

TENDER SPECIFICATIONS

ATTACHED TO THE INVITATION TO TENDER 38/2013/OP/EITPROC

Development of Knowledge and Information Management Platform

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1. SUMMARY

Awarding authorities	The European Institute of Innovation and Technology, hereafter referred to as the EIT.
Purpose	Provision of IT consultancy and engineering services in the fields of Knowledge Management and Information Systems.
Lots	<p>This call for tenders is divided into 4 distinctive lots, each representing a separate market:</p> <p>Lot 1: Business and Knowledge Management Analysis Lot 2: Development and services Lot 3: Audit of IT Security Lot 4: UNI/ISO 27001 Certification</p>
Volume (indicative)	<p>The volume of the contract is included in Section 3.5.2.</p> <p>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.</p> <p>The EIT may exercise the option to increase the estimated market amount at a later stage via negotiated procedure with the successful tenderer(s) according to Art. 134 (f) of the Rules of Application to the Financial Regulation.</p>
Contracts	<p>For Lots 1 and 2 multiple framework contracts shall be signed with the successful tenderers. For the execution of these contracts a cascade mechanism as described in the attached Service Level Requirements (Annex 2) will apply.</p> <p>For Lots 3 and 4 single framework contracts will be signed with the successful tenderers.</p> <p>The draft framework contract is included in Annex 4.</p>
Submission of offers	Each tenderer can only submit <u>one</u> offer. This offer may include proposals either for one lot only or for certain combinations of lots (see Section 4.3). Proposals for various lots need to be complete and clearly separated from each other.
Duration of framework contract	4 years: 2 years with two possible prolongations of one additional year each (2 years+1+1 year).
Main places of performance and delivery	The main places of performance are the future contractors' premises or the premises of the EIT. The main place of delivery is the premises of the EIT in Budapest.
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	Permitted.
Subcontracting	Subcontracting is permitted to subcontractors proposed in the offers submitted in reply

	<p>to the call for tenders.</p> <p>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.</p> <p>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.</p> <p>Furthermore, additional levels of subcontracting (e.g. subcontracting of subcontracts) are not allowed during the execution of the contract.</p>
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2. INTRODUCTION

2.1. Background

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 2008¹. 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.

2.2. Purpose

The EIT intends to contract consultancy and engineering services in the context of the implementation of the Knowledge Management System (KMS) and the Information System (IS). The objective is to provide support and expertise in all the phases of this endeavour from strategy definition to day-to-day maintenance of the final products once implemented in an interoperable environment.

The scope in which this needs to take place is characterised by the multi-polarity of the EIT organisation with the EIT Headquarters (HQ) based in Budapest and information coming from the Knowledge and Innovation Communities (KICs) with sites all over Europe. Knowledge Management covers a wide spectrum of information between HQ and the KICs.

For this purpose, the EIT is launching an open call for tenders aimed at concluding framework service contracts (hereafter referred to as "contract"). The Tender Specifications will become an integral part of the contract(s) that will be concluded following the award procedure. Non-compliance with them during the performance of the contract may constitute a reason for EIT to terminate it.

¹ OJ L 97/1 of 9.4.2008

3. TECHNICAL SPECIFICATIONS

3.1. Purpose of this document

These tender specifications are designed in order to ensure that:

- EIT can identify and acquire the required services in order to fully support through IT Operations its task to fulfil its strategic goals stated in the EIT Triennial Work Program
- The tenderers understand the context and the expectation of the EIT in the context of IT and Knowledge Management (KM);
- The tenderers have the possibility to demonstrate the understanding of the mid-term strategy of EIT and translate it in technical requirements;
- The tenderers understand the requests in terms of technical capacity necessary to carry over the services in the context of this tender;
- EIT is supported in all the phases of the life of the adoption of IT solutions.

The winning tenderer(s) will provide expertise at the different stage of the lifecycle so that through the design, development, implementation and maintenance of Knowledge and Information Management Systems and processes, the following overarching objectives are achieved:

3.2. General Requirements/objectives

The Business Objectives of the EIT are included in the EIT Triennial Work Program available on the EIT Website <http://eit.europa.eu/about-us/key-documents/>.

The scope of this procedure is to implement all the systems related to the EIT Headquarter's projects, the integration with KICs Operations and the dissemination and evaluation of the impact to the wider public.

The general objectives can be translated specifically into services to support the software lifecycle and the IT systems of the EIT.

These objectives of the call are to rationalize and improve the efficiency of the business processes related to knowledge flows in support of the EIT strategic objectives.

The future contractors are required to analyse/communicate/disseminate on the basis of evidence derived from information collected through the Knowledge Management Systems and processes. This can only be achieved if the internal processing of data, and business intelligence, including custom workflows are in place on a collaborative working platform. In order to achieve these general objectives the winning tenderer(s) will provide expertise at the different stages of the lifecycle so that throughout the design, development, implementation and maintenance of Knowledge Management and Information Systems and processes the contractors ensure the fulfilment of the mentioned general objectives.

In order to ensure a seamless flow of information upon which knowledge can be derived, the supporting IT systems and processes need to be interoperable, scalable, robust and ensure data integrity, recovery and consistency.

It is expected that the IT system will consist of several interoperable sub-systems (at the EIT HQ and the KICs) having different main functionalities. Without pre-judging of the final list of sub-systems, the ones considered in a high level view for implementation are interalia:

- Office productivity tools
- Messaging and Communication Systems
- Document Management System
- Workflow Management System
- Data Warehouse
- Business Intelligence and Performance Management System
- Customer Relationship Management
- Community and Social Activities
- User Interface
- ...

Since the EIT is still at the early stage of its existence, implementing knowledge management systems and processes constitute a major endeavour for which IT architect expertise and workflow expertise will be required in order to build an interoperable, coherent and consistent structure from functional and technical perspectives.

Whereas the scope of the IS and KM activities in the past has been focused on developing the internal operations of the Institute, in the future the objective is to scale up to the larger community of the EIT and KICs partner and stakeholders.

In order to accompany the process from the assessment of the needs to the assistance of the users of the products (IT systems or processes), strategic advices and change management techniques need to be part of the overall approach.

3.3. IT Infrastructure

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

EIT Knowledge Management Platform is currently based on Microsoft SharePoint 2010 Enterprise; databases are hosted on SQL Server 2008 Enterprise. The migration to SharePoint 2013 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 in consideration the best trade-off between using this technology and the opportunity to select ad hoc applications.

Microsoft Licensing is covered separately from this procedure by a different Framework Contract but the offer shall contain as reference the necessary requirements also from this point of view.

Currently MS Exchange is not integrated in in SharePoint.

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

The EIT has 50 users, and 25 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). In the longer perspective is foreseen that EIT staff could reach 70 users.

3.4. Structure of the tender and main requirements

The call for tenders is divided in the following 4 Lots:

3.4.1. **Lot 1: Business and Knowledge Management Analysis**

The objective of this lot is to provide services to gather and analyse the need of the organization in terms of knowledge management and business processes development in order to improve the effectiveness of the current processes, design new services and carry out the implementation acting as proxy between the business users (EIT) and the IT development team (3rd parties).

The service providers have to be skilled individuals with high competence in functional analysis in the areas of Knowledge Management and Business Process Implementation that will complement.

In particular the future contractor shall provide services in at least one of the following areas:

- Area 1: Analysis of Business Requirements
 - o Data warehousing and data mining
 - o Customer Relationship Management
 - o General Business related Requirements
- Area 2: Knowledge Management and Social communities
 - o Knowledge transfer models and tools
 - o Enterprise Social Media
 - o Social Networks
- Area 3: High level Business Processes Consultancy
 - o Corporate Organization and Governance
 - o Quality procedures,
 - o Business Process Management, Six Sigma and Lean Enterprises
 - o Change Management and Business transformation

The future contractor's staff will be mainly working within the EIT premises or at the future contractor's site according to the specific need of the project. The Knowledge Management Team of the EIT will be responsible for the coordination.

Please note that according to the cascading system there could be a different preferred contractor and a reserve list for each area.

3.4.1.1. Coverage of the Business and Knowledge Management Analysis

The future contractor will perform the following tasks:

- Provide benchmark in trends and good practices in terms of Knowledge Management.
- Identify areas of intervention for the development of the Knowledge and Information Systems.
- Define the detailed requirements and be responsible for the functionality of the applications.
- Define functional and technical solution strategies with corresponding detailed planning.
- Provide support by coaching on business analysis and requirements collection.
- Provide support in managing the implementation of IT and KM projects, following up the projects and managing the related documentation.
- Provide support by coaching on the applications being implemented to ensure buy-in of the EIT and the KICs
- Contribute to the (re)definition of the interoperability and development standards
- Cooperate with EIT IT/KM staff and other suppliers
- Organize testing and user acceptance test following up the debugging of the applications

- Provide Advanced Power User training on the job to the users on the different aspects and modules of the system

3.4.2. **Lot 2: Development and Service**

This Lot has two objectives:

- To support EIT by developing high quality software
- To maintain IT services at high level of availability and efficiency.

The future contractor will support the full lifecycle of software according to EIT framework that implements the European Commission's PM² framework². The future contractor will be also in charge of ensuring that EIT services are maintained at high level of availability, providing support to the systems and to the users of the services managed by EIT.

3.4.2.1. Software development

The contractor will perform the services either with the modality of fixed price, quoted time and means or time and means in order to develop new products or assist in the evolution and maintenance of the existing application used by the EIT.

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 | User acceptance, handover to maintenance... |
| - Monitor & Control: | Throughout the whole project lifecycle monitors & controls the work, risks, |
| - | issues, quality... |

The future contractors will perform the following tasks:

- Define the detailed requirements
- Define functional and technical solution strategies with corresponding detailed planning
- Provide support in procurement and maintenance of hardware and software to provide high level of service
- Provide support in design, development/customization, implementation, test, hand-over, support, maintenance of applications in the field of Knowledge Management
- 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 EIT and KICs 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 EIT and his partners
- Contribute to the (re)definition of the interoperability and development standards
- Support the change management process for any changes in the IT system

² PM² is a Project Management Methodology created to facilitate the effective management of the complete lifecycle of business and IT projects within the EC. PM² incorporates best practices and methodologies such as the PMBOK, PRINCE2, TEMPO, CMMi, RUP@EC and operational experience from the different DG's.

- Cooperate with EIT IT staff and other suppliers
- Provide Advanced Power User coaching on the job to the KM team and IT team on the different aspects and modules of the system

The future contractor will also offer availability of the profiles for incident management according to 2 different services:

- Extended Working hours availability (is provided within 2 working hours between 8am and 8 pm)
- 24/7 availability (is provided within 2 working hours, the whole day any day of the week)

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

The future contractor will consult EIT in taking architectural and technology decisions and to make sure that the infrastructure is performing to offer end users the best environment.

3.4.2.2. IT Services

The future contractor(s) will provide system administration of the EIT IT Infrastructure and the necessary support to end users in the access to the ICT infrastructure and the Software Development Lifecycle.

Services

- Helpdesk, support & maintenance with normal or high availability
- Capacity management, infrastructure development planning and implementation
- Monitoring of the IT services and maintenance of the infrastructure.
- Time & means on-site

Availability

- On-site support (one Infrastructure Specialist)
- Stand-in with response times according to the Annex 2 (Service Level Requirements)
- Call-in during extended business hours
- Call in out of the extended business hours (when requested see Service Level Requirement)

Areas

The tenderer shall provide support to EIT in all the following IT support & maintenance activities (IT activities)

- Maintenance of server and support to the client fleet management
- 1st / 2nd level IT support
- Licenses management
- Services helpdesk
- Infrastructure
- Technical support on the EIT Infrastructure and applications
- Backup and security
- Capacity management

Service Level

The Level of Service Required is included in Annex 2 (Service Level Requirements).

3.4.3. Lot 3: Audit of IT Security

The objective of this lot is to provide guidance to the EIT in defending itself against security threats.

The future contractor shall provide policies and audit of the EIT Infrastructure in order to guide our IT team to secure the EIT data from internal and external threats.

The assessment covers:

- the internal network,
- the server infrastructure,
- the PC clients and mobile devices,
- the EIT WAN access and the services published via EIT DMZ,
- the external website.

Furthermore the future contractor will provide guidance and will prepare the documentation for the certification of the EIT according to the UNI/ISO 27001 Certification.

The tenderers for Lot 3 shall not participate in Lots 2 and 4.

The services will be provided mainly through fixed price specific contracts.

3.4.3.1. Expected activities and deliverables:

- Conduct an annual Security Assessment including:
 - IT Risk Assessment
 - Configuration Assessment
 - Infrastructure Level Penetration test
 - Application Level Penetration test
 - Internal audit surveillance in the scope of ISO 27001³
 - Action plan to secure the infrastructure
- Support (once) in the preparation to ISO27001 Certification
 - Readiness Assessment
 - Prepare documentation for the certification
 - Instruct and train EIT Organization to comply with the applicable rules
 - Support EIT during the certification process

3.4.4. Lot 4: UNI/ISO 27001 Certification

The objective of this lot is to certify the EIT according to UNI/ISO 27001 standards.

The future contractor shall be an accredited certification body and will perform the following tasks:

- Initial assessment and certification of EIT according to the standard

³ When obtained

- Yearly surveillance

The tenderers for Lot 4 shall not participate in Lots 2 and 3.

The services will be provided mainly through fixed price specific contracts.

3.5. Expected requirements for the contractor entity

3.5.1. Indicative profiles

Annex 2 includes the detailed description of the profiles for Lots 1, 2 and 3 under this call for tenders.

3.5.2. Indicative Profile allocation and volume

The above mentioned indicative staff profiles will be used for the delivery of the services in the realization of the project. Below is indicated expected usage of the profiles; please note that the figures are only indicative and may not correspond to the actual demand for the profiles during the execution of the contract.

		Man/days in 4 years	
		LOT1	LOT 2
KM and Business Consultant - Area A	KBC-A	516	
Senior KM and Business Consultant - Area A	SKBC-A	220	
KM and Business Consultant - Area B	KBC-B	380	
Senior KM and Business Consultant - Area B	SKBC-B	170	
KM and Business Consultant - Area C	KBC-C	340	
Senior KM and Business Consultant - Area C	SKBC-C	140	
Analyst Programmer	AP		1684
Application Architect	AR		656
Business Analyst	BA		916
Data Base Administrator	DBA		124
Interface Designer	ID		160
Infrastructure Specialist	IS		356
Network Security Specialist	NS		124
Project Manager	PM		256
Senior Analyst Programmer	SAP		1524
Senior Data Base Administrator	SDBA		32
Senior Enterprise Architecture Consultant	SEAC		32
Senior Infrastructure Consultant	SIC		32
IS Tester	TE		612
Technical Writer	TW		220
IS user assistance person	UA		244
Webmaster	WM		92

The services will be mainly delivered under quoted time and means specific contracts on normal working days in normal working hours.

The following services will be requested in the context of this tender as estimated:

		LOT1	LOT 2	LOT3	LOT4
Service Support (monthly fee)	SERVICE		48		
24/7 availability upgrade (monthly fee in addition to Extended Working hours)	247UPG		18		
Information Security Audit (each assessment)	ISAUDIT			4	
Preparation to Certification ISO27001	PREP27001			1	
Certification ISO27001	CERT27001				2
Yearly Surveillance Implementation ISO27001	SURV27001				2

3.5.3. Indicative working and reporting methodology

The Contractor shall ensure that all procedures are fully documented and tested. Besides the activity specific deliverables, the future contractors are expected to provide the following project reporting in English:

- A draft work plan and a detailed description of the associated working methodology as part of the offer for a specific contract,
- A finalized work plan and working methodology following the kick-off meeting and regular progress reporting, of which the regularity is depending on the specific task length and characteristics,
- Detailed analysis of requirements and functional analysis documentation,
- A test plan and their results,
- A technical documentation for all functions,
- Source Code fully documented and commented,
- User documentation including Standard Operating Procedure,
- Progress and closing reports.

Progress reporting is typically monthly, adjusted to the EIT's internal progress reports. In addition to this the future contractor will provide a closing report as well.

In case the activity results in a tangible product or a service, the future contractor must provide technical reporting: proper product or services documentation, including fully detailed description, user manual, administration manual, recovery instructions, all following the EIT's service interoperability and development standards. The content and layout requirements of the report may evolve to better suit EIT needs. This evolution, if necessary, will be handled in collaboration with the Contractor.

Regarding the location it will be partly extra and partly intramural according to the agreement between the future contractor and the EIT.

The EIT can request additional development in the area of Knowledge/Document Management or Business Intelligence.

4. CONTRACTUAL INFORMATION

4.1. Nature of the contract and subcontracting

For Lots 1 and 2 multiple framework contracts in a cascade shall be signed with the successful tenderers. For Lots 1 and 2 the EIT may award framework contracts to up to 3 tenderers per lot. The conditions under which such multiple contracts are performed are laid down in the Service Level Requirements (ANNEX 2).

For Lots 3 and 4 single framework contracts will be signed with the successful tenderers.

In case of a joint offer by more operators, please indicate who is the consortium leader and the role of the other parties. The winning tenderer shall provide the Power of Attorney (See ANNEX 4) document before the signature of the contract.

Subcontracting is permitted to subcontractors proposed in the offers submitted in reply to the call for tenders.

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.

Furthermore, additional levels of subcontracting (e.g. subcontracting of subcontracts) are not allowed during the execution of the contract.

4.2. Duration

The contract shall commence on the day following signature by the last contracting party and run for the period of two years. The contract might be renewed 2 times for a period of one year.

4.3. Structure of the contract

The tenderers can apply to any of the lots only and to the combination of different lots. Such combination can only be:

- Lot 1 and 2
- Lot 1 and 3
- Lot 1 and 4

Please note that other combinations are forbidden.

The contract will be implemented through the conclusion of specific contracts.

For Lots 1 and 2 Services will be acquired using "*intra-muros*" = "Time & Means" (TM), "*extra-muros*" = "Fixed Price" (FP) or "Quoted Time & Means" (QTM) orders.

For Lots 3 and 4 Services will be acquired using "*extra-muros*" = "Fixed Price" (FP) orders.

4.4. Account management

The future contractor(s) shall designate an account manager who must be able to communicate orally and in writing fluently in English, to act as a single point of contact with the EIT.

4.5. Place of performance and delivery

The place of performance will be at the future contractor's premises, other parts at the EIT's premises. The place of delivery will be at EIT's premises in Budapest.

4.6. Invoicing and payment

The services covered by this call for tenders shall be invoiced according to the provisions of the respective specific contracts. The Extended Working Hours availability and the 24/7 availability will be invoiced monthly on the basis of time sheets signed by the EIT and the future contractor.

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

As soon as, and within 60 (sixty) calendar days, the provision of the services and delivery of the product is acknowledged by EIT, the future contractor will be expected to issue an invoice for the corresponding order form.

Only complete deliveries will be eligible for payment, and invoicing will be based exclusively on actual services rendered and products delivered. In no case the future contractor will invoice the EIT for a service or a product which has not been previously agreed upon. The EIT reserves the right not to accept invoices that are issued after 6 (six) months from the day of the service rendered and product delivered.

Payments will be made within a maximum of 30 (thirty days) from the date of reception and acceptance of the invoice by the EIT. It should be noted that this is a maximum timeframe.

Invoices shall be issued in EUR.

5. CONTENT OF THE TENDER

All tenders must provide answers and relevant documentation to all parts of the Standard Submission Form: administrative part, economic and financial-, technical and professional capacity, technical evaluation and a financial evaluation part.

5.1. Administrative Part

The first section of each tender must contain the documents relative to the identification of the tenderers and to the exclusion criteria:

5.1.1. Tenderers' identification

This section 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 EIT 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**.

5.1.2. **Exclusion documentation**

When submitting their tenders, prospective tenderers shall provide a **declaration on their honour**, duly signed and dated, stating that they are not in one of the situations mentioned in the form provided in Annex 3 of the tender specifications (Standard Submission Form).

5.2. Selection Part

A. Economic and financial capacity

Tenderers must provide evidence of economic and financial capacity by filling in Section 3 of Annex 3 Standard Submission Form.

B. Technical and professional capacity

Tenderers must provide evidence of technical and professional capacity by filling in Section 4 of Annex 3 Standard Submission Form.

5.3. Technical evaluation part

The tenderer shall reply to the relevant part (Section 5) of the Standard Submission Form (Annex 3). The reply per question shall not exceed 1 A4 page, except for those where is differently indicated.

5.4. Financial evaluation part

The financial part of the tender must be drawn up by indicating the price for the services using the template provided in the Standard Submission Form "financial evaluation questionnaire".

In order to be valid, the price list must be:

- Completed, filled in, dated, stamped, and signed by the authorized person. Each page shall be dated and signed.
- Precise, unambiguous and avoid terms as "To be discussed", "conditional to", "depending on x", etc.
- All requested prices shall be quoted, if the indication of one or more prices will be accidentally omitted, the offer will be considered non-compliant.

The tenderer's attention is drawn to the following points regarding prices:

- Price must be expressed in EUR. The amount of VAT, if applicable, must be indicated separately.
- Prices should be in line with the tenderer's usual pricing policy and comparable with market prices for the type of services or supplies indicated. Since the order forms implementing the contract will be concluded on the basis of the price lists, the financial offer together with the rest of the tender will be an integral part of the future contract.
- Unit prices must include all relevant costs and all expenditure (management of the firm, secretarial services, social security, salaries, etc.) incurred directly and indirectly by the contractor in performance of the tasks which may be entrusted to him/her. In particular, unit prices for services provided must also include delivery costs to the venues of the event.

The tenderers shall be aware of Article 151 of the Rules of Application to the Financial Regulation (Commission Delegated Regulation 1268/2012 of 29/10/12) on abnormally low offers.

6. ASSESSMENT OF TENDERS AND AWARD OF THE CONTRACT

Tenders received within the deadline set in the invitation to tender will be assessed subsequently against the exclusion, selection and award criteria.

6.1. Exclusion criteria

The purpose of these criteria is to determine whether a tenderer is authorised to participate in the tendering procedure according to Articles 106 and 107 of the Financial Regulation⁴ (I Regulation 966/2012 of 25/10/2012, as amended).

The tenderers shall provide a declaration on their honour (included in Annex 3 Standard Submission Form) duly signed and dated, stating that they are not in one of the situations referred to in the abovementioned articles. Evidences confirming the declaration on their honour will be requested by the EIT from the winning tenderers, within the defined time limit and preceding the signature.. The EIT reserves the right in case of doubt to ask the successful tenderers to provide further evidence of not being in any of the situations described in the declaration on honour.

The Central Exclusion Database (CED) will be consulted.

6.2. Selection criteria

The purpose of these criteria is to determine whether a tenderer has the necessary economic, financial, technical and professional capacity to carry out the tasks. Tenderers who are not considered to have the required capacity will not proceed to the award phase.

Economic and financial capacity

For all Lots:

- Professional risk indemnity insurance
- Balance sheets or equivalents for the past 2 years
- Overall annual turnover and turnover concerning the services

It is required that the following minimum annual turnover thresholds per lot be exceeded:

Lot	Minimum annual turnover threshold
1	€ 60.000
2	€ 500.000
3	€ 60.000
4	€ 60.000

Table 1 – Minimum turnover threshold

These thresholds will be verified based on turnover figures for the fiscal year 2011. In case of a consortium these thresholds will be verified on the combined level of the consortium.

⁴<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2012:298:0001:01:EN:HTML>

Technical and professional capacity:

For Lots 1, 2 and 3:

- Suitability of the tenderer's organisational structure
- Manpower and qualification of staff
- Quality Control Methodology
- Tenderer's experience in the domain with references to similar projects

For Lot 4:

- Establishment as accredited certification body
- Suitability of the tenderer's organisational structure
- Quality Control Methodology
- Tenderer's experience in the domain with references to similar projects

Further information is included in Section 4 of Annex 3 Standard Submission Form.

6.3. Award criteria

The purpose of these criteria is to choose among the best tender received from eligible tenders (those submitted by prospective tenderers who are not subject to any of the situation described above in the exclusion criteria).

6.3.1. Technical evaluation

This section is of crucial importance in the assessment of the tenders, and the award of the contract. It will be assessed based on the following criteria:

6.3.1.1. Lot 1: Business and Knowledge Management analysis

Criteria		Maximum Points	Minimum Points
5.1	Quality of the tenderer's proposal for the overall management of the services	16	8
5.2	Quality of the tenderer's proposal for the ordering of the services	8	4
5.3	Quality of the tenderer's proposal for the delivery of the services	18	9
5.4	Quality of the technological proposal in the domain of the tender	58	29
Total:		100	60

For the evaluation a minimum threshold of 50% per criterion and an overall threshold of 60 % will apply

6.3.1.2. Lot 2: Development and Services

Criteria		Maximum Points	Minimum Points
5.1	Quality of the tenderer's proposal for the overall management of the services	16	8
5.2	Quality of the tenderer's proposal for the ordering of the services	6	3

5.3	Quality of the tenderer's proposal for the delivery of the services	34	17
5.4	Quality of the technological proposal in the domain of the tender	44	22
Total:		100	60

For the evaluation a minimum threshold of 50% per criterion and an overall threshold of 60 % will apply

6.3.1.3. Lot 3: Audit of IT Security

Criteria		Maximum Points	Minimum Points
5.1	Quality of the tenderer's proposal for the overall management of the services	20	10
5.2	Quality of the tenderer's proposal for the delivery of the services	36	18
5.3	Quality of the technological proposal in the domain of the tender	44	22
Total:		100	60

For the evaluation a minimum threshold of 50% per criterion and an overall threshold of 60 % will apply

6.3.1.4. Lot 4: UNI/ISO 27001 Certification

No technical evaluation will be performed on Lot 4, the contract will be awarded to the tenderer offering the lowest price between those that fulfil the required capacity.

6.3.2. Financial evaluation

The price to be taken into account for the financial evaluation and for the award of the contract is the "TOTAL" indicated by the tenderers in Section 6 of Annex 3.

A margin of 10% for unforeseen events might be added for the awarded amount of the contract.

6.4. Award of the contract

For Lots 1, 2 and 3 the contract will be awarded to the tenderer offering best value for money according to the following formula:

$$\frac{P_{\min}}{P_{\text{offer}}} \times 40 + \frac{Q_{\text{offer}}}{Q_{\max}} \times 60$$

Where

- **P_{offer}**: Net price as calculated in 5.4
- **P_{min}** : Lowest net price among the tenders
- **Q_{offer}**: Quality of the offer
- **Q_{max}**: Maximum quality point possible

For lot 4 the contract will be awarded to the tenderer offering the lowest price.

7. ANNEXES

1. List of profiles
2. Service Level Requirements
3. Standard Submission Forms and Annexes
4. Model Framework Contract (including model specific contracts)