



ANNEX A.1 – TECHNICAL SPECIFICATIONS

OPEN CALL FOR TENDER

No –F/SE/10/04

INTERIM STAFF SERVICES

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1 Introduction

The European Union Agency for Fundamental Rights (FRA) is a body of the European Union (EU), established through Council Regulation (EC) No 168/2007 of 15 February 2007. It is based in Vienna and is being built on the European Monitoring Centre on Racism and Xenophobia (EUMC). FRA carries out its tasks independently. It cooperates with other national and international bodies and organizations, in particular with the Council of Europe.

The objective of the Agency is to provide the relevant institutions and authorities of the Community and its Member States when implementing the Community law with assistance and expertise relating to fundamental rights in order to support them when they take measures or formulate courses of action within their respective spheres of competence to fully respect fundamental rights (Article 2 of the Regulation).

2 Objectives and context of the technical specifications

The purpose of the present document is to describe the Agency's requirements concerning interim staff services. It gives guidance to tenderers about the nature of the offer they will need to submit and to serve as the contractor's mandate during project implementation.

The Agency may need interim staff, as a complement to its statutory staff, under the following circumstances (indicative but not limited):

- ✓ Replacement of Agency staff member(s) in the event of long-term illness, maternity leave, parental or family leave, other long-term absences;
- ✓ Periods of heavy workload, which require an additional workforce for a fixed period of time;
- ✓ Specific projects and/or tasks, to be performed on a temporary basis, which require specific competences which are not available within the Agency.

The overall objective of the contract is to provide the Agency with the necessary interim staff in a timely fashion and in line with the profiles requested.

The interested parties are requested to review the present specifications with regard to the Agency's needs and to submit their best offer. The contractor should provide interim staff services respecting all contractual and confidentiality aspects.

3 Description of services

3.1 Profile requirements

The Agency might request interim staff in variety of activities within four job categories. The following profiles are not exhaustive, they are indicative of the type of assignments likely to arise:

Interim staff category	Profiles	Minimum educational requirements
Category IV	Administrator level: Organisation and coordination in the areas of: <ul style="list-style-type: none"> ○ Research and/or Social Science; ○ Project Management; ○ Legal Advisers; ○ IT programming and/or Web; ○ Communication, Networking and External relations. 	Completed university studies of at least three years attested by a diploma and appropriate professional experience of at least one year
Category III	Assistant level: Support in the areas of: <ul style="list-style-type: none"> ○ Administration; ○ Finance and/or Procurement; ○ Human Resources; ○ IT help desk and/or Web; ○ Research; ○ Communication; ○ Networking and External relations ○ Proofreading and copy editing. 	Post-secondary education attested by a diploma, OR Secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of three years
Category II	Technical assistant level: Support in the areas of: <ul style="list-style-type: none"> ○ Organisation of Meetings and Events; ○ Clerical and secretarial support; ○ Filing and archiving; ○ Data input; ○ IT and logistics technical support. 	Post-secondary education attested by a diploma, OR Secondary education attested by a diploma giving access to post-secondary education and appropriate professional experience of three years

Category I	Technical support level: <ul style="list-style-type: none"> ○ Reception and switchboard; ○ Driver; ○ Handyman; ○ Other facility tasks. 	Completed compulsory education and appropriate professional experience of one year
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In addition to the minimum requirements, the interim staff will be requested to have a very good command of English both written and oral (minimum C1 level of the Common European Framework of Reference for Languages). For specific activities, the knowledge of other EU languages might also be required.

For category II to IV, computer literacy and in particular a good knowledge of Ms Outlook, Ms Office and Internet are requested.

Additional profiles may be requested if the Agency considers it necessary during the implementation of the Framework Contract and its Specific Contracts.

By requesting interim staff, the Agency will define the profile description for the assignment, the skills and qualifications required, and the expected timeframe (starting date and duration).

3.2 Place of performance of the services

The services have to be performed at the Agency's premises. In exceptional cases interim staff might be requested to participate in the activities of the Agency within the Austrian territory.

3.3 Working hours

Interim staff will be subject to the normal working hours and the working calendar of the Agency. The normal duration of the working week is 37.5 hours, i.e 7.5 hours per day from Monday to Friday (from 9 am to 5.30 pm with a lunch break of one hour).

3.4 Implementation of the contract

In relation to the implementation of the Framework Contract and its Specific Contracts the following conditions shall apply:

- ✓ Request for interim staff can occur at any given time throughout the year.
- ✓ On receipt of request from the Agency, the contractor will be required to identify suitable candidates. The contractor may advertise the requested profile(s), using media adverts, newspapers, websites, and/or online job portals.

- ✓ The contractor must present candidates that match the requested profile description. The contractor must ensure that the interim staff possesses the necessary professional qualifications for the duties to be carried out.
- ✓ The contractor must no later than five (5) working days from the request, propose at least three (3) qualified persons per requested profile using the EUROPASS CV format.
- ✓ The Agency reserves the right to invite for interview the candidates proposed by the contractor. The candidates must be available for interviews at the Agency premises within a short notice (minimum one day).
- ✓ The Agency will confirm to the contractor their choice of the candidate(s) for the assignment.
- ✓ Candidates proposed must be available at the start of the assignment and also be able to work at the Agency's premises, for the required period.
- ✓ Following request from the Agency, the contractor must replace within seven (7) days the personnel who prove incapable of carrying out the specified tasks to the required standards. Any such replacement will be effected at no additional cost to the Agency.
- ✓ In case of 'force majeure', if the interim staff is no longer able to carry out the work, the contractor is obliged to inform the Agency immediately, and to provide a competent replacement person within seven (7) days. Any such replacement will be effected at no additional cost to the Agency.
- ✓ In case of replacement, the contractor must propose a minimum of three (3) replacement persons with the required qualifications and experience.

4 Interim staff service provider

The Contractor is required:

- ✓ To perform with high level of professionalism, human resources competence, and good service manner. The Contractor must ensure that any staff performing the contract has the professional qualifications and experience.
- ✓ To comply with all the relevant Austrian labour law, taxes, health insurance, social and pension contributions.
- ✓ To ensure the fulfilment of all legal and financial obligations towards the interim staff. The Agency may not under any circumstances be considered the interim staff's employer.

- ✓ To be able to communicate in a timely manner. The contractor shall nominate a contact person. The contractor's response time shall not exceed two (2) working days.
- ✓ To possess good command of English language. English shall be used throughout the implementation of the Framework Contract for all communication, reports and other documentation.
- ✓ To be in touch with the Agency on any interim staff issues.
- ✓ To give at least one month's notice to the Agency of any change in the contractor's team, i.e. contact person, responsible person for signature of the contracts etc..

5 Duration and volume

The Agency proposes to award a framework contract for duration of 1 year tacitly renewable 3 times (total maximum period, 4 years). The maximum volume of the Framework contract, for four (4) years, is estimated at 1,500,000 EUR.