



Tender Document

Invitation to tender in accordance with the European open procedure for the procurement of services from a HR Provider Service in Ghana

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Definition of terms

Candidates	A person selected by the Contractor for the shortlist for a CPM position.
Contract	The written framework agreement between the Contracting Authority and the Contractor in which the conditions applicable to the public contracts that will be awarded via this tendering process (Further Agreements) will be recorded within a specific period.
Contractor	The party with whom the Contracting Authority concludes the Contract.
Contracting Authority	The State of the Netherlands, represented by the Minister of Economic Affairs, who concludes the Contract with the Contractor on behalf of the Contracting Authority.
Contracted Project Member (CPM)	The project member hired by the Contractor to contribute to the RVO activities in Ghana.
Data processing Agreement	An agreement signed by the Contracting Authority and the Contractor concerning the processing of personal data by the Contractor. When a Contract is awarded on the basis of the ARVODI, the Contract may require the Contractor to process Personal Data on behalf of the Contracting Authority. If so, the Parties must conclude a Data Processing Agreement under article 28, paragraph 3 of the General Data Protection Regulation ('the Regulation'). In a Data Processing Agreement the Contracting Authority and the Contractor make agreements on the Processing of Personal Data in the context of the Contract.
Daily rate/price	Daily rate/ price should be understood as the rate/price for 8 hours of work.
European Single Procurement Document	A statement in which the Tenderer declares his compliance with the requirements specified in this document.
Exclusion Ground	A circumstance applicable to the Tenderer or a person affiliated with the Tenderer that results in exclusion of the Tenderer from participating in the tendering process
Further Agreement	A written agreement signed by the Contracting Authority and the Contractor based on the framework agreement.
General Government Terms and Conditions	General Government Terms and Conditions for Public Service Contracts 2018 (ARVODI-2018: <i>Algemene Rijksvoorwaarden voor het verstrekken van Opdrachten tot het verrichten van Diensten</i>).
IUC-EZ	The Procurement Office (IUC) – part of the Netherlands Enterprise Agency (RVO.nl), which in turn is part of the Ministry of Economic Affairs (EZ) – will serve as process manager during this tendering process.

Memorandum of Information	A document containing all questions asked and answers given, in anonymised form and, if applicable, additional information. This includes the questions and answers submitted via TenderNed.
Most Economically Advantageous Tender	The Tender that achieves the highest definitive total score based on the best price-quality ratio.
Payrolling	A service where a company outsources the administrative and legal aspects of employment to a third-party provider, while the client company retains control over employee recruitment and day-to-day management.
Public Procurement Act	The Public Procurement Act 2012 (<i>Aanbestedingswet 2012</i>)
Suitability requirements	The requirements with which Tenderers must comply in order to be eligible to win the tender.
Tender	A quotation submitted by the Tenderer in response to this Tender Document.
Tender Document	This document and all of its annexes.
Tenderer	An entrepreneur or entrepreneurs who have submitted a Tender or is/are planning to submit a Tender. In this document, the word 'you' is taken to mean the Tenderer.
Tendering authority	Netherlands Enterprise Agency (RVO), represented by the Minister of Economic Affairs, who concludes the Contract with the Contractor on behalf of the Tendering Authority.

1. Introduction

The Tender Document at hand contains information regarding this invitation to tender conducted in accordance with the European open procedure the procurement of human resources (HR) services in Ghana

You are hereby invited to submit a Tender based on this Tender Document.

1.1 Tendering Authority and IUC-EZ

This tendering process is being conducted on the instructions of the Netherlands Enterprise Agency (RVO) of the Ministry of Economic Affairs. IUC-EZ will act as process manager during this tendering process.

The Netherlands Enterprise Agency (RVO)

The Netherlands Enterprise Agency (RVO) helps entrepreneurs and organisations to invest, develop and expand their businesses and projects. Both in the Netherlands and abroad. It is a government agency which is part of the Dutch Ministry of Economic Affairs and Climate Policy. RVO supports entrepreneurs, NGOs, knowledge institutes, policymakers and organisations. It improves collaborations and strengthen positions through its funding and networks. By sharing its know-how, RVO helps entrepreneurs and organisations move forward doing business abroad.

1.2 Reason for this invitation to tender

RVO is the lead implementing partner of the EU-funded Green, Digital and Inclusive private sector development (GDI-PSD) action. The goal of this action is to develop a greener, digitalised, and more inclusive private sector in Ghana, particularly in industries such as creative and heritage, healthcare, and pharmaceuticals. This action will run from April 2025 until December 2029.

For the implementation of this action, a local project team will be formed. RVO is looking for a local HR service provider to assist with the recruitment, selection, contracting, employment and salary payment of our project staff, amongst others a project manager and deputy project manager. The HR Service provider will second the staff members to RVO in Ghana. RVO will work with the staff members and provide oversight on the day-to-day management. RVO will also assess the performance of the staff members.

1.3 Time schedule

The schedule below applies to this tendering process.

11 July 2025	Issuing of publication, start of tendering period.
15 August 2025 13:00h CEST	Closure of round of questions: deadline for the Tenderer to submit questions regarding this Tender Document , the Data Processing Agreement and the Contract (including the general terms and conditions) and/or proposals for textual amendments to the draft Contract (including the general terms and conditions).
29 August 2025	Issuing of Memorandum of Information
11 September 2025 13:00h CEST	Deadline for the receipt of Tenders and opening of new Tenders by the Tendering Authority.
12 September up to and including 30 September	Assessment of Tenders.
13 October 2025	Announcement of the award of the Contract.
3 November 2025	Deadline for asking questions and/or filing an application for a preliminary injunction in relation to the announcement of the award of the Contract.
28 October 2025	Deadline for the winning Tenderer to provide the evidence requested by the Tendering Authority.

11 November 2025	Starting date of Contract.
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If – in the opinion of the Tendering Authority – circumstances provide cause to do so, the Tendering Authority is entitled to amend the specified period(s). In such a case, timely notification of the new period(s) will be provided digitally.

2. Description of assignment

2.1 Description and objective of the assignment

RVO is looking for a local HR service provider in Ghana to assist with the recruitment, selection, contracting, employment and salary payment of our project staff, amongst others a project manager and deputy project manager.

RVO requires the following activities:

Category	Description
1. Recruitment and Selection	1.1. Receive job descriptions from RVO. Provide advice on country-specific aspects. 1.2. Actively approach potential candidates by publishing the vacancy through various channels, including social media and the HR service provider's network. 1.3. Propose at least three qualified candidates per role. 1.4. Arrange interviews with the candidates in (online) presence of RVO. 1.5. RVO will select the candidate.
2. Contract Preparation and Signing	2.1. Prepare contracts in compliance with local law and regulations for the Contracted Project Members (CPM). 2.2. Ensure that the CPM's are compliant with all applicable (local) laws and regulations (including any mandatory screenings/checks). 2.3. Include all applicable terms and conditions, job description, timesheets, templates, and any other documentation as needed with the contract. 2.4. Explain the contract, terms and conditions and other documentation to the Candidate. 2.5. Sign the contract with the Candidate (including all terms and conditions). 2.6. Second the CPM's to RVO.
3. Payroll Services for CPM	3.1. Design and maintain a monthly salary slip for each CPM. 3.2. For each CPM, calculate the net and gross salary, including all taxes in compliance with local law and regulations. 3.3. Ensure payroll is processed in a tax compliant manner and consult with the (local) relevant authorities regarding: - Social insurance; - Income tax; - Any other employment related tax. 3.4. Ensure up to date and accurate records of tax are maintained. 3.5. The monthly salary slip is shared with each CPM and with RVO as a supporting document to the invoice. 3.6. Social insurance subscriptions, taxes, allowances, pension schemes are shown separately in the monthly breakdown attached to the invoice. 3.7. Process monthly payments to CPM's in compliance with local law and regulations.
4. Labour Law Compliance	4.1. Ensure all employment documentation complies with applicable local labour laws and regulations.

5. (Medical) Insurance and Other Coverage	5.1. Advise RVO on any insurances that might be relevant and provide these insurances if requested by RVO. - If the work of the CPM includes travel, a travel insurance is issued. - Accident insurance is issued, which covers the occurrence of any accidents which may happen during work or at any time. - Life insurance can be issued upon request by RVO. 5.2. Advise on and arrange suitable (medical) insurance in line with best practices. 5.3. Provide multiple insurance quotes and explain coverage to CPMs. 5.4. Advise on and arrange additional insurance (e.g. accident or life) upon RVO's request.
6. Administrative and Reporting Obligations	6.1. Provide regular updates to RVO on recruitment and HR processes. 6.2. Maintain and share complete personnel records. 6.3. Support audits or evaluations by RVO, the EU, or relevant authorities.
7. Termination of Employment	7.1. Ensure proper contract termination in line with local legislation. 7.2. Process final settlements. 7.3. Deregister CPMs with relevant authorities. 7.4. Ensure proper archiving of personnel and payroll records post-employment, as per local legal requirements.
8. Confidentiality and Data Protection	8.1. Handle all personal data confidentially and in compliance with applicable laws and regulations (e.g. GDPR). 8.2. Implement appropriate data protection measures.
9. Complaint Handling and Dispute Resolution	9.1. Establish a mechanism for handling staff complaints and disputes. 9.2. Inform RVO of any legal or HR risks.
10. Continuity and Replacement	10.1. Provide timely replacement of CPMs in case of absence or departure. 10.2. Ensure uninterrupted service delivery throughout the project duration.

2.2 Lots

The invitation to tender has not been divided into lots, because the contract consists of only one type of service, HR services. These HR services consist of amongst others recruitment and salary payment. For which diligence is essential. A division into lots would be an unnecessary risk for the quality and diligence of the services. For reasons of good employment practice, it is essential that the payroll of the 'temporary employees' is processed properly.

In addition, a division of the contract between different 'temporary employees' would be very ineffective.

2.3 Contract Period

The Contracting Authority intends to conclude a Contract for a period of four (4) years, including one unilateral option for the Contracting Authority to extend the contract by one (1) year. The total duration of the Contract is therefore maximum five (5) years, including extension options.

This HR Service provider framework agreement fall under a broader programme (Green and Inclusive Private Sector Development Action) with an initial planned duration of four years. However, due to the complexity and phased nature of the project, delays or extensions in execution are possible. In such cases, it is critical to ensure continuity in staffing to safeguard operational stability and project delivery. For this reason, the Contracting Authority applies a maximum contract period of five years.

It is essential for a successful execution of the project that the CPM's have a stable labour relation during the project and that they can depend on the Contractor as their employer. A change of Contractor during the life of the project is therefore undesirable.

If the maximum total contract value (EUR 455.000.-, excluding Netherlands VAT and (if applicable) including local foreign VAT, and all other costs and/or fees. see 2.4) is exceeded (or is threatened to be exceeded), the Contracting Authority has the right to unilaterally terminate the framework agreement without compensating the Contractor for this, in whatever form. See further in this regard the provisions in the (draft) framework agreement.

2.4 Scope of the assignment

The Tendering Authority has estimated a total contract value including optional extension years of EUR 455.000.- excluding Netherlands VAT and (if applicable) including local foreign VAT, and all other costs and/or fees. The total contract value incorporates the salary and benefits (insurances), mandatory costs such as taxes and social security of the contracted employees and the costs for the activities mentioned in 2.1. by the Contractor.

The estimated value is an indication from which no rights can be derived. This Tender Document was created using up-to-date knowledge and insights valid at the time of its formulation.

It is possible that the services specified in the contract may change in the event of political, budgetary, administrative or organisational developments within the Dutch government and the Contracting Authority's expansion or contraction resulting from this, or changes to the Contracting Authority's position within the government or to the targets that must be met. In the event such circumstances occur, the Contracting Authority will consult with the Contractor.

3. Requirements to this assignment

This section includes the requirements set by the Tendering Authority concerning the requested services and the prices and rates.

By submitting a Tender, you as Tenderer, explicitly consent to all requirements and conditions specified in this Tender document and declare that you will continue to comply with these throughout the entirety of the contract period. Furthermore, you confirm that you will comply with all of the specified prices and rates. Failure to comply with one or more requirements will result in your Tender being disqualified from the assessment process and therefore excluded from the tendering process.

3.1 General requirements

3.1.1	Contractor recruits, selects and contracts CPM's for RVO compliant with Ghanaian law and regulations.
3.1.2	For each position Contractor offers a minimum of three suitable Candidates (the shortlist).
3.1.3	Contractor pays the monthly salaries and allowances for CPM's for RVO flawless and on time.
3.1.4	Contractor ensures that payroll is processed compliant with Ghanaian tax and labour law, and regulations.
3.1.5	Contractor has ample knowledge of all relevant Ghanaian laws and regulations.
3.1.6	Contractor will advise on medical- and other insurance services and pension scheme in line with Ghanaian best practices.
3.1.7	Contractor will have a privacy protection policy in place that safeguards the quality of personal data processing.
3.1.8	RVO determines for each employee which additional (non-mandatory) insurances and allowances, and pension scheme will apply to that employee. Only after written approval, the Contractor shall process these insurances and pension scheme in the CPM's salary.
3.1.9	Contractor invoices additional (non-mandatory) insurances and allowances, and pension scheme as a net cost component without charging a margin.
3.1.10	Contractor provides timely replacement of CPMs in case of absence or departure to ensure uninterrupted service delivery throughout the project duration.

3.2 Requirements relating to the labour relation between CPM and Contractor

3.2.1	A probationary period in accordance with local law and regulations applies to every CPM.
3.2.2	CPM's are entitled to leave days in accordance with local law and regulations with a minimum of twenty (20) leave days with pay based on full-time employment. These are accrued in proportion to the duration and parttime percentage of the their contract.
3.2.3	A current contract may be terminated by RVO in the interim, subject to a notice period in accordance with local law and regulations.

3.3 Requirements relating to the prices/rates

- 3.3.1 The Tenderer will provide a clear breakdown of the costs for the activities to be carried out under 2.1. (in percentages of the salary of the `CPM's). In addition, the Tenderer will provide an overview of the fees (in percentages of the salary of the CPM's) applicable to this assignment by filling in the annex 2 - Price.

- 3.3.2 The fees must be all inclusive. In any event, they must include all of the following: wage costs, overheads, costs relating to the use of equipment and machinery during the assignment, insurance costs, any applicable costs for e-invoicing.
- 3.3.3 The agreed fees are fixed and invariable for the duration of this Contract.
- 3.3.4 The one-off fees for recruitment per CPM is a percentage of the gross yearly salary of the CPM, including mandatory insurances and allowances, excluding additional (non-mandatory) insurances and allowances, and pension scheme.
- 3.3.5 The monthly fee for employment, payroll and other HR services per CPM is a percentage of the gross yearly salary of the CPM, including mandatory insurances and allowances, excluding additional (non-mandatory) insurances and allowances, and pension scheme.
- 3.3.6 The Tenderer will not submit any zero or negative prices/rates.
- 3.3.7 The Contracting Authority establishes a minimum and maximum salary for each Request for Proposal.

3.4 Tax-related requirements

- 3.4.1 The Tenderer indemnifies the Contracting Authority against any claims from the Dutch Tax and Customs Administration (*Belastingdienst*) or other tax authorities.
- 3.4.2 The Tenderer will quote the prices according to the following structure:
- the amount excluding Netherlands VAT and any VAT due outside the EU;
 - the amount of Netherlands VAT due (if applicable) and the amount of any VAT due outside the EU, and;
 - the amount including Netherlands VAT (if applicable) and any VAT due outside the EU.
- 3.4.3 If the Tenderer indicates that no VAT is applicable, then he agrees to provide documentary proof of the grounds for this to the Contracting Authority within fifteen calendar days of the request to do so.
- 3.4.4 You are liable for any extra costs for Netherlands and/or foreign VAT due if you incorrectly charge no VAT or an incorrect amount of VAT to the Contracting Authority. If applicable, you are liable for accurate payment of VAT in the Netherlands and outside the EU, with the exception of the case stipulated in the following sentence. If the Contracting Authority procures a service from a foreign business and Dutch tax law considers the work to have been performed in the Netherlands, then the Contracting Authority is liable for the payment of VAT to the Dutch Tax and Customs Administration for this/these service(s) performed in the Netherlands.
- 3.4.5 You guarantee that the amounts specified in the quotation are inclusive of all taxes and levies (including amounts considered equivalent to taxes or levies), regardless of their description and wherever in the world they may have been levied.
- 3.4.6 You indemnify the Contracting Authority against any claims from any tax authority for any taxes, levies or contributions considered equivalent to taxes or levies, originating from either the Netherlands or outside the Netherlands.
- 3.4.7 If you believe that your work is being taxed simultaneously (in part or in full) in both the Netherlands and a foreign country (outside the EU), then you agree to provide evidence from the foreign tax authorities in question that prove VAT has been levied on one of the services/amounts substantiated by you in the quotation. You will provide this statement in English. If the statement from the foreign tax authorities is not in English, then you agree to provide a sworn translation of this statement, the costs of which will be borne by you

3.5 Invoicing requirements

- 3.5.1 Contractor invoices monthly in arrears.
- 3.5.2 Contractor informs Contracting Authority promptly in writing about every EUR 100,000 totally invoiced i.e. EUR 100,000 totally invoiced, EUR 200,000 totally invoiced, and EUR 300,000 totally invoiced.
- 3.5.3 Contractor sends its invoice by e-mail in PDF format to the email address stated in the Contract. The invoice is accompanied by the payslip of the CPMs.

4. Requirements concerning the Tenderer

4.1 Introduction

In this section you can find the requirements set by the Tendering Authority to determine whether particular Tenderers are suitable to be awarded the Contract. For this purpose, Exclusion Grounds and Suitability Requirements have been set.

You can indicate whether or not the Exclusion Grounds apply to you and whether or not you are in compliance with the Suitability Requirements by completing the 'European Single Procurement Document'.

The 'European Single Procurement Document' is a PDF file that has been partially filled in for you. You must fill in the rest of the form, print it, legally sign it, scan it and submit it together with your Tender via TenderNed (see paragraph 7.3.15).

4.2 Exclusion Grounds

The following Exclusion Grounds are specified in the annex 'European Single Procurement Document':

- all Exclusion Grounds specified in Part III A and B;
- the Exclusion Grounds in Part III C of the 'European Single Procurement Document' that have been selected by the Tendering Authority by means of the tick boxes.

See Section 7 for information on how to submit a Tender in collaboration with other organisations. This section specifies who must provide a completed and signed European Single Procurement Document during the process of submitting a Tender.

The evidence relating to the Exclusion Grounds does not have to be submitted together with the Tender: it is only required once the Tendering Authority requests it.

Please note: The process of applying for a GVA (certificate of conduct) can take several weeks.

For information on types of evidence, see Section 2.89 of the Public Procurement Act.
<http://wetten.overheid.nl/BWBR0032203/2016-07-01>

The evidence consists of:

1. Extract of Trade Register (no older than 6 months, see §4.3)
2. 'Certificate of Conduct for procurement' ('Gedragsverklaring Aanbesteden' -no older than 2 years)
3. Tax statement (no older than 6 months)

Please refer to [eCertis](#)

eCertis is the information system that helps you identify different certificates requested in procurement procedures across the EU.

The Tendering Authority, to which a Tenderer submits data in order to prove that the exclusion grounds referred to in Article 2.86 or Article 2.87 do not apply to the Tenderer, also accepts data and documents from another Member State, from the country of origin of the Tenderer or from the country where the Tenderer is established, that serve an equivalent purpose or that show that the exclusion ground does not apply to Tenderer.

4.3 Suitability Requirements

The purpose of the Suitability Requirements is to assess whether the Tenderer is suitable to fulfil the Contract in the opinion of the Tendering Authority.

By signing the annex 'European Single Procurement Document' (which uses the term 'Selection Criteria' to refer to the Suitability Requirements), the Tenderer declares that he complies with the

Suitability Requirements as specified in this subsection of the Tender document. These Suitability Requirements are further specified in the subsequent paragraphs in this section.

4.3.1 Financial and economic standing

By signing the 'European Single Procurement Document', the Tenderer declares:

- a. That he possesses sufficient financial and economic capacity to fulfil the contractual obligations.
- b. That the Tenderer is unaware of any possible claims against him that may compromise his organisation's financial-economic capacity or continuity, and that no investment is required during the Contract period that may have a similar compromising effect.
- c. That the Tenderer has a sufficient level of professional and/or statutory liability insurance for the fulfilment of the assignment and that in the event of the Contract being awarded to him, will remain sufficiently insured throughout the duration of the assignment(s).

Evidence (do not submit together with the Tender – only submit it when requested to do so):

Proof of the economic operator's economic and financial standing may, as a general rule, be furnished by one or more of the following references:

- a. appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance;
- b. the presentation of financial statements or extracts from the financial statements, where publication of financial statements is required under the law of the country in which the economic operator is established;
- c. a statement of the undertaking's overall turnover and, where appropriate, of turnover in the area covered by the contract for a maximum of the last three financial years available, depending on the date on which the undertaking was set up or the economic operator started trading, as far as the information on these turnovers is available.

If the data of the Tenderer's parent/holding company is used in relation to the aspect of financial-economic capacity, then the Tenderer must provide a statement from the parent/holding company that specifies that the parent/holding company unconditionally acts as a guarantor for the obligations to be undertaken by the subsidiary company and any debts arising from the Contract incurred by the subsidiary company. The statement by the parent/holding company must be signed by a legally authorised representative.

4.3.2 Reference data (technical qualifications)

The Tendering Authority has set the following core competences, which demonstrate experience with essential aspects of the assignment:

1.	Experience in providing HR services in Ghana in accordance with Ghanaian laws and regulations, including recruitment and selection as well as timely and payment of salaries.
2.	Experience in recruiting CPM's in the field of project management in Ghana.

By signing the 'European Single Procurement Document', the Tenderer declares that he has carried out at least one reference assignment for each of the core competences listed above that meets the following minimum requirements:

- The subject of the reference assignment must be comparable to the core competence in question.
- The reference assignment must have been executed or completed within the three years prior to the closing date for the submission of tenders. If the Tenderer uses an assignment that is not yet fully complete, then only the completed results of the ongoing assignment can be submitted for reference purposes: projected results cannot be taken into consideration.

Assignments including one or more subcontractors can only be used as reference assignments if the subcontractor(s) in question will be involved in the fulfilment of the Contract and if the

Tenderer can and will make use of the knowledge and experience of the subcontractor(s) in question during the fulfilment of the assignment.

Evidence (submit together with the Tender)

You may not provide more than one reference for each core competence. If a single reference testifies to multiple competences that comply with the applicable requirements, then you can use the same reference for these different core competences.

The reference(s) must be signed by the referee (the client in question).

The references must also demonstrate that they have a total value of at least EUR 75.000,- including the salary and benefits of the contracted employees.

If required, the Tendering Authority reserves the right to check the accuracy and completeness of the references and to contact one or more of the reference parties without the Tenderer's involvement or permission.

4.4 Professional/trade register extract

The Tendering Authority expects the Tenderer to be authorised to practise his trade. For this reason, the Tendering Authority reserves the right to ask the Tenderer to demonstrate that he is registered in the professional register or in the trade register referred to in Annex XI of EU Directive 2014/24/EU in accordance with the regulations applicable in the country in which he is established.

It is also vital that the signed documents included in the Tender have been signed by a legally authorised representative of the Tenderer. For this reason, the Tendering Authority can also ask the Tenderer who is awarded the contract to demonstrate the legal validity of the signature.

Evidence (do not submit together with the Tender – only submit when requested by the Tendering Authority).

In order to establish the legal validity of the signed statements, declarations and other evidence, it is vital that a recent and up-to-date (**max. six months old**, counted from the time of submission of the Tender) extract from the professional register or trade register is provided in compliance with the provisions stipulated in Section 2.98 of the Public Procurement Act. The extract must demonstrate the legal authorisation of the signatory.

If the signatory of the statements, declarations and other evidence is not featured on the extract, then authorisation of the signatory must be provided by one of the parties featured on the extract, in the form of a statement declaring that the signatory was authorised to legally bind the Tenderer at the time that he signed the documents.

In the event that the Tender involves a collaboration (consortium), then every member of this collaboration must provide the aforementioned evidence separately.

5. Award criteria and assessment

5.1 Introduction

This Section concerns the award criteria. The Tenders are assessed based on the award criteria. Your response to the award criteria must be included in your Tender. In your response, you must take into account the requirements set in Section 3.

A maximum of 100 points can be obtained for your response to the award criteria.

5.2 Quality criteria

5.2.1	Correct and timely salary payment In order to be a reliable 'remote' employer, RVO finds a correct and timely salary payment a minimum requirement. Therefore, we would like to know what you do to make sure that you transfer salaries on time and without errors. <i>Required elements</i> For this criterion, we would like a response to the following questions: 1. How is your payrolling process set up? You can receive a maximum of 10 points for your answer to question 1. 2. How do you ensure a correct and timely salary payment? You can receive a maximum of 10 points for your answer to question 2. <i>Assessment basis</i> The extent to which your payrolling process is automatized, i.e. less prone to human error; The thoroughness of the quality control you apply to your payrolling process.	20
5.2.2	Recruitment and selection process In order to find the right CPMs for the positions, it is important that we know that the Contractor can deliver suitable Candidates. <i>Required elements</i> For this criterion, we would like a response to the following questions: 3. What does your recruitment process look like? You can receive a maximum of 10 points for your answer of question 3. 4. How do you ensure that RVO can choose from multiple suitable candidates for a vacancy? You can receive a maximum of 15 points for your answer of question 4. 5. Submit for each of the two positions (multi-partner project member -annex 7 & deputy project manager – annex 8) two CVs of people in your network. You can receive a maximum of 5 points for your answer of question 5. <i>Assessment basis</i>	30

	The extent to which you convincingly ensure that you can recruit multiple suitable candidates for a RVO vacancy.	
5.2.3	Service and account management RVO prefers an effective relationship with their HR service provider. This means quick responses and a Contractor who is willing to know RVO and what RVO is looking for. <i>Required elements</i> For this criterion, we would like a response to the following questions: - What does your service package look like? You can receive a maximum of 15 points for your answer of question 6. - What does your account management process look like? You can receive a maximum of 15 points for your answer of question 7. <i>Assessment basis</i> The extent to which you convincingly ensure that you always respond timely to a query from RVO; The extent to which you are service-oriented and effective in your service provision.	30
5.2.4	Compliance Ghanaian laws and regulations As a governmental organisation it is important for RVO that the services under this contract are provided lawfully. <i>Required elements</i> For this criterion, we would like a response to the following questions: How do you ensure that contracting and salary payment is in accordance with Ghanaian laws and regulations? <i>Assessment basis</i> The extent to which you convincingly ensure that applicable laws and regulations are at any time incorporated into the payrolling and contracting process.	20
5.2.5	Price Your score on the award criterion Price is calculated on the basis of two components: - A detailed breakdown of the costs incurred for the activities described in section 2.1. expressed in a percentage of the annual salary of the CPM <i>Weight factor: 30%</i> - The one-off fee for recruitment as a percentage of the gross yearly salary, <u>including</u> mandatory insurances and allowances, excluding additional (non-mandatory) insurances and allowances, and pension scheme. The monthly fee for employment, payroll and other HR services as a percentage of the gross annual salary, <u>including</u>	N.A. Please refer to paragraph 5.4

	mandatory insurances and allowances, <u>excluding</u> additional (non-mandatory) insurances and allowances, and pension scheme. <i>Weight factor: 70%</i>	
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5.3 Assessment method for qualitative award criteria

During the assessment, the assessment team will work in accordance with the following scale for the weighting of the quality criteria (5.2.1. to 5.2.4.).

Quality of the response	Weighting percentage of the maximum points available per preference
Excellent, with great added value	100%
Very good, with some added value	90%
Good	80%
Ample	70%
Satisfactory	60%
Average	50%
Fair, not completely satisfactory	40%
Unsatisfactory	30%
Poor, insufficient	20%
Very poor, insufficient	10%
No response provided	0%

5.4 Assessment of preferences in relation to prices/rates

For this tender, the 'weighted price per point' method is used to determine the winner. The Tenderer who ends up with the lowest price per point has offered the Most Economically Advantageous Tender and is therefore awarded the Contract. For this Contract, quality is considered 70% and price 30%. The following formula is used to calculate the price per point:

$$\text{price per point} = \frac{\text{Price}^{0,3}}{\text{Total score on qualitative criteria}^{0,7}}$$

The Price is the total weighted fee as a percentage as mentioned in award criterion 5.2.5. The total score on the qualitative criteria is the sum of the scores on criteria 5.2.1 to 5.2.4.

Only the achieved 'price per point' is rounded to four (4) decimal places.

Example

The table shows how the formula works in an example. In this example, three Tenders have been received and a total of 100 points can be scored on the qualitative award criteria. The percentages in this example are entirely fictitious and are not intended to provide guidance.

	Tender A	Tender B	Tender C
Fee/weighted percentage	20%	25%	15%
Total score on qualitative criteria	80 points	90 points	70 points
Price per point	$20^{0,3}/80^{0,7} = 0,1143$	$25^{0,3}/90^{0,7} = 0,1125$	$15^{0,3}/70^{0,7} = 0,1151$
Ranking	2	1	3

As Tenderer B has offered the lowest price per point, this Tenderer is the winner of this tender procedure.

6. Assessment of the Tender

6.1 Assessment of the Tender's completeness and legal validity

The Tender will be assessed according to the following procedure. The Tendering Authority will check whether:

1. all required documents have been provided (see the checklist in the subsection 'Structure and content of the Tender' in Section 7);
2. the information is correct and complete, and no adjustments have been made to the documents provided by the Tendering Authority;
3. no provisos have been made by the Tenderer (e.g. specifying that the Tenderer's own terms and conditions apply);
4. the 'European Single Procurement Document' has been completed in full and has been legally signed.

In the event that the aforementioned requirements have not been complied with, the Tender will be excluded from assessment and further participation in the tendering process, unless rectification is permitted within the boundaries of public procurement legislation.

6.2 Assessment of requirements relating to the assignment

Subsequently, the Tender's compliance with the requirements to the assignment (see Section 3) will be assessed. Any Tender that does not comply, will be excluded from further participation in the tendering process.

6.3 Assessment of award criteria relating to the assignment

Subsequently, all Tenders not excluded from the tendering process, will be assessed according to the award criteria stipulated in Section 5.

6.4 Determination of definitive total score

The Contract will be awarded according to the principle of the Most Economically Advantageous Tender. The Most Economically Advantageous Tender is the Tender that achieves the highest definitive total score based on the best price-quality ratio.

The Tenderer's definitive total score will be rounded to four decimal place. No scores will be rounded off until the moment that this definitive total score is determined. If two or more Tenderers have an equal definitive total score that would result in the Tendering Authority having to award the Contract to more parties than is desired, then the Tendering Authority will award the Contract to the Tenderer with the highest final score for the subcriterion 5.2.1 'Correct and timely salary payment'. In the event that the highest scoring Tenderers also achieve an equal score for this subcriterion, then determination of the Tenderer to which the Contract will be awarded will be made by drawing lots.

6.5 Assessment of evidence

At the moment that the Tenderer legally signs the 'European Single Procurement Document' and submits the Tender, the Tenderer is not (yet) required to provide any evidence, unless expressly asked to do so in this Tender document.

By signing the 'European Single Procurement Document' and submitting his Tender, the Tenderer agrees that at a later date, the Tendering Authority is entitled to request that the winning Tenderer provides the required evidence.

Upon awarding the Contract, the Tendering Authority will only request evidence from the winning Tenderer. The Tendering Authority is entitled to request this evidence at an earlier stage and from all Tenderers if it believes such a course of action is necessary to facilitate the progress of the tendering process.

The evidence must demonstrate that the Tenderer indeed complies with the content of both the 'European Single Procurement Document' and the Tender. Following the Tendering Authority's request to provide the evidence, the Tenderer has 15 (fifteen) calendar days to hand over the required evidence. If the Tendering Authority does not agree with the content and/or validity of one or more of the pieces of evidence provided by the winning Tenderer, then this could result in the winning Tenderer being excluded from further participation in the process. In such a case, the Tendering Authority will inform every Tenderer of this situation. The Tendering Authority will then determine the next Most Economically Advantageous Tender. The score of the Tenderer that has just been excluded will be removed. The calculations will then be carried out once more and a new ranking will be created. The award process will then be conducted again.

In the event a winning Tenderer does not qualify for the definitive award of the Contract, then all Tenderers will be notified of this and the consequences thereof concerning the award of the contract.

7. Submission procedure for Tenders

7.1 Statement of agreement

By submitting a Tender, including the 'European Single Procurement Document', the Tenderer explicitly consents to all requirements and conditions stipulated in this Tender document and the Memorandum(s) of Information and declares that he will continue to comply therewith throughout the entirety of the contract period. Furthermore, the Tenderer confirms that he will comply with all of the specified prices and rates, including any agreed indexation. Failing to comply with one or more requirements will result in his Tender being disqualified from the assessment process and therefore excluded from the tendering process.

7.2 Schedule

See schedule in Subsection 1.3.

7.3 General procedure

This tendering process will be carried out in compliance with the Public Procurement Act. In this case, the 'open procedure' was selected. An announcement thereof was published on www.tenderned.nl and on Tender European Daily (TED).

In the event that a Tender is not submitted in accordance with the provisions and regulations stipulated in this section, the Tendering Authority can set aside the Tender and exclude the Tenderer from further participation in this tender procedure.

7.3.1 Communication

All communication relating to this tender procedure will be conducted via TenderNed (www.tenderned.nl), unless otherwise specified.

Once you have indicated your interest in this invitation to tender on TenderNed, you can send and receive messages about this tender process via 'My Tenders'. Any questions concerning the tender process can be sent to the Tendering Authority's contact person via TenderNed. You will receive messages via TenderNed. Via your personal TenderNed settings, you can turn on automatic notifications, including notifications to your private email address. It is your responsibility to ensure that these emails are not blocked by your email provider's security system. If the communication cannot be conducted via TenderNed, you can contact the following contact person(s): Mr Gert Goorhuis (gert.goorhuis@rvo.nl) or Ms Andjanie Ramadhin (Andjanie.ramadhin@rvo.nl)

Attempts to directly contact parties other than the contact person(s) stated above in relation to this tender process are prohibited.

If you have any functional or technical questions regarding TenderNed, you can contact the TenderNed service desk on weekdays between 08:30 and 17:00 CET on 0800-8363376 or via servicedesk@tenderned.nl. You can also consult [TenderNed voor ondernemingen | TenderNed](#) or [TenderNed for foreign businesses | TenderNed](#).

7.3.2 eHerkenning

All TenderNed users affiliated with a *Dutch* company registered with the Dutch Chamber of Commerce are obliged to log in and register using eHerkenning. *This obligation does not apply to companies not registered in the Netherlands.* Visit [eHerkenning gebruiken voor TenderNed | TenderNed](#) for more information about eHerkenning, including the terms and conditions. You are responsible for any consequences arising from the failure to register with eHerkenning in a timely manner.

7.3.3 Questions and additional information/changes

During the procedure, you have the opportunity to ask questions. Ask your questions as soon as possible. All questions will be answered anonymously. The Tendering Authority can answer your questions via TenderNed in two ways:

- Via one or more Memoranda of Information.
- By means of the TenderNed 'Questions and Answers' facility.

The deadline for submission of your questions is specified in the schedule (see section 1.3). In any event, all questions asked will be answered at least 10 days prior to the deadline for submission of the Tender.

Submitting a question to the Tendering Authority

Questions are to be asked via TenderNed. See [Vragen stellen in aanbesteding aan aanbestedende dienst | TenderNed](#) or [English | TenderNed](#).

All questions and answers will be published anonymously for all interested parties to view. If you have a compelling reason why you do not wish your question (and its answer) to be revealed to the other interested parties, then tick the 'Answer Individually' box. However, the Tendering Authority will decide whether or not to process your question individually.

Answers from the Tendering Authority

The Memoranda of Information are an integral part of this Tender document. The Tendering Authority assumes that all sections for which no questions have been asked have been clearly and fully understood.

7.3.4 Validity period and submission of Tender

The Tender must be valid for at least four (4) months after the deadline for submitting the tenders. In the event that an application for a preliminary injunction is filed with the competent court in The Hague against the award decision, then the Tenderers must in any event ensure that their Tenders are valid until four weeks subsequent to the initial decision by the court.

7.3.5 Variants on Tender

Upon submitting a Tender in accordance with the Tender document, the Tenderer is not permitted to submit a variant of this Tender.

7.3.6 Costs of submitting a Tender

The Tendering Authority will not reimburse any Tenderers for any costs resulting from the drafting and submitting of a Tender, including any further information requested of the Tenderer.

Any costs or damage that (may) arise as a result of not awarding this Tender are for the account and risk of the Tenderer.

7.3.7 Termination of tendering process

Until the moment that the Contract is signed, the Tendering Authority reserves the right to partially, fully, temporarily or permanently terminate the tendering process. In such cases, Tenderers will not be entitled to receive compensation for any costs incurred by them in connection with this Tender, unless the Contracting Authority is of the opinion that a (small) contribution to the tender costs is appropriate in view of the circumstances.

7.3.8 Order of precedence of documents

In the event of inconsistencies between the Tender document and the Memorandum of Information, the Memorandum of Information takes precedence.

In the event that there are multiple Memoranda of Information, then the provisions in the most recent Memorandum of Information takes precedence in the event of inconsistencies between the different Memoranda.

7.3.9 Information about the Tenderer's obligations

The Tenderer must take into account his obligations relating to environmental, social and

employment law in compliance with article 2.81 paragraph 2 of the Public Procurement Act.

Information on obligations resulting from Dutch legal provisions with regard to taxes, environmental protection, occupational health and safety and terms of employment that will be applicable to the Tenderer's activities throughout the Contract period is available from the following sources:

- Information on taxes: the Dutch Tax and Customs Administration: (www.belastingdienst.nl).
- Provisions concerning environmental protection: the Ministry of Infrastructure and Water Management (www.rijksoverheid.nl).
- Provisions pertaining to occupational health and safety and terms of employment: the Ministry of Social Affairs and Employment: (www.rijksoverheid.nl).

7.3.10 Guide Information security and Privacy for suppliers

Protecting information and personal data is the top priority for the Ministry of Economic Affairs (EZ) That requires significant effort from our own employees, but also from our suppliers. You can read more about it in this concise guide.

[Suppliers guide Information Security and Privacy EZK](#)

7.3.11 Inconsistencies and objections

If the Tenderer is of the opinion that the documents contain inconsistencies, errors or matters that are unclear or if the Tenderer has any objections, then the Tenderer must report this to the contact person in writing, including substantiation.

7.3.12 Complaints procedure

If a Tenderer disputes a response given by the Tendering Authority to a question, request, comment or objection from the Tenderer, or if the Tenderer receives no response, then he can submit a complaint. More detailed information on this matter can be found in the 'Complaints Procedure' annex.

7.3.13 Dispute resolution

In addition to the provisions in the 'Complaints Procedure' subsection, any dispute arising from this tendering process can be presented to the Public Procurement Experts Committee (www.commissievanaanbestedingsexperts.nl) and/or to the competent court in The Hague. Dutch law applies exclusively to such proceedings.

7.3.14 Submission of the Tender

The deadline (date and time) for submission of Tenders is stipulated in the 'Time schedule' (1.3).

- In order to submit a Tender, you must register with TenderNed. One or more registered users must be connected and authorised to submit the Tender via TenderNed on behalf of your company.
The Tendering Authority advises that you start the TenderNed registration process immediately rather than postponing it until the tendering period is coming to a close. Upon registering your organisation, you must add your tender via TenderNed's announcements platform.
- For more information on registering and establishing your organisation with TenderNed and digital submission of your Tender, visit [TenderNed gebruiken als ondernemer | TenderNed](#) or [TenderNed for foreign businesses | TenderNed](#).
- Only Tenders that have been submitted to the digital safe for this invitation to tender either prior to or on the day of the deadline (prior to the time of the deadline) will be processed by the Tendering Authority.
- The time and date as displayed on the digital countdown clock in TenderNed serves as the definitive deadline for the submission of Tenders.
- The Tendering Authority is only able to see the Tenders once the digital safe opens in TenderNed. This safe can only be opened upon expiry of the deadline for the submission of Tenders.
- In the event you have technical issues or questions regarding submission of your Tender via TenderNed, you can contact the TenderNed service desk via servicedesk@tenderned.nl or +31

(0)70-3798899. If you believe that the TenderNed service desk is taking too long to answer your question or comment, then you can contact your contact person within the Tendering Authority.

- Any risks resulting from late submission of the Tender and/or submission of an incomplete Tender is borne by the Tenderer.
- The Tendering Authority is neither responsible nor liable for any consequences resulting from a Tender that is submitted too late, incorrectly or incompletely.

The Tendering Authority will treat confidential information provided by the Tenderer with due care.

7.3.15 Structure and content of the Tender

The Tender must be submitted entirely via TenderNed and the 'European Single Procurement Document' must be legally signed.

You can use the following checklist during the submission of your quotation.

Subject	Description	Action required from tenderer
Annex 1	European Single Procurement Document*	Fill in, legally sign and add to TenderNed
Award criteria	A separate response to each of the Tendering Authority's award criteria.	Add to TenderNed
'Prices/Rates Annex 2	A detailed breakdown of the costs incurred for the activities described in section 2.1. expressed in a percentage of the annual salary, and the monthly fee for recruitment, employment, payroll and other HR services as a percentage of the gross annual salary, <u>including</u> mandatory insurances and allowances, <u>excluding</u> additional (non-mandatory) insurances and allowances, and pension	Fill in, legally sign and add to TenderNed
Annex 6 - References	The reference(s) with which you substantiate that you have the required core competences	Fill in, legally sign and add to TenderNed

* See Subsection 7.3.17 in the event your Tender is submitted in collaboration with other companies.

7.3.16 Legally binding signature

A legally binding signature means that a document has been signed by a duly authorized representative.

If it is recorded in the professional or company register that two or more persons only have joint powers of representation, then the documents requiring a legally binding signature must be signed by those two or more persons. If any restrictions are in place regarding the authorization to represent the organization, then these must be taken into account.

Where a legally binding signature is required, the Contracting Authority accepts either an original handwritten signature, or the qualified electronic signature within the meaning of article 3: 15a of the Civil Code (or EU Regulation no. 910/2014, article 3, part 12).

Please note: it is not possible to sign the European Single Procurement Document with a qualified electronic signature immediately. You can provide the ESPD with a handwritten signature or you must make a digital PDF printout of the PDF form, after which the qualified electronic signature can be placed on this digital PDF printout.

The lack of a legally binding signature in principle will lead to exclusion from the tendering procedure. In that case, however, you will be given one single opportunity to correct it within 48 hours.

7.3.17 Submission of a Tender in collaboration with other organisations

If you cannot carry out the assignment independently, you can set up a collaboration with other organisations.

There are two ways in which you can submit a Tender in collaboration:

- 1) As a consortium in which each member of the consortium is jointly and severally liable for the fulfilment of the obligations arising from the Tender as well as the fulfilment of the Contract.
- 2) In a principal contractor-subcontractor structure in which the Contractor is liable for the fulfilment of all obligations, including the obligations that will be subcontracted.

Tendering as a consortium

If a Tender is submitted by a consortium, then:

- Every member of the consortium must fill in and legally sign a separate 'European Single Procurement Document', which also includes a specification of who the consortium members are (see Part II of the 'European Single Procurement Document'). Indicate the role each member plays within the consortium. In the 'European Single Procurement Document', you must indicate who is in charge of the consortium (who is lead manager) and will act as its authorised representative.
- All organisations in the consortium accept joint and several liability for the fulfilment of the obligations arising from the Tender and the eventual fulfilment of the Contract. If a consortium member relies upon the capacity of another entity in order to demonstrate compliance with the applicable Suitability Requirements (see section 4 of this document), then the subcontractor(s) in question must also complete a separate 'European Single Procurement Document', filling in parts II A, II B, III and IV and legally sign it (see the information under II C in the ESPD).
- Every member of the consortium, for their part, must provide the evidence requested for the Tender.

Submitting a tender as a principal contractor together with subcontractors

If a Tender is submitted by a principal contractor that does not rely upon the capacity of any subcontractors, then only the principal contractor is required to complete and legally sign Part II D of the 'European Single Procurement Document'.

If the principal contractor does rely on the capacity of subcontractors in order to demonstrate compliance with the applicable Suitability Requirements, see section 4 of this document), then the subcontractor(s) in question must also complete a separate 'European Single Procurement Document', filling in parts II A, II B, III and IV and legally sign it (see the information under II C in the ESPD).

The subcontractor on whose capacity the principal contractor *does* rely must provide the evidence requested for the Tender.

The principal contractor is fully liable for the fulfilment of the obligations arising from the Tender as well as the fulfilment of the contract (if awarded). In addition, the principal contractor is liable for the fulfilment of the obligations for which he has hired the subcontractor(s).

All completed and legally signed 'European Single Procurement Document' forms must be added to the Tender.

7.3.18 Single Tender

All natural persons, legal entities and organisations may only submit a single Tender (either individually or in combination with other natural persons, legal entities and/or organisations). Tenderers who are mutually connected via a relationship of dependence (group link) are permitted to participate separately in this tendering procedure. However, this is on the express condition that they participate as competitors in this tendering process. For this purpose, they must demonstrate that their mutual relationship has not influenced their behaviour within the scope of this tendering procedure nor has it restricted fair competition.

By submitting a Tender, the Tenderer in question agrees to this condition.

7.3.19 Violation of the fundamental principles of procurement law and restriction of fair competition

Any Tenderer whose actions violate a fundamental principle of procurement law (such as the equality principle), the result of which restricts or could restrict fair competition, will be excluded from this tendering procedure. This is also the case if the violation or the restriction of fair competition only comes to light after the announcement of the award of the Contract to all Tenderers. Prior to making the decision to exclude the Tenderer in question, the Tendering Authority will notify the Tenderer of this intention, at which point the Tenderer will be given the opportunity to demonstrate to the Tendering Authority that no violation of a fundamental principle of procurement law or restriction of fair competition has taken place.

By submitting this Tender, the Tenderer declares his awareness that actions contravening any fundamental principle of procurement law can result in the aforementioned consequences. The Tendering Authority can use all resources available to him in order to identify any violation of the fundamental principles of procurement law or the restriction of fair competition. A judicial decision will not be a necessary requirement in such cases.

7.3.20 Communication and language

During the tendering process, communication with the Tendering Authority must be conducted in English.

The Tender must be submitted in English.

Additional documents (such as informational materials etc.) can also be provided in English.

During the fulfilment of the contract, communication must be conducted in English.

7.3.21 General terms and conditions

The applicability of any of the Tenderer's general terms and conditions concerning delivery, payment and/or any other matters is explicitly excluded. The General Government Terms and Conditions apply to the Contract.

7.3.22 Contract conditions

The draft Contract, Data processing Agreement and the corresponding General Government Terms and Conditions are included in the annexes. The Tenderers have the opportunity to ask questions, make comments and propose textual amendments.

The Tendering Authority is free to accept or reject the proposed textual amendments. The Tendering Authority will indicate whether or not the proposals have been accepted or rejected in the Memorandum of Information. By submitting the Tender, the Tenderer declares his consent to the (possibly amended) Contract. Only the definitive Contract will apply during the execution of

the assignment.

7.3.23 Explanation and verification of the Tender

The Tendering Authority can request that the Tenderer explains his Tender in greater detail and/or provide substantiating documents. The Tendering Authority is entitled – although not obliged – to check the accuracy of all data and statements submitted within the scope of the Tender.

7.3.24 Request for supplementary information concerning the Tender

The Tendering Authority can ask Tenderers to provide supplementary information and/or clarification of their Tender.

7.3.25 Announcement of the award of the Contract

All Tenderers will receive a message simultaneously that announces the award of the Contract and substantiates its decision. All Tenderers are entitled to request further information regarding this decision from the Tendering Authority.

Standstill period

All Tenderers and stakeholders who dispute the award of the Contract and/or the verbal/written substantiation thereof can apply for a preliminary injunction at the competent civil court in The Hague. The summons must be served within 20 calendar days subsequent to the sending of the digital notifications concerning the award of the Contract. Upon expiry of this period, no more applications for a preliminary injunction can be submitted. In the event a Tenderer applies for a preliminary injunction, we kindly request that you send a copy of the summons to the Tendering Authority.

On the grounds of Section 2.129 of the Public Procurement Act the award of the Contract does not yet mean the Tenderer's Tender has been accepted. For the 20 calendar days subsequent to the sending of the digital notification of the award of the Contract, the Tendering Authority is not permitted to definitively award the assignment by concluding the Contract.

If a preliminary injunction is applied for during these 20 calendar days, then a waiting period will be required pending a judgement in the preliminary injunction proceedings. The judgement will serve as the basis for further decision making by the Tendering Authority.

If preliminary injunction proceedings are brought against the award of the Contract, then the Tendering Authority will notify the Tenderer of this fact. The Tenderer must ensure that his Tender remains valid for at least four weeks subsequent to the judgement in the preliminary injunction proceedings.

Interest in relation to the judgement

Tenderers who have an interest in the judgement in these preliminary injunction proceedings can only engage in these proceedings by means of intervention or joinder. The Tenderer cannot initiate separate proceedings or other judicial proceedings.

7.4 Further Agreements within the Contract

A further agreement within a framework contract is referred to as a Further Agreement. The Further Agreement will be laid down in an Award Letter.

Request procedure

1. Contracting Authority sends the Request for Proposal via email to the Contractor. In the Request for Proposal the Contracting Authority shall state the following information:
 - job profile;
 - qualifications and/or specific knowledge and experience;
 - proof of qualifications and/or specific knowledge and experience (e.g. references);
 - minimum and maximum salary.

2. The Contractor must submit a Quotation, having regard to the provisions of this Contract, within fifteen (15) working days of receipt of a standard Request for Proposal. The Contracting Authority will not be required to pay to obtain a Quotation.
3. The Contractor issues a Quotation for at least three suitable Candidates. The Quotation contains the following information:
 - resumes of the candidates;
 - their monthly salary based on the requested parttime percentage.
4. At the request of the Contracting Authority the Contracting Authority will hold selection interviews with the Candidates offered by the Contractor via Microsoft Teams or locally in Ghana. If candidates do not have the necessary facilities at their disposal Contractor facilitates them.
5. Acceptance of a Candidate shall be by written notification by the Contracting Authority's authorised contact person. Subsequently the conditions following from the Request for Proposal procedure will be laid down in an Award Letter.
6. The Award Letter stipulates at least the following:
 - a reference to the Request for Proposal;
 - the monthly salary of the CPM;
 - the monthly fee of Contractor;
 - duration of the Further Agreement and its renewal options;
 - method of termination of the Further Agreement;
 - provision of a Certificate of Good Conduct (only upon request);
 - Conditions on integrity, confidentiality and ancillary activities.

Annexes

The following annexes constitute an integral part of this Tender document. These annexes were published together with the Tender document.

Annex 1: European Single Procurement Document
Annex 2: Prices/Rates
Annex 3a: Draft Contract (framework agreement)
Annex 3b: Draft Data processing Agreement
Annex 4: ARVODI-2018
Annex 5: Complaints Procedure
Annex 6: References
Annex 7: Profile multi partner project manager position
Annex 8: Profile deputy project manager position