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| **Technical evaluation questionnaire – Lot 1** |

Call for Tenders 02/2018/OP/EITPROC LOT 1

Name of the tenderer : ……………………………………………………………………………

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

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| **Points awarded[[1]](#footnote-1)[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.

**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.

# Evaluation of the offer – Technical evaluation LOT 1

## Quality of the tenderer’s proposal for the overall management of the services (20 points)

### How do you propose to manage the phase-in of the contract (e.g. during the first months) in order to be in a position to provide the best services to the AGENCY at the shortest possible time? Please describe the necessary steps needed to take over the system administration and support of the IT infrastructure including all the ITIL processes in order to be operationally ready (**10 points** max 1200 words)

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| Reference: ………. |

### Describe how you verify that the staff you propose match the requirements mentioned in the requests (particularly concerning the conformance with the profiles, the technical and language skills)? (**5 points** max 600 words)

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| Reference: ………. |

### How will you try to assure the availability of the proposed staff at the start and during the implementation of the contract? Explain in detail what you will do in case of non-availability at the different steps of the ordering procedure (**5 points** max 600 words)

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| Reference: ………. |

## Quality of the tenderer’s proposal for monitoring the services delivery (24 points)

### Describe the support services that you propose to offer to your staff during the execution of a contract in the premises of the AGENCY **(5 points -** max 600 words**)**

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| Reference: |

### Describe how you propose to manage the preparation of your staff working in time and means in the premises of the AGENCY **(5 points -** max 600 words**)**

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| Reference: |

### Describe how you guarantee knowledge sharing in a way that avoids that individual staff becomes ‘single point of failure’ **(7 points -** max 600 words**)**

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| Reference: |

### Describe the modalities with which you aim to manage requests for changes and new development and the risk related **(7 points -** max 600 words**)**

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| Reference: |

## Quality of the technical proposal in the domain of the tender (56 points)

### Considering the description of the tender and the profiles in the service requirements, give your global analysis on the following points

#### Describe how you envision, plan, build, configure, stabilize and deploy an installation and/or configuration of a new IT service on the AGENCY IT infrastructure.

**(9 points – max 1200 words)**

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| Reference: |

#### The contractor will be responsible for setting up and integrating the required levels of support services for the AGENCY IT infrastructure. Seamless integration with the existing processes, ability to interface third party providers, smooth operation and timely response are key factors in the delivery of such support services.

The tenderer shall describe his proposal by presenting a clear process overview of Agency`s service support landscape highlighting actors, responsibilities, information flows and relevant data for achieving an efficient and effective resolution of IT issues.

**(8 points – max 1200 words)**

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| Reference: |

#### The tenderer shall clearly define the following issues: a) Description of the tenderers approach to monitoring system and application events, proactive identification of problems, identify incidents and ensure their swift resolution in case of 24/7 services. b) Description of how the tenderer will efficiently coordinate incident resolution and change request related to infrastructure and network services considering also the case of involvement of 3th party services.

**(16 points – max 1800 words)**

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| Reference: |

#### Describe how you would proceed in supporting the AGENCY’s IT processes according to the ITILV3 methodology, how you would contribute to the improvement of the current IT processes, the risks related and the quality assurance procedure to deliver high quality processes.

**(12 points – 1800 words)**

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| Reference: |

#### Describe how and according to what conditions you will manage the efficient and effective delivery of L1, L2 Service support and the best level of service you can offer to the AGENCY in terms of acknowledge of the Incidents, engagement of the support specialists and resolution of the issues.

**(8 points – max 1400 words)**

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| Reference: |

### Give in order of priority what you consider the 5 most important technological points that will influence this tender domain in the next 4 years. For each of these points, explain how you will take them into account in your offer of services for this tender.

**(3 points – max 600 words**

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| Reference: |

1. [1] 100% equals the maximum number of points achievable per question  [↑](#footnote-ref-1)