



EUROPEAN COMMISSION
DIRECTORATE-GENERAL
REGIONAL AND URBAN POLICY
Policy

CALL FOR TENDERS

N° 2017CE160AT133

PERCEPTION SURVEY ON THE QUALITY OF LIFE IN EUROPEAN CITIES 2018

TENDER SPECIFICATIONS

TABLE OF CONTENTS

1.	INFORMATION ON TENDERING	3
1.1.	Participation	3
1.2.	Contractual conditions.....	3
1.3.	Compliance with applicable law	3
1.4.	Joint tenders.....	3
1.5.	Subcontracting.....	4
1.6.	Structure and content of the tender	4
1.7.	Identification of the tenderer	5
2.	TECHNICAL SPECIFICATIONS	6
2.1.	General background	6
2.2.	Scope of the contract	7
2.3.	Approach and methodology	7
2.4.	Tasks.....	8
2.5.	Work organisation	11
2.6.	Time schedule	11
2.7.	Deliverables.....	12
3.	CONTENT, STRUCTURE, QUALITY ASSESSMENT AND GRAPHIC REQUIREMENTS OF THE DELIVERABLES	13
3.1.	Content	13
3.1.1.	Final report	13
3.1.2.	Content of the publishable executive summary	13
3.1.3.	Requirements for publication on Internet.....	13
3.2.	Graphic requirements	14
4.	EVALUATION AND AWARD	14
4.1.	Verification of non-exclusion.....	14
4.2.	Selection criteria.....	15
4.2.1.	Declaration and evidence	15
4.2.2.	Legal and regulatory capacity	16
4.2.3.	Economic and financial capacity criteria	16
4.2.4.	Technical and professional capacity criteria and evidence	17
4.3.	Award criteria.....	19
4.4.	Ranking of tenders	19

1. INFORMATION ON TENDERING

1.1. Participation

Participation in this procurement procedure 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 Union in the field of public procurement on the conditions laid down in that agreement. Where the plurilateral Agreement on Government Procurement¹ concluded within the World Trade Organisation applies, the participation to this procedure is also open to all natural and legal persons established in the countries that have ratified this Agreement, on the conditions it lays down.

For tenderers from the UK:

Please be aware that after the UK's withdrawal from the EU, the rules of access to EU procurement procedures of economic operators established in third countries will apply to tenderers from the UK depending on the outcome of the negotiations. In case such access is not provided by legal provisions in force tenderers from the UK could be rejected from the procurement procedure.

1.2. Contractual conditions

The tenderer should bear in mind the provisions of the draft contract which specifies the rights and obligations of the contractor, particularly those on payments, performance of the contract, confidentiality, and checks and audits.

1.3. Compliance with applicable law

The tender must comply with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU².

1.4. Joint tenders

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

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

¹ See http://www.wto.org/english/tratop_e/gproc_e/gp_gpa_e.htm

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

After the award, the Contracting Authority will sign the contract either with all members of the group, or with the leader on behalf of all members of the group, authorised by the other members via powers of attorney.

1.5. Subcontracting

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

Tenderers are required to identify all subcontractors whose share of the contract is above 10 %.

During contract performance, the change of any subcontractor identified in the tender or additional subcontracting will be subject to prior written approval of the Contracting Authority.

1.6. Structure and content of the tender

The tenders must be presented as follows:

Part A: Identification of the tenderer (see section 1.7)

Part B: Non-exclusion (see section 4.1)

Part C: Selection (see section 4.2)

Part D: Technical offer

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

Part E: Financial offer

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

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

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

1.7. Identification of the tenderer

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

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

All tenderers (including all members of the group in case of joint tender) must provide a signed Legal Entity Form with its supporting evidence. The form is available on:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

Tenderers that are already registered in the Contracting Authority's accounting system (i.e. they have already been direct contractors) must provide the form but are not obliged to provide the supporting evidence.

The tenderer (or the leader in case of joint tender) must provide a Financial Identification Form with its supporting documents. Only one form per tender should be submitted. No form is needed for subcontractors and other members of the group in case of joint tender. The form is available on: http://ec.europa.eu/budget/contracts_grants/info_contracts/index_en.cfm

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

In the course of the procedure tenderers may be requested to register and provide a Participant Identification Code (PIC, 9-digit number), serving as the unique identifier of their organisation in the Participant Register. Tenderer(s) will receive instructions on how to create a PIC in due time.

Upon communication of the tenderer's/applicant's PIC, the EU Validation Services (Research Executive Agency Validation Services) will contact the tenderer (via the messaging system embedded in the Participant Register) and request the latter to provide the supporting documents necessary to prove the legal existence and status and the economic and financial capacity of the organisation. All necessary details and instructions will be provided via this separate notification.

2. TECHNICAL SPECIFICATIONS

2.1. General background

Cities are important drivers of economic growth in the EU. It is in cities where most citizens live, where the biggest share of the Gross Domestic Product is generated, where a large part of EU policies and legislation are implemented and where a significant share of EU funds is spent. In addition, cities are actors of open innovation, enabling multi-level, multi-dimensional and multi-sectoral interactions between different stakeholders involved in the co-creation, co-design and co-implementation of integrated and innovative solutions.³

Cities are also the places where opportunities arising from the urban context can be seized (e.g. low emission transition, circular economy, clean mobility, cultural offer, etc.). At the same time, many challenges have a strong impact on cities and it is there that they are best addressed. These challenges can be related to global issues (e.g. unemployment, migration, impacts of disasters exacerbated by climate change, water scarcity, sustainable production and consumption or biodiversity loss, grey and black economy, etc.) but they can also be related to local issues, linked closely to the quality of life of their citizens (e.g. air quality, recreational space, traffic and noise levels, water pollution, etc.).⁴

The Urban Agenda for the EU, established by the Pact of Amsterdam in May 2016, is an integrated and coordinated approach to deal with the urban dimension of EU and national policies and legislation. By focusing on concrete priority themes within dedicated Partnerships, the Urban Agenda seeks to improve the quality of life in urban areas. It aims to promote cooperation between Member States, the European Commission and cities in order to stimulate growth, liveability and innovation in EU cities. EU investments in cities are financed primarily through the European Structural and Investment Funds (ESIF). Throughout the period 2014-2020 the European Regional Development Fund will invest about EUR 100 billion through grants and loans in cities. About EUR 15 billion is managed directly by cities, for projects supporting integrated strategies to sustainable urban development. This is complemented by EUR 1.5 billion from the European Social Fund.

Since 2004, the European Commission monitors regularly, every three years, the quality of life in European cities through a dedicated perception survey. The Quality of Life (QoL) in European cities survey has been until now conducted in a total of 79 European cities and 4 Greater Cities (“Greater Paris”, “Greater Lisbon”, “Greater Athens” and “Greater Manchester”). It covers all capital cities of the countries concerned (except for Switzerland), together with between one and six more cities in the larger countries. In each city, around 500 citizens are interviewed. The survey exclusively focuses on quality of life, showing how satisfied people are with various aspects of urban life, such as employment opportunities, presence of foreigners, public transports and pollution in their cities.

Among its main findings, the 2015 edition of the survey showed that overall Europeans are very satisfied with regard to the cities where they live: in all except 6 cities, at least 80% of respondents say they are satisfied to live in their city. Some findings show a positive trend compared to previous years: for example, in Budapest and Cracow, there has been an increase of 20% of those who have a positive perception of public transport in their cities, compared to 2012. The survey also reveals what areas deserve particular attention as a majority of people

³ European Commission and UN-Habitat (2016), The State of European Cities 2016. Cities leading the way to a better future. Publication Office of the European Union: Luxembourg.

⁴ European Commission (2017), Report from the Commission to the Council on the Urban Agenda for the EU. COM (2017) 657 final.

consider that health services, unemployment and education are the three most important issues for their city.⁵

2.2. Scope of the contract

The present study should build on previous perception surveys on the Quality of Life in European Cities, and:

1. Translate the final version of the questionnaire in Annex A into all official languages of the cities surveyed. For those questions that were already in the 2015 edition of the perception survey, the translation of the 2015 questionnaire has to be used.
2. Prepare a written manual for the interviewers.
3. Collect data on the perception of the quality of life in European cities, following the questionnaire proposed in Annex A of this call, and the list of cities in Annex B of this call. The questionnaire has been elaborated starting from the 2015 edition of the perception survey. Compared to the past questionnaire, new items have been added (while others discarded) in order to capture new and emerging socio-economic phenomena (i.e. migration, quality of public administration) which are of paramount importance at the city level. The new proposed questionnaire tries to maintain as much as possible comparability with past editions, in order to analyse changes of variables over time. Modifications to the background variables of the respondent have been also made, in line with Eurostat Standardised Social variables Guidelines.
4. Process the survey data and prepare a database.
5. Prepare a technical report of the survey
6. Prepare an evaluation report of the survey

All offers must cover the full list of questions described in Annex A for all cities listed in Annex B.

Tenderers are requested to indicate in the price offer a single price for collecting data in cities in the EU28, plus Norway, Switzerland, and Iceland. Tenderers are also requested to indicate in the price offer the price per single city for cities in Albania, Macedonia (FYROM), Montenegro, Serbia and Turkey.

Tenderers will indicate the polling institutes in charge of the territories listed in Annex B to the present Tender Specifications.

2.3. Approach and methodology

This data collection should be based on a citizen-based survey representative of the city level (set a level of minimal precision around 500 interviews per city as in the past or in equivalent terms of confidence levels). In particular, the following points shall be illustrated in detail in the tenderer's proposal:

⁵ See: http://ec.europa.eu/regional_policy/en/information/publications/studies/2016/quality-of-life-in-european-cities-2015

- For each city covered by the perception survey, samples must be representative of the universe to be covered;
- The universe to be represented is the total population aged 15 and above in each of the cities surveyed, meaning the population of citizens resident in the city and that have sufficient command of (one of) the respective national language(s) to answer the questionnaire.
- The sample size to be achieved in all the cities and the levels of accordance/discordance with EUROSTAT population shares by age, gender and profession of the respondent;
- The sample design (i.e. stratification criteria); note that the 2015 edition of the QoL perception survey used a Multistage Stratified Random Sample.
- The survey administration methodology (landline telephone, mobile phone, CATI, ...) and the measures proposed to minimize non response rates and other sources of bias.
- Only one interview may be conducted per telephone number dialled (or a household visited where face-to-face and telephone interviews are combined)
- In all countries, fieldwork will be conducted on the basis of detailed and uniform instructions prepared by the Contractor. The Contractor must, as a minimum, provide written instructions to the interviewers both on the procedure to be followed for constituting the sample and for the interview itself.

2.4. Tasks

The analytical work and corresponding reports shall be split in the following main tasks:

Task 1

Survey design.

- (a) Translate the questionnaire in Annex A into all official languages of the cities surveyed. For those questions that were already in the 2015 edition of the perception survey, the translation of the 2015 questionnaire has to be used
- (b) This task shall include an in-depth analysis of the citizen-based survey to assess the level of representativeness of the sample at the city level and to find out possible refinements of the questionnaire, as long as comparability with the previous editions of the survey is guaranteed for the questions that are in common. This data collection should be based on a citizen-based survey representative of the city level (set a level of minimal precision around 500 interviews per city as in the past or in equivalent terms of confidence levels). In particular, the following points shall be illustrated in detail in the tenderer's proposal:
 - For each city covered by the perception survey, samples must be representative of the universe to be covered;
 - The universe to be represented is the total population aged 15 and above in each of the cities surveyed, meaning the population of citizens resident in the city and that have sufficient command of (one of) the respective national language(s) to answer the questionnaire.
 - The sample size to be achieved in all the cities and the levels of accordance/discordance with EUROSTAT population shares by age, gender and profession of the respondent;

- The sample design (i.e. stratification criteria); note that the 2015 edition of the QoL perception survey used a Multistage Stratified Random Sample.
- The survey administration methodology (landline telephone, mobile phone, CATI, ...) and the measures proposed to minimize non response rates and other sources of bias. If different survey administration methodologies are applied, the tenderer should explain how these methods are combined and how this is taken into account in the sampling.
- The tender should explain what are the rules used for anonymization of the data.
- Only one interview may be conducted per telephone number dialled (or a household visited where face-to-face and telephone interviews are combined)

For the comparison between samples and universe: This is the standard procedure that will have to be followed:

- For each country or territory surveyed a proper universe description has to be provided. This must be based on official statistics (Eurostat or national census). If this is not possible for a given country or territory owing to a lack of such data, tenderers must explain why and propose an alternative solution or solutions.
- For each of the target variables and countries a one-page comparison between universe (origin of universe data is to be indicated in a footnote), unweighted and weighted samples are to be given in identical categories.
- A brief sample evaluation report will summarise the cases where significant unweighted sampling problems are observed. The target variables are to comprise at least: region, size of locality, age, sex, size of household, marital status and occupation of the respondent.
- A one-page listing of weighting factors for all countries is to be provided, together with a brief justification for this choice.
- A brief evaluation report will summarise the solutions for sampling problems in terms of weighting and in terms of necessary future improvements (if applicable). Improvements of unweighted samples are of course always to be preferred to weighting.

Task 2

Data collection.

- (a) This task consists of carrying out the interviews in order for the necessary number of completed questionnaires to be reached. The contractor will be responsible for planning and performing all related activities following the relevant survey standards and rules. The contractor will report frequently to the Commission services during this stage of the project in order to communicate any potential difficulty that might arise at this task. The contractor will take care of translating the final version of the questionnaire – developed in English – into all official languages of the EU.

- (b) The results of the field work should be formatted into two datasets: one presenting the anonymised micro-data and the other with all the indicators computed by city. Both final datasets should be provided by the contractor as structured data in a machine readable format (in the form of a spreadsheet .CSV, STATA .DAT file and SPSS .SAV file) for Commission internal usage and for publishing on the Open Data Portal, in compliance with Commission Decision (2011/833/EU). The offer should explain in detail what are the rules used for ensuring the anonymization of the data.
- (c) The contractor is also responsible for establishing integrated data sets for analysis, including the establishment and control of weighting of data from each sampling area, according to the known profile of the respective universe in order to produce valid weighted results for groups of countries specified. In the specific:
 - EU28 cities
 - EU27 cities : (EU28 minus UK)
 - EU15 cities (Member States that joined the EU before 2004)
 - EU14 cities (EU15 minus UK)
 - EU13 cities (EU Member States that joined in 2004, 2007, and 2013)
 - Non-EU cities
- (d) Assessment of consistency with previous editions of the QoL survey for those questions/items responses that are in common. In case of lack of consistency the contractor shall carry out an analysis to identify and explain the underlying reasons.

Task 3

Reporting of the survey:

The reporting of the survey results will be done in three parts: raw data, a technical report and an evaluation report. The technical and evaluation reports will be for European Commission internal use only, and available upon request.

Raw data: Raw data will include all results of the questionnaire survey at the level of individual questionnaire. Anonymised microdata will be delivered in electronic format specific to standard statistical software, including raw data in .CSV format, and working file in Stata format (by StataCorp, format *.DTA) and SPSS format (Statistical Package for the Social Science, format *.SAV), together with all necessary set-up and technical information (definition of Primary Sampling Unit (PSU), stratification, explanation of how weights are calculated, etc.) as soon as possible after the completion of the fieldwork. This file will contain all raw data collected for all cities covered by the survey, plus weighting information. User-friendly formatting is important (for instance English and French question wording and answer category labels). Where necessary, DG REGIO B.1 may give the Contractor instructions about what to call the variables.

- Technical report: The technical report should have, at least, the following elements **for each city:**
 - Number of interviews planned;
 - The number of contacts made before cut off;
 - Number of telephone numbers dialled;
 - Number of telephone numbers reached;

- Number of calls per contact;
 - Total number of people contacted and selected;
 - Number of interviews completed in full;
 - Number of interviews completed in part (terminated during the interview);
 - Number of refusals (as a percentage of the number of people contacted);
 - Response rate (as a percentage of the number of people contacted);
 - Duration of interview (specifying starting and ending time of an interview).
- **Evaluation report:** The evaluation report should give a brief and concise analysis of the progress of the survey, from its design to the presentation of the data. It should mention any difficulties that arose in the course of the survey (difficulty in translating a concept, sampling and representativeness issues, high non-response rate in a particular country, questions that was badly received by certain groups of the population, etc.) and, where appropriate, any recommendations for subsequent surveys. The evaluation report should also contain aspects relating to the comparison between samples, sub-samples and total population statistics, such as:
 - For each city surveyed, a proper universe description based on official statistics (Eurostat or other). If this is not possible for a country or territory due to a lack of such data, an explanation of the reasons and a description of the alternative solutions proposed.
 - For each of the target variables and countries, a one-page comparison between universe (origin of population data is to be indicated in a footnote) and unweighted and weighted samples in identical categories.
 - A brief evaluation of the samples summarising the cases where significant unweighted sampling problems are observed.
 - A one-page listing of weighting factors for all cities, together with a brief argumentation for this choice.
 - A brief evaluation summarising the solutions for sampling problems in terms of weighting and any necessary future improvements. Improvements to unweighted samples should always be given preference to weighted samples.
 - Any discrepancies between the sampling/fieldwork instructions and the actual work carried out must be mentioned.
 - An analysis of the response rate per city, together with recommendations for improving it, if necessary.
 - The report is to be sent in both hard copy and electronic format to the EC's managing department and the requesting department. Tenderers must briefly describe the planned structure of this report and its contents in their technical tender.
 - At the end of the survey, the Contractor will send to the EC's managing department and the requesting department a file (.CSV format) with the questionnaire used, in French and English, independently of questionnaires already included in reports and other files.

2.5. Work organisation

The tender should include an overview of how the work will be distributed and coordinated.

2.6. Time schedule

The duration of the tasks is **15 months** starting from the signature of the contract. The deliverables and their timing are specified below.

Reports and meetings required

End Month	Meetings	Output	Payment
Right after the signature of the contract	Kick-off meeting		--
T + 3		Deliverable 1 Inception report	30%
T + 6		Deliverable 2 Interim report	40%
T + 12		Deliverable 3 Draft final reporting	--
T + 15		Deliverable 4 Final reporting	30%

The Contractor is expected to be available for three scheduled meetings. The meetings will be organised by the Commission. **There is no need for the contractors to travel to Brussels as the meetings can be held as video conferences.**

Kick-off meeting

It will consist on a general dialogue regarding the strategy and the methods planned for carrying out the survey.

2.7. Deliverables

Deliverable 1 - Inception report

The inception report will present a description of the proposed methodology for the survey design and fieldwork and the full set of questionnaires translated in all languages of the cities surveyed (Task 1).

Deliverable 2 -Interim report

The interim report will report on the progress of the survey under Task 2 and provide a draft of the technical report under Task 3.

Deliverable 3 -Draft final reporting

The draft final reporting should draw a complete picture of the survey design, including the raw data, the final technical report and a draft evaluation report as describe under Task 3.

Deliverable 4 - Final reporting

The final reporting should draw a complete picture of the survey design, including the raw data, the final technical report and the final evaluation report as describe under Task 3.

All reports will be submitted in English. Electronic versions of all deliverables are required. Additionally, for the final report a hard copy and an electronic version (1 CD, MS Word format or equivalent application compatible with MS Office and PDF format) should be delivered.

3. CONTENT, STRUCTURE, QUALITY ASSESSMENT AND GRAPHIC REQUIREMENTS OF THE DELIVERABLES

The contractor must deliver the study and other deliverables as indicated below.

3.1. Content

3.1.1. Final report

The final study report must include:

- an abstract of no more than 200 words and an executive summary of maximum 6 pages, in English, 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.”

3.1.2. Content of the 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 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.”

3.1.3. 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

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/>.

3.2. 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

An electronic version of Methodological Report and both Interim Reports with annexes are required. For the Final Report, three hard copies and an electronic version (three CD, Word format and PDF format or equivalent application compatible with MS Office) are required.

4. EVALUATION AND AWARD

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

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

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

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

4.1. Verification of non-exclusion

All tenderers must provide a declaration on honour (see Annex 1), signed and dated by an authorised representative, stating that they are not in one of the situations of exclusion listed in that declaration on honour.

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

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

The Contracting Authority reserves the right to verify whether the successful tenderer is in one of the situations of exclusion by requiring the supporting documents listed in the declaration of honour.

The successful tenderer must provide the documents mentioned as supporting evidence in the declaration on honour before signature of the contract and within a deadline given by the contracting authority. This requirement applies to each member of the group in case of joint tender and to all subcontractors whose share of the contract is above 10 %.

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

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

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

4.2. Selection criteria

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

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

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

4.2.1. Declaration and evidence

The tenderers (and each member of the group in case of joint tender) and subcontractors whose capacity is necessary to fulfil the selection criteria must provide the declaration on honour (see Annex 1), signed and dated by an authorised representative, stating that they fulfil the selection criteria applicable to them individually. For the criteria applicable to the tenderer as a whole, the tenderer (sole tenderer or leader in case of joint tender) must provide the declaration on honour stating that the tenderer, including all members of the group in case of joint tender and including subcontractors if applicable, fulfils the selection criteria for which a consolidated assessment will be carried out.

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

The Contracting Authority will evaluate selection criteria on the basis of the declarations on honour. Nevertheless, it reserves the right to require evidence of the legal and regulatory, financial and economic and technical and professional capacity of the tenderers at any time

during the procurement procedure and contract performance. In such case the tenderer must provide the requested evidence without delay. The Contracting Authority may reject the tender if the requested evidence is not provided in due time.

After contract award, the successful tenderer will be required to provide the evidence mentioned below before signature of the contract and within a deadline given by the contracting authority. This requirement applies to each member of the group in case of joint tender and to subcontractors whose capacity is necessary to fulfil the selection criteria.

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

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

4.2.2. Legal and regulatory capacity

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

- For legal persons, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation applicable to the legal person requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.
- For natural persons, if required under applicable law, a proof of registration on a professional or trade register or any other official document showing the registration number.

4.2.3. Economic and financial capacity criteria

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

Turnover of the last two financial years above EUR 1,000,000; this criterion applies to the tenderer as a whole, i.e. the combined capacity of all members of a group in case of a joint tender.

Evidence (to be provided on request):

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

If, 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.

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

A. Criteria relating to tenderers

Tenderers (in case of a joint tender the combined capacity of all members of the group and identified subcontractors) must comply with the criteria listed below.

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

Criterion A1: The tenderer must prove experience in the field of

1. theory and practice of survey design and field work
2. processing of data coming from social and economic surveys

Evidence A1: The tenderer must provide references for 3 projects delivered in these fields in the last three years with a minimum value for each project of € 600,000. Knowledge of regional and urban policy would be an asset.

Criterion A2: The tenderer must prove capacity to draft reports in English.

Evidence A2: The tenderer must provide one document of at least 10 pages (report, study, etc.) in this language that it has drafted and published or delivered to a client in the last two years. The verification will be carried out on 5 pages of the document.

Criterion A3: The tenderer must prove how the data collection exercise complies with the current General Data Protection regulation (GDPR) entered into force on the 25th of May 2018.⁶

Evidence A3: The tenderer must provide a document of maximum 5 pages that explains how the compliance to the GDPR is respected.

B. Criteria relating to the team delivering the service:

The team delivering the service should include, as a minimum, the following profiles.

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

⁶ Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (OJ L 119, 4.5.2016, p. 1). It regulates the processing by an individual, a company or an organisation of personal data relating to individuals in the EU. More info available at: https://ec.europa.eu/commission/priorities/justice-and-fundamental-rights/data-protection/2018-reform-eu-data-protection-rules_en

Criterion B1 - Project Manager: At least 5 years' experience in project management, including overseeing project delivery, quality control of delivered service, client orientation and conflict resolution experience in project of a similar size (at least € 600,000), with experience in management of team of at least 3 people.

Evidence B.2: CV

Criterion B2 - Language quality check: at least 3 members of the team should have at least C1 level in the Common European Framework for Reference for Languages⁷ in English.

Evidence B2: a language certificate or past relevant experience.

Criterion B3 - Expert in survey design and fieldwork: At least 6 years of professional experience. Relevant higher education degree or equivalent professional experience and at least 3 years' professional experience in the field.

Evidence B3: CV

Criterion B4 - Team for data processing: the team should have knowledge of English and proven experience of 3 years in survey data processing (i.e. diploma in statistics).

Evidence B4: CV and a language certificate or past relevant experience.

Criterion B5 – Interviewing team: the minimum requirement for each interviewer will be three months experience in interviewing, and mother-tongue knowledge of at least one of the national languages used for the interviews in the country or territory in question. In each city, the fieldforce must be composed of 10 persons as a minimum. Tenderers should provide in their technical offer a table detailing the interviewing team per city. For multilingual countries, the proportion by language must be indicated.

Evidence B5: CV and a language certificate or past relevant experience.

⁷ See http://www.coe.int/t/dg4/linguistic/Cadre1_en.asp

4.3. Award criteria

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

- **Quality of the proposed methodology** (50 points – minimum score 25)

This criterion will assess the degree to which the methodology shows the capacity to analyse, review and evaluate documents and figures, in accordance with the needs of the contracting authority. Furthermore the tender must demonstrate the capacity to resolve the questions underlying in the tender in a realistic and well-structured way, as well as demonstrate whether the methods proposed are suited to the needs set out by the Commission in the Tender Specifications.

- **Organisation of the work and resources** (50 points – minimum score 25)

This criterion will assess how the roles and responsibilities of the proposed team and of the different economic operators (in case of joint tenders, including subcontractors if applicable) are distributed for each task. It also assesses the global allocation of time and resources to the project and to each task or deliverable, and whether this allocation is adequate for the work. The tender should provide details on the allocation of time and human resources and the rationale behind the choice of this allocation. Details should be provided as part of the technical offer. It is not a budget requested as part of the financial offer.

Tenders must score minimum 50% for each criterion and minimum 50 % in total. Tenders that do not reach the minimum quality levels will be rejected and will not be ranked.

4.4. Ranking of tenders

Having examined the tenders from a technical point of view, the evaluation committee will proceed considering which is the economically most advantageous tender, i.e. the tender offering the best price-quality ratio determined in accordance with the formula below. A weight of **60/40** is given to quality and price respectively.

$$\text{Score for tender } x = \frac{\text{cheapest price}}{\text{price of tender}} \times 100 \times 40 + \text{Total quality score (out of 100)} \times 60$$

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

ANNEXES

Annex 1	Declaration of Honour
Annex A	2018 Perception Survey on the quality of life in European Cities
Annex B	List of cities

ANNEX A
2018 PERCEPTION SURVEY ON THE QUALITY OF LIFE IN EUROPEAN CITIES
QUESTIONNAIRE

Q1. Generally speaking, please tell me if you are [1] satisfied, [2] rather satisfied, [3] rather unsatisfied, [4] not at all satisfied, or [5] DK/NA (do not read out), with each of the following issues in your city or area.

1. Public transport, for example the bus, tram or metro.
2. Health care services, doctors and hospitals.
3. Sport facilities such as sport fields and indoor sports halls.
4. Cultural facilities such as concert halls, theatres, museums and libraries.
5. Green spaces such as parks and gardens.
6. Public spaces such as markets, squares, pedestrian areas.
7. Schools and other educational facilities.
8. The quality of the air.
9. The noise level.
10. Cleanliness.

Q2. I will read you a few statements. Please tell me whether you [1] strongly agree, [2] somewhat agree, [3] somewhat disagree, [4] strongly disagree, or [5] DK/NA (do not read out), with each of these statements?

1. I'm satisfied to live in my city.
2. It is easy to find a good job in my city.
3. I feel safe walking alone at night in my city.
4. I feel safe walking alone at night in my neighbourhood.
5. It is easy to find good housing in my city at a reasonable price.
6. Generally speaking, most people in my city can be trusted.
7. Generally speaking, most people in my neighbourhood can be trusted.

Q3. Is the city where you live [1] a good place, [2] not a good place, [3] DK/NA to live for:

1. People in general.
2. Racial and ethnic minorities.
3. Gay or lesbian people.
4. Immigrants from other countries.
5. Young families with children.
6. Elderly people.

Q4. On the whole, are you [1] very satisfied, [2] fairly satisfied, [3] not very satisfied, [4] not at all satisfied, or [5] DK/NA (do not read out), with:

1. Your personal job situation.
2. The financial situation of your household.
3. The life you lead.
4. The neighbourhood where you live.

Q5. On a typical day, do you commute to work or school, mainly by: (MAX 2 answers)

1. Car
2. Motorcycle
3. Bicycle
4. Walking
5. Train
6. Urban public transport (bus, tram or metro)
7. Other
8. Do not commute
9. DK/NA (do not read out)

Q6. Thinking about public transport in your city, based on your experience or perceptions, please tell me whether you [1] strongly agree, [2] somewhat agree, [3] somewhat disagree, [4] strongly disagree, or [5] DK/NA (do not read out), with each of these statements.

Public transport in your city is:

1. Affordable
2. Safe
3. Easy to get
4. Frequent (comes often)
5. Reliable (comes when it says it will)

Q7. In the city where you live, do you have confidence in the local police force?

1. Yes
2. No
3. DK/NA (do not read out)

Q8. Within the last 12 months, have you had money or property stolen from you or another household member?

1. Yes
2. No
3. DK/NA (do not read out)

Q9. Within the past 12 months, have you been assaulted or mugged?

1. Yes
2. No
3. DK/NA (do not read out)

Q10. During the last twelve month, would you say you had difficulties to pay your bills at the end of the month...?

1. Most of the time
2. From time to time
3. Almost never/never
4. DK/NA (do not read out)

Q11. Do you feel that if you needed material help (e.g. money, loan or an object) you could receive it from relatives, friends, neighbours or other persons you know?

1. Yes
2. No
3. DK/NA (do not read out)

Q12. Do you feel that if you needed non-material help (e.g. somebody to talk to, help with doing something or collecting something) you could receive it from relatives, friends, neighbours or other persons you know?

1. Yes
2. No
3. DK/NA (do not read out)

Q13. I will read you a few statements about the local public administration in your city. Please tell me whether you [1] strongly agree, [2] somewhat agree, [3] somewhat disagree, [4] strongly disagree, or [5] DK/NA (do not read out), with each of these statements.

1. I am satisfied with the amount of time it takes to get the request solved by my local public administration.
2. The procedures used by my local public administration are straightforward and easy to understand
3. The fees charged by my local public administration are reasonable
4. Information and services of my local public administration can be accessed online
5. There is corruption in my local public administration

Q14. Compared to five years ago, would you say the quality of life in your city or area has:

1. Decreased
2. Stay the same
3. Increased
4. DK/NA (do not read out)

Q15. In general, how is your health?

1. Very good
2. Good
3. Fair (neither good or bad)
4. Bad
5. Very bad
6. Not stated

Background questions

D1. What is your year of birth?

D2. What is your sex?

1. Male
2. Female

D3. In which city you live?

- Name of the [CITY NAME]

D4. What country do you live in? (read out if necessary)

- Name of the [COUNTRY NAME]

D5. In which country were you born?

- Name of the [COUNTRY NAME]

D6. For how long have you been living in [CITY NAME]?

1. Born in this city and never lived in another city for a period of at least 1 year
2. Number of years in this city (since last establishing the place of usual residence in this city)
(2-digits)
3. Not stated
4. Not applicable

D7. Which of the following best describes your household composition?

1. One-person household
2. Lone parent with at least one child aged less than 25
3. Lone parent with all children aged 25 or more
4. Couple without any child(ren)
5. Couple with at least one child aged less than 25
6. Couple with all children aged 25 or more
7. Other type of household
8. Not stated

D8. How many people usually live in your household? Please include yourself.

D9. What is the highest level of education you successfully completed?

[Highest completed level of education]

Up to the interviewer to select one of the following:

1. Less than Primary education (ISCED 0)
2. Primary education (ISCED 1)
3. Lower secondary education (ISCED 2)
4. Upper secondary education (ISCED 3)
5. Post-secondary non-tertiary education (ISCED 4)
6. Short-cycle tertiary education (ISCED 5)
7. Bachelor or equivalent (ISCED 6)

8. Master or equivalent (ISCED 7)
9. Doctoral or equivalent (ISCED 8)
10. DK/NA (do not read out)

D10. Which of the following best describes your current working status:

1. At work as employee or employer/self-employed/relative assisting on family business
2. Unemployed, not looking actively for a job
3. Unemployed, looking actively for a job
4. Retired
5. Unable to work due to long-standing health problems
6. In full-time education (at school, university, etc.) / student
7. Full-time homemaker/responsible for ordinary shopping and looking after home
8. Compulsory military or civilian service
9. Other
10. Not stated
11. Not applicable

Follow-up question if D10=1

D10.1. ISCO occupations of main job (ISCO-08 at 1 DIGIT level; for the interviewer to select the code from a list)

D10.2. Which of the following best describes your job:

1. Full-time job
2. Part-time job
3. Not stated
4. Not applicable

ANNEX B: LIST OF CITIES

Belgium	Greece	Italy	Norway	United Kingdom
Antwerpen	Athina (Greater)	Bologna	Oslo	Belfast
Brussel/Bruxelles (Greater)	Irakleio	Napoli (Greater)	Poland	Cardiff
Liege	Spain	Palermo	Bialystok	Glasgow
Bulgaria	Barcelona (Greater)	Roma	Gdansk	London (Greater)
Burgas	Madrid	Torino	Krakow	Manchester (Greater)
Sofia	Malaga	Verona	Warszawa	Tyneside conurb. (Greater)
Czech Republic	Oviedo	Cyprus	Portugal	Switzerland
Ostrava	Finland	Lefkosia	Braga	Geneva (Greater)
Praha	Helsinki (Greater)	Lithuania	Lisboa (Greater)	Zurich (Greater)
Denmark	Oulu	Vilnius	Romania	
Aalborg	France	Luxembourg	Bucuresti	Albania
København (Greater)	Bordeaux	Luxembourg	Cluj Napoca	Tirana
Germany	Lille	Latvia	Piatra Neamt	Macedonia (FYROM)
Berlin	Marseille	Riga	Sweden	Skopje
Dortmund	Rennes	Malta	Malmo	Montenegro
Essen	Strasbourg	Valletta (Greater)	Stockholm (Greater)	Podgorika
Hamburg	Paris (Greater)	Netherlands	Slovenia	Serbia
Leipzig	Croatia	Amsterdam (Greater)	Ljubljana	Belgrade
Munchen	Zagreb	Groningen	Slovakia	Turkey
Rostock	Hungary	Rotterdam (Greater)	Bratislava	Ankara
Estonia	Budapest	Austria	Kosice	Istanbul
Tallinn	Miskolc	Graz		Anatalya
Ireland	Iceland	Wien		Diyabakir
Dublin (Greater)	Reykjavik (Greater)			

Note that for the following *Greater Cities* all cities that are part of the greater cities have to be considered:

- København (Greater): København; Odense.
- Barcelona (Greater): Badalona; Barcelona; Cerdanyola del Vallès; Cornellà de Llobregat; L'Hospitalet de Llobregat; Prat de Llobregat, El; Rubí; Sabadell; Sant Cugat del Vallès; Santa Coloma de Gramenet.
- Helsinki (Greater): Espoo / Esbo; Helsinki / Helsingfors; Vantaa / Vanda.
- Napoli: (Greater): Napoli; Giugliano in Campania.
- Amsterdam (Greater): Amstelveen; Amsterdam; Zaanstad.
- Rotterdam (Greater): Capelle aan de IJssel; Rotterdam; Schiedam; Spijkenisse; Vlaardingen.
- Lisboa (Greater): Almada; Amadora; Barreiro; Lisboa; Odivelas; Seixal.
- London (Greater): City of London; Barking and Dagenham; Barnet; Bexley; Brent; Bromley; Camden; Croydon; Ealing; Enfield; Greenwich; Hackney; Hammersmith and Fulham; Haringey; Harrow; Havering; Hillingdon; Hounslow; Islington; Kensington and Chelsea; Kingston upon Thames; Lambeth; Lewisham; Merton; Newham; Redbridge; Richmond upon Thames; Southwark; Sutton; Tower Hamlets; Waltham Forest; Wandsworth; Westminster.
- Manchester (Greater): Bolton; Bury; Manchester; Oldham; Rochdale; Salford; Stockport; Tameside; Trafford; Wigan.
- Tyneside conurbation (Newcastle, Greater): Gateshead; Newcastle upon Tyne; North Tyneside; South Tyneside.

