order to receive the final payment.

The EVBB retains the right to terminate the contract if the contractor is found in the position to not perform or deliver its duties accordingly, in line with the rule of the Federal Republic of Germany.

Any disputes related to the validity of this agreement, the interpretation of the rights and duties as indicated in the contract will be governed by German law.

The contract may not be transferred without the written agreement of the parties.

## 9. Data Protection

The EVBB accepts that the contract may use the data collected in the written reports as part of their work related to the agreement.

The collection and use of the data will, however, remain under the governance of the Convention 108 (the regulation (No 45/2001 of the European Parliament and of the Council of 18 December 2000) and EU General Data Protection Regulation (GDPR) on the protection of individuals regarding the processing of personal data.

- Processing of personal data will be done in accordance with relevant EU and national law on data protection (including authorization and/or notification requirements).
- Access to the data may be granted to the contractors' employees only in line with the strictest standards for implementing and honoring the agreement.
- Necessary technical and organizational security measures should be set up having regard to the risks inherent to its processing of the data collected.



## Annex I – Contract Template to be signed

### SERVICE CONTRACT FOR THE ASSIGNMENT OF QUALITY ASSURANCE & EXTERNAL EVALUATION FOR THE PacTS4ALL PROJECT

In Brussels, today the 1<sup>st</sup> of January 2024, the following Contracting Parties, namely:

- i) The association under the name “Europäischer Verband Beruflicher Bildungsträger (EVBB) e.V.” (hereinafter referred to as “the Association”) with VAT Number 04525500615, based in Emanuel-Leutze-Straße 1, App. 1015, D-40547 Düsseldorf, operates lawfully under German law and is legally represented by M. Theodor Grassos, Secretary General of EVBB, on behalf of M. Thiemo Fojkar, President of EVBB,
- ii) Tbd (hereafter Contractor), located in \_\_\_\_\_, with Registration Number \_\_\_\_\_, represented by \_\_\_\_\_, agreed on the following assignment, within the framework of the Project PacTS4ALL – Pact for Tourism Skills Forward Alliance (Project ID: 101132934), an ERASMUS-EDU-2023-PI-FORWARD, funded under the call for proposal to support the Pact for Skills.

#### Article 1

##### Subject - Tasks

Subject of this assignment is the implementation of the Evaluation and Quality Assurance Activities as foreseen in the relevant Request for Tender and the Application Form submitted to and awarded by EACEA. Within this context, the assignment foresees the following Tasks:

- **Task 1: Quality Assurance & Evaluation**
- **Task 2: On going and Final Evaluation**

The following Deliverables are going to be asked to be prepared and submitted within this assignment:

- **D1 Quality Assurance Plan**, which will present methods, tools, and timeline that the Contractor will employ to carry out the internal evaluation of the project activities, process and deliverables. The Plan will develop a dedicated matrix of internal evaluation of the project deliverables, and schedule the required production of Quality Assurance reports.
- **D2 Evaluation Methodology**, which will present methods, tools, and processes that the Contractor will apply to assess that high quality standards, including project activities both technical and administrative, are met. The manual will develop quantitative and qualitative targets and will present potential risks and mitigation measures for implementation.
- **D3 Annual Quality Assurance Report**

- **D4 Mid-term Evaluation report**
- **D5 Final Quality Assurance Report**
- **D6 Final Evaluation report**

## Article 2

### Deliverables – Deadlines for Submission – Ownership

Description	Deadline for submission
<i>D1 Quality Assurance Plan</i>	10 <sup>th</sup> February 2024
<i>D2 Evaluation Methodology</i>	10 <sup>th</sup> March 2024
<i>D3 Annual Quality Assurance Report</i>	31 <sup>st</sup> October 2024
<i>D4 Mid-term evaluation report</i>	31 <sup>st</sup> October 2024
<i>D4 Final Quality Assurance Report</i>	31 <sup>st</sup> October 2025
<i>D3 Final Evaluation report</i>	31 <sup>st</sup> October 2025

## Article 3

### Duration

The total duration of this assignment is 24 months, starting on the 1st of January 2024. Should the Project PacTS4ALL be extended, due to the decision of the Partnership and / or the European Commission, this assignment will be extended for the same duration without any increase of its budget, while some deliverables will be delivered at a new deadline, which will be agreed at a Partnership Level and announced at least 1 month in advance to the Contractor.

## Article 4

### Value of Contract and Payments

The total value of this assignment has been agreed to be 12.000 Euros including all taxes (such as, e.g., VAT, expenses to participate in meetings etc.).

Payment of the assignment will be made in three instalments as listed below:

1. A first instalment, amounting to 40% of the total value of the contract, will be paid following the signature of the contract agreement during the second month of the implementation period, upon submission of Deliverable 1 and approval of the EVBB.

2. A second instalment, amounting to 30% of the total value of the contract, will be paid on Month 12 of the project, upon submission of D2 the mid-term evaluation report and approval of the EVBB.
3. A final payment, amounting to 30% of the total value of the contract, will be paid on Month 24 of the project, upon submission of D3 the final evaluation report and approval of the EVBB.

## **Article 5**

### **Obligations of the contractor**

The Contractor is obliged to cooperate with EVBB, the project leader and the partners of the PacTS4ALL Partnership in good faith. All necessary information should be provided, while the Quality Assurance and Evaluation shall be implemented with the intention of improving the project management process and its planned activities and Deliverables. The Contractor shall ask in advance for all necessary documentation and the date needed for the implementation of this assignment (at least 15 days in advance). Good faith includes politeness during the exchange of written correspondence and mitigation of all possible conflicts that arise. All relevant important developments, risks, or challenges during the implementation of this assignment shall be reported to the Company, as soon as possible.

## **Article 6**

### **Obligations of the company**

EVBB has the obligation to provide the contractor with all requested and necessary information, documentation and access to primary data and contact details, regarding this assignment. All delivered information shall be in written to achieve the highest possible accountability and transparency.

## **Article 7**

### **Confidentiality**

EVBB accepts that the contractor is free to use the data collected and the reports written in this project as part of their own academic reports and articles, as long as they include the relevant references to the project. All information shared within this assignment shall be treated with confidentiality and should not be shared with third parties. All relevant information, concerns and findings must be shared at first with EVBB and at a second level if requested with the Steering Committee of the PacTS4ALL Project. The deliverables are going to be submitted to EVBB and not be published, unless the PacTS4ALL Partnership does so, following the provisions of the project Grant Agreement and the relevant application form. Shall this be the case and the deliverables are fully or partially being published the contractor may use the relevant information for informative reasons only. The nature of the contract and the financial status of it,

may be published or used as references by the contractor, provided that -during the implementation of this assignment- he provides prior notice to EVBB.

## **Article 8**

### **Data Protection Clauses**

The EVBB accepts that the contract may use the data collected in the written reports as part of their work related to the agreement.

The collection and use of the data will, however, remain under the governance of the Convention 108 (the regulation (No 45/2001 of the European Parliament and of the Council of 18 December 2000) and EU General Data Protection Regulation (GDPR) on the protection of individuals regarding the processing of personal data.

- Processing of personal data will be done in accordance with relevant EU and national law on data protection (including authorization and/or notification requirements).
- Access to the data may be granted to the contractors' employees only in line with the strictest standards for implementing and honoring the agreement.
- Necessary technical and organizational security measures should be set up having regard to the risks inherent to its processing of the data collected.

## **Article 9**

### **Force Majeure – Penalties – Contract Termination**

EVBB has the right, based on German Law, to terminate the contract when the contractor cannot perform the agreed tasks and duties accordingly. In the event of challenges or circumstances beyond the control of one of the two parties, that shall make it impossible to meet its obligations of one to the other, as provided by this agreement, that party must notify the other party in written, explaining the situation that does not allow them to further fulfill the obligations emerging from this contract. This written statement must be made as soon as the event takes place, or the circumstances arise. The performance of the obligations of this Contracting Party shall be deemed to be postponed until the events or circumstances permit their resumption under the same terms herein. Within this context, should both parties agree, a mutual termination of this Assignment shall be possible. In all other cases, should the contractor fail to submit deliverables at the requested date as foreseen in Article 2 of this Contract, a penalty may apply of a total value of 100 € per day of delayed submission. The application of the penalty falls on the discretion of EVBB.

## **Article 10**

### **Other general clauses**

All terms herein are essentially agreed upon. The invalidity of one term does not lead to the invalidity of the whole, but the other terms remain in force, while the contract may be amended only within the context foreseen in its articles or in the written agreement between both parties. The contractual agreement is based upon and regulated by the European Commission's rules, provisions and requirements as set out in the project agreement with the European Commission and applicable German law. The contractor is obliged to fulfil the described tasks and duties described to receive the final payment according to the contract.

For the European Association of  
Institutes for Vocational Training

For the contract

Theodor Grassos, Secretary General

Name, surname, title

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(date & place)

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(date & place)

## Annex II – Declaration of Honor

I, the undersigned Name, Position held, certify that the entity is not in one of the following situations:

a) it is bankrupt, subject to insolvency or winding-up procedures, its assets are being administered by a liquidator or by a court, it is in an arrangement with creditors, its business activities are suspended, or it is in any analogous situation arising from a similar procedure provided for under EU or national laws or regulations;

b) it has been established by a final judgement or a final administrative decision that it is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the applicable law;

c) it has been established by a final judgement or a final administrative decision that it is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the person belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibility where such conduct denotes wrongful intent or gross negligence, including any of the following:

i. fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of eligibility and selection criteria or in the performance of a contract, a grant agreement or a grant decision;

ii. entering into agreement with other persons with the aim of distorting competition;

iii. violating intellectual property rights;

iv. attempting to influence the decision-making process of the Commission/ the Agency during the award procedure;

v. attempting to obtain confidential information that may confer upon it undue advantages in the award procedure;

d) it has been established by a final judgement that it is guilty of the following:

i. fraud, within the meaning of Article 3 of Directive (EU) 2017/1371 and Article 1 of the

ii. Convention on the protection of the European Communities' financial interests, drawn up by the Council Act of 26 July 1995;

iii. corruption, as defined in Article 4(2) of Directive (EU) 2017/1371 or Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union, drawn up by the Council Act of 26 May 1997, and conduct referred to in Article 2(1) of Council Framework Decision 2003/568/JHA, or corruption as defined in the applicable law;

iv. conduct related to a criminal organization, as referred to in Article 2 of Council Framework Decision 2008/841 /JHA;

v. money laundering or terrorist financing within the meaning of Article 1(3), (4) and (5) of Directive (EU) 2015/849 of the European Parliament and of the Council terrorist-related offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA, respectively, or inciting, aiding, abetting or attempting to commit such offences, as referred to in Article 4 of that Decision;

vii. child labor or other offences concerning trafficking in human beings as referred to in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council;

e) it has shown significant deficiencies in complying with the main obligations in the performance of a contract, a grant agreement or a grant decision financed by the Union's budget, which has led to its early termination or to the application of liquidated damages or other contractual penalties, or which has been discovered following checks, audits or investigations by an Authorising Officer, OLAF or the Court of Auditors;

f) it has been established by a final judgment or final administrative decision that it has committed an irregularity within the meaning of Article 1 (2) of Council Regulation (EC, Euratom) No 2988/95;

g) it has been established by a final judgment or final administrative decision that it has created an entity under a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations of mandatory application in the jurisdiction of its registered office, central administration or principal place of business;

h) (only for legal persons or entities without legal personality) it has been established by a final judgment or final administrative decision that the entity has been created with the intent provided for in point (g);

Done at, xx.xx.2024

For the tenderer

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Name Position