



Area Resources

Finance and Procurement, Procurement Service

Thessaloniki, 23/08/2011
RS/PRO/YSIRAK/2011/0609**OPEN INVITATION TO TENDER****AO/RES/SAK/Servers-Storage/016/11****“Acquisition of Servers and Storage & provision of ancillary services”****Ref.: contract notice - OJ number 2011/S 160-263011 of 23/08/2011**

Dear Sir/Madam,

We thank you for the interest you have shown in this tender.

The purpose of this tender and additional information necessary to present a tender can be found in the Tender Specifications and in the respective Technical Specifications. Please note the following important points concerning the submission of a tender and its implications.

1. Tenders should be submitted preferably in English, but in any case in one (or in any) of the official languages of the European Union.
2. Tenders may be submitted exclusively in one of the following ways:

(a) by post to be dispatched not later than **the date and time specified in the timetable in point 8 below**, in which case the evidence shall be constituted by the date of dispatch on the postmark or the date of the deposit slip, to the following post address of Cedefop :

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service, Mr G. Paraskevaidis
PO Box 22 427
GR – 55102 Thessaloniki, Greece**

Important:

Tenderers shall inform Cedefop by e-mail (c4t-services@cedefop.europa.eu) or fax (+30 2310 490028)

- ✓ *that they have submitted an offer in time, and*
- ✓ *that they request Cedefop to confirm receipt of the e-mail or fax.*

Do not attach your offer to any of the above information e-mail or fax.

OR

(b1) by courier service to be dispatched not later than **the date and time specified in the timetable in point 8 below**, in which case the evidence shall be constituted by the date of dispatch to the address below or the date of the deposit slip,

OR

(b2) delivered by hand not later than **the date and time specified in the timetable in point 8 below**, in which case a receipt must be obtained as proof of submission, signed and dated by the official in the above mentioned Service who took delivery,

to the following address (for points **(b1)** and **(b2)**):

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service, Mr G. Paraskevaidis
123, Europe Str, GR-57001 Thessaloniki-Pylea,
PO Box 22 427 - Greece
Tel: +30 2310 490111 / 490 064**

Please note that Cedefop is open from 09h00 to 17h00, Monday to Friday. It is closed on Saturday, Sunday and Cedefop holidays.

3. Tenders must be submitted strictly adhering to the following.

Tenders must be submitted in a sealed envelope itself enclosed within a second sealed envelope. If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape.

The **outer envelope**, addressed simply to Cedefop (address depending on the means of submission, see point 2 above), should only bear additionally **the name and address** of the sender.

The **inner envelope**, addressed to the Procurement Service as indicated under point 2 above, must bear a self-adhesive label with the indication **“Open Invitation to tender – Not to be opened by the internal mail service”** and all the necessary information, as shown below:

NEGOTIATED INVITATION TO TENDER CEDEFOP No: AO/RES/SAK/Servers-Storage/016/11 “Acquisition of Servers and Storages & provision of ancillary services” Name of tenderer: NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE

The inner envelope must also contain three sealed envelopes, namely, Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”. The content of each of these three envelopes is described in point 6 of the attached tender specifications.

4. Tenderers must ensure that their tenders are signed by an authorised representative and that tenders are legible. It is mandatory to include in the offer a cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award, stating that the tenderer accepts in full and without restriction the requirements of these Tender Specifications, and the Special and General conditions governing this contract as the sole basis of this tendering procedure (see also point 1 of the Tender Specifications).
5. Submission of a tender implies acceptance of all the terms and conditions set out in this invitation to tender, in the specifications and in the draft contract and, where appropriate, waiver of the tenderer’s own general or specific terms and conditions. It is binding on the tenderer to whom the contract is awarded for the duration of the contract.
6. The opening of tenders will take place at Cedefop on **the date and time specified in the timetable in point 8 below**. Each tenderer may be represented at the opening of tenders by one person. The name of the person attending the opening must be notified in writing by fax (Fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu) at least two working days prior to the opening session.
7. Contacts between the contracting authority (Cedefop) and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

Before the final date for submission of tenders:

- At the request of the tenderer, the Cedefop Procurement Service may provide additional information solely for the purpose of clarifying the tender documents. Any request for additional information must be made in writing by fax (fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu).

Requests for additional information/clarification should be received by the date and time as specified in the timetable in point 8 below. No such requests will be processed after that date.

- The contracting authority may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other clerical error in the text of the call for tender.

Any additional information, including that referred to above, will be published on Cedefop's website. Please ensure that you visit regularly the site for updates up to the closing date for receipt of tenders.

After the final date for submission of tenders:

- Tenderers should not contact the contracting authority (i.e. Cedefop) on their own initiative after the final date for submission of tenders.
- Tenderers should not amend their offers, e.g. by completing the documents they sent, replacing them with amended ones or sending new documents initially not included in the tender, as this will lead to rejection of the tender. Any such need identified by the Evaluation Committee will be notified to the tenderer concerned at Cedefop's initiative, providing for a reasonable deadline for response (see also the provisions under the heading below).

After the opening of tenders:

- If clarification is required or if obvious clerical errors in the tender need to be corrected, the contracting authority may contact the tenderer provided the terms of the tender are not modified as a result.
- Tenderers should not contact the contracting authority (i.e. Cedefop) on their own initiative after the tenders have been opened.
- If the supporting documents for the assessment of an award criterion are missing, these may not be requested as clarification if this might alter the proposal. Any requests for clarification in that regard should not lead to amendment of the terms of the tender. The tenderers' replies must serve solely the purpose to provide the Evaluation Committee with a clarification regarding the offer in relation to the technical proposal or concerning obvious clerical errors in the financial offer. Neither the technical content of the tender nor the financial offer may be changed.
- In case the tenderer alters the total financial offer during a clarification (beyond the correction of any obvious clerical/calculation errors), this offer will be automatically rejected.

8. Timetable:

	DATE	TIME
Deadline for request for any clarifications from the Contracting Authority (Cedefop)	26/09/2011	N/A
Last date on which clarifications are issued by Cedefop	as soon as possible	N/A
Deadline for submission of tenders (hand delivered)	06/10/2011	17.00h
Deadline for submission of tenders by post / courier	06/10/2011	N/A
Validity of the tenders	06/04/2012	N/A
Tender opening session	18/10/2011	11.00h

9. Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders.

In exceptional cases, before the period of validity expires, Cedefop may ask the tenderers to extend the period for a specific number of days, which may not exceed 40.

The selected tenderer must maintain his tender for a further period of 60 days from the date of notification that his tender has been recommended for the award of the contract. The further period of 60 days is added to the initial period of 6 months irrespective of the date of notification.

10. All costs incurred in preparing and submitting tenders are borne by the tenderers.

11. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. If such decision is taken, the tenderers will be notified accordingly.
12. This invitation to tender is in no way binding on Cedefop. Cedefop's contractual obligation commences only upon signature of the contract with the successful tenderer.
13. Evaluating your tender and your possible subsequent replies to questions in accordance with the specifications of the invitation to tender, will involve the recording and processing of personal data (such as your name, address and CV). Unless indicated otherwise, such personal data will be processed by Cedefop's Finance and Procurement Service solely for that purpose and pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of data by the Union institutions and bodies and on the free movement of such data. Details concerning the processing of your personal data are available on the privacy statement at: http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf.

You have the right of recourse at any time to the European Data Protection Supervisor for matters relating to the processing of your personal data

14. Your personal data (name, given name if natural person, address, legal form, registration number and name and given name of the persons with powers of representation, decision-making or control, if legal person) may be registered in the Early Warning System (EWS) only or both in the EWS and Central Exclusion Database (CED) by the Accounting Officer of the Commission, should you be in one of the situations mentioned in:
 - the Commission Decision 2008/969 of 16.12.2008 on the Early Warning System (for more information see the Privacy Statement on http://ec.europa.eu/budget/info_contract/legal_entities_en.htm), or
 - the Commission Regulation 2008/1302 of 17.12.2008 on the Central Exclusion Database (for more information see the Privacy Statement on http://ec.europa.eu/budget/library/sound_fin_mgt/privacy_statement_ced_en.pdf).
15. All tenderers will be informed in writing of the results of the tender procedure.

Yours sincerely,

G. Paraskevaidis

Head of Finance and Procurement

Attached: Tender Specifications

OPEN INVITATION TO TENDER

AO/RES/SAK/Servers & Storage/016/11

***“Acquisition of Servers and Storage
& provision of ancillary services”***

Tender Specifications

Table of contents

INTRODUCTION TO CEDEFOP: STRENGTHENING EUROPEAN COOPERATION IN VOCATIONAL EDUCATION AND TRAINING POLICY ...	8
1. OVERVIEW OF THIS TENDER	9
1.1. Description and type of the contract.....	9
1.2. Place of delivery or performance.....	9
1.3. Division into lots	9
1.4. Variants	9
1.5. Value of purchase	9
1.6. Duration of the contract.....	10
1.7. Main terms of financing and payment.....	10
2. TECHNICAL SPECIFICATIONS.....	11
2.1. Introduction	11
2.2. Current IT Infrastructure	11
2.3. Objectives	12
2.4. Subject Matter - Mandatory Minimum Technical Specifications	13
3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER	22
3.1. Exclusion criteria.....	22
3.2. Selection criteria	22
3.3. Legal Position	25
4. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER	27
4.1. Joint Offers/ Groupings (Consortia).....	27
4.2. Subcontracting/Subcontractors	28
5. AWARD OF THE CONTRACT.....	29
5.1. Technical proposal.....	29

5.2. Technical evaluation.....	30
5.3. Financial proposal / Financial Scenario.....	31
5.4. Financial evaluation.....	32
6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER.....	34
6.1. Envelope A - Supporting documents.....	34
6.2. Envelope B – Technical proposal.....	34
6.3. Envelope C – Financial proposal.....	34

ANNEXES:

Annex A:	Contract Notice
Annex B:	Draft contract
Annex C:	Declaration on Exclusion Criteria
Annex D:	Legal entity form
Annex E:	Financial Identification Form
Annex F:	Check list of mandatory documents
Annex G:	Questionnaires 1-4
Annex H:	Financial proposal
Annex I	Power of Attorney (Models 1 and 2)
Annex J:	Model of Letter of Intent for Subcontractor/s
Annex K:	Glossary of Terms
Annex M1:	Technical Evaluation Questionnaire M1
Annex M2:	Technical Evaluation Questionnaire M2
Annex M3&M4:	Technical Evaluation Questionnaires M3 & M4

INTRODUCTION TO CEDEFOP: STRENGTHENING EUROPEAN COOPERATION IN VOCATIONAL EDUCATION AND TRAINING POLICY

1. Founded in 1975 ⁽¹⁾ and based in Greece since 1995, the European Centre for the Development of Vocational Training (Cedefop) is an agency of the European Union (EU) supporting European vocational education and training (VET) policy development. Its strategic objective for 2009-11 ⁽²⁾ is to ‘contribute to excellence in VET and strengthen European cooperation in developing, implementing and evaluating European VET policy’.
2. This strategic objective is supported by four priorities, namely:
 - (a) informing European VET policies;
 - (b) interpreting European trends in and challenges for skills, competences and learning;
 - (c) assessing VET’s benefits;
 - (d) raising the profile of VET.
3. Cedefop supports the European Commission, Member States (as well as the associated countries of Iceland and Norway) and social partners by:
 - (a) using its expertise, gathered through research, analysis and networking, to identify trends and challenges and propose ideas for VET policies;
 - (b) bringing together policy-makers, social partners, researchers and practitioners to share ideas and debate proposals on the best ways to tackle the challenges we face;
 - (c) encouraging European approaches, principles and tools to improve training and achieve common aims;
 - (d) raising awareness and understanding of how vocational education and training is evolving, and how it contributes to lifelong learning and other policies;
 - (e) disseminating information through websites, publications, networks, study visits, conferences and seminars.

Cedefop carries out its role through the tasks set out in its founding regulation. It disseminates information through its website, publications, networks, study visits, conferences and seminars.
4. Cedefop’s administration makes an important contribution to achieving Cedefop’s operational objectives. It maintains the physical environment and ICT architecture and supports colleagues in procurement, contract and financial procedures. Further, in its dealings with outside organisations and contractors it projects Cedefop’s image. Cedefop, in managing its human and financial resources, applies modern and efficient management techniques, in full compliance with the regulations.
5. More information about Cedefop can be found on its website: <http://www.cedefop.europa.eu>

⁽¹⁾ Council Regulation of 10 February 1975 establishing a European Centre for the Development of Vocational Training (Cedefop) EEC No 337/75, *Official Journal of the European Communities* L39, 13.2.1975 as last amended by Council Regulation EC No. 2051/2004.

⁽²⁾ Cedefop, *Enhancing European cooperation in vocational education through evidence and expertise: continuity, focus and flexibility - Cedefop’s medium-term priorities 2009-11*

1. OVERVIEW OF THIS TENDER

In submitting his tender, the tenderer accepts in full and without restriction the requirements of these Tender Specifications, and the Special and General conditions governing this contract as the sole basis of this tendering procedure, whatever his own conditions of sale may be, which he hereby waives. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender dossier. Failure to submit a tender containing all the required information and documentation may lead to the rejection of the tender. No account can be taken of any reservation expressed in the tender as regards the tender dossier (if necessary, clarification may be requested by the potential tenderer concerned while the tender submission phase is open – see point 7 of the Invitation to tender); any reservation may result in the immediate rejection of the tender without further evaluation.

1.1. Description and type of the contract

- (1) Title of the contract: *Supply of Servers and Storage & provision of ancillary services*
- (2) Short description of content of this contract: *Supply of servers and storage hardware, ancillary equipment, related software, provision of maintenance and support services in the context of a framework contract.*
- (3) Type of contract: *Framework Supply Contract*
whereby the supplies and the corresponding support services will be provided following the signature of order forms within the context of the framework contract throughout its validity. The number and content of Order Forms will depend on the needs of Cedefop.

1.2. Place of delivery or performance

The supplies (equipment) must be delivered to Cedefop premises (123 Europe str., Pylea, Thessaloniki, Greece) where also the corresponding support services must be performed.

1.3. Division into lots

This tender procedure is not divided into lots.

1.4. Variants

Tenderers **may not** offer variant solutions to what is requested in the technical specifications.

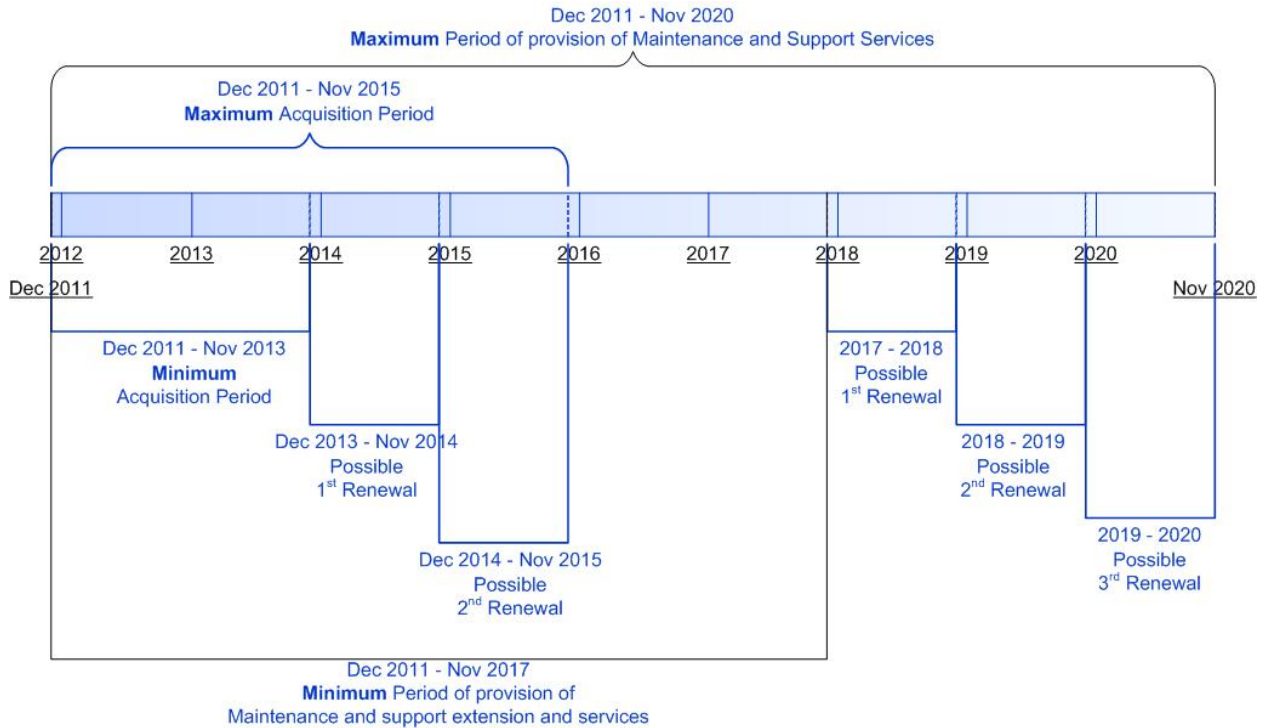
1.5. Value of purchase

The estimated value of the required supplies/equipment and corresponding ancillary services described in this call for tenders is not expected to exceed the maximum value of **455,000 €** over the duration of the Framework Contract. The sum of the amounts of the successive Order Forms that will be issued after the Framework Contract is signed may not reach the a.m. estimated value for the Framework Contract. Cedefop will be contractually bound only by the amounts effectively entered in the successive signed Order Forms.

1.6. Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, shall have a maximum period of nine (9) years.

Specifically the contract will cover acquisitions *of servers and storage hardware, ancillary equipment and related software* for an initial period of two (2) years automatically renewable up to two times for an additional period of one year resulting to a **maximum acquisition period of four 4 years (2+1+1)** and provision of upgrades, maintenance, support and related ancillary services for a period of 6 years automatically renewable up to three times for one additional year each time (6+1+1+1).



1.7. Main terms of financing and payment

Payments will be made within 30 days of submission of invoices and at the conditions set in the draft contract.

2. TECHNICAL SPECIFICATIONS

2.1. Introduction

The specifications and requirements in this document constitute a call for tenders for the provision of servers and storage hardware, ancillary equipment, related software, maintenance and support services in the context of a multiyear framework contract.

The set of specifications and requirements contained hereafter and in Annex M2 constitute the technical specifications for upgrading the present server farm of Cedefop, currently containing a group of more than 50 server components housed in one location which provide the central processing and storage power and capacity required by all Cedefop's operations.

The upgrading comprises of gradual acquisition of hardware accompanied by the associated software and the related services. This is a continuation of the multi-year acquisition plan of Cedefop's ICT Department for server and storage hardware, software and services started back in 2001, laying down the foundations of a regularly renewed central computing infrastructure capable to support the Centre's increasing needs in power and storage, highly responsive to increased functional complexity of its IT environment, while staying flexible to technology shifts.

The current IT infrastructure of CEDEFOP is presented in paragraph 2.2 below.

2.2. Current IT Infrastructure

Cedefop's current server-storage hardware infrastructure is comprised of:

- Two (2) Hewlett Packard C-7000 Blade enclosures with two (2) Onboard Administrator modules each. Each Blade Enclosure has:
 - Full power supplies and full cooling fans
 - Two (2) Virtual Connect Ethernet modules (uplinks 2 x CX4 10G, 8 x RG45 1G). Each Virtual Connect is up-linked with two 10 Gb ports to a pair of Cisco 6509 switches through CX4 cables providing redundant connectivity;
 - Two (2) Virtual Connect Fibre Channel modules (4 x 4 Gb);
- Two (2) 16-port Hewlett Packard Fibre Channel switches (4 Gb);
- Twenty six (26) Hewlett Packard Proliant BL460c G1 and four (4) Hewlett Packard Proliant BL460 G6 Blade Servers;
- ~ 20 Hewlett Packard Proliant DL360/380 Servers (only two of them connected to SAN);
- One Storage Area Network (SAN), Hewlett Packard EVA 4000 Storage with two (2) controllers and four (4) disk cabinets providing total **raw** disk capacity of ~10 TB;
- One Network Attached Storage (NAS), Hewlett Packard Proliant DL380 Storage Server, providing additional **raw** disk capacity of ~5 TB;
- One Backup library, Hewlett Packard MSL6060 with four (4) LTO-3 tape drives

The above hardware runs the following Operating Systems and applications:

- One Windows 2008 R2 Active Directory, single forest, single site;
- One 4-node Windows 2008 R2 Hyper-V Failover Cluster hosting ~20 Virtual machines;
- Four 2-node Windows 2003 R2 Clustered systems running file and print sharing, OpenText Livelink collaboration platform, multiple Microsoft SQL 2005 servers and Exchange 2007;
- Various Windows 2003 R2 to Windows 2008 R2 hosting:
 - RedDot web content management servers;
 - Sybase SQL Server;
 - Internet Information Servers.

2.3. Objectives

The overall goals and the major objectives of **crucial importance**, that the proposal of any tenderer must comply with, are the following:

- (1) The proposal must be comprised of items of one manufacturer. The use of equipment from another manufacturer will be acceptable only for the interconnectivity blade components, but the items offered must be made for the specific blade enclosure. Official manufacturer's support to the tenderer accompanied by manufacturer's technician(s) contribution is also required.
- (2) The proposed systems architecture must optimally integrate or at least inter-operate with the existing components of the present infrastructures. Any addition of "proxy" or "in-between" servers should be noted and described accordingly when replying to the Questionnaire of Award Criteria 1. This also means that any addition to the current infrastructure should require no downtime.
- (3) Virtualization (both Microsoft Hyper-V and VMware) must be supported out-of-the-box without additional components.
- (4) Provision of high availability and disaster recovery "fail-safe" for mission critical services. It is required the planned downtime to be very limited (allow maintenance works during working hours, full redundancy in involved hardware and "clustering" of services).
- (5) Manageability and flexibility of a single storage solution across all servers.
- (6) Flexible capacity management and planning across the entire production environment.
- (7) Simplicity and flexibility for future server acquisitions and upgrades.

2.4. Subject Matter - Mandatory Minimum Technical Specifications

Please find below the specific items requested and the required minimum parameters, characteristics and functions, which will be the basis for the technical evaluation. Each item requested is shortly described in an introductory list and then the minimum & mandatory technical specifications are laid out as a table. To avoid confusion and misunderstandings, **the table** is the valid evaluation component:

2.4.1. Racks

40U Wide Racks accompanied by:

- Keyboard, Video, Monitor Switch and the appropriate cabling
- Front and back doors and side panels
- Keyboard and Monitor tray

T2.4.1 Rack

Mandatory and Minimum Technical Specifications characteristics or requirements		
<i>Item</i>		<i>Parameter</i>
	Size	40U
	Wide width	YES
	TFT monitor with keyboard in one tray	YES
	Size of TFT Screen	17"
	Minimum KVM ports	16

2.4.2. *Blade Enclosures*

Blade Enclosures that can host up to 16 servers accompanied by:

- Redundant power supplies and power distribution units
- Redundant cooling systems
- Minimal “active” components that could interfere with the running of the Blade servers
- Redundant administrative modules providing power and thermal online monitoring and reporting scheme
- Provision for redundant Ethernet and Fibre modules (see Interconnectivity Components for details)
- Provision for remote connectivity to Blade servers

T2.4.2 Blade Enclosure

Mandatory and Minimum Technical Specifications characteristics or requirements		
<i>Item</i>		<i>Parameter</i>
	Number of supported blade server (half-size)	16
	Blade servers all hot-pluggable	YES
	Number of power supplies	6
	Power Supplies all hot-pluggable	YES
	Minimum power per Power Supply	2300 W
	Number of I/O expansion slots	6
	Are I/O all hot-pluggable	YES
	Number of Administration modules	2

2.4.3. High Performance Blade Servers

Blade Server with characteristics:

- Two (2) x CPU with 8 cores each
- 128 GB RAM expandable up to 512 GB without removal of existing modules
- RAID Controller for Operating System disks with cache support
- Dual HDD for system OS (at least 146 GB)
- 4 x 10G Ethernet cards with port partitioning in order to be split to various configurations
- 2 x 8 Gb Fibre Channel Host Bus Adapters

T2.4.3 High Performance Blade Server

Mandatory and Minimum Technical Specifications characteristics or requirements		
Item		Parameter
	Number of present CPUs	2
	Minimum number of supported CPUs	2
	Type of CPUs installed	Eight-Core
	Minimum Frequency of CPUs installed	2.0 GHz
	Default RAM installed	128 GB
	RAM upgradeable to (without the removal of the installed default RAM)	512 GB
	RAID Controller for O.S. HDDs	YES
	Controller Cache for better performance	YES
	Number of HDDs present	2
	Number of max. HDDs supported	2
	Size of HDDs installed	146 GB
	4 x 10G Ethernet ports	YES
	Port partitioning capability of the above 10G Ethernet ports to various configurations	YES
	Dual Fibre Channel Host Bus adapter (8 Gb)	YES
	Available I/O slots for additional mezzanines	2
	USB port in front	YES
	Support for Windows 2003R2 (32 and 64 bit)	YES
	Support for Windows 2008R2	YES
	Support for Windows Hyper-V	YES
	Support for VMware (please specify version)	YES
	Support for Linux (please specify distribution and release)	YES
	Included system monitoring and management software	YES

2.4.4. Entry Level Blade Servers

Blade Server with characteristics:

- Two (2) CPU with 6 cores each
- 12 GB RAM expandable up to 128 GB without removal of existing modules
- RAID Controller for Operating System
- Dual HDD for system OS (at least 146 GB)
- 2 x 10G Ethernet cards with port partitioning in order to be split to various configurations

T2.4.4 Entry level Blade Server

Mandatory and Minimum Technical Specifications characteristics or requirements		
<i>Item</i>		<i>Parameter</i>
	Number of present CPUs	2
	Minimum number of supported CPUs	2
	Type of CPUs installed	Six-Core
	Minimum Frequency of CPUs installed	2.0 GHz
	Support of CPUs up to at least 3.0 GHz	YES
	Default RAM installed	12 GB
	RAM upgradeable to (without the removal of the installed default RAM)	128 GB
	RAID Controller for O.S. HDDs	YES
	Number of HDDs present	2
	Number of max. HDDs supported	2
	Size of HDDs installed	146 GB
	2 x 10G Ethernet ports	YES
	Port partitioning capability of the above 10G Ethernet ports to various configurations	YES
	Available I/O slots for additional mezzanines	2
	USB port in front	YES
	Support for Windows 2003R2 (32 and 64 bit)	YES
	Support for Windows 2008R2	YES
	Support for Windows Hyper-V	YES
	Support for VMware (please specify version)	YES
	Support for Linux (please specify distribution and release)	YES

2.4.5. Stand Alone Servers

1U or 2U stand-alone server that can accommodate the following technical characteristics:

- Two (2) CPU with 6 cores each
- 12 GB RAM expandable up to 128 GB without removal of existing modules
- RAID Controller supporting RAID 0, 1 and 5
- Dual HDD for system OS (at least 146 GB) with capability of hosting two (2) additional HDDs
- 4 x Gigabit Ethernet cards

T2.4.5 Stand Alone Server

Mandatory and Minimum Technical Specifications characteristics or requirements		
Item		Parameter
	Number of present CPUs	2
	Minimum number of supported CPUs	2
	Type of CPUs installed	Six-Core
	Minimum Frequency of CPUs installed	2.0 GHz
	Default RAM installed	12 GB
	RAM upgradeable to (without the removal of the installed default RAM)	128 GB
	RAID Controller with cache and support of RAID 0, 1 and 5	YES
	Number of HDDs present	2
	Number of max HDDs supported	4
	HDD hot pluggable	YES
	Size of HDDs installed	146 GB
	Number of Gigabit Ethernet ports	4
	Available I/O slots (PCI-x, PCI-e please define)	2
	USB port in front	YES
	Support for Windows 2003R2 (32 and 64 bit)	YES
	Support for Windows 2008R2	YES
	Support for Windows Hyper-V	YES
	Support for VMware (please specify version)	YES
	Support for Linux (please specify distribution and release)	YES
	Number of power supplies	2
	Power supplies hot pluggable	YES

2.4.6. Interconnectivity Components

A. Fibre Channel switches with the following characteristics:

- 24 ports of 8 Gb/s
- Zoning capabilities

T2.4.6a Interconnectivity Components – Fibre Channel Switches

Mandatory and Minimum Technical Specifications characteristics or requirements		
<i>Item</i>		<i>Parameter</i>
	Number of 8 Gb ports	24
	Ability to be activated gradually	YES
	Zoning capabilities	YES

For the evaluation scenario is requested full port activation **but** with only 16 8GB port modules provided.

B. Blade interconnect – Ethernet module with the various I/O connectors:

- 16 x 10Gb downlinks for Blade servers
- Cross connects for redundancy and/or stacking
- Support port partitioned NICs of Blade servers (see above)
- 8 x 10 Gb uplinks in various connection formats

T2.4.6b Interconnectivity Components – Blade Interconnect - Ethernet

Mandatory and Minimum Technical Specifications characteristics or requirements		
<i>Item</i>		<i>Parameter</i>
	Number of 10G downlinks to Blade servers	16
	10G uplinks in various formats (please define, i.e. CX4 or Fibre)	8
	Cross-connectivity with similar modules in the same enclosure	YES
	Support port partitioning 10G ports of Blade server	YES

C. Blade interconnect – Fibre Channel module with the following characteristics:

- 4 x 8 Gb Fibre uplinks for connection to Fibre Channel switches requested above.

T2.4.6c Interconnectivity Components – Blade Interconnect – Fibre Channel

Mandatory and Minimum Technical Specifications characteristics or requirements		
<i>Item</i>		<i>Parameter</i>
	Number of 8G downlinks to Blade servers	16
	8G uplinks	4
	Cross-connectivity with similar modules in the same enclosure	YES

2.4.7. Storage Area Network

Storage Area Network (SAN) with the following characteristics:

- 2 x Fibre Channel Controllers providing 8 Gb connectivity to Fibre Channel switches mentioned above. Also the two controllers should be able to be ready to accept iSCSI and 10Gb FCoE host ports in the future with appropriate disk cabinet additions.
- Support for 3.5” SAS hard disks of up to 15K of various capacities, i.e. 300 GB to 600 GB
- Support for 2.5” SAS hard disks of 10K of various capacities, i.e. 300 GB to 600 GB
- Unlimited storage license
- Ability of disk cloning and mirroring with future SANs.

T2.4.7 Storage Area Network

Mandatory and Minimum Technical Specifications characteristics or requirements		
	Item	Parameter
	Number of Controllers	2
	Fibre connectivity of controllers	YES
	Speed of fibre connectivity	8 Gb
	iSCSI connectivity of controllers	YES
	FCoE connectivity of controllers	YES
	Support of SAS disks	YES
	Number of possible additional disk cabinets	10
	Support of 2.5” HDDs of 10K	YES
	Support of 3.5” HDDs up to 15K	YES
	Support of RAID 0, 1, 5, 6	YES
	Support of >2TB LUNs	YES
	License for unlimited (maximum) storage	YES
	Ability of allowing connected servers to boot from SAN	YES
	Ability to on-the-fly physical drive expansion with the addition of extra hard disks	YES
	Ability to on-the-fly physical drive expansion with the addition of extra disk cabinets	YES
	Ability of disk cloning (with the appropriate license – not requested as default)	YES
	Ability of storage mirroring (with the appropriate license – not requested as default)	YES
	High availability of hardware components:	
	redundant power supplies	YES
	batteries	YES
	cooling fans	YES

	Operating System and High Availability support:	
	Windows 2003R2 for both x32 and x64 bit versions	YES
	Windows 2008R2 x64 bit versions	YES
	Linux distribution (please specify)	YES
	Hypervisor support:	
	Microsoft Hyper-V	YES
	VMWare (please specify)	YES
	Other (if applicable, please specify)	

IMPORTANT – Implementation Scenario

For evaluation purposes the tenderer is requested to show how the proposed SAN can implement a **raw capacity** of 9TB providing double redundancy per disk cabinet and with best IOPS performance (when used in RAID 5 or 6 configurations), using 3.5” SAS disks of 15K rpm. This proposal is also requested in the financial evaluation scenario.

2.4.8. Backup device

Backup library with the following technical specifications:

- Fibre Channel connectivity directly to the tape drives
- Two (2) LTO 5 tape drives with the ability to host another two (2) in the future
- 48 tape slots and robot select mechanism with barcode identification scheme

T2.4.8 Backup device

Mandatory and Minimum Technical Specifications characteristics or requirements		
	Item	Parameter
	Number of installed tape drives	2
	Number of available tape drives	4
	Type of tape drives	LTO-5
	Connectivity of tape drives	Native Fibre
	I/O Speed of tape drives	8 Gb
	Tape slots	48
	Robot select mechanism with barcode identification scheme	YES

2.4.9. Installation Services

All equipment must be delivered and installed at Cedefop premises without additional cost. If otherwise, all installation costs should be clearly indicated in the Financial Offer.

2.4.10. Warranty and Maintenance Schemes

The following warranty and maintenance schemes are requested:

- **Critical Scheme:** the systems under this category are covered onsite, 24h for 7 days per week with 4 hour response (24/7/4). Coverage also foresees: repair labour services, replacement parts and firmware updates and upgrades.
- **Standard Scheme:** the systems under this category are covered onsite, 8h (09:00 to 17:00) for 5 working days per week with 4 hour response (8/7/4). Coverage also foresees: repair labour services, replacement parts.
- **Basic Scheme:** the systems under this category are covered onsite, 8h (09:00 to 17:00) for 5 working days per week with response Next Business Day (8/5/NBD). Coverage also foresees: repair labour services, replacement parts.

Each system (equipment) detailed in the Technical Specifications is attributed to one of the abovementioned Warranty schemes.

2.4.11. Other Services

Other requested services are:

- Assistance of Cedefop staff in migration of existing applications or systems to new hardware.
- Training for the designated ICT staff for the use and troubleshoot of the proposed hardware.

Those services are requested in man-days for each of the required CV profiles (please refer to point 3.2.2 below).

3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER

3.1. Exclusion criteria

Participation to this tender procedure is only open to tenderers who are in a position to subscribe in full to the declaration on exclusion criteria and absence of conflict of interest in Annex C. Therefore all tenderers, all group (consortium) members (if any) and the subcontractor/s (if any), identified as per the two bullet-points in the fourth paragraph of point 4.2 below) **MUST** provide the self-declaration found in Annex C duly signed and dated.

Cedefop reserves the right to check the situations described in points c) and f) of the declaration.

In case of recommendation for contract award point l) of Annex C will apply (as provided for in Articles 134.2(a) and 158.1(a) of the Implementing Rules of the General Financial Regulation).

3.2. Selection criteria

The selection criteria concern the tenderer's capacity to execute similar contracts.

The tenderers must submit documentary evidence (or statements, where required) of their economic, financial, technical and professional capacity to perform this contract. The eventual non-submission with the tender of the below required documents / statements will lead to the exclusion of the tenderer from further evaluation.

Each and all requirements for economic and financial capacity should be fulfilled by the tenderer - alone (in the case of single tenderers) or as a whole (in case the tenderer is a grouping/ consortium). Participation in tendering is open to all legal persons bidding either individually or in a grouping (consortium) of tenderers.

An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which he has with them. He must in that case prove to the contracting authority that he will have at his disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at his disposal. This obligation may be fulfilled by presenting statements from those entities or the consortium agreement.

3.2.1. Economic and Financial capacity

The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

Requirements:

- The average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) for the last two financial years **concerning the type of supplies and supporting services covered in this call for tenders** should be at least **125,000 €**.

Proof of economic and financial capacity must be furnished by the following documents:

- Signed statement(s) of turnover of the tenderer (single tenderer, or statements for each consortium member, in case of a grouping/ consortium) **concerning the type of supplies and supporting services covered in this call for tenders** during each of the last two financial years, which will be verified with the information provided in Annex G.
- Profit and Loss Account or equivalent of the tenderer (covering all possible fields of activity) for each of the last two financial years, which will be verified with the information provided in Annex G.

In case of a consortium (grouping) or subcontracting each member of the consortium and all sub-contractors (in line with points 4.1 or 4.2 below) must provide the required evidence for the economic and financial capacity, but the assessment of whether the minimum requirement is met will bear on the consortium as a whole or the tenderer together with his subcontractors (if any).

In case of contract award the winning tenderer will be requested to prove the above by Audited Financial Statements (Audited Profit and Loss Account/ Statement or equivalent), if this is foreseen by the respective national legislation.

If, for some exceptional reason the tenderer is unable to provide one or other of the above documents he is required to justify the non provision and may prove his economic and financial capacity by any other document which Cedefop considers appropriate. Cedefop reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

3.2.2. Technical and professional capacity

Requirements for Technical and professional capacity:

The Tenderers are required to have sufficient technical and professional capacity to perform the contract. To that effect, they need:

- To be enrolled in the relevant professional register;
- To have the appropriate organisational structure and relevant to the subject of the contract functioning Quality Management System (ISO 9001:2000 or equivalent) in place;
- To have implemented in the past two (2) years at least 3 contracts similar in scope, size and nature covering the supplies and services required under this Call for Tenders;
- To have the **support of the manufacturer** of the proposed equipment for the installation, configuration, warranty and maintenance services through provision of **specialised technical staff and the necessary spare parts** within **the requested terms and deadlines** as set in point 2.4.10;
- To possess adequate resources (trained and certified technical staff) to perform the services described in points 2.4.9 to 2.4.11. The Tenderer's team of experts, who will be proposed to implement the contract, must have the relevant to the subject of the contract profiles, knowledge and experience for the successful implementation:

1) Project Manager will be responsible for the Contract execution as the single contact point for all administrative and operational communication in that regard. He will be responsible for order processing, delivery and installation and works planning and any other issue that may arise. Required minimum qualifications and skills:

- Minimum 10 years of experience as Project Manager, Sales / Pre-Sales engineer or equivalent
- Very good attested communication skills (spoken and written) in English.

Cedefop will also designate the Contact Person in charge of handling the contact with the selected tenderer.

2) High Level Consultant will assist Cedefop's ICT Department in IT infrastructure designing, capacity planning and forecasting, migration planning and scheduling. Required minimum qualifications and skills:

- Minimum 5 years of experience as Pre-Sales engineer, consultant or equivalent
- Very good attested communication skills (spoken and written) in English
- Proven experience in set-up design of specific hardware of this call for tenders.

3) Expert Engineer, who, together with the member(s) of the technical team of the manufacturer, will be in charge for the installation and configuration of the ordered equipment and for tackling any maintenance and repair issues. The required minimum qualifications and skills for the Expert Engineer of the tenderer are as follows:

- Minimum 5 years of experience as an IT Engineer, Technician or equivalent
- Very good attested communication skills (spoken and written) in English
- Official Certification of the manufacturer (if applicable)
- Proven experience in dealing with the specific hardware of this call for tenders.

4) Junior Technician will assist the Expert Engineer in performing his tasks. Required minimum qualifications and skills:

- Minimum 3 years of experience as Technician or equivalent
- Very good attested communication skills (spoken and written) in English.

Proofs / Evidences of Technical and professional capacity

The following documents or information must be presented by the tenderer to prove his technical and professional capacity to perform the proposed contract:

- Document for enrolment in the relevant professional register, as prescribed by the laws of the country where the tenderer is established;
- Brief company profile;
- Copy of valid certificate/s of the relevant quality management system of the tenderer (ISO 9001:2000 or equivalent) and of consortium members/sub-contractors (if applicable);
- List of at least 3 contracts performed in the past two (2) years similar to the scope, size and nature as those required in this call for tenders, describing the subjects, the amounts, the dates, the percentage performed by the tenderer, and the contracting authorities (please fill-in Annex G);
- Official letter of the manufacturer of the equipment for his support to the tenderer on the implementation of the required warranty and maintenance schemes, containing also description of the resources and capacity for the provision of the necessary spare parts within the response times referenced in point 2.4.10. In his letter the manufacturer should also indicate which **member(s) of his technical staff**, with proven experience in dealing with the specific hardware of this call for tenders, will be allocated and will be at the disposal of the tenderer for the provision of the required support (installation and configuration), warranty and maintenance services of the contract.
- The CVs of the experts who will be proposed to implement the contract, in particular of the person(s) whose involvement will be crucial in that regard. The CVs for the four (4) types of profiles described above are requested:

Profile	Number of CVs
Project Manager	1
High Level Consultant	1
Expert Engineer (Servers – Storage)	1
Junior Technician	1

In case of consortium or subcontracting, the consortium or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole (please see also 4.1 and/or 4.2 below) – with the exception of the quality assurance requirement (3rd bullet above), that must be fulfilled by each individual entity participating as consortium member or sub-contractor.

3.3. Legal Position

Tenderers may choose between submitting a joint offer (see 4.1) as a Consortium / Grouping or introducing a bid as a single tenderer, in both cases with the possibility of having one or several subcontractors (see 4.2). Whichever type of bid is chosen, the tender must stipulate the legal status and role of each legal entity in the tender proposed. To identify himself the tenderer must complete a Legal Entity Form found in Annex D which must be accompanied by all documents and information indicated in the form. Tenderers are also requested to complete the respective form (tables) in Annex G – Questionnaire 1.

The Legal Entity Form should be completed and signed by the representative(s) of the tenderer (who sign(s) the cover letter as per point 4 of the Invitation to tender) authorised to sign contracts with third parties.

The Legal Entity Form should not be submitted by sub-contractors (if any).

4. ADDITIONAL INFORMATION CONCERNING PARTICIPATION TO THIS TENDER

Participation in tendering procedures is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the Treaties. It includes all economic operators registered in the EU and all EU citizens. Pursuant to Article 106 of the general Financial Regulation the participation is also open to all natural and legal persons in any non-EU country which has an agreement with the Union in the field of public procurement on the conditions laid down in that agreement.

A natural or legal person can take part (as an individual tenderer or as a member of a consortium submitting a tender) in only one tender. In the opposite case all tenders in which that person has participated may be excluded from the evaluation.

4.1. Joint Offers/ Groupings (Consortia)

Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. A consortium may be a legally-established permanent grouping, or informally constituted group of tenderers submitting an offer (joint offer) for a specific tender procedure.

Cedefop does not require consortia (if any) to have a given legal form in order to submit a tender, but reserves the right to require a consortium to adopt a given legal form before the contract is signed (if this change is necessary for proper performance of the contract). This can take the form of an entity with or without legal personality but offering sufficient protection of the contractual interests of Cedefop.

If awarded the contract, the tenderers of the group (consortium) will have an equal standing towards Cedefop in executing it.

A grouping (if any) of firms must nominate one party to be responsible for the receipt and processing of payments for members of the grouping, for managing the service administration, and for coordination.

Tenders submitted by consortia of firms must specify the role, qualifications and experience of each member or of the group (please fill-in the respective Questionnaires in Annex G).

Each member of the group (consortium) must provide the required evidence for the exclusion and selection criteria. Concerning the selection criteria, the evidence provided by each member of the group (consortium) will be checked to ensure that the consortium as a whole fulfils the criteria.

The offer has to be signed by all members of the group (consortium). However, if the members of the group so desire they may grant an authorisation to one of the members of the grouping (consortium). In this case they should attach to the offer a power of attorney (see model in Annex I) authorising this company or person to submit a tender on behalf of the grouping (consortium). For groupings not having formed a common legal entity, Annex I, model 1 should be used and separate legal entity forms (see point 3.3 and Annex D) should be completed and signed by all members. For groupings with a legal entity in place, **Annex I**, model 2 and one legal entity form (see point 3.3 and Annex D) should be completed and signed only by the single representative of the consortium.

The contract will have to be signed by all members of the group (consortium). If the members of the group (consortium) so desire, they may grant authorisation to one of the members of the grouping by signing a power of attorney. The same model as above duly signed and returned together with the offer (**Annex I**) is valid also for signature of the contract.

Partners in a joint offer assume joint and several liability towards Cedefop for the performance of the contract as a whole.

4.2. Subcontracting/Subcontractors

Subcontracting is defined as the situation where a contract has been or is to be established between Cedefop and a contractor and where the contractor, in order to carry out that contract, enters into legal commitments with other entities for performing part of the service. If awarded, the contract will be signed by the selected Tenderer (the Contractor), who will be vis-à-vis Cedefop the only contracting party responsible for the performance of this contract. Cedefop has no direct legal commitment with the subcontractor(s).

The contractor retains full liability towards Cedefop for performance of the contract as a whole. Cedefop will treat all contractual matters (e.g. payments) with the contractor, whether or not some tasks are performed by a subcontractor. Under no circumstances can the contractor avoid liability towards Cedefop on the grounds that the subcontractor is at fault.

Any subcontracting/subcontractor must be approved by Cedefop, either by accepting the bidder's tender, or, if proposed by the Contractor after contract signature, in writing by an exchange of letters. In the latter case subcontracting/subcontractor will be accepted only if it is judged necessary and does not lead to distortion of competition.

The tenderer must clearly indicate:

- the identity of those subcontractors only undertaking between 10% and 40% of the work by value,
- the identity of each and every subcontractor if the total subcontracting is above 40% of the work by value, independently of his contribution to the work by value.

For each subcontractor, identified as per any of the above two bullet-points, the tenderer should submit with the offer:

- the Declaration on exclusion criteria and absence of conflict of interest (Annex C) filled-in and signed by the respective subcontractor;
- the required documents to show the economic/financial and technical/professional capacity of the subcontractor as described in points 3.2.1 and 3.2.2;
- the Form in Annex J (Model of Letter of Intent for Subcontractor/s) duly filled-in and signed by each respective subcontractor, stating his unambiguous undertaking to collaborate with the tenderer if the latter wins the contract. Also should be stated the roles, activities and responsibilities of the subcontractor(s) and the extent of the resources that the respective subcontractor will put at the tenderer's /contractor's disposal for the performance of the contract.

N.B. The subcontractor(s) (if any) have to provide the documents to prove their capacity only for the parts of the contract that are relevant to them. The evidence provided will be checked to ensure that the tenderer with the subcontractor(s) altogether fulfil the criteria.

Where no subcontractor is given (meaning that possible individual subcontracting is below 10% by value), the work will be assumed to be carried out directly by the tenderer (single tenderer or group of tenderers (consortium)).

5. AWARD OF THE CONTRACT

Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price.

The contract shall be awarded to the tenderer submitting the tender that offers the best-value-for-money as represented by the highest Total Score (TS) out of 100.

The Total Score (TS), comprising quality + price score, will be calculated for each tender by applying the formula below:

$$\text{Total Score (TS)} = X * (\text{TQV}\%) + Y * (\text{Cheapest TFO} / \text{TFO})$$

Whereby:

TQV (%) = Total Quality Value (%) of the tender, obtained as per point 5.2;

TFO = Total Financial Offer of the tender (as per point 5.3);

X is the weighting for quality score and for this tender procedure it is fixed to **60**;

Y is the weighting for price and for this tender procedure it is fixed to **40**.

Cheapest TFO is the Cheapest Tender Price of a technically compliant tender (i.e. among those having achieved a minimum of 50% of the possible score for each award (evaluation) criterion and a minimum of 60/100 points (TQV) in the technical evaluation – see point 5.2 below).

5.1. Technical proposal

Tenderers are requested to organise the technical offer in headings or to structure it in such a way so as to ensure that the content of the technical offer meets the requirements set out in the Technical Specifications as closely as possible and to facilitate the subsequent evaluation of tenders against the technical award criteria.

The tenderer's technical proposal should consist of a clear and comprehensive response to all requirements as per the Technical Specifications in point 2.4 and specifically in **Annex M** (1, 2, 3 and 4) providing a practical, detailed description and technical characteristics of the offered equipment / items and services proposed for performance of the contract. All answers should take into account Cedefop's objectives in point 2.3 above.

The tenderer should offer **Equipment** by ensuring and describing its interoperability and interconnectivity (point 2.3 and Annex M1) with the existing equipment/ systems. The offered equipment must conform to the minimum technical requirements given in the Technical Specifications (points 2.4.1 to 2.4.8 and Annex M2). Values in all cases should comply with the limits announced in the Specifications (or be better).

As regards associated services (**installation, warranty and maintenance** - see points 2.4.9 and 2.4.10 above and Annex M3) the Technical Proposal should also describe the proposed human resources and indicate time allocated respectively.

The technical proposal shall also adequately address the **related contract management and logistics** (Annex M4) – how, within the specified time limit, the tenderer will organise the delivery of the offered equipment, by what technical means and resources. The technical offer should describe the methods, used by the tenderer, to monitor the deliveries.

The identified Project Manager shall represent the single contact point for all administrative and operational communication in regards to the contract implementation. Cedefop will also designate the Contact Person in charge of handling the contact with the selected tenderer.

It is up to the tenderer to present in his Technical Proposal a detailed organisation and methodology such that they fulfil (comply in full to) all requirements outlined in the Technical Specifications.

In addition to the above the tenderer must clearly specify which parts of the work will be subcontracted (if any) and specify the identity of only those subcontractors undertaking more than 10% of the work by value or of all sub-contractors if total subcontracting is above 40% of the work by value, as requested in point 4.2.

NB: All the information and means of proof provided commit the tenderer (and respectively the contractor) throughout the duration of the contract.

5.2. Technical evaluation

The assessment of the technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in the tender specifications.

The following Award Criteria will be applied to this tender procedure:

#	Award (Technical) Criteria	Max. Quality Value %	Max. Points
1	Adequacy and quality of interoperability of the proposed equipment to the existing infrastructure.	25 %	100
2	Adequacy and quality of the proposed Hardware and Software Products in response to minimum requirements set for specific products. (Ability in general to meet the technical specifications, level of compliance to the minimum requirements in Paragraph 2.4 and Questionnaire M2 taking into account Cedefop goals set in Paragraph 2.3)	50 %	200
3	Overall quality of the associated services (warranty and maintenance schemes and additional services) within the context of this call for tenders.	20 %	80
4	Quality of the proposed logistics for the execution of the contract (in terms of infrastructure and quality of contract management; suitability for long-term partnership).	5 %	20
	Total Quality Value (TQV)	100%	400

For the technical evaluation of the offers in regards to :

Criterion 1) refer to and fill-in the related sections in **Annex M1, Questions M1.1 – M1.7**

Criterion 2) refer to and fill-in the related sections in **Annex M2, Questions M2.1 – M2.8**

Criterion 3) refer to and fill-in the related sections in **Annex M3, Questions M3.1 to M3.10**

Criterion 4) refer to and fill-in the related sections in **Annex M4, Questions M4.1 to M4.4**

Additional Explanations on the technical evaluation:

- ALL questions should be answered. Failure to answer is interpreted as negative answer.
- In the Questionnaires the tenderer should reference its own offer.
- Each evaluated question has a maximum number of points.

In order to guarantee a minimum threshold of quality:

- offers that do not reach a minimum of 50% of the possible score for each award (technical) criterion of the technical evaluation will be eliminated from further evaluation;
- tenders scoring as a total less than 60% against the award (technical) criteria, will not be considered acceptable and will therefore not have their financial proposal evaluated.

Only the technically compliant (acceptable) tenders as per the above will be subject to Financial (Price) Evaluation (5.4).

5.3. Financial proposal / Financial Scenario

The financial offer must be clear and in compliance with the tender specifications. The Financial Offer comprises of two parts:

- A detailed price list where all offered items are priced with full details on their corresponding parts and their sub-total is clearly calculated. Also further upgrades and other additions are either namely requested or the tenderer is free to add depending on availability. This list must be clear and in compliance with the tender specifications. This list will be an integral part of the awarded Framework Contract and will be the basis of all future orders.
- A scenario for tender evaluation purposes only, defined on reasonable assumptions and past experience for minimum quantities and which is not binding on Cedefop. The calculated sub-totals of the previous list must be clearly used here. Quantities of items cannot be determined precisely at this stage. Therefore actual total volume and value of orders should be expected to fluctuate to a reasonable extent. Nevertheless the maximum value of the contract is set in paragraph 1.5.

The tenderers must fill-in the spread sheets in Annex H – Financial Proposal and present a detailed breakdown of the price/s offered. The Financial Proposal should indicate the total price for the supply, delivery, installation, making operational all the equipment and software and for carrying out all the activities indicated in the Technical Specifications.

Please note that Cedefop estimates are indicative and do not constitute any kind of legal obligation for the Centre.

Information concerning prices

- Prices must be quoted in Euro should include all delivery expenses. No transportation costs, neither accommodation costs will be reimbursed to the contractor. The tenderer must include in the offer all his possible expenses.
- Expenses for meetings called by Cedefop, in the context of contract performance, to resolve problems of cooperation (if any) between the two parties or to eventually address repeated shortcomings in the Contractor's obligations, will be at the charge of the Contractor.
- The prices quoted must be fixed and not revisable for the first year of the contract.

- The Contractor will be required to undertake at least once a year at his/her own expenses a review of the proposed pricing for the Products and Services of this call for tenders and resulting Framework contract in order to evaluate its adequacy in terms of prices as compared to the market.
- In updating his price list, prices may be reduced at any time but never increased except in exceptional circumstances and after concrete justification. Cedefop reserves the right to refuse any price change, justifying its decision accordingly.
- In case of an item change due to technology shift or product retirement the contractor is allowed to propose items equal or better in technical characteristics and/or performance keeping the **same** price. If, in extreme cases, there is need for a price rise then the contractor should concretely justify the change. Cedefop reserves the right to accept or deny any proposed change.
- Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Union, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges may not therefore be included in the calculation of the price quoted. The VAT amount must be indicated separately (this applies only to tenderers established in Greece, because of the particular arrangement according to which Cedefop pays to the contractor the price of the financial offer plus the VAT amount and is later reimbursed for the VAT by the Greek State).

5.4. Financial evaluation

Only tenders scoring a minimum of 50% of the possible score for each award (evaluation) criterion and sub-criterion and 60% or more against the technical award criteria as a whole will have their financial proposal evaluated. The evaluation will be made on the basis of the **Total Price** offered in the evaluation Financial Scenario (see point 5.3).

The tender with the lowest Financial Proposal (lowest Total Financial Offer TFO) receives 100 points. The others are awarded points by means of the following formula:

Financial score = (lowest Total Financial Offer / Total Financial Offer of the tender being considered) * Y.

Y = price weighting, i.e 60.

All non-compliant tenders will have been eliminated at the stage of technical evaluation, so the contract will be awarded to the tenderer submitting the compliant tender offering best value for money.

The Financial Offers will be checked for any arithmetical errors in computation and summation. Errors will be corrected by the evaluation committee as follows:

- where there is a discrepancy between a unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will be the price taken into account. Tenderers will be requested to confirm in writing the corrected calculation so that it may eventually be included in the contract.

5.4.1. Evaluation of abnormally low prices

If any tender's price appears to be abnormally low in relation to the services offered, and in order to check if the tender can be considered valid, the evaluation committee shall, before it may reject this tender, request in writing explanations on the components of the tender, details of the constituent elements of the tender which it considers relevant and shall verify those

constituent elements taking account of the explanations received. If in that relation the tenderer cannot explain his price on the basis of the economy of the services or supplies offered, or the method used, or the technical solution chosen, or the exceptionally favourable conditions available to the tenderer, the tender will be rejected.

A price will be considered abnormally low if the financial offer of any tenderer is lower with more than the acceptable margin of deviation from the average price of the other technically acceptable offers (please note that definition of which offers are technically acceptable/compliant is given in points 5, 5.2 and 5.4 above). The actual deviation will be calculated as % as follows:

- The difference between the average price of the other technically acceptable offers and the value of the abnormally low financial offer will be divided by the average price of the other technically acceptable offers. The acceptable margin of deviation from the average price of the financial offers for this tender procedure is set to **30%**.
- The approach of the Evaluation Committee to identify and eliminate abnormally low tenders will be the following:
 - a) apply the acceptable margin of deviation from the average price of the other technically acceptable offers and set aside the offers that go beyond it;
 - b) check if specific notes or specific items included in the offer justify to some extent the deviation and consider relevant clarifications to be asked;
 - c) decide on the acceptability of the offer on the basis of the clarification reply received.

6. INFORMATION ON PRESENTATION AND CONTENT OF TENDER

It is important that tenderers provide all documents necessary to enable the evaluation committee to assess their tender. Tenderers should fully respect the instructions indicated under points 2, 3 and 4 of this open invitation to tender.

In addition, below you will find details of the required documentation.

6.1. Envelope A - Supporting documents

One original and one copy of:

- cover letter, signed by the person/s (name and position) that is/are authorised to sign the contract in case of contract award
- the exclusion criteria declaration requested in point 3.1 and standard template found in Annex C;
- the selection criteria documents as requested in points 3.2, 4.1, 4.2
- Questionnaires 1 – 4 as found in Annex G
- Power of Attorney (Model 1 or 2), as required in point 4.1 (if applicable) and found in Annex I
- Model of Letter of Intent for Subcontractor/s as required in point 4.2 (if applicable) and found in Annex J
- the Legal Entity Form as requested in point 3.3 and found in Annex D
- the Financial Identification Form as found in Annex E
- the checklist found in Annex F

In the case of tenders submitted by groupings (consortia) or involving contribution by subcontractors, envelope A should also contain all relevant documentation as requested in points 4.1 and 4.2 respectively (with reference to points 3.1, 3.2 and 3.3).

6.2. Envelope B – Technical proposal

One original signed version and three bound copies of:

- the Technical Proposal providing all information requested in point 5.1, including information relevant to subcontracting as requested in point 4.2.
- Annexes M1, M2 and M3&M4 duly filled-in indicating compliance with the requirements of the proposed equipment, software, other supplies, functionalities/services.

6.3. Envelope C – Financial proposal

One original signed version and three bound copies + Electronic File on a CD of:

- the Financial Proposal (duly filled-in Annex H) containing all information requested in point 5.3.

ANNEX A

CONTRACT NOTICE

(Given as separate file in *.pdf for information)

ANNEX B

DRAFT CONTRACT

(Given as separate file in *.pdf for information)

ANNEX C

Declaration of honour with respect to the Exclusion Criteria and absence of conflict of interest

(given as a separate *doc file, to be filled-in by the tenderer)

ANNEX D

LEGAL ENTITY FORM

Legal Entity Form to be downloaded, depending on the nationality and legal status of the tenderer, from the following website:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

Legal Entity Form to be completed and signed by a representative of the tenderer (name and function) authorised to sign contracts with third parties. It should not be signed by sub-contractors (if any).

ANNEX E

FINANCIAL IDENTIFICATION FORM

To be downloaded, depending on the nationality of the tenderer, from the following website:

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_fr.cfm

and completed and signed by an authorised representative of the tenderer (with indication of name and function), but not by subcontractors.

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PLEASE NOTE:

Please indicate the BIC (Bank Identification Code) in the REMARKS box of the downloaded form.

ANNEX F

CHECK LIST OF MANDATORY DOCUMENTS

(given as a separate *doc file, to be filled-in by the tenderer)

ANNEX G

(given as a separate *doc file, to be filled-in by the tenderer)

ANNEX H

FINANCIAL PROPOSAL

(Given as separate *.xls file, to be filled-in by the tenderer)

ANNEX I

POWER OF ATTORNEY (MODELS 1 and 2)

(given as a separate *.doc file, to be filled-in by the tenderer **(if applicable)**)

ANNEX J

Model of Letter of Intent for Subcontractor/s

(given as a separate *.doc file, to be filled-in by the tenderer **(if applicable)**)

ANNEX K

GLOSSARY OF TERMS

Budget breakdown	The schedule which breaks down the contract value according to the different items or services, stating out fee rate, unit prices and lump sums for each item provided (Services, Supplies, Works).
Consortium	A grouping of eligible natural and legal persons or public entities which submits a tender or an application, under a tender procedure or in response to a Call for Tenders. It may be a permanent, legally-established grouping or a grouping which has been constituted informally for a specific tender procedure. All members of a consortium (i.e., the leader and all other partners) are jointly and severally liable to the Contracting Authority (Cedefop).
Contract	• Direct Contract: contract containing all the details necessary to implement it (as opposed to FWC) • Framework Contract (FWC): contract establishing only the general outline of the services or goods to be delivered and requiring an additional step to make the actual purchase • Specific Contract or order form: contract specifying details of a particular task based on the previously signed framework contract • Purchase Order: request for services, supplies or works used generally for procurement of a value below €25 000 as an equivalent to a contract
Contracting Authority	Cedefop
Evaluation committee	A committee made up of an odd number of members (at least three) with the necessary technical and administrative expertise to give an informed opinion on tenders.
Financial offer	The part of a tender which contains all the financial elements of the tender, including its summary budget and any detailed price breakdown or cash-flow forecast required by the tender dossier.
General conditions	The general contractual provisions setting out the administrative, financial, legal and technical clauses governing the execution of all contracts of a particular type.
Open procedure	Calls for tenders are open where all interested economic operators may submit a tender.
Project	The project in relation to which the services/works/supplies are to be provided under the contract.
Project manager	The person responsible for monitoring the implementation of a project/contract on behalf of Cedefop.

Service contract	A contract between a service provider and Cedefop for the provision of services such as technical assistance or studies (SERVICES).
Services	Activities to be performed by the Contractor under the contract such as technical assistance, studies, training and designs (SERVICES).
Special Conditions	The special conditions laid down by Cedefop (the Contracting Authority) as an integral part of the tender specifications (tender dossier), including amendments to the General Conditions, clauses specific to the contract and the terms of reference (for a service contract) or technical specifications (for a supply or works contract).
Successful Tenderer	The tenderer selected at the end of a tender procedure for the award of contract.
Supplier	Any natural or legal person or public entity or consortium of such persons and/or bodies offering to supply products (SUPPLIES).
Supplies	All items which the Contractor is required to supply to Cedefop (the Contracting Authority), including, where necessary, services such as installation, testing, commissioning, provision of expertise, supervision, warranty, maintenance, repair, training and other such obligations connected with the items to be provided under the contract (SUPPLIES).
Supply contract	Supply contracts cover the purchase of products. A contract for the supply of products and, incidentally, for siting and installation shall be considered a supply contract.
Tender	A written or formal offer to supply goods, perform services or execute works for an agreed price and under agreed conditions.
Tender dossier	The set of tender specifications which contains all the documents needed to prepare and submit a tender.
Tender specifications	Document or set of documents giving full details of the conditions, organisation and subject of the procurement procedure (includes technical specifications).
Tender Price	The sum stated by the tenderer in his tender for carrying out the contract.
Tender procedure	The overall process of putting a contract out for tender, starting with the publication of a contract notice and ending with the award of the contract (contract award notice).
Tenderer	A natural or legal person or consortium thereof submitting a tender with a view to concluding a contract.

Technical Specifications	The document drawn up by Cedefop (the Contracting Authority) setting out its requirements and/or objectives in respect of the provision of supplies (or works), specifying, where relevant, the methods and resources to be used and/or results to be achieved (SUPPLIES, WORKS).
Warranty obligations	The warranty of the Contractor towards Cedefop that the supplies are new, unused, without defects, of the most recent models and incorporate all recent improvements in design and materials.

Where Services, Supplies or Works are not specified the definition applies to all types of contracts.

ANNEX M1

TECHNICAL EVALUATION QUESTIONNAIRE M1

(Given as a separate file, to be filled-in by the tenderer)

ANNEX M2

TECHNICAL EVALUATION QUESTIONNAIRE M2

(given as a separate file, to be filled-in by the tenderer)

ANNEXES M3 & M4

TECHNICAL EVALUATION QUESTIONNAIRES M3 & M4

(given as a separate xls file, to be filled-in by the tenderer)