



FINANCE AND PROCUREMENT

DRS/PRO/DELE/RB(2017)01552
Thessaloniki, 27 July 2017

OPEN INVITATION TO TENDER

ICT Support Services II AO/DRS/SAN/ICTSS-II/006/17

REFERENCE: *Contract notice 2017/S 142-291416 of 27/07/2017*

Dear Sir/Madam,

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

The purpose of this call for tenders 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 (and documents included in them) 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),
Attention of Procurement Service
PO Box 22 427
GR – 55102 Thessaloniki, Greece**

Important:

If using a postal service, tenderers must use a registered, reliable one. If no postmark has been stamped or if the postmark is not legible, Cedefop will accept deposit slip issued by the postal service, provided that this clearly indicates the date as filled in by the post office and not by the tenderer.

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.*

Tenderers should not attach *their offer to any of the above informative 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)** above):

**European Centre for the Development of Vocational Training (Cedefop),
Attention of Procurement Service
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.

Tenderers must pay attention to the **quality of the packaging material**, especially of the inner envelope, in order to make sure that it will remain sealed until the formal opening of tenders by the Agency.

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/DRS/SAN/ICTSS-II/006/17 <i>‘ICT Support Services II’</i> Name of tenderer: Lot(s) No.....[The number(s) of the lot(s) tendered for] 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 section 6 of the attached Tender Specifications.

Tenderers should not disclose their financial offer in any part of their tender other than the sealed envelope C, not even disclose the total amount of their financial offer on the cover letter.

4. Tenderers must ensure that their tenders are signed by an authorised representative and that tenders are legible so that there can be no doubt as to words and figures.
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. Therefore, 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).
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 maximum two representatives. The names of the persons 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 three working days prior to the opening session. Failing that, Cedefop reserves the right to refuse access to its premises.
7. Contacts between the contracting authority (Cedefop) and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

7.1 Contacts 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 e-mail (C4T-services@cedefop.europa.eu) or by fax (fax No +30 2310 490 028).

Requests for additional information/clarification (if any) from potential tenderers should preferably be written in English and 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.

Before requesting any additional information, the tenderers are kindly requested to visit the FAQ page on Cedefop website:

<http://www.cedefop.europa.eu/en/about-cedefop/faqs/procurement-procedures>.

- Cedefop 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 tenders.

The Answers/Clarifications of Cedefop to the requests for additional information/clarification of the tenderers, including that referred to above, will be published on Cedefop's website under the same link where this Open Tender Procedure is announced (<http://www.cedefop.europa.eu/en/about-cedefop/public-procurement>.) **Tenderers must ensure that they visit regularly the site for updates up to the closing date for receipt of tenders.**

7.2 Contacts after the final date for submission of tenders and before opening:

- Tenderers should not contact the Contracting Authority (i.e. Cedefop) on their own initiative.
- Tenderers are not allowed to 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 may lead to rejection of the tender at a later stage. Any such need for additional information/document identified by the Evaluation Committee during the evaluation process 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).

7.3 Contacts after the opening of tenders:

- Tenderers should not contact Cedefop on their own initiative at that stage.
- If clarification on the compliance with the Eligibility and/or Selection Criteria is required or if obvious clerical errors in the tender need to be corrected Cedefop may contact tenderer/s in writing to obtain further clarification or documents on specific points of the tender or to correct obvious clerical errors.
- If the necessary information and/or 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. Tenderers must not modify their tender or add any new elements to it. The reply must therefore make clear reference to the relevant information already present in the file. This will serve solely the purpose to provide the Evaluation Committee with a clarification regarding the technical proposal provided the terms of the tender are not modified as a result.
- In regards to possible clarifications on obvious clerical errors in the Financial Offer, tenderers must not add any new prices, but only explain the quotation on the basis of elements and prices already present in the offer. In case a tenderer alters his financial offer during a clarification (beyond the correction of any obvious clerical/calculation errors), this offer will be automatically rejected.
- Tenderers should be prepared to reply to such requests for clarification within a short reasonable deadline as it will be stated in the request for clarification.

8. Timetable:

	DATE	TIME
Deadline for request for any clarifications from the Contracting Authority (Cedefop)	01/09/17	N/A
Last date on which clarifications are issued by Cedefop	05/09/17	N/A
Deadline for submission of tenders (hand delivered)	12/09/17	17h00
Deadline for submission of tenders by post / courier	12/09/17	N/A
Validity of the tenders	11/03/18	N/A
Tender opening session	20/09/17	11h00
Estimated contract signature date	November-December 2017	

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 for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.

11. Up to the point of signature, the contracting authority (i.e. Cedefop) 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:

- The signature of an Order or Specific Contract under the Framework Contract, whereby signature of the Framework Contract alone does not commit Cedefop to order.

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 may be registered in the Early Detection and Exclusion System (EDES) if you are in one of the situations mentioned in Article 106 of the Financial Regulation¹. For more information, see the Privacy Statement on http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm#BDCE).
15. Once Cedefop has opened the tender, it becomes its property and it shall be treated confidentially.
16. You will be informed of the outcome of this procurement procedure by e-mail only. It is your responsibility to provide a valid e-mail address together with your contact details in your tender and to check this e-mail address regularly.

Yours sincerely,

signed Michail Christidis
Head of Finance and Procurement

Attached: Tender Specifications

¹ Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25 October 2012 on the financial rules applicable to the general budget of the Union and repealing Council Regulation (EC, Euratom) No 1605/2002 (OJ L 298 of 26.10.2012, p. 1) as amended.

OPEN INVITATION TO TENDER

AO/DRS/SAN/ICTSS-II/006/17

‘ICT Support Services II’

Tender Specifications

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Introduction to Cedefop: Europe's agency for training policy

Source: <http://www.cedefop.europa.eu/EN/about-cedefop.aspx>

About Cedefop

Cedefop is the European Union's agency for vocational education and training (VET). With its research and analyses, it supports the European Commission, EU Member States and social partners in designing and implementing VET policies, with a focus on how best to link education and employment.

European labour markets have been unsettled by globalisation, technological advances and demographic changes (ageing of the population and immigration). The economic downturn of the last decade has increased social inequality and geographical disparity. To address the economic, social, technological and environmental challenges, structural reforms both of labour markets and education and training systems are needed.

In this context, vocational education and training can help get people (back) into work and promote equality, inclusion and solidarity. VET is a pillar of lifelong learning, providing young people with an initial qualification and adults with upskilling options. VET caters both for the brightest, offering them interesting career prospects, and the most vulnerable, opening different pathways into the labour market.

Cedefop's work can be divided into three main strands:

Shaping VET

VET systems and institutions must be relevant to individual and labour market needs. Cedefop fosters their renewal and modernisation in response to emerging policy needs and priorities. It monitors labour market changes and policy implementation in the EU Member States and reports on these.

VET systems need to take into account learning acquired in different ways and at different times and allow people to move between countries and sectors. Cedefop promotes the use of European tools such as qualifications frameworks which allow Europeans working or learning abroad to "take their qualifications with them" by facilitating understanding and recognition of these.

Valuing VET

The ultimate goal of VET policy is to meet the needs of individuals: to strengthen their employability, help them find and keep jobs and allow them to make a good living. At individual countries' request, Cedefop reviews their VET policies and programmes to support effective implementation of European policies (e.g. work-based learning and apprenticeships) and policy learning between countries.

With its work on guidance and the validation of non-formal and informal learning, Cedefop promotes access to VET. It supports the inclusive role of VET by facilitating the (re)integration into education and training of low-skilled and other vulnerable groups.

Informing VET

Cedefop looks into how socio-economic and demographic trends affect employment, nature of jobs and demand for skills in the labour market. It forecasts future skills needs and supply to help individuals, employers and policy makers to make informed decisions about education, training and careers. It identifies policies and practices to help policy makers and VET providers address skills mismatches.

Cedefop supports countries to develop their own intelligence and data on skills and employment needs.

Cedefop's information

Cedefop shares its expertise through its publications, networks, conferences, seminars and web portal www.cedefop.europa.eu. All Cedefop publications are available for download. Cedefop hosts and organises conferences and events throughout the year.

In addition to its web portal www.cedefop.europa.eu, Cedefop's work can be followed on Facebook at www.facebook.com/cedefop and Twitter at www.twitter.com/cedefop.

1. OVERVIEW OF THIS TENDER PROCEDURE

In submitting his tender in response to this tender procedure, 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 and terms of business may be, which he hereby waives. No account can be taken of any reservation or disclaimer expressed in the tender as regards the tender dossier's Tender Conditions and Specifications and the Contract's Special and General Conditions. 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 or disclaimer may result in the rejection of the tender without further evaluation on the grounds that it does not comply with the conditions of the Tender Dossier.

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 Technical and a Financial Proposal containing all the required information and documentation may lead to the rejection of the tender.

1.1. Description and type of the contract

a) *Title of the contract:* **ICT Services**

b) Short description of content of this contract:

The purpose of this open invitation to tender is to conclude two framework contracts with Service Providers for various ICT services. It is divided in two (2) lots corresponding to 2 distinct ICT fields: in details provision of services for the smooth functioning and the continuous operation of the ICT Infrastructure in terms of all the Windows and Unix systems, as well as the proper documentation of the ICT procedures to comply with ICT Risk Assessment, Compliance and ICT standards. This will include monitoring of the compliance standards using automated open source Unix software that will be in line with the documentation and the procedures in place according to ISO-27000 and other EU and international IT compliance standards.

c) Type of contract: **Framework Service Contract**

The services will be provided following the signature of Order forms/Specific Contracts for each LOT throughout its validity. The number and content of Order Forms/Specific Contracts will depend on the needs of Cedefop.

1.2. Place of delivery or performance

The place of provision of support services for both lots will be mainly at Cedefop's premises (hereafter: **on-site**) and partly at the contractor's premises (hereafter: **off-site**).

The decision on which of the tasks and services should be performed on-site or off-site will be made by the ICT Service based on the needs, on efficiency considerations, on the elements of the offer of the successful tenderer and will be agreed with the selected Contractor for each lot.

Some on-site services might exceptionally require presence of contractor's staff on weekends or public holidays.

1.3. Division into lots

This tender procedure is divided into the following 2 Lots:

Lot 1: ICT Services related to Microsoft Windows Servers & Desktops systems and applications

Lot 2: ICT Services related to UNIX Servers and Compliance Services

Tenderers may submit tenders for one or both lots. Please note that in the case where you tender for more than one lot, a separate tender must be made for each lot; therefore, the common outer envelope must contain as many inner envelopes as the number of lots tendered for – see point 3 of the Invitation to tender. Each individual lot will be examined separately of any other lot and considered only in its entirety.

Tenderers may therefore not submit a tender that covers only part of a lot, or is declared as dependent, or being conditional, on the award of any other lot(s) included within the procurement procedure. Each lot will form a separate contract and the activities and/or quantities indicated for different lots will be indivisible. If the tenderer is awarded for both lots, a single contract may be concluded covering both lots.

1.4. Variants

Tenderers **may not** offer variant solutions to what is requested in the tender specifications. Cedefop will disregard any variants described in a tender, and reserves the right to reject such tenders without further evaluation on the grounds that they do not comply with the tender specifications.

1.5. Value or quantity of purchase

The estimated volume of services per Lot is expected to be as follows:

- Lot 1 (ICT Services related to Microsoft Windows Servers & Desktops systems and applications)
Estimated person-days: 1600 days over 4 years
- Lot 2 (ICT Services related to UNIX Servers and Compliance Services)
Estimated person-days: 1200 days over 4 years

Tenderers should be aware that the information on volume is purely indicative, shall not be binding on Cedefop and should not be considered as a warranty as to the final value of the contract. The sum of the person-days of the successive Order Forms/Specific Contracts 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 person-days effectively entered in the successive signed Order Forms/Specific Contracts. The total value of the framework contract will ultimately depend on the orders which Cedefop may place through Orders Forms/Specific Contracts.

1.6. Duration of the contract

The framework contract for each Lot shall enter into force on the date of signature of the last contracting party, shall have initial duration 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 total acquisition period of four (4) years (1+1+1+1).

1.7. Main terms of financing and payment

Payments will be made upon completion of specific tasks and after the approval by Cedefop Project Manager, within **30 days** of submission of invoices and at the conditions set out in the draft contract per lot.

2. TERMS OF REFERENCE

The services covered under the two (2) Lots of this tender procedure are mainly permanent activities requiring high level of technical expertise to ensure the good functioning of the ICT infrastructure; they should re-source, complement (in terms of workload), further develop, support and back-up the activities of Cedefop's ICT staff.

Assignments shall often be of a complex nature requiring technical knowledge and experience to develop and implement solutions. Different levels of expertise are categorized into different profiles (IT consultant, support engineer, IT expert etc.).

Services will be acquired in the form of person-days in Cedefop premises (mostly). One person-day is defined to be 8 hours – lunch break not included. Cedefop disposes a clock-in and clock-out electronic system. The services shall be provided mostly within the normal working hours of Cedefop (between 08:00 – 19:00 on weekdays). Person days will be distributed **evenly** in a weekly basis based on a pre-agreed presence schedule with the contractor. It might be required exceptionally to provide services outside normal working hours or during the weekends in special cases (e.g. migrations, disasters etc.). In each case there will be a prior written mutual consent.

The most widely used language in the Centre is English. The second most widely spoken language is Greek, followed by French and German. In delivering the services, all oral and written communication shall be in English; therefore textual deliverables (reports, technical documentation, briefs, mails etc.) shall be drafted and delivered in English.

Cedefop observes most Greek holidays and is closed for 15 to 20 days every year (including 5 days at Christmas/New Year, 2 days at Easter, Labour Day and Europe Day on May 9th). However the Centre may be open during some Greek public holidays during which the person providing on-site services shall be bound to perform work, if required.

For a detailed description of Cedefop's ICT environment please refer to Annex K.

2.1. Lot 1 – ICT Services related to Microsoft Windows Servers & Desktops systems and applications

2.1.1. Lot 1 – Profiles, location and reimbursement models

General context of services: This Lot consists of two profiles a) ICT consultants, b) technical support engineers; both will assist in the daily administration of computer systems (servers, desktop and peripherals) and contribute to the smooth and optimized running of operational central computing resources of Cedefop.

Services will be acquired in the form of person-days, shall engage the abovementioned two (2) different profiles and shall involve off- or on-site work. In details:

- ICT consultant;
- Technical support engineer (on-site; off-site; on weekends).

In order to meet the requirements of the tasks, specific Microsoft Certifications will be asked. Details will be found in Selection Criteria in point 3.2.2 below.

Both profiles will assist with installing, supporting, and maintaining servers and desktop computers, planning for and responding to service outages and other problems. In addition, they shall conduct one-off assignments such as migrations. More specifically:

- Consultancy and technical support related to the administration of Cedefop servers, e.g. regular administration, automation of administrative tasks, script development, software upgrades, performance measuring and improvement, writing of documentation, policy making.
- Other duties shall include scripting or light programming (i.e. VB, WMI, PowerShell), follow-up of systems-related projects, supervising documenting or knowledge transferring in computer operations, consulting for computer problems beyond the knowledge of technical support staff.
- Consultancy and technical support related to the administration of Cedefop desktop environment e.g. regular administration, automation of administrative tasks, script development, upgrade, deployment, performance measuring and improvement, documentation, policy making, second level support, etc.
- One-off assignments and projects such as migrations, market studies, feasibility studies.

Location of execution and reimbursement models:

The two (2) abovementioned profiles will be reimbursed as follows:

1. For ICT Consultant on Cedefop premises, presence additional travel and accommodation costs will be reimbursed, if needed, on the basis of the tenderer's Financial Offer in Annex H. Otherwise tasks will be performed and reimbursed on an off-site presence basis.
2. For Technical support engineer, the majority of the person days will be consumed (and reimbursed) on Cedefop premises presence (onsite) without further travel and accommodation costs coverage foreseen.
3. For Technical support engineer, person days consumed during weekend presence on Cedefop premises must also include the additional travel and accommodation costs in the proposed price.

2.1.2. Lot 1 – Tasks for Profile: ICT consultant/s (off-site/on-site)

Typical services for this profile shall include (indicative list):

1. Consult and propose appropriate solutions in:
 - (a) system management products and tools for the Windows Server and Desktop platforms;
 - (b) the establishment of policies and procedures relating to the operation and maintenance of servers;
 - (c) server migration and software upgrade procedures;
 - (d) Office automation systems and their integration covering: i) MS Office tools, ii) other third party desktop applications;
 - (e) methodology for server performance measuring, improvement and benchmarking.

Prepare:

- (f) feasibility studies and/or cost benefit analysis on server based software solutions in relation to user requirements;
- (g) server product evaluation studies, including market survey, technical evaluation, testing and preparation of technical reports on server related issues;
- (h) technical documentation related to the server operation and maintenance procedures.

Assist Cedefop ICT staff in:

- (i) maintaining integrity and reliability of server infrastructure through the application and further development of procedures and standards;
- (j) Microsoft Windows Exchange protocols and their interaction with desktop Microsoft Office applications and tools.

2.1.3. Lot 1 – Tasks for Profile: Technical Support Engineer /s (on-site and off-site)

General context: Assistance in the development and implementation of standards for systems maintenance and configuration, i.e. assistance in automating routine maintenance tasks as appropriate ensuring proper backup procedures are in place and in use. Assist ICT developers in optimizing systems resource utilization. More specifically:

1. Provide 2nd Level User support or elevated technical calls of Helpdesk in:
 - (a) technical activities relating to the integration of hardware, operating system and application software for desktops;
 - (b) installation of centrally controlled printing infrastructure and other peripherals;
 - (c) supporting of centrally controlled Anti-Virus (currently F-Secure) services (e.g. ad-hoc interventions and prevention activities).

Assist Cedefop ICT staff in:

- (d) installation, update and administration of servers and operating systems (Windows Server 2008 R2, 2012 R2 and 2016);
- (e) developing standardised reference configurations (PC imaging and deployment);
- (f) implementation of policies and procedures on server operation and maintenance;
- (g) reviewing backup logs and verifying backup integrity; perform restore operations;
- (h) automating administrative procedures as much as possible by scripting and scheduling.

Prepare:

- (i) technical documentation for all related tasks;
- (j) under coordination by the Senior Consultant and/or Cedefop ICT Staff, product evaluation studies, including market and user surveys, technical evaluation and testing and preparation of technical reports on server related events or products.

Monitor and measure:

- (k) performance of server and desktop applications/processes and provide improvement of applications;
- (l) server capacities, proposing actions for capacity planning.

2.1.4. ICT Environment

Current server environment is mainly Microsoft Windows Server 2012R2 a few Windows 2008R2; Hyper-V on Failover Cluster on Windows 2012R2 and MS Exchange 2010. All are based on Hewlett Packard Blade architecture or Lenovo System X accompanied by HP Storage Area Network (SAN) 3PAR or EVA. Current desktop environment is Microsoft Windows 7 with Office 2010 (incl. Outlook 2010); Planning for migration towards Windows 10 is scheduled for Q4 2017 – Q1 2018. Some mobile devices (i.e. Smartphones, tablets running Android, Windows mobile, Mac iOS X etc.) are also in use.

2.2. Lot 2 – ICT services related to Unix Servers and Compliance Services

2.2.1. Lot 2 – Profiles, location and reimbursement models

General context of services:

Services will be provided in the form of tasks, expressed in person-days that will engage experts with two (2) profiles and shall involve off- or on-site work. In details:

- ICT Unix Expert (onsite, offsite, on weekends);
- ICT Compliance Expert.

In order to meet the requirements of the tasks, specific ICT Unix and ICT Compliance Certifications will be asked. Details will be found in the Selection Criteria in point 3.2.2 below.

Regarding the Unix Expert profile, person days will be distributed **evenly** in a weekly basis based on a pre-agreed presence schedule with the contractor.

Regarding the Compliance Expert profile, the person-days won't be distributed evenly over the 4 years. Indicatively, there will be a need for more person days at the beginning of the contract.

2.2.2. Location of execution and reimbursement (for working on-site at Cedefop premises in Thessaloniki)

On-site work will be reimbursed as follows:

1. Regarding the Unix expert, all travel and accommodation should be included in the price per person-day.
2. Regarding the ICT Compliance Expert, additional travel and accommodation costs will be reimbursed, if and when meetings and on-site work in Thessaloniki are required, on the basis of the tenderer's Financial Offer in Annex H. Otherwise tasks will be performed and reimbursed as off-site presence.

2.2.3. Lot 2 – Tasks to be performed for both Profiles

Under the general tasks to be performed you can find the following: Typical services for both profiles shall include (non-exhaustive indicative list):

	U=Unix Profile, C=Compliance Profile, B= both Unix and Compliance Profile	
No.	Profile	Description
1	U	Consultancy and technical support related to the administration of Cedefop ICT infrastructure, e.g. day to day administration, automation of tasks and processes, script writing, testing and development, software upgrades, performance measuring and improvement, writing of ICT documentation, drafting ICT policies and ICT procedures.
2	C	Follow-up of systems-related projects, drafting of documentation or knowledge transferring in computer operations, consulting for computer problems beyond the knowledge of technical support staff of Cedefop.
3	B	One-off assignments and projects such as migrations, market studies, feasibility studies etc.
4	U	Support, installation, update and administration of servers and operating systems (Red Hat Enterprise Linux, Unix (POSIX/SUS V3)).
5	B	Implement policies and procedures on server operation and maintenance.
6	U	Scripting for automation of administrative procedures and support of services (e.g. product support, interventions, and prevention activities).
7	U	Reviewing backup logs and verifying backup integrity; perform restore operations; review, report and correct OS event logs and errors; monitor virus protection operations (status, updates etc.); monitor server capacities, proposing actions for capacity planning.
8	U	Participation in technical support activities relating to the integration of hardware, assistance in 2nd level support.
9	U	Setup Performance processes for measuring and improvement of applications, services communications and connectivity.
10	B	Contribute to the creation of product evaluation studies, including market survey, user survey, technical evaluation, testing and preparation of technical reports on server related requests or server errors.
11	U	Automation of ICT administrative tasks by developing scripts.
12	B	Elaborate and produce technical documentation.
13	B	Assistance to the ICT staff as required within the abovementioned tasks.
14	C	Follow up the ISO27000 standards as regards documentation of information security controls, of information security governance.
15	B	Draft procedures and policies related to information security of the applications run by the Centre.
16	C	Perform and document security risk assessments on ICT software systems or ICT applications run by the Centre.
17	C	Perform and document compliance procedures on ICT software systems or ICT applications against European Regulations.
	U=Unix Profile, C=Compliance Profile, B= both Unix and Compliance Profile	

2.2.4. ICT Environment

Current server environment is mainly Microsoft Windows Server 2012R2 a few Windows 2008R2; Hyper-V on Failover Cluster on Windows 2012R2 and MS Exchange 2010. All are based on Hewlett Packard Blade architecture or Lenovo System X accompanied by HP Storage Area Network (SAN) 3PAR or EVA. Current desktop environment is Microsoft Windows 7 with Office 2010 (incl. Outlook 2010); Planning for migration towards Windows 10 is scheduled for Q4 2017 – Q1 2018. Some mobile devices (i.e. Smartphones, tablets running Android, Windows mobile, Mac iOS X etc.) are also in use. There are in addition Unix servers (Ubuntu, Linux) that provide infrastructural support services (DNS, availability of network resources, printing resources, status of resources on Windows servers (RAM, disk space, events, alarms and threshold messages) to the existing ICT infrastructure. The current tools used are the following: (1. Zabbix, 2. Nagios, 3. Mrtg, 4. Centreon, 5. OSSec6. Openvas, etc).

2.3. Additional Requirements (for BOTH Lots)

1. On-site person-days will be calculated on an 8-hour presence or 4-hour presence (for half-day). In each full person-day a 20 minutes break is mandatory and not calculated to the billable hours. In half-day presence (i.e. 4-hour) no break is foreseen. Overtime will be counted as extra person-day time and will be invoiced / reimbursed only if overtime has been pre-approved by ICT service.
2. The contractor will be able to connect remotely to Cedefop server(s) as appropriate, in agreement with Cedefop information and network security rules and policies.
3. The ICT Service of Cedefop is responsible for the contract and will assign one Project Manager to its execution.
4. The tenderer shall identify a Project Manager within his organization who will represent the single contact point for all administrative and operational communication in regards to contract implementation.
5. The contractor should be able to ensure the availability and to provide the proposed team within two weeks following the signature of the Framework Contract (expected signature Q4 2017).
6. If any of the members of the contractor's team is unable to perform his/her duties, Cedefop should be informed within two working days. For his/her replacement the Contractor has to submit compliant CV(s) within maximum 10 working days. Cedefop will grant approval for the replacement and appointment of a new individual (other than those originally set out in the proposal), to work on the tasks set out in the Order Form(s)/Specific Contract(s) only after the CV(s) and copies of the professional qualifications of the individual(s) proposed are carefully examined and accepted in **accordance with the selection criteria**.
7. The contractor should replace within 10 working days a person involved in implementation of the Framework Contract:
 - (a) Whose conduct and behaviour are considered to be unsatisfactory.
 - (b) Whose abilities and/or performance are considered to be unsatisfactory.
8. The contractor will always provide timesheets and reports on each project's progress plus full documentation on the completed work performed during each Order Form/Specific Contract. Reports must follow proper Project Management principles such as Prince2, RUP. These reports are considered prerequisites for approval of any invoice payment.

N.B.: Please note, items in this section (except 1, 2 and 3) are binding for the contractor and are integral part of the future contract. Non-conformance to the tenderer's commitments under this section (except 1, 2 and 3) during the performance of the contract could constitute a ground for Cedefop to terminate the contract as described in articles I.11 and II.18 of the framework contract.

2.4. Meetings and travels

The contractor will be required to attend scheduled meetings at Cedefop (indicative numbers are shown in the Financial Offer per Lot (in Annex H). In details:

- A kick-off meeting upon signature of the contract with the Project Manager (PM) of the contractor and key staff member(s) related to contract execution and Cedefop's staff (PM and other ICT staff)
- Three progress report meetings (upon every annual renewal)
- Several technical meetings (approximately 1 per month)

Meeting expenses (i.e. travel and accommodation) will be reimbursed to the contractor on the basis of the contractor's financial offer (see Annex H).

During the execution of the contract Cedefop reserves its right to convene meetings with the contractor in case of an emergency situation, a problematic execution, at no cost for Cedefop. It is preferable that such meetings are realised using web/video/tele-conferencing. If not those will be also reimbursed based on the contractors financial offer (see Annex H).

2.5. Handover

The contractor shall ensure the smooth transition from the incumbent contractor and to any future one upon the end of this contract. This will entail proper filled-in documentation on infrastructure architecture and procedures and availability for support.

2.6. Security Clearance (Absence of criminal record)

The successful tenderer shall present to the Centre, after contract signature and before signature of the 1st Order Form/Specific Contract, official documents stating the absence of criminal records for each of his staff employed by him at the premises of the Centre as well as a valid residence permit for non-Greeks. In case of personnel replacement, the tenderer is obliged to provide security clearance documents for the new personnel assigned.

2.7. Social Security Contributions and Compliance with Labour Law

The contractor has the obligation

a) to comply with the labour laws, such as the legislation referring to the payment of the employees' salaries in line with the respective employment contract, as well as the collective agreements of the Member State where the contractor is established.

and

b) to fulfil obligations relating to the payment of social security contributions of their personnel assigned to Cedefop in accordance with the legal provisions of the country in which they are established or those of Greece.

In case of non-fulfilment of these legal requirements, the Contracting Authority will consider relevant measures, as set out in the Framework Service Contract, such as the termination of the contract.

Cedefop reserves the right to check any documentation describing the above mentioned requirement throughout the whole duration of the contract.

3. SPECIFIC INFORMATION CONCERNING PARTICIPATION TO THIS TENDER PROCEDURE

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

3.1. Exclusion Criteria (For BOTH LOTS)

The purpose of the exclusion criteria is to determine whether an economic operator / tenderer is allowed to participate in the procurement procedure or to be awarded the contract.

The exclusion criteria will be assessed in relation to each company individually. In the event of recommendation for contract award, evidence will be requested as described in Annex C (last page).

3.2. Selection criteria (For BOTH LOTS)

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.

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 their resources at his disposal. This obligation may be fulfilled by presenting signed statements from those entities. Please note that natural persons (individuals, freelancers) are also considered ‘entities’ for this purpose.

3.2.1. Economic and Financial capacity (For BOTH LOTS)

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

Requirement:

- For Lot 1 the average annual turnover of the tenderer for the last **three** financial years concerning the type of services covered in this call for tenders should be at least **250,000 €**.
- For Lot 2 the average annual turnover of the tenderer for the last **three** financial years concerning the type of services covered in this call for tenders should be at least **200,000 €**.

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

- Signed Statement (Please fill-in and sign your Statement in Questionnaire 2 of Annex G) of the tenderer's turnover for the last three financial years concerning the type of services and/or supplies similar in nature to those making the subject of this call for tenders.

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 statement 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.**

In the event of recommendation for contract award the winning tenderer (single tenderer or in the case of a consortium (grouping) each member of the consortium) will be requested to prove the above by submitting Audited Financial Statements (Audited Profit and Loss Account/ Statement or equivalent) if these are foreseen by the respective national legislation. Should total subcontracting exceed 40% of the work by value, Cedefop reserves the right to request audited financial statements also from the subcontractors. For tenderers or sub-contractors (identified as per any of the two bullet-points in paragraph 4 of Art. 4.2 below) who are natural persons / freelancers, a tax declaration and tax clearance statement for the last three financial years will be requested.

If, for some exceptional reason the winning tenderer (or any consortium member or sub-contractor) is unable to provide one or other of the above documents (for each Lot), they will be required to justify the non-provision and may prove their 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

The Tenderers are required to have sufficient technical and professional capacity to perform the contract.

Requirements for Technical and professional capacity (FOR BOTH LOTs):

1. Be enrolled in the relevant professional register;
2. Have adequate structure and resources (trained and certified technical staff) to perform the services described in the Terms of Reference;
3. Have provided services in the past **3 (three)** years in execution of at least **3 contracts** similar to the scope and nature as those required in this call for tenders per lot, with a combined total value of **250.000 €** at minimum;
4. Have in place and operate under a Quality Management System (ISO 9001:2000 or equivalent);
5. The Tenderer's experts, whose involvement will be instrumental for the successful implementation of the contract, must have profiles, knowledge and experience relevant to the subject of the contract. In details:

5.1 For LOT-1

Profile	Minimum Number of CVs required
ICT Consultant	2
Technical support engineer	4

ICT Consultant Profile:

- Have a level of education which corresponds to completed secondary level;
- Minimum 5 years of relevant ICT experience as consultant in systems described above in section 2.1.2 and 2.1.4 following completion of secondary education;
- Very good knowledge of English (speaking/reading/writing), level B2 as determined in “Language levels of the Common European Framework of Reference” (CEF)² or equivalent.
- Proposed CVs should provide valid certificates that cover **both (2)** Microsoft certifications specified below:
 1. Microsoft Certified Solutions Associate (MCSA) Server 2012
OR
Microsoft Certified Solutions Associate (MCSA) Windows 2016,
 2. Microsoft Certified Solution Expert (MCSE) Cloud Platform and Infrastructure
OR
Microsoft Certified Solution Expert (MCSE) Productivity

Technical support engineer Profile:

- Have a level of education which corresponds to completed secondary level;
- Minimum 5 years of experience as an engineer, following completion of secondary education, in the systems described above in section 2.1.3 and 2.1.4.;
- Very good knowledge of English (speaking/reading/writing), level B2 as determined in “Language levels of the Common European Framework of Reference” (CEF) or equivalent;
- Proposed CVs should provide valid certificates that cover **all four (4)** Microsoft certifications specified below:
 1. Microsoft Certified Solutions Associate (MCSA) Windows Server 2012
OR
Microsoft Certified Solutions Associate (MCSA) Windows Server 2016
 2. Microsoft Certified Solutions Associate (MCSA) Windows 7
OR
Microsoft Certified Solutions Associate (MCSA) Windows 10
 3. Microsoft Specialist in Exchange Server 2016
 4. Microsoft Specialist in Virtualisation

Important Note: The CVs **per profile** submitted by the tenderers **must as a whole** cover all the certifications listed under points 1 and 2 for the ICT consultant and under points 1, 2, 3 and 4 for the Technical support engineer. In other words, each CV is expected to cover at least one of the required certifications and the whole proposed team shall cover all certifications.

² <http://europass.cedefop.europa.eu/resources/european-language-levels-cefr>

5.2 For LOT-2

Profile	Minimum Number of CVs required
ICT Unix Expert	2
ICT Compliance Expert	2

ICT Unix Expert Profile:

- Have a level of education which corresponds to completed secondary level;
- Minimum 5 years of relevant ICT experience in systems described above in section 2.2.3 and 2.2.4 following completion of secondary education;
- Very good knowledge of English (speaking/reading/writing), level B2 as determined in “Language levels of the Common European Framework of Reference” (CEF) or equivalent.

Certifications for the Unix Expert Profile:

1. LPIC-3: Linux Enterprise Professional Certification
[<https://www.lpi.org/certification/get-certified-lpi/lpic-3-linux-enterprise-professional/>],
OR
A Red Hat Certified Architect (RHCA)
[<https://www.redhat.com/en/services/all-certifications-exams>]
OR
other highest level Unix certificate
2. SPLUNK Certified Power User **OR** Administrator

Important Note: The CVs submitted by the tenderers, **must as a whole** cover all the certifications listed under points 1 and 2. In other words, each CV is expected to cover at least one of the required certifications and the whole proposed team shall cover all certifications.

ICT Compliance Expert Profile:

- Have a level of education which corresponds to a University level education of at least three (3) years in a relevant field of study (ICT, Audit, Compliance, Law);
- Minimum 4 years of Compliance experience following the completion of the education required above as described above in section 2.2.3 and 2.2.4 following completion of University level education;
Compliance experience such as (non-exhaustive list):
 - ICT audits
 - Security auditing
 - Regulatory conformance consulting
 - Risk assessment
 - Documentation coordination
- Proficient user of English (speaking/reading/writing), level C1 as determined in “Language levels of the Common European Framework of Reference” (CEF) or equivalent.

Certifications for the ICT Compliance Profile:

- At least one ISO-27000 certification

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:

For BOTH lots:

- Document for enrolment in the relevant professional register, as prescribed by the laws of the Member State, where the tenderer is established (**please fill-in Questionnaire 5 of Annex G**);
- Brief company profile to prove the ability, technical know-how, experience and expertise needed for the provision of the required services under this call for tenders (**please fill-in Questionnaire 4 of Annex G**);
- List of at least **3 contracts** with services provided by the deadline for submission of offers and within the past three years, that are similar to the scope and nature as those required in this call for tenders and with total amount of min. **250,000 EUR**, describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer (**please fill-in Questionnaire 3 of Annex G**);
- Relevant valid certification of the quality management system of the tenderer (ISO 9001:2000 or equivalent) (**please fill-in Questionnaire 5 of Annex G**);

Additionally For LOT-1

- Detailed CVs of the experts whose involvement will be crucial for performing the contract **and either** provide the Microsoft Transcripts **or** access to the Microsoft Transcript site or the certifications themselves.

Additionally FOR LOT-2

- Detailed CVs of the experts whose involvement will be crucial for performing the contract **and** provide copies of the appropriate certifications.

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).

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 (see also point 4.1. below). To identify himself (and any other participating entities, if applicable), **the tenderer must complete Questionnaire 1 in Annex G**. In the same Questionnaire **each tenderer** (and each member of the group in case of joint tender) must declare whether it is a Small or Medium-size Enterprise in accordance with Commission Recommendation 2003/361/EC which can found in the following link: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2003:124:0036:0041:en:PDF>.

Tenderers are also requested to complete a **Legal Entity Form** found in **Annex D**, accompanied by all documents and information indicated in the form.

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 PROCEDURE

Participation in Cedefop 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 119 of the general Financial Regulation the participation is also open to all natural and legal persons from non-EU countries that have a ratified agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. Cedefop can therefore accept offers from and sign contracts with tenderers from 36 countries, namely: the 28 EU Member States, 3 EEA Countries (Liechtenstein, Norway, Iceland) and 5 SAA Countries (FYROM, Albania, Serbia, Montenegro and Bosnia & Herzegovina).

The procurement (tender) procedures of Cedefop are **not** open to tenderers from GPA countries.

A legal entity or individual (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 entity or 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.

Tenderers are free to choose their subcontractors from both eligible and non-eligible countries. Thus, in principle all economic operators can act as subcontractors of eligible tenderers.

The tenderer must clearly indicate the identity of each Subcontractor and the percentage of work by value that he will perform for this contract (please fill in Annex G).

Only in cases when:

- a Subcontractor undertakes between 10,01% and 40% of the work by value,
- the total subcontracting is above 40% of the work by value, independently of the individual Subcontractor's contribution to the work by value,

the tenderer should submit with the offer:

1. the “**Declaration on honour on exclusion criteria and selection criteria**” (Annex C) filled-in and signed by the respective Subcontractor;
2. the documents related to the economic/financial and technical/professional capacity of the Subcontractor as described in points 3.2.1 and 3.2.2 necessary for evaluating of the combined capacity (as a whole) of the tenderer together with his subcontractor(s);
3. 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 alone or with the subcontractor(s) altogether fulfil the criteria.

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 best price-quality ratio method 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:

$$\text{Total Score (TS)} = X \cdot (\text{TQV} / 100) + Y \cdot (\text{Cheapest TFO} / \text{TFO})$$

Whereby:

TQV = Total Quality Value of the tender (as per points 5.1, 5.2 and 5.3);

TFO = Total Financial Offer of the tender (as per point 5.4 and 5.5);

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

Y is the weighting for price (TFO) 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 in total a minimum of **65** out of 100 points (TQV) in the technical evaluation – see below).

The evaluation will be carried out lot-by-lot, based on pre-defined Award criteria.

5.1. Technical evaluation LOT 1

5.1.1. Technical proposal for LOT-1

The following scenario shall be considered ONLY for the purpose for the evaluation of this call for tender. The scenario is as follows:

An EU agency is equipped as follows as regards its primary ICT infrastructure:

- a. Dual MS Active Directory domain controllers on physical machines
- b. All key personnel have been assigned laptops, in addition to the desktop they have in their office. The operating system of all the workstations is currently Windows 7.
- c. A Hyper-V cluster on MS Windows Server 2012R2 hosting more than 100 VMs. Amongst them the most critical applications are:
 - 1) An full blown **Exchange 2010** infrastructure (CAS+HUB, MBX servers all virtualised)
 - 2) A custom-made **ERP** based on MS SQL 2012
 - 3) An **intranet** site based on IIS and MS SQL
- d. Network infrastructure organised around a Firewall providing segmentation as follows:
 - 1) internal network
 - 2) DMZ network
 - 3) internet connectivity.

5.1.2. Award Criteria for LOT-1

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 and replies to the following Award Criteria for the technical evaluation. In details:

Award criteria	Max. number of points	Information and documentation to be submitted
1) Quality of the methodology approach in providing the necessary information regarding the health of the above-mentioned systems and applications	10	Describe what mechanisms you suggest to put in place per application described in points 5.1.1 a. to c. to monitor availability and incident handling Replies will be evaluated against the following aspects: • Efficiency in collecting the necessary data sets • Effectiveness of presenting the systems health • Assistance in decision making towards problem solving
2) Quality and efficiency of prevention and recovery of daily faults and errors of the above-mentioned systems and applications	20	Describe what policies and procedures you suggest to put in place to safeguard all application data from losses on a daily basis and recovery against a minor disaster (i.e. replication, backup/restore etc.) Replies will be evaluated against the following aspects: • Automation processes and tools used • Responsiveness • Recovery speed
3) Quality of a concise Business Continuity & Disaster Recovery Plan covering the above-mentioned systems and applications.	30	Describe what infrastructure you suggest to put in place to allow High Availability for all applications and their data described in points 5.1.1. a. to c. Also what procedures do you propose to allow a skeleton staff group to access the infrastructure given in 5.1.1 in case of a major disaster. Replies will be evaluated against the following aspects: • High Availability • Methodology transition to Failover systems • Timestamp of recovery • Accessibility • User friendliness
4) Level of consideration and details of security concerns	10	Based on your proposals for award criterion 3 what security aspects would you consider to safeguard the secure and smooth operation of such a Highly Available infrastructure. Replies will be evaluated against the following aspects: • Safeguarding identity of key staff • Data integrity • False positive treatments • Zero day exploit treatment

5) Level of Cloud readiness of the proposed solutions and methodology of implementation	10	Based on your proposals for award criteria 1 to 4, propose the level of involvement of any Cloud platform solution (public, private or other) that could assist in the implementation of your proposals in each of the award criteria 1 to 4 if any. What parameters should the Agency have in mind implementing the proposed platforms as regards as the interoperability of existing infrastructure and Cloud solutions
6) Quality of proposed Service Level Agreement (SLA)	20	Given your proposals for award criteria 1 to 5 please submit a Service Level Agreement (SLA) where you must: • Identify tasks and responsibilities of your proposed team • Have a categorisation of incidents based on severity • Indicate response and resolute times per category of incident • Have a compensation (financial penalty) scheme in case the proposed times are not respected Be advised that this proposed SLA as part of your proposal will become part of the final Framework Contract in the case of contract award.
Overall total score (Total Quality Value -TQV)	100	

5.2. Technical Evaluation LOT 2

5.2.1. Technical proposal for LOT-2

This scenario shall be considered for the purpose for the evaluation of this call for tender. The scenario is as follows:

An EU agency is assigned a project to create a site whereby EU citizens shall enter their CVs and their profiles; they shall be able to store extended information regarding their educational, vocational skills, experiences and knowledge that they have obtained through their lives. These profiles are stored within an Information system that allows them to submit to employers that they wish to get in contact with in order to get a job. The employer who receives the invitations to review their qualifications has a window of 30 days to reply. The EU citizen should be able to review the history of all the employers who have reviewed his/her profile, they can update their profile at any time. You need to consider the following:

- a) The potential users of this system are millions,
- b) The data stored in this system is of sensitive nature,
- c) The bandwidth and accessibility requirements should be sufficient to provide this service on a 24/7 basis,
- d) The security of the system should be sufficient to ensure proper ICT security requirements for all the stakeholders,
- e) The agency is responsible for the smooth continuous operation of this site and should be able to provide anonymous statistics on its use to its stakeholders.

5.2.2. Award Criteria for LOT-2

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 and replies to the following Award Criteria for the technical evaluation. In details:

Award criteria	Maximum number of points	Information and documentation to be submitted
1) Quality of the methodology of the infrastructure design for the proposed site	20	Please <u>describe</u> what assumptions/hypotheses you have taken to build the infrastructure (servers, operational systems, databases etc.) of the site and describe how would organise/design such a system in order to adhere to all the points above (as per the scenario, given in 5.2.1) Replies will be evaluated against the following aspects: • Openness and portability of the platforms • Scalability • Expandability • Cloud readiness NOTE: Please limit your reply to the design of the architecture NOT the actual implementation with reference on specific technologies (i.e. setup of infrastructure and development of the platform).
2) Quality of the methodology approach in providing the necessary information regarding the health of the above-mentioned systems and applications	15	Based on your proposals for award criterion 1, what mechanisms would you set up to monitor and to receive alerts so that you are assured of its smooth operation of the site as per the scenario given in 5.2.1. Replies will be evaluated against the following aspects: • Efficiency in collecting the necessary data sets • Effectiveness of presenting the systems health, use, performance • Assistance in decision making towards problem solving
3) Quality and relevance in correlation with ISO 27000 practices	15	What elements of the ISO 27000 standards would you apply to such a system and how would you apply them, for all the points given in 5.2.1 (points a to e)
4) European Union regulatory environment awareness and compliance	15	What European Union Regulations would you adhere to for the site above and what mechanisms would you use to show compliance for all the points above. Please give an explanation and description for each one of the regulations that you will take into account and why.

5) Quality of a concise Business Continuity & Disaster Recovery Plan	15	Given the criticality and visibility of the site, please describe what kind of contingency and continuity procedures and processes would you set up to ensure the continuous smooth operation of such site (as per the scenario, given in 5.2.1) Replies will be evaluated against the following aspects: • High Availability • Transition to Failover systems • Timestamp of recovery • Accessibility • User friendliness
6) Quality of proposed Service Level Agreement (SLA)	20	Given your replies in award criteria 1 to 5 can please propose Service Level Agreement (SLA) where you must: • Identify tasks and responsibilities of your proposed team • Have a categorisation of incidents based on severity • Indicate response and resolute times per category of incident • Have a compensation (financial penalty) scheme in case the proposed times are not respected Be advised that this proposed SLA will become part of the final Framework Contract in the case of contract award.
Overall total score (Total Quality Value -TQV)	100	

5.3. Technical Evaluation details (Common for BOTH LOTS)

In order to guarantee a minimum threshold of quality, **offers (per lot) will be considered technically compliant** and therefore acceptable **only if they satisfy both criteria:**

- **reach a minimum of 50%** of the possible score for each award criterion; **and**
- **obtain an overall total score (Total Quality Value) of at least 65** (out of a maximum of 100) points against the award criteria.

Offers that **either** do not reach a minimum 50% of the possible score per award criterion **or** obtain an overall quality score (TQV) that is less than 65 points (out of the maximum 100) will be considered as **unacceptable** and will be eliminated from further evaluation. Only the technically compliant tenders as per the above will be subject to Financial (Price) Evaluation (5.4).

The technical proposal should consist of a clear and comprehensive response to all requirements as per the Technical Specifications per lot, providing a practical, detailed description of the solutions and services proposed.

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 per lot as closely as possible and to facilitate the subsequent evaluation of tenders against the technical award criteria.

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

Tenderers are requested to include their technical proposal (envelope B) in one original and three hard copies.

The tenderer shall identify a Project Manager 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.

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 those subcontractors only undertaking more than 10% of the work by value (or of *all* subcontractors 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 contractor throughout the duration of the contract.

5.4. Financial evaluation

Financial offers should be evaluated per lot.

Only tenders scoring in total **65** points or more (of a maximum of 100 points) against the technical award criteria and **50%** or more of the possible maximum score for each award criterion per lot will have their financial offer evaluated. The evaluation will be made on the basis of the **Total Price** offered (**Total Financial Offer TFO**) per lot in the Price schedule table(s) (see Annex H).

The tenders are awarded points for the **TFO** by using the following formula:

*$$\text{Financial score} = (\text{cheapest Financial Proposal} / \text{Financial Proposal of the tender considered}) * Y.$$*
Where Y = price weighting (see the complete formula under point 5 above)

Information concerning price

- The prices quoted must be fixed and not revisable for the first year of the contract. From the 2nd year onwards, Articles I.5.2 and II.20 of the Contract shall apply (see draft Framework Contract at Annex B).
- Prices must be quoted in EURO 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 shall therefore not be included in the calculation of the price quoted.

[For contractors based in Greece, invoices will include VAT which is paid by Cedefop and later reimbursed by the State.]

[For contractors established in other countries exemption is direct (invoices are submitted without VAT), subject to fulfilling as necessary the requirements of Article 151 of Council Directive 2006/112/EC.]

[In Belgium, use of this contract constitutes a request for VAT exemption No. 450, VAT exemption article 42, paragraph 3.3 of the VAT code (circular 2/1978), provided the invoice includes: "Commande destinée à l'usage officiel de l'Union Européenne, Exonération de la TVA; art. 42 § 3.3 du code TVA (circulaire n° 2/1978)".]

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 will, before it may reject this tender, send a request for clarifications to ask for explanations on the components of the tender which it considers relevant to the presumed abnormally low price 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 per lot 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**, **5.3** 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 presumably abnormally low financial offer will be divided by the average price of the other technically acceptable offers.

The acceptable margin of deviation is set to **40%**.

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; if not, or if inadequate, send relevant request for explanation(s) to the tenderer concerned;
- c) decide on the acceptability of the offer on the basis of the notes in the tender and/or the clarification reply received.

5.4.2. Financially unacceptable tenders

In the context of financial evaluation, the Evaluation Committee could find that tenders are unacceptable because the price is abnormally low (see point 5.4.1);

Such tenders will have to be rejected by the Evaluation Committee, independently of their quality value as determined in the preceding (technical) evaluation stage.

5.5. Financial Proposal / Financial Scenario

Tenderers should not disclose their financial offer in any part of their tender (technical proposal, cover letter) other than the sealed envelope C.

The financial offer must be clear and in compliance with the tender specifications.

The Financial Proposal Scenario in Annex H should match the Terms of Reference.

The Financial Proposal should indicate the total price in order to carry out all the activities indicated in the Technical specifications. The tenderers must fill-in the tables in Annex H as follows:

Tenderers should fill only the yellow boxes, the green and the blue cells will be calculated automatically.

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.

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

Concerning the price of meetings:

1. On-site costs for both lots cannot and will not be combined with any travel or accommodation costs as they cover permanent and regular tasks performed on Cedefop premises (onsite).
2. Accommodation costs (column F of tables 1 and 2) are all inclusive and cover all daily expenses. This column will be used during the contract life to reimburse meeting costs depending on the actual number of days of the meeting.

Transportation costs will be reimbursed with the fixed price indicated tables 1 and 2, column C.

The work-days of the contractor's staff participating at each meeting will be paid according to the price of each profile. However travel time will not be reimbursed or paid. The tenderer should take this into account in the transportation cost indicated in tables 1 and 2, column C.

No other expenses will be reimbursed.

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 “**Declaration on honour on exclusion criteria and selection criteria**” 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 – 5 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 copies of:

- the Technical Proposal providing all information requested in points 5.1 and 5.2, including information relevant to subcontracting, if any, as requested in point 4.2.

6.3. Envelope C – Financial proposal

One original signed version and three copies of:

- the Financial Proposal containing all information requested in point 5.5 and the 2 tables in Annex H

ANNEX A

Contract Notice

(Given as a separate file in *.pdf format)

ANNEX B

Draft Contract

(Given as a separate file in *.pdf format)

ANNEX C

“Declaration on honour on exclusion criteria and selection criteria”

(Given as a separate file in *.doc 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://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 (group leader in case of consortium, with indication of entity, 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 (group leader in case of consortium, with indication of entity, name and function), but not by subcontractors.

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 explain the reason
		Yes	No	
Envelope 'A' must contain				
one original and one copy of:	6.1	☐	☐	
- 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))	Art. 4 of Invitation to tender; 6.1	☐	☐	
- Declaration on Exclusion & Selection Criteria (including those of consortium members and subcontractors, if applicable)	3, 6.1 & Annex C	☐	☐	
- selection criteria documents (if applicable, including those of consortia and subcontractors)	3.2, 4.1, 4.2, 6.1	☐	☐	
- Questionnaires 1 - 6 (Annex G)	3.2, 4.1; 6.1 & Annex G	☐	☐	
- Power of attorney of partners in joint bid / Consortium (if applicable)	4.1, 6.1 & Annex I (model 1 or 2)	☐	☐	
- Letter of intent of subcontractor (if applicable)	4.2, 6.1 & Annex J	☐	☐	
- Legal Entity Form	3.3, 6.1 & Annex D	☐	☐	
- Financial Identification Form	6.1 & Annex E	☐	☐	
- this Checklist	6.1 & Annex F	☐	☐	
Envelope 'B' must contain				
one original and three copies of:	6.2	☐	☐	
- the technical proposal	2, 5.1, 5.2, 6.2	☐	☐	
Envelope 'C' must contain				
one original and three copies of:	6.3	☐	☐	
- the Financial Proposal	5.5, 6.3 & 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

Questionnaires 1 - 5

(Given as a separate file in *.doc format)

ANNEX H

Financial Proposal

To be filled-in separately for each LOT

(Given as a separate Excel file)

ANNEX I

Models of power of attorney

(Given as a separate file in *.doc format)

ANNEX J

Model of Letter of Intent for Subcontractor/s

(Given as a separate file in *.doc format)

ANNEX K

ICT Environment Profile

(Given as a separate file in *.doc format)