



INTERREG V-A Italy-Malta Programme
Programme part financed by the European Union
European Regional Development Fund (ERDF)
Co-financing rate: 85% EU Funds; 15% National Funds



Terms of Reference (ToR)

Front Office assistance for voucher beneficiaries and companies' selections

Front Office technical assistance for IT activities

“Support Services to Communication Activities”

**PROJECT C2-2.2-112: “MOVE ON - MOBILITÀ TRANSFRONTALIERA
ATTRAVERSO L'EROGAZIONE DI VOUCHER”**

ITALIA-MALTA PROGRAMMA 2014-2020

12 August 2022

Subject

Public selection procedure related to the provision of support services in the implementation of the following project activities:

- Front Office assistance for voucher beneficiaries and companies' selections
- Front Office technical assistance for IT activities.

The services are necessary for the implementation of the activities entrusted to the company HERMES Corporation Limited located in Triq Saint Vincent, 7 - SLM1448 Sliema – MALTA E-mail: info@hermesjobs.com (hereafter HERMES) under the PROJECT C2-2.2-112: “MOVE ON - MOBILITÀ TRANSFRONTALIERA ATTRAVERSO L'EROGAZIONE DI VOUCHER” and, in particular, of those falling within WPC Communication.

The PROJECT C2-2.2-112: “MOVE ON - MOBILITÀ TRANSFRONTALIERA ATTRAVERSO L’EROGAZIONE DI VOUCHER” is an EU territorial cooperation project co-financed by the EU under the Interreg V-A Italy-Malta 2014 - 2020, Priority Axis 2 “Competitiveness of small and medium-sized enterprises”.

The "MOVE ON" project aims to promote a better equilibrium in the cross-border labor market by supporting cross-border mobility pathways for young people and recent graduates.

In particular, the project will promote job placement internships, through the provision of vouchers and related support services (administrative, management, user assistance, promotion, information, dissemination and capitalization of results).

The recipients of mobility vouchers will be identified through a public-evidence procedure and will fall into the following categories: not-employed, unemployed, disadvantaged people.

Expected results:

Provision of 100 vouchers for cross-border mobility paths for employment internships of young and new graduates located in in the cooperation area (approximately 75 in Sicily and 25 in Malta).

The overall objective of the project is to promote employment opportunities for young people by promoting mobility processes within the cross-border area.

The project activities will carry out:

- 100 internships at 50 micro, small and medium-sized enterprises
- 2 national agreements between companies and stakeholders participating in the project
- 1 cross-border network between companies and stakeholders participating in the project

Project Lead Partner:

ASS.FOR.SEO. Società Consortile ar.l.

Project Partners:

HERMES Corporation Limited

Associated Partners:

1- Università degli Studi di Palermo – Dipartimento di Scienze Psicologiche, Pedagogiche, dell’Esercizio fisico e della Formazione

2- Sicindustria – Associazione Industriali delle Province di Agrigento, Caltanissetta, Enna, Messina, Palermo, Ragusa, Trapani

3- Camera di Commercio Industria Artigianato e Agricoltura di Palermo ed Enna

4- Istituto di Formazione Politica “Pedro Arrupe” – Centro Studi Sociali

5- Centro Siciliano Sturzo

6- North Harbour Ltd.

7-Platinum Development Ltd.

8-ST Hotels Ltd.

9-ST Properties Ltd.

10- Regione Siciliana – Assessorato della famiglia, delle politiche sociali e del lavoro – Dipartimento della famiglia e delle politiche sociali

The project duration is 30 months (Start Date: 02.11.2020 - End Date: 01.05.2023) with a total budget of: 2.840.000,00 € ERDF Contribution of which: 2.414.000,00 €.

Within this framework, HERMES is selecting a supplier/consultant/external company to which it will subcontract some service related to the implementation of communication activities of which it is responsible. In particular, the services that will be related to carrying out on behalf of the HERMES of communication activities will include:

- Front Office assistance for voucher beneficiaries and companies' selections
- Front Office technical assistance for IT activities.

To these ends, by the official publication of the present Term of Reference and after comparing the curricula by all the offers that showed interest and evaluating professional experience and technical skills, HERMES will identify a qualified suppliers/consultant/external company and evaluating the economic offer in response to the specifications described in the next section ("Description of the Service"). The contract will be awarded to the tender offering the most economically advantageous on the basis of the best quality/price ratio.

Description of the Service

1. Objectives of the contract

The main objective of the contract is to contribute to the goals of the MOVE -ON project by subcontracting services that are necessary for the implementation of the tasks forming part of the activities that the HERMES needs to carry out within the project.

The services will be accomplished through the execution of the tasks as described in the following paragraph.

2. Detailed description of the tasks to be performed and deliverables to be achieved

- Front Office assistance for voucher beneficiaries and companies' selections
- Front Office technical assistance for IT activities.

The tasks are linked to the activities foreseen specifically in WPC – Communication.

The aims of these tasks are:

- Front Office assistance in the selection activities of the voucher beneficiaries that send their application for the opening windows June – July 2022 and August – September 2022;
- study and analysis of candidates' CVs and motivational letters;
- supporting to the online interviews with the potential voucher beneficiaries;
- Front Office assistance in the selection activities of the hosting companies;
- study and analysis of the Maltese hosting companies in relation to the Sicilian candidates' CVs and motivational letters;
- supporting to the online interviews with the potential Maltese hosting companies
- implementation of a data protection plan in dealing with sensitive data of voucher beneficiaries and hosting companies;

- to ensure the correct conduct of interviews by providing online platforms;
- creation of IT content and technical support for the daily activities of the Front Office;
- support to the beneficiary HERMES Ltd in all the IT activities implemented to achieve the project objectives.

It is expected that the above mentioned activities will be carried on by 2 senior experts acting as Senior Advisors for a total of 6 hours per 10 days/month for a total of 8 months and 2 junior experts acting as Junior Technical Assistance for a total of 6 hours per 10 days/month for a total of 8 months.

Other specifications

To ensure the quality of the service, the Contractor shall guarantee appropriate and consistent standards in its execution. Moreover, the Contractor must produce task related documents and communication in a high-level English.

Expected schedule

During the contractual period, the Contractor must submit periodical reports, which must be written in English and which must contain comprehensive information on the activities put in place with a view to achieving the tasks set out in the contract, also a proof (monthly reports, timesheets, etc.) of the experts involved in the tasks should be released.

- November 2022: First task achievement report;
- February 2023: Second task achievement report;
- April 2023: Final report.

Contractual and financial terms

The travel and accommodation costs for the participation of the experts in the workshops and events relevant to the scope of this contract are not included in the contract.

Compatibly with COVID19 pandemic, the participation to project meetings and events will be agreed among HERMES and the experts. The expenses incurred for traveling will be reimbursed by HERMES only if the working trips have been previously authorized by HERMES and fully documented with supporting documents by the experts.

The fees will be paid in no. 3 installments on presentation of a duly-issued and detailed invoices:
1st invoice after the signature of the contract (33 % of the total cost of the service);
2nd invoice after the second task achievement report – presumably on February 2023 (33 % of the total cost of the service);
3rd invoice by the end of the period (balance of the total cost of the service).

Other conditions for the payments:

Satisfactory acceptance of services;

Submission of the requested interim and final reports.;

Submission by the Service Provider of a detailed invoice/claim for expenses.

Payment Instructions

The payment term for the invoices will be: Bank transfer within 30 days after the acceptance of the original invoice. The bank account details will be asked to the Contractor. HERMES maintains the right to require additional fiscal documentation if considered needed. The tax legislation in force at the date of acceptance of the offer will be applied.

The Awarded Provider shall submit to HERMES both an electronic (by emailing to info@hermesjobs.com) and the original hard copy of the invoice/claim for expenses.

The invoices have to include the following information:

Header: Hermes Corporation Limited, Triq Saint Vincent, 7 - SLM1448 Sliema – MALTA
VAT code: MT 21070234

- Object: “Provision of support services to communication activities – Front Office assistance for voucher beneficiaries and companies’ selections. Front Office technical assistance for IT activities.
- PROJECT C2-2.2- 112: “MOVE ON - MOBILITÀ TRANSFRONTALIERA ATTRAVERSO L’EROGAZIONE DI VOUCHER”
Interreg V-A ITALIA-MALTA PROGRAMMA 2014-2020 – ”

Description: Details of the service provided.

Hermes is not in the condition to pay in advance the invoice.

Duration

The contract is expected to be signed in September 2022. Execution of the tasks is to start upon the entry into force of the contract, which will take place from the date on which it is signed. The service contract will last for 8 months, presumably from 01/09/2022 to 30/04/2023.

Selection Criteria, Evaluation and Award Procedure

1. Eligibility

- Citizens in possession of her/his full civil and political rights;
- Against the applicants, no charges shall be pending such as disqualification, prohibition, suspension or decadence, or even indictments, pending convictions and / or preventive measures, pursuant to current legislation;

2. Required skills and qualifications of the Applicant

- Applicant shall have full technical ability to perform the service described in this ToR.
- Having VAT number (or availability to request a VAT number in September 2022).

3. How apply

All interested bidders should submit a quotation respecting the following requirements.

Instruction to Proposers	Specific Requirements
Deadline for the submission the offer	26 August 2022 – by 12:00 PM. (Rome time GMT+1). Any offers received after this date and time will not be accepted

How to submit the offer	<p>The candidate must send in PDF format to the following e-mail address: info@hermesjobs.com with the following subject: “Front Office assistance for voucher beneficiaries and companies’ selections. Front Office technical assistance for IT activities - support services to communication activities – PROJECT C2-2.2- 112: “MOVE ON - MOBILITÀ TRANSFRONTALIERA ATTRAVERSO L’EROGAZIONE DI VOUCHER” Interreg V-A ITALIA-MALTA PROGRAMME 2014-2020”.</p> <p><u>The application must include the following documents in English language:</u></p> <ul style="list-style-type: none"> - Economic quotation in Euro included VAT; - Abstract of the methodology and description how the candidate will implement the services required that are relevant for the present Terms of References filling the form annexed;
Language for submitting the offer	English only
Currencies	EURO (€)

The sending of the offer does not in any way constrain HERMES to request the service in question.

4. Invitation, selection, evaluation and award criteria

As a subcontractor, HERMES will award the service on the basis of the most economically advantageous tender on the basis of the best quality/price ratio, following the procedure specified below:

- HERMES after receiving all the offers, respecting and guaranteeing the principles of transparency, equal treatment, non-discrimination and competition, will carry on in comparing the economic offers.
- Information about the present procedure is published in HERMES’s official website (<https://www.hermesmalta.com/>)
- Bidders shall send their offers **no later than 12:00 of 26 August 2022** to the email address indicated above. Offers received after the aforementioned deadlines will not be evaluated.
- Offers shall be sent in Euro and VAT included.
- Offers should contain an abstract of the methodology and description how the candidate will implement the services required filling the form annexed.
- As a first step, HERMES will assess if the bids meet the eligibility requirements and the experience and required skills of the applicant. Secondly, HERMES will evaluate the offers on the basis of the most economically advantageous tender (on the basis of the best quality/price ratio) based on the scores awarded for satisfying the requirements outlined above.
- The offer that gathers the maximum score will be selected.

Other issues

HERMES will proceed to award the tender even in case a single valid candidature is received, in the case that it is considered appropriate and convenient.

If two or more offers of the same amount will be received, HERMES will contact the bidders and conduct interviews via telephone, in order to better evaluate the offers.

HERMES, as a contracting entity, reserves the right not to proceed with the awarding of contracts if no offer is convenient or suitable in relation to the subject of the contract, without the bidders having nothing to claim, not even as a pre-contractual liability.

All the charges and risks relating to the activities and obligations necessary for fulfilling the contract, being

considered part of the agreed remuneration, shall be borne by the Contractor.

The Successful bidder assumes full and direct management liability for the services and supplies entrusted to him/her, thereby freeing up HERMES.

It will directly, criminally and civilly, respond for the damages to people and things caused in the execution of the services and supplies, and will bear the full and exclusive charge for any compensation, without the right to recourse or remuneration from HERMES.

Consequently, the Contractor exonerates HERMES from these responsibilities, undertaking to relieve it of any request that, for this reason, should be presented.

The results of the present selection procedure will be communicated within 5 working days after the deadline for submission of bids to all bidders.

A service contract will be concluded with the selected bidder, which must contain all the parts indicated in this tender.

Contacts

In case additional information is required to submit the proposal, we kindly invite you to contact HERMES by writing to the following e-mail address info@hermesjobs.com

Only relevant questions in writing concerning clarifications of the tender will be answered.

APPENDIX

General Scoring System of the Offers

ATTACHMENTS

Bid form

Abstract of the methodology and description how the candidate will implement the services

Appendix: General Scoring System of the Offers

1. Technical offer

The technical offer will be evaluated out of 80 points, based on the following criteria

Quality of the methodology and description how the candidate will implement the services: 70 points

Proven expertise in providing services in international mobility activities at least 2 years: 10 points

Candidates with technical offers scoring under 50 points are eliminated automatically.

Among the successful candidates, the best score is made equivalent to 100 points, the scores of the other candidates are then adjusted based on the following equation:

$$\text{TSC} = (\text{Initial technical score of the candidate} / \text{Best initial technical score}) \times 100$$

2. Financial offer

Financial offers will be evaluated out of 20 points.

The financial offers are first compared with the maximum budget available for the contract.

For the remaining bids, scores are assigned as follows: the lowest bid is given 20 points, and the other bids are awarded points according to the following equation:

$$\text{PC} = (\text{Lowest financial offer} / \text{Financial offer of the tender being considered}) \times 20.$$

Thereafter, the best value offer is selected by weighing the technical score against the financial score on a 80/20 basis, according to the formula below:

$$\text{N} = (0.80 \times \text{TSC}) + (0.20 \times \text{PC})$$

N: Final weighed score

TSC: Technical Score of the candidate concerned

PC: Price offered by the candidate concerned

The winning bid will be the one receiving the highest value for N.



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**ATTACHMENT
 BID FORM**

Notes to Bidders: Please complete this form demonstrating substantial responsiveness to the specifications described in the Terms of Reference.

To:
 HERMES Corporation Limited
 Triq Saint Vincent, 7 - SLM1448 Sliema – MALTA
 info@hermesjobs.com

Place, Date:
Ref. No.:
(To be filled by HERMES)

In compliance with our **“Terms of Reference (ToR) Front Office assistance for voucher beneficiaries and companies’ selections - Front Office technical assistance for IT activities.- support services to Communication activities. PROJECT C2-2.2-112: “MOVE ON - MOBILITÀ TRANSFRONTALIERAATTRAVERSO L’EROGAZIONE DI VOUCHER” - Interreg V-A Italy-Malta 2014 - 2020”,**

I, the undersigned _____, legal representative of
 _____, registered office
 address _____
 _____, Vat number _____ intend to submit a
 bid/proposal in response to the above-mentioned tender.

I, the undersigned, declare that:

The organization I represent is/ I am legally established at the following address
_____;

- There are no administrative, crime or judicial pending charges against the company/myself;
- The organization I represent has/ I have full technical capacity to implement the service as described in the Notice;
- I have examined the ToR fully (Subject, Background, Description of the Service, Other Specifications, Contractual and Financial Terms, Payment Instructions, Duration, Selection Criteria, Evaluation and Award Procedure, Other Issues, Contacts, Appendix: General Scoring System of the Offers);

The tender bid for the implementation of the services required is: _____ € (VAT included).

The undersigned offers to provide the services in accordance with the request described in the **“Terms of Reference (ToR) Front Office assistance for voucher beneficiaries and companies’ selections - Front Office technical assistance for IT activities - support services to communication activities. PROJECT C2-2.2-112: “MOVE ON - MOBILITÀ TRANSFRONTALIERA ATTRAVERSO L’EROGAZIONE DI VOUCHER” - Interreg V-A Italy-Malta 2014 - 2020”**. In case of positive assessment, the undersigned accepts and agrees to sign an assignment letter for the provision of the services required.

Best regards,

Place and Date

Signature and Stamp



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ATTACHMENT

Abstract of the methodology and description how the candidate will implement the services
Notes to Bidders: Please complete this form demonstrating substantial responsiveness to the specifications described in the Terms of Reference.

To:
 HERMES Corporation Limited
 Triq Saint Vincent, 7 - SLM1448 Sliema – MALTA
 info@hermesjobs.com

List of the main activities required	Description how the services required will be implemented (max 1000 characters for each activities)
Front Office assistance in the selection activities of the voucher beneficiaries that send their application for the opening windows June – July 2022 and August – September 2022.	

<p>study and analysis of candidates' CVs and motivational letters.</p>	
<p>Supporting to the online interviews with the potential voucher beneficiaries.</p>	
<p>Front Office assistance in the selection activities of the hosting companies.</p>	
<p>Study and analysis of the Maltese hosting companies in relation to the Sicilian candidates' CVs and motivational letters.</p>	

Supporting to the online interviews with the potential Maltese hosting companies.	
Implementation of a data protection plan in dealing with sensitive data of voucher beneficiaries and hosting companies.	
To ensure the correct conduct of interviews by providing online platforms.	
Creation of IT content and technical support for the daily activities of the Front Office;	

Support to the beneficiary HERMES ltd in all the IT activities implemented to achieve the project objectives.	

Place and Date

Signature and Stamp
