

Agency for Support for BEREC (BEREC Office)

Call for tenders BEREC/2022/OP/0004

Provision of language training services to the BEREC

Office staff

Open procedure

TENDER SPECIFICATIONS

Part 2: Technical specifications

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1. DESCRIPTION: WHAT DO WE WANT TO BUY THROUGH THIS CALL FOR TENDERS?

1.1. Purpose of the call for tender and short description of the services

The purpose of this call for tenders is to conclude a multiple service framework contract (FWC) in cascade for the provision of language training services to the BEREC Office.

The services that are the subject of this call for tender, including any minimum requirements, are described in detail in section 2 of this document 'Detailed characteristics of the purchase'.

1.2. Background and objectives

The BEREC Office currently hires temporary and contract staff covered by the Staff Regulations of Officials of the European Union ('Staff Regulations') and the Conditions of Employment of Other Servants of the European Union ('CEOS'), seconded national experts (SNEs) seconded to the BEREC Office by public bodies of the European Union (EU) Member States under Decision MB/2020/03 on the secondment to the BEREC Office of national experts and national experts in professional training¹, and trainees on the basis of the Rules Governing the Traineeship Programme of the BEREC Office².

At the moment of the publication of this call for tender the BEREC Office employs 47 staff members, out of which 38 are covered by the CEOS and 9 are SNEs. The BEREC Office also usually offered traineeship to approximately 8 trainees per year.

All BEREC Office staff and trainees have a thorough knowledge of one of the official languages of the EU and a satisfactory knowledge of another official language of the EU. All BEREC Office staff members are able to communicate in English, as this is the working language of the Agency.

Pursuant to Article 45(2) of the Staff Regulations, as well as Articles 54 and 85 of the CEOS, the BEREC Office shall, for staff members concerned by the requirement to demonstrate the ability to work in a third language, facilitate access to training to the applicants who require it.

The level of knowledge considered as ability to work in a third language is set at B2, based on the Common European Framework of Reference for Languages (CEFR).

¹

https://bereg.europa.eu/eng/document_register/search/?reference_number=&title=secondment&contents=&category_id=&date_from=&date_to=&search=1board/9025-decision-of-the-management-board-of-the-agency-for-support-for-bereg-concerning-the-secondment-to-the-bereg-office-of-national-experts-and-national-experts-in-professional-training

² https://bereg.europa.eu/eng/bereg_office/traineeship/rules/

The Agency also provides language training to its staff members when the knowledge of the language is required to perform their duties, it forms part of their objective, it is necessary for the work and objectives of the Agency. Also, if it is necessary for future professional development or in order to promote staff members integration in Latvia.

The BEREC Office may also offer language training in the interest of multilingualism and when it is also in the personal interests of the staff member under the conditions of Article 9³ of Decision MC/2017/07 on the Framework of Learning and Development⁴.

When there are no additional costs, the language trainings are also open to the trainees.

Since 2018 BEREC Office has organised standard language courses of French, English, German, Italian, Spanish and Latvian at BEREC Office premises and remotely. The courses have been divided in two semesters and summer intensive course:

- Spring Semester: from February – June (approx. 30 lessons of 1.5 hrs each)
- Summer intensive course: July and/or August (approx.. 16 lessons of 1.5 hrs each)
- Autumn Semester: from September to December (approx. 30 lessons of 1.5 hrs each)

Further to all of the above, the BEREC Office would like to acquire a variety of language training services for BEREC Office. The BEREC Office wishes to offer language learning opportunities for its staff in order to support staff members in their professional and individual development and integration necessary to work in a multicultural and multilingual environment.

2. DETAILED CHARACTERISTICS OF THE PURCHASE

The language training services to be ordered under the FWC to be established as result of the current call for tenders shall come in three different packages based on their formats according to the audience, time, frequency, location target objectives and outputs.

- **PACKAGE I:** Group language training at the BEREC Office premises and/or online

³ E.g. (1) the additional costs are negligible; (2) training may be followed during core hours if the manager agrees; and (3) time spent in such training as well as travelling to and from the course shall not be credited in the balance of working hour

⁴

https://bereg.europa.eu/eng/document_register/subject_matter/bereg_office/decisions_of_the_management_board/7540-bereg-office-mc-decision-on-the-framework-of-learning-and-development

- PACKAGE II: One-to-one, or two-to-one language training at BEREC Office premises or at the premises of the contractor if requested by the BEREC Office and/or online
- PACKAGE III: Additional linguistic services

2.1. Organisational general requirements

A. MINIMUM SERVICE QUALITY STANDARDS

The contractor shall guarantee the highest standards and up-to-date tuition approaches of its established/future pool of trainers: a solid tuition methodology shall be applied, services shall be adequately prepared and consistently delivered according to clear learning objectives, and the most effective and adaptable tuition styles for adult learning.

The contractor shall encourage trainers to build strong learning relations with participants, facilitate monitoring of their progress, provide advice, share enthusiasm and perform in a timely manner.

All language courses must be structured according to the Common European Framework of Reference for Languages (CEFR)⁵ and enable the participants to progress through these levels at a reasonable pace.

B. COORDINATION

The tenderer shall appoint a Language Services Coordinator (LSC) who is primarily responsible for the overall management, follow up and monitoring of the framework contract and implementation, while ensuring the highest quality level of all language services requested by BEREC Office. The LSC shall have a key role in supporting the BEREC Office in the organisation and implementation of all identified linguistic needs and shall have as minimum qualifications 3 years of experience in similar coordination functions for language training services, and possess an independent/proficient English knowledge (at least B2) in oral and written production, as all relation with BEREC Office will be held in English. Requirements and evidence requested are set in Section 3.2.3. of the Tender Specifications – Part 1.

The LSC role is part of the overall contract setup. Any costs associated to it shall be reflected in the tenderer's financial proposal (Annex 6). During implementation of the contract the LSC will:

- Supervise and ensure that all requested language services are offered in compliance with the Common European Framework of Reference for Languages (CEFR), that BEREC Office needs are met and that all services are delivered according to the highest standards in all

⁵ For further information on Common European Framework of Reference for Languages, see:

<https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=090000168045b15e>

teaching/didactical aspects (content, methodology, learning material/style) as well as to promote excellent relations trainers-participants;

- Be responsible for the provision of a consistent/detailed course curricula for all languages/levels, (content/teaching methods/objectives) as well as for the thematic courses and assessment testing;
- Be responsible and ensure consistency in the planning, calendar and schedules, trainers' assignment, as well as participants' level assignment in coordination with the trainers, issuance of end-of-course certificate and satisfaction surveys;
- Promptly respond to any queries related to the administration/implementation of the services schedule, teachers' availability, attendance list, etc.
- Keep BEREK Office informed on any change concerning the execution of the services requested and promptly respond over the phone or e-mail, should the Agency require urgent assistance related to the services;
- Manage in a timely and consistent way all administrative and financial tasks pertaining to the contract implementation (issuance of financial offer, signature of purchase orders, follow-up of invoices, issuance of attendance certificates, reporting and training materials, handle any teaching-related complaints, etc.)
- Inform and make sure that trainers respect all relevant BEREK Office specific procedures related to Safety and Security issues and any others (i.e. access to BEREK Office buildings, evacuation, etc.).
- The LSC will communicate directly with the training participants and will keep the HR staff of the BEREK Office informed of such communication.
- The LSC will ensure the compliance of the schedules with the BEREK Office public holidays, even when they differ from the public holidays of the host member state.

C. TRAINERS

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- The Agency expects the trainers' commitment for the full duration of a course and the tenderer is responsible for ensuring continuity in the provision of services. The contractor shall foresee a pool of backup trainers in case of unavailability of the nominated trainers.

D. REPLACEMENT PROCESS

- A replacement process may apply due to unavailability or to unsatisfactory performance (repeatedly reported by BEREK Office) of the assigned trainers/or coordinator.

- One's performance is considered unsatisfactory whenever the trainer/LSC fails to carry out their activities according to the set quality standards and assigned responsibilities. Low performance will be part of course satisfaction survey, and may justify a request for immediate replacement when poor performance hinders effectiveness of the services, and has been reported.
- Whenever the assigned trainer becomes unavailable and a replacement is necessary, the contractor will notify the BEREC Office as soon as possible.
- To the extent it is possible, the replacement process shall always be agreed between the parties according to the most efficient and practical solution for the situation, otherwise, a suitable replacement shall be proposed within a maximum of 5 calendar days from the date of the last training session held, or upon receipt of BEREC Offices request.
- In case of replacement, the contractor will ensure a smooth transition and handover of the relevant activities. Any time spent with the handing over will be free of charge.

F. ASSESSMENT & MONITORING TOOLS/OUTPUTS/DELIVERABLES

- For all language courses a learning path shall be proposed by the contractor in terms of course structure, duration, objectives, recommended teaching materials. All language courses must be structured according to the Common European Framework of Reference for Languages (CEFR).
- According to each service package, the service provider may be required to conduct pre and post assessment tests focusing on different aspects of the training course/session, as well as to produce reports enabling a close monitoring of the activities. These tests/reports may take one of the following forms:
 1. Placement test – necessary to confirm the staff member(s) language level possessed in view of an appropriate class/level allocation; these tests should be conducted on-site in BEREC Office premises, remotely (e.g. online tests and/or telephone assessment with the language trainer) or with the agreement of the BEREC Office, in another location. The level assessment test will be requested only to those potential participants whose language knowledge level is not known.
 2. Attendance List and learning progress reports – the tenderer shall draw up a reports on monthly basis and at the end of each term.
 - The monthly report should include the detail of each participant's attendance for the course and an overview of the participation and absences. Reports should be submitted to the BEREC Office 5 working days after the last day of the month in question.
 - At the end of each term, the tenderer should submit an overview of the participation and absences. The tenderer should also specify the new language level acquired per each participant measured according to the Common Reference Levels listed in the Common European

Framework of Reference for Languages (CEFR) and a recommendation of course level to which each participant should be included for the next term. Reports should be submitted to the BEREC Office 10 working days after the completion of the term.

The format of the reports will be agreed with BEREC Office.

3. Certificate of Attendance – each staff member shall be entitled to a certificate of attendance whenever the minimum number of sessions was attended (typically 60% of the entire course. The minimum number of sessions is established by the BEREC Office staff in charge of HR).
4. Course Feedback – after each course, a satisfaction survey of the language course per class and level shall be run by the tenderer. The format is to be agreed in advance with the BEREC Office.

The response to the survey should be analysed by the tenderer and the results and proposed solutions and improvement action points, wherever necessary and appropriate, communicated to BEREC Office, no later than 10 working days after the closing date of the survey.

5. Certificate of success completion of examination - each staff member shall be entitled to a certificate of success completion of examination at the end of each course. The tenderer should offer a language level assessment at the end of each course and issue a Certificate, to each participant passing the assessment, attesting the level obtained, accompanied by a report on the results obtained in each criterion listed in the CEFR, number of total hours of the course, starting and ending date of the course.

The certificate shall be issued by the contractor on the basis of international standards and the format agreed with the BEREC Office staff in charge of HR.

6. Invoices shall be issued after services delivered under a specific contract and payments shall be carried out according to the relevant provisions of the Framework Contract.

Invoices shall be submitted with supporting documents as described in Paragraph 1.2.1 Section F.

These above services shall be part of the service packages and will not be subject to additional charge.

G. TRAINING MATERIAL

The training material must be compliant with the skills requested by the Common European Framework of Reference for Languages and instrumental to the implementation of the overall methodology proposed for the provision of the language courses. The methodology must take into account participants' limited availability for studying outside the lessons and possible irregular attendance, due to the requirements of their job.

The preparation of teaching aids and materials (such as photocopies of course components, photocopies of extracts of newspapers, reviews or magazines, various publications, audio/DVD, CDs, Internet sites etc.) is the responsibility of the tenderer. The teaching aids and materials must be updated on a regular basis.

If needed, the participant might be requested to purchase specific text books aligned with CEFR standards. The cost of the book shall not exceed a market price of 40 euro. The language coordinator shall facilitate the assignment and distribution of text books as needed.

No additional costs for training material shall be charged to the BEREC Office.

When the materials are prepared specifically for BEREC Office, it is the responsibility of the provider to fulfil all legal obligations relating to the reproduction of documents and copyright legislation. BEREC Office is not liable in such regard.

H. FACILITIES, CALENDAR AND TIME MANAGEMENT

Unless otherwise agreed/foreseen, most of the training modalities are foreseen to take place at BEREC Office premises and/or online.

The BEREC Office will provide suitable training rooms equipped with flipchart, a screen and a laptop if necessary and if requested in advance. In case of additional needs, the provider is responsible to equip trainers as necessary. If agreed in advance with the course participant and the BEREC Office the courses may take place at the premises of the contractor.

For regular courses: Semester 1 starts in February ending in June, semester 2 starts in September and finishes in December.

Summer intensive courses: July and/or August.

The courses should be held during the opening hours of the BEREC Office, unless agreed in advance with the course participants.

The BEREC Office will communicate the core hours and the public holidays in due time.

J. CANCELLATION POLICY

For the flexibility in the management and delivery of the language services, and notwithstanding the cancellation policy proposed by the tenderer, the BEREC Office reserves the right to cancel the services without compensation on the following cases:

- Services not started: cancellation notified at least 14 calendar days prior to the planned start date.
- Services already started: cancellation of remaining hours notified with a notice period of at least 21 calendar days, unless the tenderers propose more advantageous conditions. Only services delivered shall be paid.
- If agreed by both parties classes that did not take place can be rescheduled and assigned to another level/language.

As an example, the BEREC Office shall be allowed to cancel a language course or activity whenever the attendance rate is not satisfactory, or any other situation where the conditions underlying the ordering of services are no longer met.

Tenderers shall provide for a favourable cancellation policy. The overall quality of the offered cancellation policy will be assessed within the tenderer’s technical proposal.

K. ADMINISTRATIVE TASKS ASSOCIATED TO LANGUAGE/TRAINING SERVICES

The service provider will be in charge of managing:

- Set up of language classes planning, calendar, schedule and level assignment, according to the given information and resources (i.e. number of available rooms at BEREC Office, schedules of personnel);
- Preparation of participants lists;
- Monitor attendance list and associated reports;
- Where appropriate, re-scheduling of training sessions and notification to participants;
- Upon start of the course, specific communication to participants, as necessary. It is up to the service provider to organise the way this task will be carried out aiming at the most practical and cost-effective solution;
- Continuously ensure the availability of a large, well-selected, experienced, motivated and flexible pool of trainers, in different languages/levels to accommodate the different linguistic services needed; for any newly proposed trainers, before any confirmation of assignment, BEREC Office shall approve their profiles.
- Ensure that for each language service there is a back-up trainer to enable continuity of the services in case of absence of the main trainer (planned or unforeseen) or replacement requested due to reported unsatisfactory performance.

2.2. Training packages

PACKAGE I: Group language training at BEREC Office premises and/or online

This type of training opportunity shall be offered regularly to staff members interested in increasing their language proficiency for professional, career development or personal reasons. Group language learning also aims at supporting multiculturalism and promoting integration in the host member state.

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| Languages: | English, French, Italian, Spanish, German, Latvian (Occasionally courses in other EU languages may be requested). |
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| Levels: | A1 to C2 in line with CEFR. |
| Target audience: | <p>Adults:</p> <ul style="list-style-type: none"> • 3-12 participants per physical presence group • 3-7 participants per online group |
| Yearly frequency & calendar: | <p>2 semesters and/or Summer Intensive course;</p> <ul style="list-style-type: none"> • Semester I: February to June; • Summer intensive course: July and/or August; • Semester II: September to December; <p>Contractor must take into account BEREC Office public holiday schedules and work around public holidays.</p> |
| Weekly frequency and duration: | <ul style="list-style-type: none"> • Regular: 2 x 1.5 hours/week • Intensive: 4 x 1.5 hours/week |
| Audience | BEREC Office staff members, (other persons linked to BEREC Office may join the group classes, with case-by-case basis approval by the BEREC Office). |
| Time slots: | During the opening hours of the BEREC Office. |
| Location: | BEREC Office premises; upon agreement premises of the contractor and/or online. |
| Course start: | <p>Within maximum of 15 working days from the date of the request for service</p> <ul style="list-style-type: none"> • Attendance lists • Monthly, course-end and learning progress reports • Certificate of attendance • Certificate of success completion of examination (if requested by staff member) • Course feedback |
| Reports and documents: | |

PACKAGE II: One-to-one or two-to-one language training at BEREC Office premises and/or online

This type of training opportunity shall be offered based on specific needs from staff members who cannot attend the group-language learning at BEREC Office for various reasons (e.g. unavailability due to frequent traveller's status; limited requests for a specific language/level; individual conditions related to career developments and urgency to reach a certain language level in short time etc.) Alternatively, to the group of two participants. The language training package should be organised and implemented in an independent and responsible way by the participant/s and the trainer, in terms of agreed course schedule, format and modalities to achieve the learning objectives according to CEFR. The learning schedule shall be validated by BEREC Office and the provider, and structured in a way to minimise interference with the core working activities of the participant/s.

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| Languages: | English, French, Italian, Spanish, German, Latvian (Occasionally courses in other EU languages may be requested). |
| Levels: | A1 to C2 in line with CEFR |
| Target audience: | Adults, 1 or 2 staff members, provided they have similar starting levels and learning objectives |
| Yearly frequency & calendar: | The same as Package I or as agreed between the staff member(s) and the trainer |
| Weekly frequency and duration: | The same as Package I or from 1 to 3 hours per lesson. The learning package should be completed within 1 semester unless otherwise agreed |
| Time slots: | During the opening time of the BEREC Office or other as agreed between parties (week-end also eligible) |
| Location: | BEREC Office premises; upon agreement premises of the contractor and/or online |
| Course start: | Within maximum of one month from the date of the request for service |
| Reports and documents: | <ul style="list-style-type: none">• Attendance lists• Personalised learning programme (if applicable)• Monthly, course-end and learning progress reports |

- Certificate of attendance
- Certificate of success completion of examination (if requested by staff member)
- Course feedback

PACKAGE III: Additional linguistic services

- In view of other possible needs in the scope of language training services, the tenderer might be requested to provide other services than those identified above.
- These services may involve, among others: Language tuition in other non-EU languages at the BEREC Office premises and/or online (e.g. Russian, Chinese, Arabic).
- Identify, select, and make available electronic resources on the web for enhancing linguistic progression;
- Creation of a possible linguistic toolbox (grammar, dictionary, verb tables, etc.)

2.3. Simulation case

TOPICS: *Course management and organisation, customer satisfaction/Pedagogical approach and teaching methods*

NAME OF THE TENDERER:

2.3.1. Introduction

Tenderers are requested to support their technical offer by drafting specific proposals for the below described (indicative/on the BEREC Office non-binding) simulation. The scenario described below is based upon the BEREC Office practical experience during implementation of the language services. Tenderers are therefore expected to describe their approach, methods and solutions to the situation in subject in a comprehensive manner, addressing at least all aspects identified in the question list.

This simulation will be evaluated in accordance with the associated criteria set out in section 3.4.

2.3.2. Description of the simulation

The tenderer is requested to draw up a comprehensive concept for the following service: Group language training at the BEREC Office premises and/or online (PACKAGE 1): In January 2023, the BEREC Office will launch an internal call for expression of interest for attending regular language courses during the 1st semester 2023 (February to June 2023). These regular language classes will take place twice a week between 09:30 and 12:00 and 15:00 and 16:30. We expect that around 30 colleagues will register for regular language courses. From experience, around 50% will register for French (levels A1, B2 and C1) courses and the other half will register for Latvian, English, Spanish and Italian. The majority has

already attended language courses and the language level is known. Typically the levels are equally spread between A1 and C1. For some new colleagues who haven't attended previous language courses at the BEREC Office the language levels are not known. The BEREC Office Administration and Finance Unit, Resources Team will provide the list of enrolments.

Based on the provided information above, please describe in max 5 standard pages (1 500 characters with spaces per page) how you would:

- Organise the courses, with the objectives linked to the CEFR⁶, considering the requested languages and the diverse language levels of the participants?
- Organise placement test in order to confirm language level for the staff members whose language level is not known?
- Ensure stable and reliable course schedules?
- Allocate and coordinate trainers for the language classes?
- Organise communication with the participants and maintain communication flow with the BEREC Office Resources Team?
- React to unforeseen sickness of a trainer?
- Select the teaching material referring to CEFR?
- Distribute books and/or training material?
- Monitor the learning objectives and progress of the participant?
- React to low attendance of the participants?
- Monitor the quality of language courses?
- Evaluate the language courses?
- Address received feedback and potential complaints?
- Any other aspects to be considered related to the running, administration, and documentation of the courses?

⁶ For further information on Common European Framework of Reference for Languages, see: <https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=090000168045b15e>