



Thessaloniki, 05/05/2010
RS/PRO/YSIRAK/2010/216

OPEN INVITATION TO TENDER

AO/RES/SAN/ISP/018/09

'ISP Services'

Ref.: Contract notice – 2010/S 86-128402 of 04/05/2010

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 attached Tender Specifications. You should note however 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 specified in the time table in point 8 below, in which case the evidence shall be constituted by the date of dispatch, the postmark or the date of the deposit slip, to the following address:

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service
Attention of Mr G. Paraskevaïdis
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*
- ✓ *they request Cedefop to confirm receipt of the e-mail or fax.*

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

or

(b1) by courier service to be dispatched not later than the date specified in the time table in point 8 below, in which case the evidence shall be constituted by the date of dispatch, 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:

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service
Attention of Mr G. Paraskevaïdis
123, Europe Str, GR-57001 Thessaloniki-Pylea, 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:

OPEN INVITATION TO TENDER CEDEFOP No: AO/RES/SAN/ISP/018/09 ‘ISP Services’ Name of tenderer: NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE
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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 8 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. The absence of a signed cover letter may lead to rejection of the offer.
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 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 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.
- The non-submission with the offer of the mandatory documents required in the Tender Specifications below in regard to the Exclusion and Selection Criteria, will lead to rejection of the respective tender without requesting any clarification. Clarifications during the first phase (exclusion and selection criteria) may be asked only for presented documents.
- If the supporting documents for the assessment of an award criterion are missing, these may not be requested as clarification either because this would 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 has to be automatically rejected.

8. Timetable:

	DATE	TIME
Deadline for request for any clarifications from Cedefop	08/06/2010	N/A
Last date on which clarifications are issued by Cedefop	as soon as possible	N/A
Deadline for submission of tenders (hand delivered)	21/06/2010	17.00h
Deadline for submission of tenders by post / courier	21/06/2010	N/A
Tender opening session	05/07/2010	11.00h

9. All costs incurred in preparing and submitting tenders are borne by the tenderers.
10. 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 a decision is taken, the tenderers will be notified.
11. 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.
12. Tenderers are informed that for the purposes of safeguarding the financial interests of the Union, their personal data may be transferred to internal audit services, to the European Court of Auditors, to the Financial Irregularities Panel and/or to the European Anti-Fraud Office (OLAF).

Data of economic operators which are in one of the situations referred to in Articles 93, 94, 96(1)(b) and 96(2)(a) of the Financial Regulation may be included in a central database and communicated to the designated persons of the Commission, other institutions, agencies,

authorities and bodies mentioned in Article 95(1) and (2) of the Financial Regulation. This refers as well to the persons with powers of representation, decision making or control over the said economic operators. Any party entered into the database has the right to be informed of the data concerning it, upon request to Cedefop's Head of Finance and Procurement.

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). 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 Community institutions and bodies and on the free movement of such data. You are entitled to obtain access to your personal data on request and to rectify any such data that is inaccurate or incomplete. If you have any queries concerning the processing of your personal data, you may address them to the Head of Finance and Procurement. 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. All tenderers will be informed in writing of the results of the tender procedure.

Yours sincerely,

G. Paraskevaïdis

Head of Finance and Procurement

Attached: Tender Specifications

OPEN INVITATION TO TENDER

AO/RES/SAN/ISP/018/09

‘ISP Services’

Tender specifications

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ANNEXES:

- Annex A: Contract Notice_(given as separate file in *.pdf)
- Annex B: Draft contract (given as separate file in *.pdf)
- Annex C: Declaration on Exclusion Criteria and absence of conflict of interest (as separate *.doc file)
- Annex D: Legal Entity Form
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- Annex F: Checklist of mandatory documents
- Annex G: Questionnaires (1-3) (given as a separate file in *.doc)
- Annex H: Financial Offer Form (given as a separate Excel file)
- Annex I: Technical Characteristics of Link (given as a separate file in *.doc)
- Annex J: Power of Attorney - Models 1 and 2 (given as a separate file in *.doc)
- Annex K: Model of Letter of Intent for Subcontractor/s (given as a separate file in *.doc)
- Annex L: Glossary of Terms
- Annex M: Cedefop ICT department's profile

1. INTRODUCTION TO CEDEFOP

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.

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*.

2. 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, 2nd bullet, of the Invitation to tender); any reservation may result in the immediate rejection of the tender without further evaluation.

On behalf of Cedefop, the contract will be managed by the Cedefop ICT service in cooperation with the Finance and Procurement service.

2.1. Provision of data protection on the services to be acquired through this tender

The contractor is obliged to adhere to Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data, and should guarantee the confidentiality and security of the handling of personal data. Because of Article 16 and Article 17(3), second indent, of Directive 95/46/EC, the processor is already subject to obligations with regard to confidentiality and security laid down in the national law of one of the Member States (Law 2472/1997).

2.2. Description and type of the contract

- a) Title of the contract: ISP (Internet Service Provider)
- b) Short description of purpose and scope of this call for tenders and contract:
Acquisition of an ISP for the establishment of a backup Internet connection, allowing all Internet services of Cedefop to remain available in case the main connection gets out of order. The secondary ISP connection will provide resilience and load balancing between the Cedefop Internet services and the internet traffic.
- c) Type of contract:
This will be a Framework Service Contract with one (1) service provider. Orders will be placed by means of Order Forms based on the framework contract. Order Forms will be issued throughout the validity of the framework contract (see “duration” point 2.8 below). The number of Order Forms will depend on the needs of Cedefop.

2.3. Place of delivery or performance

The place of delivery of the ISP services will be at the Centre's premises.

2.4. Division into lots

This tender procedure is not divided into lots.

2.5. Variants

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

2.6. Value or quantity of purchase

The estimated value of the required services described in this call for tenders is not expected to exceed 70,000 EUR over a four (4) year period. The sum of the amounts of the consequent 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.

2.7. Validity of tenders

Tenderers must maintain the validity of their tender for at least 6 months following the deadline of submission of tenders, i.e. until 21/12/2010.

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.

2.8. Duration of the contract

The contract shall enter into force on the date of signature of the last contracting party, shall be valid for a period of one (1) year and will be automatically renewed up to three (3) times, each for an additional period of one (1) year, covering a maximum of four (4) years (1+1+1+1).

2.9. Main terms of payment/s

Payments will be made within 30 days of submission of invoices, provided that deliverables are received and considered acceptable and at the conditions set out in the draft contract.

3. TECHNICAL SPECIFICATIONS

3.1. Background Information

Cedefop is currently connected to the Internet via two different and separate paths, the Greek Research and Technology Network (GR-Net) and one commercial ISP. Cedefop will continue to use the Greek Research and Technology Network as the primary provider, since many of its users and website visitors come from the Research and Educational community of Europe. The ISP services to be provided to Cedefop following this Call for Tenders will be the secondary (backup) line to the Internet, which will allow redundancy, full tolerance and load balancing.

Cedefop is connected with the Telco both via copper and Fibre paths. Telco has terminated at least 25 pairs of copper to our building as well as an Optical Network 8517 (1013) Fibre Optic Unit which terminates a 34 Mbps circuit. Currently Cedefop is capable of using PCM, X.25, ISDN Basic Rate Interface (ISDN BRI), ISDN Primary Rate Interface (ISDN PRI), Leased Lines, HellasCom circuits and “E-Line Metro Ethernet” circuits with the Telco in order to satisfy its communication needs.

3.2. Scope of required services

3.2.1. *Provision of International Internet connectivity for Cedefop for unlimited traffic at the following case scenarios:*

- (a) 1024 Kbps of bandwidth
- (b) 2048 Kbps of bandwidth
- (c) 4096 Kbps of bandwidth
- (d) 6144 Kbps of bandwidth
- (e) 8192 Kbps of bandwidth
- (f) 10240 Kbps of bandwidth
- (g) 12288 Kbps of bandwidth

It should be considered that there should be a minimum bandwidth availability of 12 Mbps at the POP proposed for the connection through the ISP backbone network to the International connected ISPs.

3.2.2. *Requirements for the installation and use of the requested Internet Services and protocols*

- (a) **Inter-domain IP routing using Border Gateway Protocol 4 (BGP4).** Cedefop’s border router is equipped with sufficient resources to handle BPG4 routing information. The use of the BGP4 protocol is expected between the tenderer’s (ISP), Point Of Presence (**POP**) and Cedefop’s border router. As far as IP routing is concerned, the provision of the Full Internet Routing Table (hereafter FIRT) is mandatory.

- (b) **Secondary Domain Name Service (DNS).** The Contractor should provide Cedefop with **secondary** domain name service. Secondary DNS administration is to be maintained on multiple servers, which are physically diverse and connected to the backbone at different points.
- (c) **Network Time Protocol (NTP)**

3.2.3. ***Connectivity infrastructure***

A detailed presentation of the proposed connection model and its infrastructure is required.

In the implementation proposed by the tenderers, specific details that follow the selected technology should be presented accordingly.

3.2.4. ***Provision of requested connection model***

At the Cedefop premises, a serial or Ethernet interface port of the Cedefop's border router should be connected to the proper equipment provided by the tenderer, where it terminates at the telecommunications carrier (Telco) access circuit demarcation point.

Cedefop **requires that a wireless³ connectivity is provided** because:

- the secondary (backup) line must not use the same physical infrastructure as the primary connection;
- it should provide redundancy in case this infrastructure is damaged.

The selected Contractor (ISP) will be responsible, throughout the duration of the contract, for all equipment up to the connection's demarcation point including cabling, terminal devices, supplies of any type, ancillary equipment serving the purposes of the connection between CEDEFOP and the ISP.

Demarcation point is defined as the serial (V.35, X.21, EIA/TIA-232) or Ethernet cable attached to the Cedefop's border router serial or Ethernet interface port.

The tenderer shall fill in all the characteristics of the proposed connection equipment in Annex I. The proposed equipment should comply with the Transposition of the Directive 99/5/EC of the European Parliament and the Council of 9 March 1999 to the Hellenic legislation regarding "Radio equipment and telecommunications terminal equipment".

3.2.5. ***Connection control and management***

The selected Contractor shall provide all necessary configuration details pertaining to the connection with Cedefop's border router. He shall maintain the full management and operational control of this connection to ensure

³ Compliant European Telecommunications Standards Institute (ETSI), or International Telecommunication Union (ITU), or Hellenic Organization for Standardization (ELOT)

continuous connectivity in the event of any changes likely to adversely affect the quality of the connection and the services.

3.2.6. *Acceptance Testing and Criteria*

The selected Contractor must conduct tests to ensure that the Cedefop's border router can successfully communicate with the tenderer's POP, on the Telco circuit(s) and installed equipment (where applicable). Example: the Contractor must test the good functionality of the new connection prior to establishing the connection in production mode.

Connection activation will be considered complete and service billing will be initiated when the associated on-site equipment is installed at Cedefop and IP connectivity to the Internet (including routing outside the networks) is operational. Cedefop shall verify connectivity through selected tests that send repeated *pings* through the Internet to target sites and shall verify that the *pings* were received. The IP routing is to be verified through a *traceroute* test.

3.2.7. *Network Operation Services*

The selected Contractor must provide high network availability and performance supported by network operations and technical staff. The provided connection should be monitored and maintained 24 hours per day, 365 days a year by experienced operators and technicians.

The above service will provide coordination of operations and maintenance with Cedefop assigned technical representatives and vendors of telecommunications services and hardware.

3.2.8. *Communications Circuit Maintenance*

The selected Contractor will be responsible for providing troubleshooting for the communication link between the Cedefop's site and the contractor's network. This should include problem diagnosis and any necessary vendor/manufacture interaction for dispatch and repair of the equipment under the contractor's responsibility.

3.2.9. *Monthly traffic reports*

The selected Contractor has to provide (figures and charts) for monthly traffic reports showing its own (ISP), national and international traffic for the provided services for both incoming and outgoing traffic on the link to be established.

3.2.10. *Penalties*

In case of incidents affecting the provision of ISP services, the selected Contractor must be able to provide 24 hours response to network connectivity or routing problems and within a period of 48 hours to find the resolution to such problems (if any). For the first 48 hours the liquidated damages will be

calculated and imposed upon the conditions of article II.16 – Liquidated Damages of the General Conditions of the Contract.

If the provision of the normal ISP Services is not restored within the first 48 hours, then Cedefop will impose penalty/ liquidated damages by an amount equal to 2/30 of the total monthly cost of the acquired services for each day that the services do not function properly (e.g. a five day outage of the acquired services will result in penalties equal to 10/30 of the total monthly cost of the services).

3.3. Technical Services and Support

3.3.1. *Working days technical support*

The selected Contractor should perform regular proactive/preventive operations support and troubleshooting of the provided infrastructure components at minimum once a year.

3.3.2. *Trouble Ticket System*

The selected Contractor should allow Cedefop's connectivity problems to be tracked from initial report through subsequent resolution. Information should be available by mail/fax to the indicated Cedefop's technical contacts.

3.3.3. *Fault Isolation and Problem Identification*

The selected Contractor should serve Cedefop as the primary point of contact when problems concerning the specific connection are experienced. Fault isolation and problem identification should involve coordination among contractor's network operators and technicians and telecommunication carriers (where applicable).

Depending on the specific technologies used, the process may involve testing equipment or diagnosing communications link problems. The operations staff should work closely with other suppliers to help pinpoint problems and track repair progress.

3.3.4. *Security Event Information*

The contractor's operations staff should inform Cedefop about security events within its network as well as within the Internet at large. Information and advisories regarding generic security problems issued by CERT (Computer Emergency Response Team) should be regularly reviewed and distributed to Cedefop where applicable. Moreover, the Contractor's technical staff should provide specialised help in confronting (ex. by applying appropriate filters) Denial of Service Attacks destined to Cedefop through its connection with the tenderer.

4. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER

Tenderers must meet the exclusion and selection criteria and have the legal position to allow them to participate in this tendering procedure.

In case any document(s) concerning exclusion (point 4.1) and selection criteria (point 4.2) is/are missing, the tender will automatically be rejected. Cedefop reserves the right to ask for additional clarification, if needed, only on documents presented within the tender. Missing documents will not be requested. Before sending, please therefore make sure that all requested documents are included.

4.1. Exclusion criteria

Participation to this tender 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 5.2 below, shall provide the self-declaration found in Annex C duly signed and dated. Failure to provide the declaration(s) on exclusion criteria will lead to the exclusion of the tenderer from further evaluation.

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

4.2. 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 by the consortium as a whole (in case the tenderer is a consortium).

Tenders from consortia of firms must specify the qualifications and experience of each member or of the consortium (Please fill in Annex G). In case of consortium (in line with the provisions in point 5.1 below) each consortium member must provide the required evidence for the economic and financial capacity and the selection criteria below will be applied to the consortium and the sub-contractors as a whole.

An economic operator may 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.

4.2.1. *Economic and financial capacity of tenderers*

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

Requirements for Economic and Financial capacity:

- The average annual overall turnover of the tenderer (of a single company, or of the consortium as a whole, if any) for the last three financial years should be at least **55,000 €**;
- The average annual turnover of the tenderer (of a single company, or of a consortium as a whole, if any) for the last three financial years concerning the type of services covered in this tender should be at least **18,000 €**.

Proof of Economic and Financial capacity **must** be furnished by the following documents respectively for each of the above two bullets:

- statements of overall turnover of the tenderer (single company, or statements for each consortium member, in case of a consortium) supported by Audited Financial Statements including the Profit and Loss Account or equivalent for each of the last three years to prove that the average annual turnover of the tenderer over that period meets the minimum required, which will be verified with the information provided in Annex G ;
- statement(s) of turnover of the tenderer (single company, or statements for each consortium member, in case of a consortium) concerning the type of services covered during each of the last three financial years.

Please fill in also Questionnaire 2 in Annex G.

In case of consortium (grouping) or subcontracting each member of the consortium and all sub-contractors (in line with point 5.1 or 5.2 below) must provide the required evidence for the economic and financial capacity.

If, for some exceptional reason the tenderer is unable to provide one or other of the above documents he is required to provide justification for 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.

4.2.2. *Technical and professional capacity of tenderers*

Requirements for Technical and professional capacity:

The Tenderers are required to have sufficient technical and professional capacity to perform the contract. In case of consortium or subcontracting, the grouping (consortium) or the tenderer with all subcontractors together have to provide evidence of technical and professional capacity as a whole (see also 5.1 and/or 5.2 below). Tenderers must demonstrate the ability to perform the tasks outlined in the technical specifications. In particular, they are required:

- to have direct Internet connection to major European ISPs outside Greece.
- to have License of operation under the Hellenic Telecommunications and Post Commission (EETT).
- to have at least 3 contracts performed in the past three (3) years similar to the scope, size and nature as those required in this call for tenders.
- to have implemented functioning quality management system in their company.

- to propose a team to implement /be in charge for the implementation of the contract that has the relevant to the subject of the contract profiles, knowledge and experience for the successful implementation of the contract, as follows:

- Sales Representative:

This person will be the business contact point of the ISP assigned to deal with Cedefop as a customer. S/he will be the person to manage the initiation, the good operation and termination of the services to be provided through this contract.

- Specific professional experience: assignment of at least three years to similar tasks as those described above, being the contact point for similar services of the same size and scope.
- Languages: English necessary, French or German or Greek an asset.

- Network Professional:

This person will be the technical contact point of the ISP assigned to deal with Cedefop as a customer and s/he will be the person involved in all the technical details of setting up, operating and tearing down the communication link between the ISP and Cedefop. S/he will be involved in the configuration of the link, the BGP session configuration, and any other technical and security details involved in this contract.

- Qualifications and skills: To be at least at a level of CCNA certified network professional and to have had such duties for the ISP for at least three years.
- Languages: English necessary, French or German or Greek an asset.

Financial Officer:

This person will be the financial contact point of the provider assigned to deal with Cedefop as a customer and s/he will be the person involved in all the details of the invoices/billing related to this contract.

- Specific professional experience: To have had similar duties as those described above for at least three years, being the contact point for similar services of the same size and scope.
- Languages: English necessary, French or German or Greek an asset.

Proofs 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:

- a document stating the ISP's links to major European ISPs outside Greece;
- A certified true photocopy of the valid EETT License;
- List of at least 3 contracts performed in the past three (3) 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 (Annex G);
- Relevant valid certification of the quality management system of the tenderer (ISO 9001:2000 or equivalent);

- The CVs of the ISP Sales, Network, and Financial experts who will be in charge for the contract implementation, as described above. The ISP shall be responsible to maintain the level of qualifications required for those three functions throughout the duration of the contract, through appropriate replacements if necessary.

4.3. Legal Position

Tenderers may choose between submitting a joint offer (see 5.1) as a Consortium / Grouping or by introducing a bid as a single tenderer, in both cases with the possibility of having one or several subcontractors (see 5.2). 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 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).

5. 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

5.1. 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 framework 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.

Groupings (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 of the group (please fill in the 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 J) 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 J, model 1 should be used and separate legal entity forms (see point 4.3 and Annex D) should be completed and signed by all members. For groupings with a legal entity in place, Annex J, model 2 and one legal entity form (see point 4.3 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 J) 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.

5.2. 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 sub-contractor if the total sub-contracting 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 sub-contractor;
- the required documents to show the economic/financial and technical/professional capacity of the subcontractor as described in points 4.2.1 and 4.2.2;
- the Form in Annex K (Model of Letter of Intent for Subcontractor/s) duly filled-in and signed by the sub-contractor, 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 sub-contractor 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 sub-contractor(s) altogether fulfil the criteria.

Where no sub-contractor is given (meaning that possible individual sub-contracting 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)).

6. AWARD OF THE CONTRACT

The evaluation will be based on the documents submitted by the tenderer. The evaluation will proceed in stages, as described below. Only the offers meeting the requirements of a stage will pass on to the next stage of the evaluation. The stages of the evaluation procedure will be (a) the technical evaluation (quality); (b) the financial evaluation (price).

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

A quality-price score will be calculated for each tender by using the following formula to calculate the Total Score (out of 100):

$$\text{TOTAL Score of tender A} = \frac{\text{Total Quality Score (out of 100) for award criteria of Tender A}}{100} \times (65) + \frac{\text{Cheapest Tender Price}}{\text{Price of Tender A}} \times (35)$$

where

(65) is the quality criteria weighting for this call for tenders;

(35) is the price weighting.

The contract shall be awarded to the tenderer who submitted an offer for “the best-value-for-money”, **i.e. to the tenderer who achieved the highest Total Score calculated according to the above formula.**

6.1. Technical Proposal

Tenderers are requested to organise the technical offer in headings or to structure it in such a way as to ensure that the contents 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 toward the technical award criteria.

The tenderer shall identify a Project Manager (the Sales Representative) within his organisation who will 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.

The tenderer’s technical proposal should consist of a clear and comprehensive response to all requirements as per the Technical Specification in point 3 above providing a practical, detailed description of the services offered and equipment proposed for performance of the contract. It is up to tenderers to prepare in their Technical Proposal a detailed organisation and methodology such that they fulfil (comply in full to) all requirements outlined in the Technical Specification. The Technical Proposal should prove that the Tenderer is capable of meeting the tender specifications, by providing all the information related to the scope of this project.

The current peering agreements with International ISPs with direct links to European locations should be presented in detail.

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

6.2. Technical Evaluation and Criteria

The Technical Evaluation Criteria, given below, will be applied for the assessment of the technical quality of the proposal. These criteria will be used for the evaluation of the overall response of the tenderer to the whole set of requirements (under the Technical Specifications). The Award Criteria are as follows:

	Award criteria and how they will be evaluated	Max. Points
1	<i>Tenderer's vision of ISP services</i> The tenderer's vision on the evolution of the foreseen services in the area of ISP to cope with emerging technologies and relevant standards.	15
2	<i>Methodological indicators</i>	85
	2.1 - Methodology of connectivity and its infrastructure (see 3.2.4);	15
	2.2 – Bandwidth availability of the link to be established (should have minimum bandwidth of at least 12Mbps available);	15
	2.3 - Minimum quality of service at 99% of uptime availability;	10
	2.4 - Methodology of problem solving (see 3.3.2, 3.3.3 and 3.3.4);	10
	2.5 - Guaranteed speeds (minimum bandwidth 1Gbps) to the national network and to the International ISPs, European connection points;	15
	2.6 - Number of hops to the reference site 212.8.176.130 via the International ISPs from the tenderer's POP to Cedefop (should be presented via a trace route output).	20
	Total Quality Score	100

For the evaluation of:

- award criterion (1) the tenderers should provide a brief description of up to two pages detailing their vision on the evolution of the foreseen services in the area of ISP to cope with emerging technologies and relevant standards.
- award sub-criterion (2.1) the tenderers should provide a detailed presentation of the proposed connection model, including the completion of Annex I [Technical Characteristics of link].
- award sub-criterion (2.2) the tenderers should provide graphs indicating numbers and charts of the monthly incoming and outgoing national and international traffic.
- award sub-criterion (2.3) the tenderers have to provide a Service Level Agreement, offering and guaranteeing minimum quality of service at 99% of uptime availability.
- award sub-criterion (2.4) the tenderers have to provide the procedure and time-line (schedule) they follow for solving problems of the services they deliver.
- award sub-criterion (2.5) the tenderers should provide a Backbone topology diagram and speeds to the national network and to the International ISPs, European

connection points. The current peering agreements with International ISPs with direct links to European locations should be presented in detail.

- award sub-criterion (2.6) - the shortest path of the trace route shall receive 10 points [the longer the path to the destination, the less points to be attributed], the minimum sum of the time to reach the destination for all the packets will receive 10 points, [the longer the sum time of all the packets to the destination, the less points to be attributed].

In order to guarantee a minimum threshold of quality, tenders scoring as a total less than 65 (of a maximum of 100) points against the award (technical) criteria, will not be considered acceptable and will therefore not have their financial proposal evaluated.

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

6.3. Financial proposal / Financial Scenario

Please fill in the attached Annex H - Financial Offer Form. The financial offer is based on a scenario established for evaluation purposes only and that is not binding on Cedefop.

The proposed price should cover unlimited volume of International Internet connectivity for Cedefop.

The total cost of the Financial Offer should include the telecommunication carrier's (Telco) circuit monthly fee (where applicable) as a per month and per year basis total in addition to the fees that represent the infrastructure's components provision (renting, leasing or purchasing) and construction cost.

The tenderers should prepare their Financial Proposals by using the layout of the Financial Offer Form (Annex H). It should be noted that the transition between the existing connection and the one to be established should be transparent to the end users. Costs should be clear, descriptive and analytical (e.g. Telco fees, infrastructure fees for buying or leasing equipment).

To facilitate the processing of financial data, tenderers are requested to include in their sealed envelope "Financial Offer" both the paper form and the electronic file on a disc.

6.4. Financial evaluation

Only tenders scoring 65 points or more (of a maximum of 100 points) against the Technical Award Criteria will have their financial proposal evaluated. The evaluation will be made on the basis of the Tender Price offered in the filled by the tenderers Price Offer Form (see point 6.3).

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

Financial Score = (cheapest Price / Price of the tender being considered)* 35,

whereby "35" is the price weighting indicator for this call for tenders.

For the Financial evaluation only the price derived from line 16 of the Financial Offer Form (Annex H) will be the one to be used for the value for money calculations.

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

Please note that Cedefop estimates are indicative and do not constitute any kind of legal obligation for the Centre. The financial offer is based on a scenario established for evaluation purposes only and that is not binding on Cedefop.

6.5. Information concerning price

- The prices quoted must be fixed and not revisable for the first two years of the contract. From the beginning of the third year, price revision may take place in accordance with the provisions of Article I.3 (Special Conditions) of the model contract attached as Annex B.
- Prices must be quoted in euro (without VAT) and include all expenses.
- Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, 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 – relevant indication to be added at the bottom of the Financial Offer Form).

7. INFORMATION ON PRESENTATION AND CONTENT OF TENDER

It is extremely important that tenderers present their tender in the correct format and provide all documents necessary to enable the evaluation committee to assess their tender. Tenderers should fully respect the instructions, in particular those given in points 2, 3 and 4 of this Open invitation to tender.

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

7.1. Envelope A - Supporting documents

One original and one copy of:

- a Cover letter, signed by the person/s (name and position) that is/are authorised to sign the contract in case of contract award as requested in point 4 of the Invitation to tender;
- the Exclusion Criteria declaration requested in point 4.1 and standard template found in Annex C;
- the Legal Entity Form as requested in point 4.3 and found in Annex D;
- the Financial Identification Form as found in Annex E;
- the Checklist found in Annex F;
- Questionnaires 1 – 3 as found in Annex G;
- the selection criteria documents as requested in point 4.2, 5.1, 5.2;
- Power of Attorney (Model 1 or 2), as required in point 5.1 (if applicable) and found in Annex J;
- Model of Letter of Intent for Subcontractor/s as required in point 5.2 (if applicable) and found in Annex K.

7.2. Envelope B – Technical proposal

One original signed unbound version and three bound copies of:

- the Technical Proposal providing all information requested in points 3, 6.1 and 6.2.
- the table with Technical Characteristics of the Link - Annex I, as required in point 3.2.4.

7.3. Envelope C – Financial proposal

One original signed version, three copies and the electronic file (on CD) of:

- Financial Offer Form (Annex H), as required in point 6.3.

Annex A

CONTRACT NOTICE

(Given as separate file in *.pdf)

Annex B:

DRAFT FRAMEWORK CONTRACT

(Given as separate file in *.pdf)

Annex C

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

(given as Separate Annex in MS Word format)

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://europa.eu/comm/budget/execution/legal_entities_en.htm

Legal Entity Form to be completed and signed by the tenderer. 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/comm/budget/execution/ftiers_en.htm

and to be completed and signed by an authorised representative of the tenderer (with indication of name and function), but not by sub-contractors.

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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

The checklist must be used to ensure that you have provided all the documentation for this tender and in the correct way. This checklist should be included as part of your offer.

Please Tick ✓ the boxes provided

Mandatory documents to be included as part of the tender	Reference paragraph	Included		If the document is not included, please provide an explanation for the reason
		Yes	No	
Envelope 'A' must contain				
one original and one copy of:	7.1	☐	☐	
- cover letter, signed by the person/s that is/are authorised to sign the contract in case of contract award (name and position of the individual(s) entitled to sign contract)	Point 4 of Invitation to tender; 4.3, 7.1	☐	☐	
- this Checklist	7.1 & Annex F	☐	☐	
- Exclusion Criteria Declaration (including those of consortium members and subcontractors, if applicable)	4.1, 7.1 & Annex C	☐	☐	
- Legal Entity Form	4.3, 7.1 & Annex D	☐	☐	
- Financial Identification Form	7.1 & Annex E	☐	☐	
- Selection criteria documents (If applicable, including those of consortia and subcontractors)	4.2, 5.1, 5.2, 7.1	☐	☐	
- Annex G (Questionnaires 1-3)	4.2, 4.2.1, 4.2.2, 5.1; 7.1 & Annex G	☐	☐	
- Power of attorney of partners in joint bid / Consortium (if applicable)	4.1 & Annex J (models 1 or 2)	☐	☐	
- Letter of intent of subcontractor (if applicable)	4.2 & Annex K	☐	☐	
Envelope 'B' must contain				
one original and three copies of:	7.2	☐	☐	
- the Technical Proposal, incl. Annex I	3, 3.2.4; 6.1, 6.2, 7.2 & Annex I	☐	☐	
Envelope 'C' must contain				
one original, three copies and the electronic file on CD of:	7.3	☐	☐	
- the financial proposal	6.3., 7.3 & Annex H	☐	☐	

The tenderers should also ensure that:

☐	the offer is formulated in one of the official languages of the European Union.
☐	both the technical and financial proposals of the offer are signed by duly authorised agent.
☐	the offer is perfectly legible in order to rule out any ambiguity.
☐	the offer is submitted in accordance with the envelope system as detailed in the invitation to tender point 3.
☐	the outer envelope bears the information mentioned in the invitation to tender point 3.

Annex G

(given as Separate Annex in MS Word format)

Annex I

Technical Characteristics of Link

(given as Separate Annex in MS Word format)

Annex J

POWER OF ATTORNEY

(MODEL 1 and MODEL 2) -

(given as Separate Annex in MS Word format)

- to be appropriately filled in, if and whichever applicable

Annex K

Model of Letter of Intent for Subcontractor/s

(given as Separate Annex in MS Word format)

- to be appropriately filled in, if applicable

Annex L

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: 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.
Fee-based contract	A contract under which the services are provided on the basis of fixed fee rates for each day worked by experts (SERVICES).
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.
Framework contract (FWC)	A framework contract is a contract concluded between Cedefop (the Contracting Authority) and an economic operator for the purpose of laying down the essential terms governing a series of specific contracts and/ or Order Forms to be awarded during a given period, in particular as regards the duration, subject, prices, conditions of performance and the quantities envisaged. Cedefop may also conclude multiple framework contracts, which are separate contracts with identical terms awarded to a number of suppliers or service providers.

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.
Lump Sum Contract	A contract under which the services are performed for an all-inclusive fixed price (SERVICES).
Open procedure	Calls for tender 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.

Tender specifications	Document or set of documents containing all the instructions, models and information needed for the preparation and submission of a tender, 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 its 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 (TS)	The document drawn up by Cedefop (the Contracting Authority) setting out its requirements and/or objectives in respect of the provision of services, specifying, where relevant, the methods and resources to be used and/or results to be achieved (SERVICES).
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.
Telco	Telephone Company or Network infrastructure company
ISP	Internet Service Provider
BGP4	Boarder Gateway Protocol (Version 4)
POP	Point of Presence
EETT	Hellenic Telecommunications & Post Commission

Annex M

Cedefop ICT profile

1. Position in the organisation

See the organisational chart on Cedefop's web site

<http://www.cedefop.europa.eu/index.asp?section=2&sub=2>

2. Human Resources in the ICT

Cedefop's ICT department currently comprises of 10 experienced individuals, involved in project coordination, software, web and database development, technical administration and support (systems, network, security, firewall, web servers, Livelink, etc.)

All Cedefop's websites, services, information systems, applications, the Livelink document management system, servers, databases and technical equipment are hosted internally and being managed, supported and developed by the ICT department. Some development and support is outsourced; outsourcing is managed and controlled by the ICT department.

3. Network and telecom profile

(1) The internal network (LAN) is based on a switched Gigabit Ethernet backbone using Cisco technology and VLAN architecture. Current Internet bandwidth: 20 Mbps over the Gigabit backbone of *GRNET*. Backup Internet connection through wireless link with OTEnet (1 Mbps).

(2) Connection with the sTESTA network of the European Commission (connects to the EC Intranet and other online services such as CIRCA).

(3) Security: firewall / IDS (Checkpoint FW-1), e-mail security and anti-virus systems (F-secure).

(4) Siemens Hipath 4000 HDMS Telephone Center, with Siemens Xpressions unified messaging for voicemail and e-fax.

(5) Ericsson DECT Telephone Centre interconnected with Siemens Hipath for cordless communications within the premises.

4. Systems

(1) The main operating system infrastructure is built on a Microsoft Windows 2003 Active Directory network controlled by 3 domain controllers (Single Forrest – Two sites, one in Thessaloniki and one in Brussels).

(2) The business critical services are supported by three pairs of clustered systems connected using Fibre Channel Switches to two SAN Subsystems (Compaq MA-8000 and Hewlett Packard EVA-4000), as follows:

(a) File and Print services are controlled by a two-node clustered system (active-passive) based on Windows 2003 Advanced Server (two Hewlett Packard Blades BL30 connected to the EVA-4000 Storage).

(b) Internal e-mail services are based on a two-node active-passive Windows 2003 Advanced Server – Exchange 2003 cluster (two Compaq DL380G2 connected to the MA-8000 Storage) and an external front-end Exchange Webmail server (OWA). Migration to Hewlett Packard Blade servers and the EVA-4000 storage is on-going.

(c) Document Management, Workgroup and Intranet Services based on the Opentext Livelink Software Platform are hosted in a two-node active-active Windows 2000 Advanced Server cluster (two Compaq DL380G3 connected to the MA-8000 Storage). Extranet access is supported via an external Livelink front- end. Migration to Hewlett Packard Blade servers and the EVA-4000 storage is on-going.

(3) Large scalable storage capacity with several hundreds of GB exists in a few tens of hard disks resides in the SAN. Backup is done with Brightstore Arcserve software, using one HP MSL6060 tape library with four SDLT drives, directly connected to the SANs.

(4) There are also several standalone File, Print, Web, database and document servers, running MS-Windows OSs (Windows 2000 and Windows NT) and some Linux servers (DNS, network and systems monitoring, logging, mailing lists, apache).

5. Email

(1) Internal Email services run on a clustered system based on Windows 2003 Advanced Server and Microsoft Exchange Server Enterprise 2007. This system is using the same SAN as the File and Print Services. Exchange's Outlook Web Access (OWA) is hosted on a dedicated server, on the DMZ.

(2) Front end Internet e-mail security gateway is hosted on two Compaq DL380G3 Windows 2000 servers, running Clearswift's MIMESweeper, and screening from spam and virus threats.

6. Web infrastructure

(1) Web application environment and expertise: mainly Microsoft IIS flavours 3 (Intranet) and 4 (all the others), ASP technology, LDAP, SQL, Database access, XML, VBScript, Microsoft SQL Server, Sybase. In May 2008, it was decided to move to Microsoft .NET technology.

(2) Web log analysis, statistics and analytics is done with WebTrends Marketing Lab 2 (v8.5). The primary search engine for Cedefop's websites is the licensed Google Custom Search, Business Edition.

(3) The official Cedefop corporate informational web site (www.cedefop.europa.eu) is running on Windows 2000 and IIS 5.0.

(4) Cedefop's interactive large core business site (ETV - www.trainingvillage.gr), with 50,000 registered users, is based on ASP scripting, designed on the LDAP front-end of Microsoft's Site Server 3 with an SQL server 7.0 as a backend, maintained in-house, running on two Compaq DL350 servers.

(5) The Europass website (Europass CV, Language Passport, Mobility, Diploma/Certificate Supplement - <http://europass.cedefop.europa.eu>) is based on JSP/Jakarta/Tomcat/Apache web technologies and MS-SQL DB Server and is running on two Compaq DL380 servers.

(6) The web based IS “OLIVE” (<http://studyvisits.cedefop.europa.eu>) is used for managing a decentralised network of study visits exchanges. It is running on Windows 2003 / IIS 6 / ASP / Sybase 15 on the “New-Idefix” server of Cedefop’s Study Visits department.

(7) Cedefop’s Library hosts a web site (libserver.cedefop.europa.eu) on an Apache server, running on the Aleph system and on the IBM AIX/RS6000.

(8) Extranet functionalities (<http://extranet.cedefop.europa.eu>) are implemented on Livelink (see below).

(9) A web proxy server (“squid”) with 50GB cache is playing the role of a Web gateway to Cedefop’s Brussels office computers.

(10) The “UniWeb” project (in-progress) aims to consolidate all web sites of Cedefop into a single portal using OpenText RedDot and Microsoft .NET.

7. Internal Database / Information Systems and Applications:

(1) Cedefop’s custom-made Financial, Budgetary, Accounting and Human Resources ERP system (“Fibus”), built on Power Builder 8 and Sybase ASE 12.5, is hosted on a dedicated Compaq ML530 running Windows 2000 OS.

(2) The Library system (Aleph v.14.2.9) of Cedefop is hosted on an IBM RS6000 server running AIX and Oracle 8.17.

(3) Opentext Livelink is being used as a Document Management, Groupware, Workflow and Intranet/Extranet Integrated Information System. Cedefop’s Intranet is based on Livelink. A dedicated Livelink administrator is managing and developing the system.

(4) “Myfibus” is a web-based personalised employee information system based on Microsoft ASP.

8. Desktop environment

The desktop environment includes approximately 160 PCs, running Windows XP Professional, Office 2003 and ca 30 printers and multifunction machines.

9. Audio-visual systems

Advanced videoconferencing infrastructure (Tandberg, Polycom, Phillips) and know-how exists.