



EU-Japan Centre for Industrial Cooperation

Open call for tender to outsource the
“Japan Tax and Public Procurement Helpdesk in FY 2017”

Terms of Reference

Preliminary remarks:

- (1) The "Centre" refers to the EU-Japan Centre for Industrial Cooperation, Tokyo, Japan;
- (2) The "service provider" refers to the outside organization - legally independent from the EU-Japan Centre for Industrial Cooperation - whose services are requested by the EU-Japan Centre for Industrial Cooperation under the framework of this tender;
- (3) The “Japan Tax and Public Procurement Helpdesk” is hereinafter referred to as the “JTTPP Helpdesk”;
- (4) This proposal has 6 numbered pages;

A) Submission of proposals

Interested parties are required to submit a written proposal to the call for tender to outsource the services of the “Japan Tax and Public Procurement Helpdesk in FY2017”. To be valid, all written proposals must arrive at the Centre by e-mail, fax or post no later than **Tuesday, 14 February 2017, 17h30, Tokyo local time.**

Contact:

Attn: General Managers

EU-Japan Centre for Industrial Cooperation

Shirokane-Takanawa Station Bldg.4F., 1-27-6 Shirokane, Minato-ku, Tokyo 108-0072

Email: applications@eu-japan.gr.jp Tel: 03-6408-0281 Fax: 03-6408-0283

Important notes

1. Size limitation on e-mail attachments: all files and proposals attached by e-mail must be smaller than 3 Mega Bytes in total cumulative size (obtained by adding the sizes of all file attachments) – contact the Centre beforehand if you plan to send files with total cumulative size exceeding 3 Mega Bytes.
2. Acknowledgment of receipt: all submitted proposals will be returned by an acknowledgement of receipt from the Centre for validation purposes. All applicants who have sent their proposals must promptly confirm their sending by calling the Centre at +81 (0)3 6408-0281 (Attn: Deputy General Manager, EU side).

B) Description of services to be rendered

The service provider shall:

1. Manage an effective and efficient information inquiry helpdesk on matters related to Japan Tax and Public Procurement for the benefit of EU SMEs (hereinafter referred to as the “JTPP client”), in continuity with the initial implementation phase previously executed in FY2016. Manage the dissemination and promotion of the JTPP Helpdesk Service to SMEs in the EU in order to grow the client base; answer and manage the documentation of ongoing inquiries with a commitment to follow-up on each inquiry within 48 business hours. Manage JTPP clients’ requests for market quick scans by supplying details of the Japanese public procurement landscape in specific sectors and support JTPP Clients with requests for supplier qualification support, with the aim of helping clients better understand how to qualify for the application of specific tenders.
2. Communicate with a network of local tax and public procurement experts in Japan who are competent to support the JTPP Helpdesk Service by answering inquiries from JTPP Clients which specifically require the input of experts.
3. Manage the production and dissemination of information sources, case studies and resources on Japan Tax and Public Procurement through the integrated website platform of “EU Business in Japan” under <http://www.eubusinessinJapan.eu/>, digests and newsletters and quarterly alerts and reports as well as TWITTER feeds to JTPPHELPDESK.
4. Manage the planning, preparation and execution of practical webinars on Japan Tax and Public Procurement for EU businesses and research organizations on a quarterly basis; identify targeted audiences and speakers, and oversee the successful execution and follow-up of each webinar.
5. Customize the JTPP Helpdesk Service to offer dedicated briefings, answer inquiries and follow-up whenever relevant to incoming mission participants to the EU Green Gateway to Japan Programme in FY2017 (hereinafter referred to as the “Green Gateway Missions”, refer to <http://www.eu-gateway.eu>). The Green Gateway Missions are 1-week, sector-specific missions managed by the Delegation of the European Union in Japan, with the aim to support European Companies make inroads in Japan.

6. Manage communication about the JTPP Helpdesk Service for the purpose of establishing smooth cooperation with organizations offering similar or complementary services based in the EU and Japan as well as to enhance support towards achieving the aims and objectives of the JTPP Helpdesk.

7. During the execution of the JTPP Helpdesk, take into account ongoing suggestions for improvements from the Centre within the scope of the project, for the purpose of a better execution of project assignments.

8. Report on project activities on a monthly basis and produce a final activity report, which includes details of actions performed at the request of JTPP clients during the period covered by the service, summaries of webinars and presentation material used as well as a summary of the contribution and activities carried out in the framework of the Gateway to Japan Missions.

In implementing the assignments described in Paragraph B), the service provider shall actively contribute to creating and updating the following deliverables, where necessary:

- Definitions of the scope, working area of responsibility and necessary disclaimers;
- Definitions of the terms of service level and the terms of reference for experts;
- Structure and production of the newsletter and relevant e-alerts;
- Structure, production and maintenance of dedicated webpages;
- Definition and maintenance of a promotion and dissemination plan;
- Set-up of a catalogue of case studies relevant to the project assignments;
- Definition of a webinar plan and ex-post summary reports;

C) Request for pricing

Applicants must quote fees for the following services (but not limited to):

1. Work for uptake, preparation and ongoing management of the JTPP helpdesk service, including all components listed in paragraph B) during FY 2017 (from 1 April 2017 until 31 March 2018);
2. Work for producing written reports and creating / updating written deliverables;
3. Fees for management and consulting (if relevant);
4. Other fees (please specify);

All costs must be quoted by Japanese Yen (JPY) and must include VAT.

D) Legal, economic and technical information required

Interested service providers must hand in the following documents with their proposal:

1. Legal position: a copy of the papers indicating the trade or professional registration of the service provider. The papers must contain information about the service provider's legal status on the profession;
2. An up-to-date list of the directors and managers in the service provider's organization;
3. Economic and financial capacity: bank contact for reference and balance sheet, trading account and turnover for the past three years are required;
4. Technical capacity:
 - a) The service provider's CV which shall include professional qualifications and experience in the field of advisory helpdesk management for tax and public procurement related matters in the context of Japan;
 - b) A list of principal projects in the field of advice and support to inquiries related to tax and public procurement carried out in the past 3 years with dates.

E) Payment terms

Payment is expected to be made directly as service fee for managing the JTPP helpdesk provider on a periodic basis, whose terms will be discussed with the selected applicant, following the final selection procedure.

F) Remarks

1. Upon prior written request by the service provider - and in agreement with the Centre - the Centre may offer assistance to process the payment of speakers and experts who may be invited to talk at webinars, should these speakers require payment for their service (item No 4 in paragraph B)).
2. The Centre reserves the right to suggest modifications of the services to be rendered within the framework of the JTPP Helpdesk at any time during the execution of the contract by the service provider.
3. Relevant expenses will only be paid to the service provider who has been selected by this open tender.

G) Award criteria

The contract will be awarded on the basis of the following criteria to determine the best value for money:

1. Quality of the proposal: validity of the solution and ideas proposed for the implementation of the JTPP helpdesk (30%).
2. Quality, profile, experience and ability to deliver by the key manager selected to be in charge of the project (40%).
3. Total price (30%).

H) Notes

1. About the Japan Tax and Public Procurement Helpdesk

The Japan Tax and Public Procurement Helpdesk is a service managed by the EU-Japan Centre for Industrial Cooperation, financed by the European Commission for the purpose of supporting European Small and Medium Enterprises (hereinafter referred to as “SMEs”) in their commercial and partnering endeavors in Japan by providing a range of services in the areas of public procurement and tax. The JTPP Helpdesk is currently offered as free of charge for European SMEs.

Currently offered services by the JTPP Helpdesk include:

For Tax:

- Online helpdesk-service (first reply within 48 hours);
- "Ask the Expert" service and liaising with a pool of taxation experts;
- Information-clearinghouse with first-line information on Japanese tax issues;
- Practical guides and checklists;
- Frequent webinars by experts in the field;
- A Tax Q&A database with frequently asked questions regarding the Japanese tax system.

For Public Procurement:

- Online helpdesk service (first reply within 48 hours);
- "Ask the Expert" service and liaising with relevant experts;
- Information-clearinghouse on public procurement;
- PP Market Quick Scan Service;
- Practical guides on supplier qualification and industrial standards (JIS) and checklists;
- (Limited) Tender monitoring service;
- Twitter service with selected tender notices and related news from <https://twitter.com/JTPPHelpdesk>;
- Frequent webinars by experts in the field.

Scope of the services

All the above-mentioned services are free of charge for European SMEs. In case an SME needs assistance requiring certified expertise, the Helpdesk will assist with finding the right counterparts, such as tax accountants, administrative lawyers and translators. Via other programmes offered by the Centre, the Helpdesk can also assist with finding suitable local partners.

Where to start?

Find the service on the EUbusinessinJapan.eu portal under the following sections.

Register and, as an EU SME, you can use all JTPP Helpdesk services for free:

For PP: <http://www.eubusinessinjapan.eu/issues/entry-strategy/government-procurement>

For tax: <http://www.eubusinessinjapan.eu/issues/financial-issues/taxes-accounting>

-Information Inquiry Service with a first reply within 48 hours;

-Ask the expert service, offering first-line advice on more complex inquiries and if necessary liaising with relevant experts;

2. Suggested rollout schedule of services

Launch of the call for tender:	Friday 6 January 2017
Closing of the call for tender:	Tuesday 14 February 2017
Announcement of the winning bidder:	Week of 20 February 2017
Commencement of JTPP helpdesk services	Monday 3 April 2017

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