Open call for tenders 02/2018/OP/EITPROC

Provision of IT related services

1. SUMMARY

Contracting authority	The European Institute of Innovation and Technology is the lead contracting authority in this call for tenders; together with the other contracting authorities listed in the technical specifications it will be hereinafter collectively referred to as "the Agency".
Awarding authority	The European Institute of Innovation and Technology, from now on referred to as the EIT.
Organizations accessing the FWC	The following Organizations, herein referred as the "**AGENCY**" will have access to the FWC: • European Institute of Innovation and Technology (**EIT**) – Awarding authority • European Union Agency for Law Enforcement Training (**CEPOL**)
Purpose	The objective of this call for tender is the procurement of IT services to the AGENCY in the following areas: • IT support for BAU (Business as Usual) operations • Implementation and deployment of IT services and projects • IT Security auditing services • Software development and Maintenance of the current EIT Grant Management Platform and other Business core applications • Software development and maintenance of applications needed to support the AGENCY's operations
Lots	This call for tenders is divided into two distinctive lots, each lot representing a separate market: Lot 1: IT Services & Security Lot 2: Software Development
Volume (indicative)	The volume of the contract is included in Section 4.2. Please note that the volumes indicated are estimations only and the total value of the contract depends on the quantities the awarding authority will order. The EIT may exercise the option to increase the maximum contract volume at a later stage via negotiated procedure without prior publication of a contract notice with the successful tenderer(s) according to Art. 134 (1) (e) of Commission Delegated Regulation (EU) No 1268/2012[1] on the rules of application of Regulation (EU, Euratom) No 966/2012[2] of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union (hereinafter `Rules of Application).
Contracts	For each lot multiple framework contracts shall be signed with the successful tenderers. The maximum of three (3) contractors will be awarded for each lot, listed in order of priority, based on the results of the evaluation of the offers. Specific Contracts will be signed with the contractors using reopening mechanism for contracts exceeding a threshold of EUR 60 000 excluding VAT and with cascade of competition mechanism for contracts below this threshold. The draft framework contract is included in Annex 4.
Submission of offers	Each tenderer can only submit one offer. This offer may include proposals either for Lot 1 and/or lot 2. Proposals for each lot need to be completely and clearly separated from each other (see Section 3.4 Profiles and volume here below). Offers have to be submitted per lot in separate sealed envelopes so that the offer for each lot is completely independent from the offers of the same tenderer for any other lots.

[1] As amended by Commission Delegated Regulation (EU) 2015/2462 of 30 October 2015.

[2] As amended by Regulation (EU, Euratom) 2015/1929 of the European Parliament and of the Council of 28 October 2015.

Duration of the framework contract	For each lot: 2 years with two (2) possible prolongations of one additional year each (2 +1+1).
Main places of performance and delivery	For each lot: Budapest, at the AGENCY premises or the Contractor's premise when necessary.
Particulars of delivery	Delivery must be in conformity with the placed orders, which may, depending on the specific lot, be Fixed Price-, Time & Means- or Quoted Time & Means Specific Contracts.
Variants	Not permitted.
Joint offers	Joint offers are allowed in response to this call for tenders.
Subcontracting	Subcontracting is permitted for contractors that are proposed in the offer for service delivery. One-person companies (or freelancers) may be authorised as subcontractor and added to the list of subcontractors at any time during the execution of the contract. Additional subcontracting to other than one-person companies (or freelancers) during the execution of the contract will only be accepted in case of a second round of the cascade (when the first round is fruitless) or for some very specialised technical expertise required for the provision of the services. Multiple-level subcontracting (e.g. subcontracting of subcontracting) is not authorized.
Eligibility for participation	Participation as tenderers in this tendering procedure shall be open on equal terms to all natural and legal persons coming within the scope of the Treaties and to all natural and legal persons in a third country which has a special bilateral agreement with the Union in the field of public procurement under the conditions laid down in that agreement. Participation as tenderers (subcontractors not included) in this Call for tenders is also open to nationals of the States which have ratified the Multilateral Agreement on Government Procurement concluded within the World Trade Organisation. Subcontractors can be domiciled in any country in the world. However, the offer cannot be set up in such a way that the abovementioned eligibility rules are de facto circumvented. This limitation refers especially to the estimated volume of subcontracting to be assigned by the contractor to nationals of countries outside EU-/GPA-/Bilateral agreement countries. In such cases the offer must include the estimated share of the involvement of each such subcontractor in the services to be provided in the lot concerned.

2. INTRODUCTION

2.1. Background

2.1.1. EIT

The European Institute of Innovation and Technology (hereinafter referred to as 'EIT') is an independent community body established by Regulation (EC) No 294/2008 of the European Parliament and the Council of 11 March 2008[3]. Its offices are located at Infopark – Building E, Neumann Janos 1/E, H-1117 Budapest, Hungary.

The EIT aims at address Europe's innovation gap to rapidly emerging as a key driver of EU sustainable growth and competitiveness through the stimulation of world-leading innovations with a positive impact on economy and society. The mission of the EIT is to grow and capitalize on the innovation capacity and capability of actors from higher education, research, business and entrepreneurship from the EU and beyond through the creation of highly integrated KICs.

Further information on the EIT and the KICs (budgets, organization, activities...) is available on the EIT's website: www.eit.europa.eu and upon request. All information shall be delivered equally to all tenderers.

2.1.2. CEPOL

CEPOL is an agency of the European Union dedicated to develop, implement and coordinate training for law enforcement officials.

Since 1 July 2016, the date of its new legal mandate1, CEPOL's official name is "The European Union Agency for Law Enforcement Training".

CEPOL's headquarters are located in Budapest, Hungary.

CEPOL contributes to a safer Europe by facilitating cooperation and knowledge sharing among law enforcement officials of the EU Member States and to some extent, from third countries, on issues stemming from EU priorities in the field of security; in particular, from the EU Policy Cycle on serious and organised crime.

CEPOL brings together a network of training institutes for law enforcement officials in EU Member States and supports them in providing frontline training on security priorities, law enforcement cooperation and information exchange. CEPOL also works with EU bodies, international organisations, and third countries to ensure that the most serious security threats are tackled with a collective response.

2.2. Purpose

By the present public procurement procedure, the AGENCY intends to contract consultancy and engineering services in the context of the IT services needed to support the Information System (IS) and the software development and maintenance of applications. The objective is to provide support and expertise from the development, operation and day-to-day maintenance of the final products once implemented in an interoperable environment.

Specifically, the objectives for each lot are:

Lot 1: IT Services & Security

- To support the AGENCY by developing and implementing high level IT Services;
- To maintain IT services at high level of functionality, usability, availability and efficiency;
- To enforce IT security through the Organization at different level;
- Providing security auditing services.

Lot 2: Software development

- To support the AGENCY's activities by developing high quality software;
- To maintain the software during its whole life-cycle (including updating, developing and de-installation);
- To provide user support for the developed software (Software user Helpdesk);

[3] OJ L 97/1 of 9.4.2008

3. TECHNICAL SPECIFICATIONS

3.1. Information Systems of the EIT

3.1.1. *Users of the Information Systems*

The EIT has a broad range of stakeholders, more specifically the EIT Governing Board, the Knowledge and Innovation Communities (including their partners), Media, specialists from the Knowledge Triangle (universities, research bodies and businesses), European Commission services, EIT staff, and the broader public.

3.1.2. *IT Infrastructure*

3.1.2.1. *Hardware*

Server Infrastructure

In spring 2015 EIT underwent a major upgrade of its old IT infrastructure installed in 2009 when the EU Organisation was initially setup. The current IT infrastructure is based on an IBM converged architecture based on 3 X440 blade servers with the following main features:

- Four Intel Xeon processor E5-4600 v2
- 256 G-bytes DDR RAM
- Two 300GB 2.5-inch hot-swap (SAS/SATA/SSD) disks in a mirrored configuration

These blade servers are hosted in an IBM Flex Enterprise chassis capable of expanding the overall resources up to 4 others blade servers. This chassis include also two IBM CN4093 converged switches providing access to an IBM V3700 SAS unit by an optical 10Gbit connection and to the EIT Ethernet network by few bandwidth configurable connections.

The IBM V3700 storage unit is configured with a controller unit and two expansion chassis with the following capability:

- 24 x 300 GB 15K speed HD installed in the controller unit
- 24 x 600 GB 15K speed HD installed in the first expansion chassis

The total raw storage capacity provided by the SAS unit is of 19TB and can be further expanded in the future just by populating the third expansion chassis with a maximum of other 24 Hard disks.

The following diagram shows the logical connection of the main hardware components of the infrastructure:

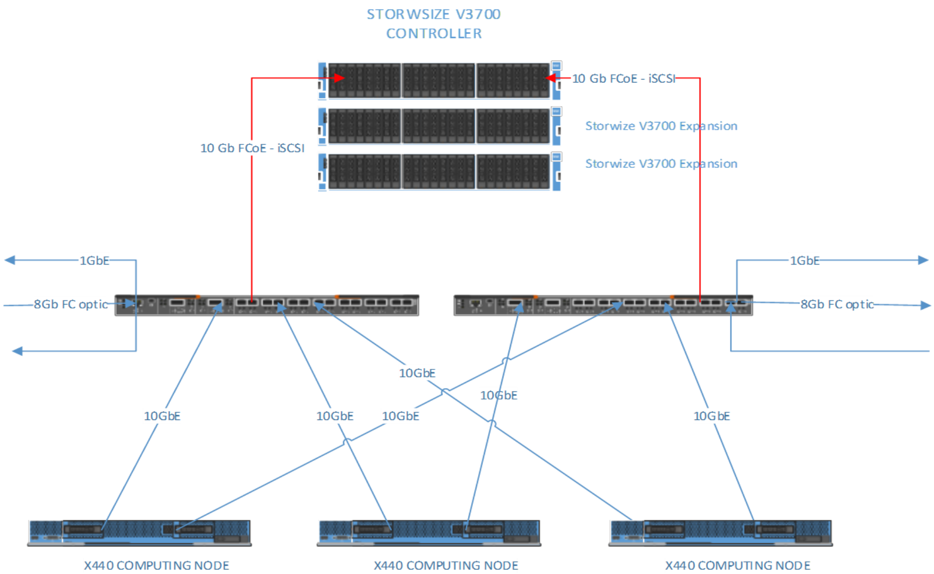


Figure 1 - Logical Diagram of the main IT architecture components

Client Infrastructure

EIT is currently renewing all the pc clients (60 DELL standard PC with Pentium processor and 2GB/4GB RAM) with new thin clients to integrate into the Citrix XenDesktop environment. It is expected that the future client environment will include the following hardware:

- 15-20 Hp notebooks (HP elite, 2540)
- 60 Thin clients (light Pc and/or thin client/zero client)
- 4 PC workstations for special applications (Adobe Photoshop graphics, SW development)

3.1.2.2. Network Infrastructure

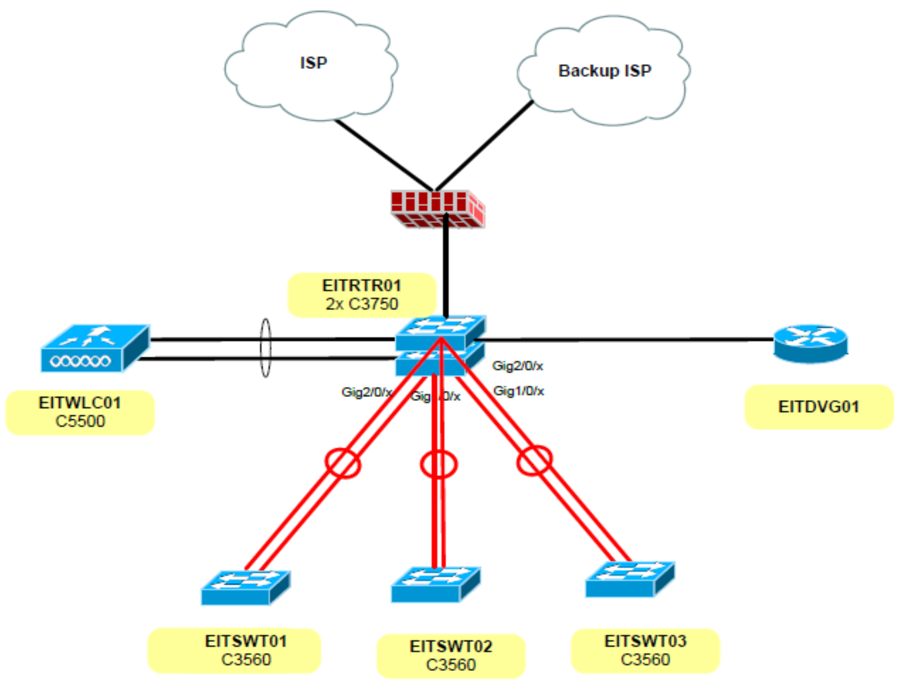
Ethernet wired Network

EIT has a Local Area Network in its premises in Budapest that is connected to the Internet outbound only for security purpose and connected to the EU WAN via permanent VPN connection.

The EIT LAN infrastructure layout is made up by the following components:

- 3 CISCO 3650 switches (2 located in the server room at 5th floor and 1 at the 6th floor) connected to the patch panel providing the cable connections to all offices.
- 2 CISCO C3750 switches
- 1 CISCO 5500 wireless controller
- 2 CISCO BE600 Call Manager managing the EIT telephone infrastructure (IP based with CISCO ip Phones)
- 2 Checkpoint 5200 firewall appliances
- 1 CISCO 2800 ROUTER

The layout of the main network components implementing the Layer 1, 2 and 3 configurations are here below reported in this functional diagram:



A number of VLANs are configured at Layer 2 and 3 to separate different traffic such as data, voice (ip phones), server, etc.

A Checkpoint 5200 appliance provides segmentation between the EIT wan, EIT's Lan and the DMZ voice.

The access to the internet is via the firewall and a Portal is publishing the necessary services: mail, extranet, VPN, etc. The EIT hosts its public website c/o an external provider.

Wireless Networks

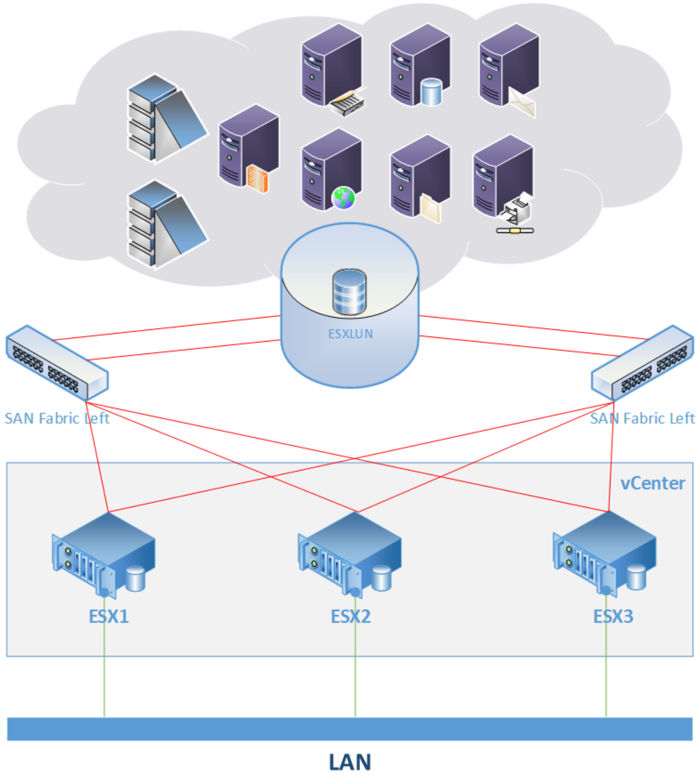
The wireless installation at EIT uses a CISCO 5508 controller and several Cisco Aironet 1140 type Access Point, both on the 5th and 6th floor, powered with standard 802.3af Power over Ethernet. There are currently 2 main wireless networks, the EIT wireless network connected to the enterprise network with SSID=EIT and a guest network with SSID=GBMEETING with a password which is used by visitors and external staff.

Both wireless networks support the 802.11n wireless standard allowing interactive multimedia applications, such as voice and video, to perform flawlessly, and clients to roam with no service interruption.

3.1.2.3. System Software

The software infrastructure is based on a VMWare (VSphere 6) server virtualization environment hosted on the 3 IBM X440 blade servers over which a CITRIX XenDesktop framework manages VDI deployment to different kind of end users devices (desktop, light clients, notebooks , mobile devices, etc.).

The following logical diagram exemplifies the interaction of the VMWARE environment within the hardware infrastructure:



The EIT has currently 60 users, and 12 Governing Board members, however, some services are available to partners (at the date this document is drawn up there are 30 additional people working on the system). By the end of 2017 EIT staff reached 70 users.

SharePoint 2013 Server

EIT Knowledge Management Platform is currently based on Microsoft SharePoint 2013 Enterprise; databases are hosted on SQL Server 2012 Enterprise. The migration to SharePoint 2016 is expected before the execution of the contracts resulting from this procedure. SharePoint is the main technological framework adopted for developing the internal services, however future developments will take into consideration the best trade-off between using this technology and the opportunity to select ad hoc applications.

WSUS Server for deployment of Patches and Updates

A Windows 2012 server is reserved to handle the deployment of Windows patches, updates, antivirus, etc.

Microsoft Exchange Server 2013

Currently EIT is hosting on site the email server based on MS Exchange 2013 and about 150 mailboxes are configured (users and functional mailboxes). There is a plan to update the mail server design in order to host on line both the active mailboxes and the archives for security reasons and to avoid users to manage PST files.

The migration also to Ms Exchange 2016 is under evaluation.

Microsoft System Center

A new MS System Center server is installed and is planned to be configured for more service operations roles:

- Assets Management
- Infrastructure Monitoring
- Capability and Performance Management
- Change Management
- Auditing Management
- License Management (EIT has an enterprise license contract with Microsoft under an Eu Commission Framework Contract and using System Centre will improve the license auditing process)

Symantec Backup Exec Server

The Symantec Backup Exec software is currently installed on a physical server connected by FC to the HP tape library MLS4048 (LTO3) featuring a robotics library of 48 tapes with a total capacity of about 37TB.

It is planned also to replace Backup Exec software with the Veeam backup and disaster recovery application.

Two tape drives are available to improve the system backup and restore time.

All the other Network and Application servers are hosted in EIT Data-Centre on VMware Infrastructure

3.1.3. Application Portfolio

In this section the main applications that the EIT runs to support its business activities are specified. The list provides a snapshot of the current application portfolio. However, during the implementation of the contract the portfolio may vary. The purpose of this chapter is to provide an overview of the technologies and the level of complexity of the IT Operations.

The EIT, whenever possible, prefers to make use of applications that are already available on the market or corporate applications provided by other EU organizations instead of developing them internally. Standard and corporate applications need in any case to be maintained, administered and customised.

3.1.3.1. Standard Applications

EIT uses to support its activities a certain number of standard 'off-the-shelf' applications (e.g. MS Office). Those applications are mainly run in the EIT datacentre which are herewith not further specified.

Web-based Extranet

In order to facilitate the collaboration with the broad variety of stakeholders, the EIT is running an Extranet-Intranet which is based on SharePoint 2013. The platform has different sites in order to support individually different processes with different stakeholders. The platform use mainly custom features of SharePoint, however some components have been customised. The administration of the platform entails the account management for the external stakeholders of the EIT.

File Sharing

Even if the main area of cooperation is the SharePoint environment, EIT provides a file-sharing with different security profiles to its internal users. The File-Sharing services are provided by a Windows 2012 server.

E-mail System

The email system is based on Microsoft Exchange technology. EIT provides mailboxes for its employees, EIT Governing Board Members and a few co-operators as well as functional mailboxes to support special activities. Currently Microsoft Exchange is managing about 150 mailboxes.

Video-Conference and Messaging System

The EIT uses MS Lync for internal messaging and personal video-conferences. The Lync server is configured to host meetings with external participants too.

EIT uses a CISCO M700 video conferencing system replacing the old Tandberg 3000 system for H323 video-conference on IP and ISDN. EIT uses also web conferencing services and specifically the GoToMeeting service provided by Citrix.

Voice Over IP - PBX[4]

EIT runs a CISCO PBX and Cisco VOIP phones.

3.1.3.2. Corporate Applications

A corporate application is understood as application provided mainly SaaS [5]by the European Commission or other EU bodies. Those applications will not be administered by the contractor(s) under this tender; however the development of any new application or the management of the service infrastructure may need to interact with them. Furthermore the Service Desk must be enabled to receive and handle requests for those services, too.

CIRCABC

A document repository system which serves the purpose of information sharing. The platform is access-restricted.

EU-LEARN

A platform that handles training requests and assignments.

ABAC

A comprehensive platform to manage mainly financial, budgetary, and inventory transactions.

Sysper2

The Human Resource Management platform for all managers and staff (the system will gradually be expanded from European Commission use only to all other EU bodies).

HAN

The HAN document management system from the European Commission is being adopted by the EIT and the complete migration is expected in 2018.

Intracomm

Intranet of the European Commission with actual and relevant job-related information for all staff. EIT has access to it via secure services line (STesta/TESTA-NG).

ECAS

ECAS is the central Identity Management system of the European Commission. Most of the Corporate Services require authentication trough this platform.

TESTA/TESTA-NG

The "Trans European Services for Telematics between Administrations (TESTA) system is the private IP-based telecommunications interconnection platform for secure information exchange between the European public administrations. The service has been developed to "NG" – Next Generation and is currently being implemented at all EU bodies.

Bluebell & Speedwell

A platform which provides management tools for budgetary planning and paperless payment workflow.

[4] A private branch exchange (PBX) is a telephone exchange or switching system that serves a private organization and performs concentration of central office lines or trunks and provides intercommunication between a large number of telephone stations in the organization.

[5] Software as a service - https://en.wikipedia.org/wiki/Software_as_a_service

SEP

Sep is the tool for managing the submission and Evaluation of the proposals within Horizon 2020. EIT uses the tool to manage any call for new KICs.

3.1.3.3. Custom Applications

In addition to the standard applications, the EIT has developed a certain number of custom applications.

Those custom applications have been developed to manage core processes of the Institute and to simplify the operability of supporting activities where no corporate or standard application was available.

All source code and technical documentation are available and will be made available to the successful tenderer(s)).

EIT Grant Management System

One of the core process of the EIT is the management of the annual grant cycle of the KICs[6] as defined by the Framework Partnership Agreement. This takes place in 2 phases: Allocation of funding and assessment of KICs reporting. Those two processes require the EIT to receive and assess the KICs business plans and KICs reporting.

The EIT developed its grant management platform in order to support the KICs in the submission of their business plans and reports. The plans and reports provide information that can be processed and analysed via IT Systems. The platform enables the EIT project officers and the experts to analyse the documents by extracting relevant information thus reducing the efforts to search within the document and integrating it with the information presented in other related documents. The system permits, therefore, the analysis of the annual performance in relation with the multiannual perspective of the KIC Grants lifecycle and automatically highlighting any difference between what was planned and achieved. The data collected from the KIC business plan and reporting is made available in a 'reporting module' with the final objective to support the Institute's decision processes.

KIC Business Plan Submission module

This module provides a form based[7] application where the KICs can create their report according to the guidelines for drafting a business plan for the next financial year.

The system verifies the formal completeness of the document and makes it available to the EIT project officers.

In an iterative process, the KICs and the EIT amend the structure of the business plan and the platform manages the creation of different versions. The project officers may verify differences in the versions of the submitted files through the platform.

KIC Reporting Submission module

The main objective of this module is to provide a tool that simplifies the assessment performed by experts and by EIT project officers. The module serves to check if the KICs have achieved the action-points as per the business plan and to verify whether claimed costs are eligible.

The most relevant feature of this module is to support the comparison between the KICs reported data and the data that have been made available in the business plan. The module allows the KICs to submit their reporting by using web forms that are in modalities similar to the ones of the business plan submission, and to generate the related reports.

KICs may upload supporting documents by using a simple interface (or via web services) and to relate the documents with the relevant information.

The KICs are not able to submit their report if a certain set of formal requirements are not met. This includes availability of supporting documents for the deliverables and consistency within the financial figures.

The system generates a report referring to the different versions and saves the information in the filing register.

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[6] The EIT's Knowledge and Innovation Communities (KIC) are partnerships that bring together businesses, research centres and universities. Detailed information about KIC are available on the EIT web site at:: https://eit.europa.eu/activities/innovation-communities

[7] Web Forms are pages that your users request using their browser. These pages can be written using a combination of HTML, client-script, server controls, and server code. When users request a page, it is compiled and executed on the server by the framework, and then the framework generates the HTML markup that the browser can render. A Web Forms page presents information to the user in any browser or client device.

The evaluators that have to assess the Reporting may securely access the documents via web in a structured way.

KICs Business Intelligence module

Based on their business plans and reporting activities, the KICs provide the EIT with a significant amount of data related to the way they implement their innovation strategy. With this module the platform provides a data warehouse of such information and a strategic scorecard based on it. This module serves projecting financial and performance indicators on a multiannual perspective. Henceforth, it supports KICs activities and facilitates EIT strategic decision making on the KICs.

KICs Partner In/Out

Partnership Management application (usually referred as PIO) is designed for KICs to initiate Partner Entry, Change and Exit that amend the corresponding Framework Partnership Agreement with KICs. This module was introduced in 2016 and is integrated with Business Planning and Grant Reporting applications. In 2017 this application underwent a review by improving the user interface in order to rationalize and simplify the KIC usage.

Software user Helpdesk

Internal and external users of the Grant Management application are supported by a software Helpdesk services

Technologies used

The platform is developed using .Net technologies on SharePoint 2013 platform.

Specifically the following components/libraries are in use:

- Kendo-UI[8] (multi-platform user interface)
- iTextSharp[9] (PDF export)
- EasyRibbon[10] (SharePoint ribbon helper)
- EntityFramework[11] (Microsoft ORM mapper)
- AutoMapper[12] (object-object mapper)
- EPPlus[13] (Excel read/write)
- OpenXml libraries[14] (for managing Office files)
- PlUpload[15] (HTML5 multi-file upload)
- jQuery[16] (UX enhancement)
- Microsoft SQL Server Reporting Services Client Side Reporting (rdlc)[17]
- Microsoft SharePoint libraries
- Visual Studio Tools for Office (VSTO) (Outlook add-in)
- Microsoft SQL Server 2012 Database Services
- Microsoft SQL Server 2012 Analysis Services in Multi-dimensional Mode
- Microsoft Office Excel 2013 PowerPivot, PowerView

e-HR (LeaMa/ MiMa)

Human resources management plays an important role at any organisation. The management of the personal records of the employees should be done efficiently by safeguarding any legislation on data protection and ensuring confidentiality.

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[8] http://www.telerik.com/kendo-ui

[9] http://sourceforge.net/projects/itextsharp/

[10] https://easyribbon.codeplex.com/

[11] https://entityframework.codeplex.com/

[12] https://github.com/AutoMapper/AutoMapper

[13] http://epplus.codeplex.com/

[14] https://msdn.microsoft.com/en-us/library/office/bb448854.aspx

[15] http://www.plupload.com/

[16] https://jquery.com/

[17] https://msdn.microsoft.com/en-us/library/bb558708.aspx

Based on Microsoft technology (SharePoint 2010, ASP web applications) the applications manage the maintenance of HR related records, and the leaves and mission processes.

It is expected that this application will be phased out at the end of 2018 and the overall HR processes will be taken over by the EC Sysper2 HR system software environment mentioned above.

Filing Register

This SharePoint application provides a MS Outlook plugin enabling the users to protocol ordinary mails and electronic documents. This software is expected to be phased out in 2018 by the introduction of the EC HAN platform.

3.2. Information Systems of CEPOL

3.2.1. Users of the Information Systems

The CEPOL has a broad range of stakeholders, more specifically the CEPOL Management Board, the National Contact Points), Media, specialists from the Country national units, European Commission services, CEPOL staff, and the broader public.

3.2.2. IT Infrastructure

3.2.2.1. Hardware

Server Infrastructure

The current IT infrastructure is based on an HP Blade C3000 chassis converged architecture based on 5 BL460G7 blade servers with the following main features:

- Two Intel Xeon processor
- 128 GB DDR RAM
- Two 300GB 2.5-inch hot-swap (SAS/SATA/SSD) disks in a mirrored configuration

These blade servers are hosted in an HP C3000 chassis capable of expanding the overall resources up to 4 others blade servers. This chassis include also two HP FC switches providing access to an IBM V3700 SAS unit by an optical 4Gbit connection and one virtual connect module to the CEPOL Ethernet network by few bandwidth configurable connections.

The IBM V3700 storage unit is configured with a controller unit and two expansion chassis with the following capability:

- 24 x 600 GB installed in the controller unit
- 24 x 600 GB installed in the first expansion chassis

Further expansion units are not available at the time.

This functionality is extended by using EMC VNX 5200 storage unit with 16 drives of 600GB installed.

This functionality is extended with HP P2000 storage with 48x300GB installed drives.

Client Infrastructure

CEPOL is currently running on the pc clients (HP Desktop). It is expected that the future client environment will include the following hardware:

- HP Desktop
- 5-10 Hp notebooks (HP elite, 2540)
- 25-35 Fujitsu Siemens laptops
- 4 PC workstations for special applications (Adobe Photoshop graphics, SW development)

3.2.2.2. Network Infrastructure

Ethernet wired Network

CEPOL has a Local Area Network in its premises in Budapest that is connected to the Internet outbound only for security purpose and connected to the EU WAN via permanent VPN connection.

The CEPOL LAN infrastructure layout is made up by the following components:

- CISCO 3650 switches (2 located in the server room at 5th floor and 1 at the 6th floor) connected to the patch panel providing the cable connections to all offices.
- CISCO C3750 switches
- CISCO 5500 wireless controller
- CISCO Call Manager managing the CEPOL telephone infrastructure (IP based with CISCO ip Phones)
- Checkpoint 12200 firewall appliances
- CISCO 2800 ROUTER

A number of VLANs are configured at Layer 2 and 3 to separate different traffic such as data, voice (ip phones), server, etc.

A Checkpoint 12200 appliance provides segmentation between the CEPOL wan, CEPOL Lan and the DMZ voice.

The access to the internet is via the firewall and a Portal is publishing the necessary services: mail, extranet, VPN, etc. The CEPOL hosts its public website c/o an external provider.

Wireless Networks

The wireless installation at CEPOL uses a CISCO 5508 controller and several Cisco Aironet 1140 type Access Point, on all floors, powered with standard 802.3af Power over Ethernet. There are currently 2 main wireless networks, both of them are used only by guests.

Both wireless networks support the 802.11n wireless standard allowing interactive multimedia applications, such as voice and video, to perform flawlessly, and clients to roam with no service interruption.

3.2.2.3. System Software

The software infrastructure is based on a VMWare (VSphere 6) server virtualization environment hosted on the 5 HP 460 G7 blade servers

The CEPOL has currently 60 users, however, some services are available to partners (at the date this document is drawn up there are 30 additional people working on the system). By the end of 2018 is foreseen that CEPOL staff could reach 80 users.

Microsoft Exchange Server 2013

Currently CEPOL is hosting on site the email server based on MS Exchange 2013 and about 150 mailboxes are configured (users and functional mailboxes). There is a plan to update the mail server design in order to host on line both the active mailboxes and the archives for security reasons and to avoid users to manage PST files.

The migration also to Ms Exchange 2016 is under evaluation.

Ninite Pro

Ninite Pro server is installed and configured for updates and patch management

Veeam server

Veeam is currently installed on a virtual physical server connected to network in order to support backup/restore functionality in system. Server is connected to EMC storage and HP MSL4048 Tape library.

3.2.3. Application Portfolio

In this section the main applications that the CEPOL runs to support its business activities are specified. The list provides a snapshot of the current application portfolio. However, during the implementation of the contract the portfolio may change. The purpose of this chapter is to provide an overview of the technologies and the level of complexity of the IT Operations.

The CEPOL, whenever possible, prefers to make use of applications that are already available on the market or corporate applications provided by other EU organizations instead of developing them internally. Standard and corporate applications need in any case to be maintained, administered and customised.

3.2.3.1. Standard Applications

CEPOL uses to support its activities a certain number of standard 'off-the-shelf' applications (e.g. MS Office). Those applications are mainly run in the CEPOL server room which are herewith not further specified.

File Sharing

The File-Sharing services are provided by a Windows 2012 server.

E-mail System

The email system is based on Microsoft Exchange technology. CEPOL provides mailboxes for its employees, range of shared mailboxes and a few co-operators as well as functional mailboxes to support special activities. Currently Microsoft Exchange is managing about 150 mailboxes.

Video-Conference and Messaging System

The CEPOL uses Skype for Business for internal messaging and personal video-conferences. The Skype for Business server is configured to host meetings with external participants too.

CEPOL uses a CISCO video conferencing system with ACANO extension in order to facilitate multiple range of clients. CEPOL uses also web conferencing services and specifically the GoToMeeting service provided by Citrix.

Voice Over IP - PBX[18]

CEPOL runs a CISCO PBX and Cisco VOIP phones.

3.2.3.2. Corporate Applications

A corporate application is understood as application provided mainly SaaS [19]by the European Commission or other EU bodies. Those applications will not be administered by the contractor(s) under this tender; however the development of any new application or the management of the service infrastructure may need to interact with them. Furthermore the Service Desk must be enabled to receive and handle requests for those services, too.

CIRCABC

A document repository system which serves the purpose of information sharing. The platform is access-restricted.

Syslog

A platform that handles training requests and assignments.

ABAC

A comprehensive platform to manage mainly financial, budgetary, and inventory transactions.

Sysper2

The Human Resource Management platform for all managers and staff (the system will gradually be expanded from European Commission use only to all other EU bodies).

Intracomm

Intranet of the European Commission with actual and relevant job-related information for all staff. CEPOL has access to it via secure services line (STesta/TESTA-NG).

ECAS

ECAS is the central Identity Management system of the European Commission. Most of the Corporate Services require authentication trough this platform.

TESTA/TESTA-NG

[18] A private branch exchange (PBX) is a telephone exchange or switching system that serves a private organization and performs concentration of central office lines or trunks and provides intercommunication between a large number of telephone stations in the organization.

[19] Software as a service - https://en.wikipedia.org/wiki/Software_as_a_service

The "Trans European Services for Telematics between Administrations (TESTA) system is the private IP-based telecommunications interconnection platform for secure information exchange between the European public administrations. The service has been developed to "NG" – Next Generation and is currently being implemented at all EU bodies.

3.2.3.3. *Custom Applications*

In addition to the standard applications, the CEPOL has developed a certain number of custom applications.

Those custom applications have been developed to manage core processes of the CEPOL and to simplify the operability of supporting activities where no corporate or standard application was available.

Limesurvey server

Server is installed and configured with purpose of serving custom made survey to stakeholders.

Open journal system

Open journal system server is installed and configured in order to support editing and publishing of custom made bulletins of CEPOL.

Microsoft CRM Dynamics 2013

CEPOL has acquired CRM as tool for management of courses and travel information for stakeholders. CRM was installed and configured in 2015 in 3 server layout (DEV/TEST/PRODUCTION). It is based on VMWare virtual servers.

3.3. Description of the services

The call for tenders is divided into the following 2 Lots:

3.3.1. *Lot 1: IT Services & Security*

The future contractor will support the full lifecycle of the AGENCY services according to the ITIL methodology[20], providing support to the systems and the users of the services managed by the AGENCY.

The structure and definitions used in this chapter (LOT 1) do all refer to the ITIL methodology. It is therefore compulsory that the Contractor possesses a thorough understanding of this standard methodology.

The future contractor will provide system administration of the AGENCY IT infrastructure and the necessary support to end users in the access to the ICT infrastructure and the IT services lifecycle.

3.3.1.1. *Services to be provided*

- Planning and Implementation of IT Services;
- Helpdesk, support & maintenance with high availability;
- Monitoring of the IT services and maintenance of the infrastructure;
- Continuous improvement of IT Services;
- Provide handover training.

3.3.1.2. *Availability of the Contractor*

- On-site support (one system/infrastructure specialist) during regular business hours of the AGENCY (40 hours per week);
- Stand-in with response times according to the Annex 2 (Service Level Requirements section 14.2);
- Call-in during extended business hours;
- Call in out of extended business hours (on request, see Service Level Requirements section 5.5).

3.3.1.3. *Areas*

The contractor will support the AGENCY in running the daily service operations by providing technical expertise in all areas of the ITSM (IT Service Management). A detailed overview of the type of contribution expected in

[20] The AGENCY will use as reference model for ITSM the processes defined by the IT Infrastructure Library (ITIL) - http://en.wikipedia.org/wiki/ITIL

each process of the ITIL framework[21] is included in ANNEX 2 – SLR section 2 .The contractor will agree the activities to be performed with the AGENCY and provide support to react to incidents.

3.3.2. *Lot 2: Software Development*

The Contractor will support the full software lifecycle according to AGENCY framework that implements a customized version of the European Commission's PM^2 framework[22]. The Contractor will also be in charge of ensuring that AGENCY services are maintained at a high level of availability, providing support to the systems and the users of the services managed by the AGENCY.

Each project shall account all of the following phases:

- Initiating — Get the project off to a good start;
- Planning — Define products, verify the Business Case, plan the work;
- Executing — Create the project's products;
- Closing — Ensure user acceptance, handover to maintenance;
- Monitor & Control: — Throughout the whole project lifecycle monitor & control the work, address risks, raise issues, ensure quality.

The Contractor will perform the following tasks:

- Based on AGENCY's initial scope analysis, assessment and project definition, define the detailed requirements;
- Define functional and technical solution strategies with corresponding detailed planning;
- Provide support in the procurement and maintenance of hardware and software in the context of the projects;
- Provide support in design, development/customization, implementation, test, hand-over, support, maintenance of applications;
- Provide support in design, development/customization, implementation, test and maintenance of the supporting infrastructure;
- Support the definition and maintenance of state-of-the-art IT systems management processes;
- Support the change management approach vis-a-vis the AGENCY and Stakeholder's staff;
- Provide support by coaching on IT system engineering covering all the phases of the system;
- Provide support by coaching on the applications being implemented to ensure *buy-in* of the AGENCY and its partners;
- Contribute to the (re)definition of the interoperability and development standards;
- Support the change management process for any changes in the IT system;
- Cooperate with AGENCY IT staff and other suppliers;
- Provide Advanced Power User coaching on the job to the IT team on the different aspects and modules of the system.
- Provide software documentation
- Provide software Help desk function
- Provide handover training

The Contractor will also offer availability of the profiles for incident management according to two different services as specified in ANNEX 2 – SLR sections 5.5 and 5.6:

- Extended working hours availability (is provided within two working hours between 8am and 8 pm)
- 24/7 availability (is provided within two working hours, the whole day, any day of the week)

The 24/7 service will most likely be requested for a duration of several months.

The Contractor will advise the AGENCY in making architectural and technology decisions and make sure that the infrastructure performs to offer end users the best environment.

[21] For the definition of the processes please refer to this short guide: http://wiki.en.it-processmaps.com/index.php/ITIL_Processes

[22] PM² is a Project Management Methodology created to facilitate the effective management of the complete lifecycle of business and IT projects within the European Union bodies. PM² incorporates best practices and methodologies such as the PMBOK, PRINCE2, TEMPO, CMMi, RUP@EC and operational experience from the different Directorate Generals of the EC.

3.4. Profiles and volume

Annex 1 includes the detailed description of the profiles under this call for tenders.

The below estimated volumes are expressed as a number of person-days to be acquired for the four years duration of the FWC, for each lot and each of the required profiles.

The estimates are purely indicative and are based on the volume of services at the time of writing and the projected growth of the demand due to new activities and projects.

The AGENCY cannot make any commitment with regard to the ordering of services in the volumes mentioned below and reshuffling of the profiles, as well as adding new profiles matching the AGENCY needs in adapting to the ever-changing IT technology, can occur in each lot during the implementation of the Framework Contract.

Profile		Estimated Person days in 4 years	
Description	ID	LOT1	LOT 2
Analyst Programmer	AP	0	1238
Application Architect	AR	0	492
Business Analyst	BA	0	367
Data Base Administrator	DBA	59	132
Interface Designer	ID	0	40
Infrastructure Specialist	IS	1220	44
IT Security Auditor	ISA	120	0
Senior IT Security Auditor	SISA	80	0
Network Specialist	NS	260	0
Security Network Specialist	SNS	80	0
Project Manager	PM	120	311
Senior Analyst Programmer	SAP	0	1,748
Senior Data Base Administrator	SDBA	56	0
Senior Enterprise Architecture Consultant	SEAC	0	34
Senior Infrastructure Consultant	SIC	32	0
IS Tester	TE	0	319
Technical Writer	TW	100	136
IS user assistance person	UA	0	260
Webmaster	WM	0	60
	Total Days	2,127	5,181

The majority of services will be delivered during normal working hours. The AGENCY, in some exceptional circumstances, can order services to be delivered during extended working hours (EWH) or as 24-hours on-call service as described in ANNEX 2 SLR - section 5.5 and 5.6.

In the below table are indicated the estimated services for IT first level support and the 24/7 availability upgrade service acquired at fixed price.

Description	ID	LOT1 (months)	LOT 2 (months)

IT First Level Service Support	1ST	48	48
24/7 availability upgrade	247UPG	8	8

During the implementation of the Specific Contracts the number of man days allocated per different profiles in the above tables can be revised following written agreement or notification by mail, fax or e-mail by one of the EIT`s responsible persons indicated in Article I.8. `Communication details` of the Framework Contract in Annex 4. or other authorised EIT representative. In any case this revision should not exceed the maximum value of the Framework and/or Specific Contract.

3.5. Places of delivery

For each lot: Budapest, at the AGENCY premises or the Contractor's premise when necessary. (See ANNEX 2 SLR section 5.2)

3.6. Travel costs

Travel cost is not reimbursed except for some special circumstances (see ANNEX 2 section 5.3)

3.7. Equipment

No provision of equipment is foreseen. For intra-muros Times & Means service delivery, the AGENCY provides the required working environment, including IT equipment.

In cases where the provision of on-call services requires equipment owned by the contracting authority (e.g. due to security constraints), the AGENCY will provide for such equipment.

The internet connection and smartphone (or mobile phone) needed for on-call service provision must be provided by the successful tenderer.

4. CONTRACTUAL INFORMATION

The contract to be concluded is a multiple framework contract with both cascade and reopening of competition. The EIT may award framework contracts to up to three (3) tenderers per lot. The conditions under which such multiple contracts are performed are laid down in the "Service Level Requirements" (Annex 2).

In drawing up his bid, the tenderers should bear in mind the provisions of the standard contract attached to the tender specifications (Annex 4).

Submission of a tender implies acceptance of all the terms specified in the present specifications and in particular in the attached standard contract including the general conditions applicable to contracts.

All documents presented by the tenderers become the property of the European Union and are deemed confidential.

The EIT will not reimburse expenses incurred in preparing and submitting offers.

Completing the adjudication or the procedure of the call for tenders in no way imposes on the EIT an obligation to award the contract.

The EIT shall not be liable for any compensation with respect to the tenderers if its tender has not been accepted, not shall it be liable when deciding not to award the contract.

4.1. Duration

The contracts resulting from the present call for tenders for each lot will have an initial duration of two (2) years as from the date of signature, and may be renewed twice for an additional period of one (1) year each.

4.2. Value of contract

The maximum overall value with the posibble extensions is EUR 1,500,000.00 (excluding VAT) for Lot 1 and EUR 2,000,000.00 (excluding VAT) for Lot 2.

EIT may at a later stage exercise the option to increase the maximum contract volume via negotiated procedure with the successful tenderer in accordance with Art. 134 (1) (e) of Commission Delegated Regulation (EU) No 1268/2012[23] on the rules of application of Regulation (EU, Euratom) No 966/2012[24] of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union.

4.3. Terms of payment

The payment shall be made in accordance with the provisions specified in the model of draft contract in Annex 4.

4.4. Audits

The Framework Contract shall provide for the possibility of conducting audits (security or other) by third parties.

4.5. Processing of confidential information and the protection of personal data

The contractor shall undertake to process confidential information and personal data in compliance with the Service Level Requirements (see point 5.10).

4.6. Service Level Requirements (SLR)

The document ANNEX 2 –Service Level Requirements" (SLR) describes the services to be provided, the service delivery procedures relating to each of the lots, and sets out the minimum mandatory service levels. Unconditional acceptance by tenderers of all the terms set out in the SLR is mandatory.

These documents will be an integral part of the framework contracts resulting from the call for tenders.

[23] As amended by Commission Delegated Regulation (EU) 2015/2462 of 30 October 2015.

[24] As amended by Regulation (EU, Euratom) 2015/1929 of the European Parliament and of the Council of 28 October 2015.

4.7. Languages

A good working knowledge of English is required for all profiles.

4.8. E-request, e-Invoicing, e-Ordering and e-Fulfilment

The execution of the contract between the AGENCY and the contractors might be automated by the use of the following applications: e-Request, e-Invoicing, e-Ordering and e-Fulfilment. At the request of the AGENCY, the use of the above applications will be mandatory for contractors during the lifetime of the contract.

Tenderers should be aware that these applications can be modified at any moment to improve their security or to include new functionalities.

Tenderers should be aware of the fact that other applications currently under development may be implemented on a voluntary basis during the contract execution.

The successful tenderers, whose offer was submitted in a consortium, will be required to acquire a GLN number.

The GLN (Global Location Number) is designed to improve the efficiency of communication with trading partners. GLNs are used to identify the organisation such as whole companies or subsidiaries.

The GLN has a 13-digit numeric data structure and is composed of:

- GS1 Company Prefix – assigned by the GS1 Member Organisation
- Location Reference –allocated by the company to a specific location
- Check Digit –calculated according to the standard algorithm

For more information please consult GS1's paper:

http://www.gs1.org/docs/idkeys/GS1_Global_Location_Numbers.pdf

The electronic documents will be exchanged using the e-PRIOR platform, either via a system-to-system connection (web services) or through a web application (the Supplier Portal).

The links below further detail the technical and functional characteristics of the e-PRIOR platform.

The Supplier Portal can be found at: http://ec.europa.eu/dgs/informatics/supplier_portal/index_en.htm

The related documentation can be found at:

http://ec.europa.eu/dgs/informatics/supplier_portal/documentation/documentation_en.htm

In case of broken link/-s, the information will be accessible navigating from the main home page:

http://ec.europa.eu/dgs/informatics/index_en.htm

Please note that this part is not subject to evaluation.

4.9. Security assessment

Tenderers are informed of the obligations laid down in

- the Commission Decision 2017/46 of 10 January 2017 concerning the security of communication and information systems in the European Commission [25], and
- Commission Decision (EU, Euratom) 2015/443 of 13 March 2015 on Security in the Commission[26], as well as all its subsequent versions, and

[25] http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32017D0046

[26] http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015D0443

- Commission Decision (EU, Euratom) 2015/444 of 13 March 2015 on the security rules for protecting EU classified information[27], as well as all its subsequent versions,

The AGENCY reserves the right:

- prior to the signature of any specific contract, to proceed to security assessments of any person proposed;
- after the signature of a specific contract, to require any person involved to attend security briefings or training, and/or to sign a security statement.

4.10. Parking places at the buildings of ordering bodies

The AGENCY cannot guarantee that the contractors' staff working intra muros will have access to parking spaces in the AGENCY's building.

[27] http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2015.072.01.0053.01.ENG

5. Participating in the tendering procedure

Participation in tendering procedures is open on equal terms to all natural and legal persons coming within the scope of the Treaties of the European Union[28], and to all natural and legal persons in a third country which has a special agreement with the European Union on the conditions laid down in that agreement[29].

5.1. Consortia

The tenderers may submit a joint offer by creating a consortium. In this case, each member of the consortium shall accept the terms and conditions set out in the tender specifications, the contract as well as in all the relevant Annexes.

The offer must identify the consortium members by filling in the relevant points of the Tenders' Identification Form (Annex 3). The tenderer shall clearly specify the role and tasks of each member of the consortium. The members of the consortium shall designate one member as consortium leader with full authority to bind the consortium and each of its members. Each consortium partner shall fill in, date and co-sign with the consortium leader a power of attorney (Annex IV of Annex 4). The consortium leader shall act as a single point of contact with the EIT in connection with the present public procurement procedure.

In case of a joint offer, all members of the consortium will be jointly and severally liable towards the AGENCY for the performance of the contract.

5.2. Subcontracting

Subcontracting is allowed. In such cases, the AGENCY may demand information on any part of the contract that the tenderer may intend to subcontract to third parties and on the identity of any subcontractor. The AGENCY reserves the right to validate the proposed subcontractor(s).

The offer must clearly identify the subcontractor(s) by filling in the relevant points of Annex 3 of these tender specifications and prove its willingness to accept tasks proposed to them by the tenderer (e. g. by way of enclosing a letter of intent (Attachment 6 of Annex 3) of the subcontractors(s)). The offer shall describe which main task(s) will be subcontracted.

Once the contract has entered into force, the contractor shall retain full liability towards the AGENCY for the performance of the contract as a whole. The AGENCY will not have any direct legal commitment with the subcontractor(s).

[28] The Member States of the European Union

[29] Countries of the European Economic Area (Norway, Iceland and Liechtenstein), Former Yugoslav Republic of Macedonia, Albania and Montenegro

6. CONTENT OF THE TENDER

Your offer may be drawn up in any of the official languages of the European Union.

The tender must include:

(a) an **Administrative Part** including all the information and documents required by the AGENCY for the evaluation the of tender on the basis of the exclusion and selection criteria set out in point 6.1 below;

(b) a **Technical Part** including all the information required by the AGENCY for the technical evaluation of the tender as set out in point 6.2 below,

(c) a **Financial Part** setting out prices in accordance with paragraph 6.3 of these tender specifications.

6.1. Administrative Part

The administrative part of the tender must contain the documents including the identification of the tenderer.

This section of the offer should include the following information set out in the identification form, in Annex 3:

1. **Signed Cover letter:** The prospective tenderers are requested to provide a signed cover letter including the fact of submitting an offer, the identity of the tenderer and the acceptance of the terms and conditions included in the Tender Documents.
2. **Tenderer's identification form**: Prospective tenderers are requested to complete and sign the identification form. Should there be subcontracting, the AGENCY reserves the right to request this form to be filled in by the subcontractor.
3. **Financial identification form** which must be filled in and signed by an authorised representative of the tenderer and his/her banker. As an alternative to the signature, a copy of a bank statement by hiding the turnover data which is not older than 3 months will be accepted.
4. **Legal identification form** which must be filled in and signed by an authorised representative, and should be accompanied by a:
   Copy of some **official document** (official gazette, company register etc.) showing the name of the legal entity, the address of the head office, and the registration number given to it by the national authorities. In case the official document mentioned does not contain information on your VAT number, a **copy of the VAT registration document**.

6.2. Technical part

The technical part shall describe in detail how the services described in point 3.3 of the tender specification will be provided by the tenderer.

Technical evaluation questionnaire must be drawn up on the form included in attachment 3.1 (Lot1) or 3.2 (Lot2) of the "Standard Submission Form" annexed to the tendering specifications (Annex 3). If you change this form in any way, your offer will be disqualified.

Tenderers are required to fill the questions in the section 5 ANNEX 3 – "Standard Submission Form".

Regarding the evaluation of the technical offer, please see more information in point 7.3.1. of the tender specification.

6.3. Financial part

Financial quotations must be drawn up on the form included in attachment 5.1 (Lot1) or 5.2 (Lot2) of the "Standard Submission Form" annexed to the tendering specifications (Annex 3). If you change this form in any way, your offer will be disqualified.

Tenderers are required to fill the questions in the section 6 ANNEX 3 – "Standard Submission Form".

The prices must be quoted:

- in euros
- free of all duties, taxes and other charges, including VAT, as the Agency is exempt from such charges under Articles 3 and 4 of the Protocol on the privileges and immunities of the European Communities; the amount of VAT should be shown separately.
- inclusive of all costs and expenses directly and indirectly connected with the goods and/or services to be supplied.

Your financial quotation should be completely unambiguous. Your offer will be disqualified if it contains any statements preventing an accurate and complete comparison of the offers (such as "To be discussed", "Depending on x", etc.) or referring to external circumstances (such as an already existing but separate contract).

7. Assessment of the tenderers and offers

For the assessments under all sections of the “Standard Submission Form” (Annex 3), every lot is treated separately and the specific answers are taken into account.

7.1. Exclusion of tenderers

Tenderers shall provide a declaration on their honour (using the template form in Section 2 of “Standard Submission Form” in Annex 3), duly signed and dated, stating that they are not in one of the situations referred to in Article 106 and 107 of the Financial Regulation[30].

Documentary evidence as referred to in Art. 143 of the Rules of Application[31], confirming the declaration on their honour will be requested by the EIT from the winning tenderer(s), within a defined time-limit and preceding the signature of the framework contract(s).

The Early Detection and Exclusion System (EDES) will be consulted.

7.2. Selection of tenderers

7.2.1. Economic and financial capacity

a) Selection criteria

Tenderers are required to prove that they have sufficient economic and financial capacity to perform the contract.

In order to be economically and financially capable to provide the service, tenderers (i.e.in case of joint tender, the combined capacity of all members of the consortium and identified subcontractors) must demonstrate the following:

- The **minimum annual turnover for Lot 1.** in the last two financial years for which accounts have been closed is equal to or above EUR 370 000.

The sum of the annual turnovers of all consortium members will be taken into account to reach the minimum annual turnover of EUR 370 000.

- The **minimum annual turnover for Lot 2.** in the last two financial years for which accounts have been closed is equal to or above EUR 500 000.

The sum of the annual turnovers of all consortium members will be taken into account to reach the minimum annual turnover of EUR 500 000.

Evidence for the economic and financial capacity:

In order to participate in this procedure the tenderers shall provide:

- the “Declaration on honour on exclusion and selection criteria” drawn up according to the template found in Section 2 of Annex 3 Standard Submission Form, dated and duly signed by an authorised representative of the tenderer.

The tenderer shall provide the following proof that they meet this selection criterion:

[30] Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25 October 2012 on the financial rules applicable to the general budget of the Union and repealing Council Regulation (EC, Euratom) No 1605/2002, and in particular Article 208 thereof.

[31] http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02012R0966-20160101&from=EN

• financial statements (balance sheets & profit and loss account) for the last two financial years for which accounts have been closed, or equivalent documentation (e.g. where company law in the country in which the tenderer is established does not require the publication of the balance sheet);

If, for some exceptional reason that the EIT considers justified, the tenderer is unable to provide the evidence requested by the EIT, he may prove his economic and financial capacity by any other means that the EIT considers appropriate. In any case, the EIT must at least be notified of the exceptional reason and its justification. The EIT reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity. In case of public bodies, other documents, in particular the body's budget for the current year could be considered as appropriate.

If, in order to comply with the above requirement, a tenderer wants to rely on the capacities of other entities, regardless of the legal nature of the links which it has with them (e.g. subcontractors, companies within the same corporate structure, etc.) it must in that case prove to the contracting authority that it will have at its disposal the resources necessary for performance of the contract, by producing an undertaking on the part of those entities to place those resources at its disposal.

In case of participation of group members, e.g. local affiliates of international companies, figures of the entire group will only be taken into account if a written endorsement of the participation by the mother company is provided.

Further information is included in Section 3 of Annex 3 Standard Submission Form.

7.2.2. Technical and professional capacity

Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract. To that end they must fill in the section 4 and attachment 3 of ANNEX 3 – "Standard Submission Form" for Lots 1 and/or 2 separately and provide documentation which confirms that the tenderer meets the following minimum criteria which will apply to all lots:

- Suitability of the tenderer`s organisational structure to allow the delivery of the required services (Annex 3. Standard Submission Form Section 4., 4.1.)
- Manpower and qualification of staff relevant to the required services (Annex 3. Standard Submission Form Section 4., 4.2. and Annex 1. List of Profiles)
- Quality Control (mechanisms, certifications, conformity to standards) (Annex 3. Standard Submission Form Section 4., 4.3.)
- References in relation to similar projects/contracts (covering the domain of the concerning lot) (Annex 3. Standard Submission Form Section 4., 4.4.)

The tenderer shall reply to the relevant part of the Standard Submission Form (Annex 3) Section 4. The reply per question shall not exceed 1 A4 page, except for those where is differently indicated.

Tenders must be clear and concise, with continuous page numbering using the provided template, and assembled in a coherent fashion (e.g. bound or stapled, etc.).

You should pay particular attention to questions labelled "Mandatory". These questions require an unconditional affirmative answer. If no answer is given or if an affirmative answer is qualified in any way (e.g. a "yes, but ..." answer), your offer will be disqualified. Please note that the affirmative answers to mandatory questions will receive no points in the Technical Evaluation part of the "Standard Submission Form".

If you are not in a position to answer affirmatively to all the mandatory questions, you should not submit an offer.

(*) In order to verify the information provided by the tenderers, CVs along with copies of employers' references, client references, copies of previous contracts, list of staff and interviews of some proposed staff could be asked. For further details please see the respective Standard Submission Forms and attachments in Annex 3.

Important remark in relation to the assessment of the tenderers' manpower:

In order to verify the information provided by the tenderers in relation to the manpower and qualifications of the relevant staff proposed, tenderers should be aware of the fact that the AGENCY reserves the right to request from the tenderer that any of the proposed tenderer's staff or subcontractors (including freelancers) may have to come for an interview during the evaluation stage. This possibility is at the entire discretion of the AGENCY and limited in the scope (generally not more than 5 interviews per tenderer). The AGENCY will not reimburse any cost in connection with the expenses incurred by the tenderer to come to the interviews.

Please note that the supply of false information will lead to the exclusion of the tenderer at any stage of the tendering procedure.

Tenderers are requested to submit a list of staff as documentation (see "Connection Table" in Attachment 4 to ANNEX 3 – "Standard Submission Form" for Lots 1 and/or 2 separately"). In case of a consortium these thresholds will be verified on the group level. Detailed explanations are given in the Annex 3.

Tenderers are requested to provide a number of examples of standardised CVs for staff for each lot and profile highlighting the qualifications and professional experiences including the duration (year, month), the workplace and a short description about the job activity according to Attachment 2 to Annex 3.

For details on the CVs and the number of examples requested per lot, please see section 4 of Annex 3 "Standard Submission Form" for Lots 1 and/or2 separately.

Concerning the CVs requested: Tenderers need to make sure that names of any individuals are not indicated on the CV forms. Instead, please use numbers and fill in the connection tables for profiles and CVs (Attachment 4 to ANNEX 3 – ""Standard Submission Form" for Lots 1 and/or 2 separately") to make the connection between numbers and names. In order to protect confidential personal data, CVs will be circulated without the corresponding table.

The tenderers will be authorized to submit proposals for different lots. In such a case their capacity will be analysed for each individual lot, but also globally for the totality of lots in which they participate.

Considering that a company could participate in different consortia with different members some data may be requested at a company level.

7.3. Evaluation of offers

The contract will be awarded to the tenderer who submits the most economically advantageous bid, as assessed on the basis of the following factors:

7.3.1. Technical evaluation

The technical evaluation for Lot 1 is based on the questionnaire in Annex 3., Attachment 3.1 and for Lot 2. is based on the questionnaire in Annex 3., Attachment 3.2. For all lots a minimum threshold of 50% threshold per criterion and an overall threshold of 60% will apply. Offers that do not reach a minimum of 50% threshold per criterion or a minimum of 60 points of the maximum overall score for the technical evaluation for a lot will be eliminated from further evaluation.

Within the award criteria mentioned below, with regard to Lots 1 and 2, various aspects (sub-criteria) are considered to have different importance and weight. Those aspects have to be addressed by the tenderers in replying to the respective questions of the "Standard Submission Form" (Annex 3). The weights of those aspects have been mentioned next to the respective questions.

The technical evaluation will be conducted per lot by establishing an overall technical score for each technical proposal that takes into account the individual scores for the criteria listed below.

Please note that there will be no links between evaluation results from lot to lot and that separate proposals have to be submitted by lot. Every offer that successfully passes the technical evaluation, they will be assessed against the price offered.

The technical evaluation will be based on three criteria, defined in the table below.

Upon evaluation of the tenders according to these areas, a score will be given to every question. Scores will be attributed to the evaluation criteria according to the following scheme:

Lot 1: IT Service & Security

Criteria		%	Maximum points available	Minimum points to obtain
1.1.	Quality of the tenderer's proposal for the overall management of the services	20	20	10
1.2.	Quality of the tenderer's proposal for monitoring the services delivery	24	24	12
1.3.	Quality of the technical proposal in the domain of the tender	56	56	28
	Maximum overall score:		100	60

Lot 2: Software Development

Criteria		%	Maximum points available	Minimum points to obtain
1.1.	Quality of the tenderer's proposal for the overall management of the services	20	20	10
1.2.	Quality of the tenderer's proposal for monitoring the services delivery	24	24	12
1.3.	Quality of the technical proposal in the domain of the tender	56	56	28
	Maximum overall score:		100	60

Points will be allocated for each questions of the three above criteria according to the following system:

Points awarded[1]	Definition
0%	No evidence / total failure: The tender totally fails to address the question under examination, or cannot be assessed due to missing evidence.
20%	Very poor: The question under examination is addressed in an incomplete and unsatisfactory manner; serious concerns.
40%	Poor: The question under examination is partly addressed but with a few major gaps or issues.
60%	Satisfactory: The question under examination is generally addressed with only a few minor issues (up to 3 minor issues).
70%	Fair: The question under examination is fully addressed and the tender responds to all requirements of the Agency with no issues being identified.
80%	Good: The question under examination is fully addressed, the tender responds to all requirements of the Agency and it offers some added values.
90%	Very good: The question under examination is fully addressed, the tender responds to all requirements of the Agency and it offers good added values.
100%	Excellent: The question under examination is fully addressed and the tender offers excellent added values.

Maximum overall score

The maximum overall score for each tender will be calculated as the sum of the individual scores for the criteria. The total score of each criteria will be calculated as the sum of all the individual scores of the questions.

[1] 100% equals the maximum number of points achievable per question

Thresholds

In order to guarantee for a minimum level of quality, tenders that do not reach a minimum of 60% of the maximum overall score for the technical evaluation will be eliminated from further evaluation (i.e. 60 points minimum, out of the overall total of 100 points) for this lot.

In addition, tenders that do not reach a minimum score of 50% for each criterion of the technical evaluation will be considered of insufficient quality and will be eliminated from further evaluation for this lot.

7.3.2. Financial evaluation:

Prices must be inclusive of all additional costs.

Please be aware of Art 151 of the Rules of Application on abnormally low tenders.

The financial evaluation for Lot 1 is based on Annex 3., Attachment 5.1 and for Lot 2. is based on Annex 3., Attachment 5.2. Prices and Monthly fees quoted by the tenderer will be binding with regards to subsequent conclusions of specific contracts.

Only the tender(s) that reach the technical quality threshold mentioned will be subject to the price assessment.

IMPORTANT: please note that in order to avoid offers with abnormally low prices that could jeopardise the correct delivery of the services, for any tender with a financial offer below 30%[32] the average of all the other technically compliant offers the AGENCY may request in writing details of the constituent elements of the tender considered relevant and shall verify those constituent elements, after any deemed necessary assessment, taking account of the explanations received. These details may relate in particular - but not limited to - verifying real salaries paid to proposed experts, or tenderers' compliance with the provisions relating to employment protection and working conditions in force at the place where the services are to be performed.

7.4. Award

In order to determine the best value for money tender for the award of the contract, price (financial evaluation) and quality (technical evaluation) will not be given the same weighting.

At the level of this Call for Tenders the quality ratio weighting will be 60% and the price ratio weighting will be 40%.

Thus at the level of the Call for Tenders the award is based on the following formula:

$$\left\{ \frac{P_{min}}{P_{tender}} \times 40\% + \frac{Q_{tender}}{Q_{max}} \times 60\% \right\} \text{ x } 100$$

Where

- P_{tender}: Total reference price of the tender
- P_{min}: Price of the technically compliant tender with the lowest price offer
- Q_{tender}: Quality mark of the tender
- Q_{max}: Quality of the technically compliant tender with the highest quality mark

The contract will be awarded to the tenderer achieving the highest score.

[32] (Average Price - Tenderer Price)/Average Price > 30%

7.5. Procedure for awarding specific contracts in case of reopening the tender

Evaluation of tenders will be done as follows:

7.5.1. Qualitative evaluation

- Compliance with the specific requirements (20 points).
- Quality of the specific requirements (30 points).
- The justification of the allocation human resources (number of man days and profiles) proposed by the contractor for each phase of the assignment as defined in the specifications for the reopening of competition (50 points).

The sub-criteria may set for each re-opening of competition. In addition, a minimum threshold for quality for each re-opening of competition might be specified in the Request for Services.

7.5.2. Financial evaluation

The price used to determine the tender which offers the best value for money will be the total price proposed by the tenderer.

Each price per person-day cannot be above the one provided in Attachment 5.1 and 5.2 of Annex 3. Non-compliance with this requirement will lead to the rejection of the tender.

7.5.3. Award of the specific contract

The tenderers will be ranked with the following formula. The contract will be awarded to the most economically advantageous tender.

Weighting for quality = 50

Weighting for price = 50

Award formula:

Score for tender X = (cheapest price / price of tender X) * total quality score (out of 100) for all criteria of tender X

8. Annexes

Annex No	Description
1	List of profiles
2	Service level Requirements (SLR)
3	Standard submission forms and annexes
4	Model framework contract (including model specific contracts)