

Annex II - TERMS OF REFERENCE

Framework contract for the provision of language courses for Frontex staff

1. General objective

The aim of this Call for Tenders is the selection of an experienced service provider to conduct language courses for Frontex staff. The objective of the courses is to improve language skills of Frontex employees and to prepare them to take part in internationally recognized language exams. All courses should be provided according to the highest professional standards.

2. Contractual scope and division into lots

The scope of the Call for Tenders is divided into two lots:

Lot 1

Courses in Business English addressed to advanced users of English at C1 and C2 levels

Courses in French (all levels up to B2 level)

Courses in German (all levels up to B2 level)

Courses in Spanish (all levels up to B2 level)

Courses in Italian (all levels up to B2 level)

Lot 2:

Courses in Polish for foreigners (all levels up to B2 level, including "Survival Polish")

The programme of the courses during the semesters should be planned and prepared with a view of allowing participants to reach the respective levels of language competence of the Council of Europe's Common European Framework of Reference for Languages CEFR (description can be found under the following link: http://www.coe.int/t/dg4/linguistic/Source/Framework_EN.pdf). The programme of the courses should focus on all fields of linguistic competence.

In case of Survival Polish, the course should focus on speaking, listening and reading competences and it should allow participants to acquire basic language skills which can be used for everyday situations. It should be designed for 2 semesters. The syllabus shall be a part of a technical offer and will be evaluated.

Tenderers may tender for all lots or only for one particular lot or more lots of their choice. The choice of specific lot (or lots) should be clearly indicated by the Tenderer.

3. Contract Signature and duration

It is expected that the framework contract shall be signed at the latest in August/September 2020, with the courses starting in October 2020. It shall be signed for the period of one year with the possibility of up to three renewals, each for one year.

4. Language requirements

Due to the fact that Frontex' working language is English, the contractor's coordinator as well as all teachers of languages other than English are required to demonstrate at least a communicative command of English in order to be able to give relevant instructions and prepare individual progress reports in English.

5. Native speakers

It is mandatory that English courses at C1 and C2 level are provided by native speakers. In case of French, German, Spanish and Italian courses, it is mandatory that B2 courses are provided by native speakers (unless instructed otherwise by Frontex in justified cases). Native speakers should have internationally recognized qualifications in foreign language teaching e.g. Diploma in language teaching, DELTA, CELTA or equivalent.

6. Placement tests

Before beginning of the term, the service provider shall organize placement tests for participants to assign them into proper groups. If a new participant joins the course during the term, his level of linguistic competence shall also be tested.

7. Group level

The actual level of groups shall be determined on the basis of the results of placement tests. Language courses shall be run according to the Tenderer proposed approach and methodology (which will be assessed during this tendering procedure).

8. Reporting

The service provider has to record the presence and absence of each participant as well as prepare detailed periodical reports (e.g. monthly or quarterly) regarding participation/absence of participants as well as progress made by them.

9. Course Plan

The service provider may be required to write a course plan for each group. This course plan should include: general presentation of the course including the objectives (in terms of skills to be acquired) as well as subjects introduced; the structure of the lesson including the topic, the grammar and lexis; the learning methods, materials used and references.

10. Certificate of completion

Upon completion of the course, participants shall receive certificates with indication of a completed level.

11. Testing

If needed, language tests including indication of all fields of linguistic competence are to be conducted by the Contractor.

12. Frontex' right to influence the course

Frontex reserves the right to ask for a change of a language teacher and modifications of the contents of the course (including the textbook and exercise book) if participants are not satisfied with the level of the course or the language teacher's performance.

13. Replacement of teachers

In case of a temporal or permanent unavailability of a language teacher or on Frontex' substantiated request (as described above), the Contractor has to propose a substitute language teacher whose qualifications are at least equal to those of a person being replaced. Such replacement shall always be communicated to Frontex in advance and shall be subject to its approval. The continuity of consistency of the learning process must be guaranteed - the substitute language teacher should be briefed on the previously introduced material. Contractor's test coordinator shall be responsible for smooth transition and all relevant communication with Frontex.

14. Cancellations

Language classes can be cancelled with 24 hours' notice by Frontex or the Contractor. The lesson should be rescheduled. If this is not possible, it should be cancelled and consequently not invoiced.

15. Timing of the classes

Regular language course shall take place on working days (from Monday till Friday) twice a week, either in the mornings (as a general rule starting at 8.30 and finishing at 10.00) or in the afternoons (as a general rule starting at 16.00 and finishing at 17.30). However, some flexibility of timing of classes may be required by Frontex. Exact timing of classes shall always be communicated to the Contractor before the beginning of each term.

Frontex may require the contractor to deliver short intensive or semi-intensive courses. Such need shall be communicated to the contractor at least 2 months in advance.

16. Group size

Each group shall consist of minimum 3 up to maximum 12 persons, unless agreed otherwise. Frontex reserves the right to change the number of groups within the contractual period as well as the number of participants per group. The number of groups shall be indicated to the Contractor in the specific order form issued before the start of each term.

17. Number of the groups

The estimated indicative number of groups is between one and eight per language. However, it may happen that in a given term there will be no course in a given language. Currently there are 30 groups: 6 Polish groups, 7 Spanish groups (including 1 group on the level B2), 6 French groups (including 1 groups on the level B2), 5 Italian groups (including 1 group on the level B2), 2 English groups (all on the level B2/C1 or above) and 4 German groups (including 1 group on the level B2).

18. Terms

Each regular language course shall be divided into 2 semesters per year. Each semester will consist of 60 units (1 unit = 45 minutes) per group. Each course shall be held twice a week (90 minutes x 2 per week). As a rule, there shall be two semesters per year, one starting in September/October and another one in February/March. Exact starting dates of language terms and the number of groups per term shall be communicated to the Contractor before the beginning of each term.

19. Learning materials

The Contractor shall provide participants with learning materials including the textbook, exercise book (if not included in the textbook) and accompanying audio-video materials. The cost of textbooks and exercise books should be indicated separately up to the amount of 50 EUR per set for one participant, and will be reimbursed to the Contractor once per semester. The choice of the textbooks shall be approved by Frontex.. Learning materials should be provided to Frontex within the first three weeks (counting from the starting date of the language term) or after having completed the work with the previous textbook (in this case new textbook should be provided within two weeks).

The Contractor shall be responsible for the provision additional equipment, such as CD players.

20. Place of provision of services

Language course shall take place in Frontex premises or on the premises provided by Frontex in the proximity of Frontex premises.

21. Course coordinator

The Contractor shall nominate a coordinator to be responsible for the organization of the courses, communication with Frontex training coordinator, course participants and transfer of all relevant documentation e.g. attendance lists, certificates, invoices. The CV of the proposed coordinator shall be presented with the offer and will be evaluated. The main requirements toward the profile of the proposed coordinator include: knowledge of English at least at B2 level and experience in coordination of language courses organised for business clients. The coordinator shall be available to respond in all issues reported requiring immediate reaction every day from Monday to Friday 8 am - 4 pm.

The price for the services of the coordinator shall be indicated separately, per lot, in the financial offer.

The scope of the communication with course participants includes among others the communication related to the placement tests, daily communication with participants regarding class scheduling, cancellations and other logistical issues, feedback collection, distribution of certificates and individual course reports.

22. Assistance in preparation to internationally recognized exams

The Contractor shall provide participants with assistance in taking exams in accordance with international standards, if required. Such assistance will involve tailoring the contents of the course as well as providing information on the content of the examination.