

ANNEX B-III - GLOBAL ORGANISATION AND METHODOLOGY

Framework Contract Services for EU's external action (SEA 2023)

(to be completed by the tenderer - **Maximum 30 pages including annexes**)

The Global Organisation and Methodology must be structured following the headings and sub-headings provided in this document ensuring that all elements requested are provided to allow the assessment of the award criteria.

The clarity, structure and presentation of the information and the extent to which the tender is self-explanatory and contains key information will be taken into account for the scoring under all criteria.

The offer must provide the following information:

1. RATIONALE, APPROACH AND METHODOLOGY (Maximum 10 pages)

The tender will provide:

- 1.1 An analysis of the policy and institutional context, the objectives and specificities of EU action in the policy area, and the key challenges that might arise in each sector and sub-sector of the lot.
- 1.2 An analysis of the objectives and nature of all the different types of tasks that will be requested under the specific lot as described in Annex B-II-b "Detailed Description of the lots".
- 1.3 The description of the methodological approaches and tools proposed and appropriate to the lot. The tenderer should explain the rationale behind the choices proposed/available, demonstrating a state-of-the-art knowledge of the sectors concerned. Comments on the key issues of the Global Terms of Reference related to the achievement of the Framework Contract objectives and expected results, demonstrating the degree of understanding of the diversified specific assignments that may be contracted. The tenderer should describe the sources of information, the data collection and analysis methods, the sampling methodologies, the approaches to consultation activities and the use of that information to achieve the results set out in future requests for specific contracts.
- 1.4 An analysis of the general risks and a proposal for mitigating measures. Assumptions potentially affecting the execution of the Framework Contract and of those risks specifically related to the lot.

2. ORGANISATION OF WORK AND RESOURCES (Maximum 12 pages)

The tender will provide a description of:

- 2.1 The profiles of the staff to be involved in the Framework Contract implementation, how the roles and responsibilities will be distributed between the Management Team, the Logistic and Administrative Support Team and the Quality Support Team, both at the level of the Framework Contract, as well as at the level of a specific contract.

- 2.2 The allocation of time and human resources and the rationale behind the choice; a description of the distribution of tasks and the coordination between the consortium members including their complementarity and the specific role of the leader; the involvement of all members of the consortium will be considered added value in the tender evaluation.
- 2.3 The organisation of communication between the consortium members, between the leader and the Framework Contract Manager at Framework Contract level.
- 2.4 The organisation of the reception of requests for specific contracts, the preparation of specific offers, and of the implementation of related assignments and methodologies.
- 2.5 The capacity to access the necessary expertise within the specific lot and the planned procedures related to the experts: identification, recruitment, verification of CVs, ensuring availability until specific contract signature and for its duration, timely payments, access to training, documentation and information prior to each assignment, how logistic support and duty of care are ensured.
- 2.6 The methodologies for identifying and mobilising local expertise and/or subcontracting in the place of performance and the type of tasks to be entrusted; tenders should mention existing and/or planned cooperation agreements with local partners. A list of local partners should be presented following the template in Annex B-VI-f Table of Local Partners

3. QUALITY ASSURANCE AND QUALITY BACKSTOPPING SYSTEM FOR SPECIFIC OFFERS AND ASSIGNMENTS (Max 8 pages)

The tender will provide a description of:

- 3.1 The quality assurance plan that the consortium members will provide to the Framework Contract Management Team and to the teams of experts during implementation of the Framework Contract and of the specific contracts. The plan will include the procedures, tools and indicators to monitor the quality of the services and deliverables and identify and correct deficiencies during the implementation and before the deliverables are submitted to the Specific Contracting Authority.
- 3.2 The planned backstopping mechanisms set in order to ensure a constant level of expertise and resources and tackle unforeseen circumstances throughout the whole duration of the Framework Contract.