



***Framework service contracts for the provision of IT consultancy services to***

***1. The European Environment Agency (leading contracting authority)***

***2. The European Commission, Directorate-General for Environment and Directorate-General for Climate Action (participating contracting authority) – (6 lots)***

<b>Scope:</b>	<b>Linux system administration; Windows system administration; Windows desktop helpdesk; eDocs DM (Open Text) support; Windows software development; Java, QA scripts and web questionnaires developments, and related helpdesk</b>
<b>Reference:</b>	<b>Open call for tenders EEA/OSE/14/004</b>
<b>Closing date:</b>	<b>1.9.2014</b>

## **1. Introduction to EEA**

The European Environment Agency (EEA) is a European Union public body governed by Regulation (EC) No 401/2009 of the European Parliament and of the Council of 23 April 2009<sup>1</sup>.

The EEA role is to support the European Union in the development and implementation of environmental policy by providing relevant, reliable, targeted and timely information on the state of the environment and future prospects. The EEA also provides the necessary independent scientific knowledge and technical support to enable the Union and the member countries to take appropriate measures to protect and improve the environment as laid down in the Treaty and by successive Community action programmes on the environment and sustainable development. Currently, the EEA has 33 member countries (the Member States of the European Union, Iceland, Liechtenstein, Norway, Switzerland and Turkey).

There are approximately 200 staff members working at the EEA. These staff members come from a wide range of national, professional and cultural backgrounds. Their functions at the EEA vary from environment-related research and data-analysis to administrative or managerial tasks.

Further information about the work of EEA can be obtained on its website:  
<http://www.eea.europa.eu>

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<sup>1</sup> OJEU L 126 of 21.5.2009, p. 13.

## 2. Presentation of the tender

Tenders shall be submitted in accordance with the **double envelopes system**:

The outer envelope or parcel should be sealed with adhesive tape and signed across the seal and carry the following information:

- The call for tenders reference No **EEA/OSE/14/004**
- The contract title ***“Provision of IT consultancy services to the EEA and the European Commission (DG ENV and DG CLIMA)”***
- The name of the tenderer
- The specific lot number
- The indication ***“Tender – Not to be opened by the internal mail services”***
- The address for submission of tender (as specified in the letter of invitation to tender)
- The date of submission shall be legible on the outer envelope or parcel

The outer envelope or parcel must contain three inner envelopes, i.e. Envelopes No 1, 2 and 3, corresponding to the following three sections: administrative section, technical offer and financial offer.

**(a) Envelope No 1 – Administrative section** shall include the following:

- The Tender submission form drawn up in accordance with the template in annex 1
- The declaration(s) on exclusion criteria as required under section 11.1.2 drawn up in accordance with the template in annex 2
- The legal entity form as required under section 11.2.1 drawn up in accordance with the template in annex 3
- The financial identification form drawn up in accordance with the template in annex 4
- The evidence and documentation demonstrating the fulfilment of the selection criteria as required under sections 11.2.2 (economic and financial capacity) and 11.2.3 (technical and professional capacity)

**(b) Envelope No 2 – Technical offer** shall include the following:

The technical offer providing all information requested under sections 6, 7 and 11.3.1 including information relevant to subcontracting as requested under section 4.3.

**(c) Envelope No 3 – Financial offer** shall include the following:

The financial offer providing all information requested under sections 10 and 11.3.2, drawn up in accordance with the template in annex 5.

Tenders shall be drafted in one of the official languages of the European Union, **preferably in English** (supporting evidence does not need to be translated) and submitted **in triplicate** (one signed original unbound and two copies).

It is important that tenders are presented in the correct format and include all documents necessary to enable the evaluation committee to assess them. Failure to respect these requirements will constitute a formal error and may result in the rejection of the tender.

Tenderers shall observe precisely the indications in points 2, 3, 4 and 6 of the letter of invitation to tender to ensure their tender is admissible. Late delivery will lead to non-admissibility of the tender

and its rejection from the award procedure for this contract. Offers sent by e-mail or by fax will also be non-admissible and discarded. Envelopes found opened at the opening session will also lead to non-admissibility of the tender. Consequently, tenderers must ensure that their tenders are packed in such a way as to prevent any accidental opening during their mailing.

### **3. Confidentiality and protection of personal data**

For the processing of this tendering procedure, the EEA observes the rules set in Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by Community institutions and bodies and on the free movement of such data (OJEU L 8 of 12.1.2001, p. 1).

For further detailed information please refer to the privacy statement available on the EEA external website at the following address: <http://www.eea.europa.eu/about-us/tenders/privacy-statement>.

### **4. Participation in the tendering procedure**

Submission of a tender implies acceptance of the terms and conditions set out in the invitation to tender, in these tender specifications and in the draft framework contract attached to the latter (see annex 6) 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.

#### **4.1. Eligibility**

This call for tenders is open on equal terms to all natural and legal persons from one of the 33 EEA member countries and to all natural and legal persons established in a third country which has a special agreement with the European Union in the field of procurement on the conditions laid down in that agreement<sup>2</sup>.

As proof of eligibility tenderers must indicate in the tender submission form (see annex 1) in which country they have their headquarters, registered office or residence, and provide the necessary supporting documents in accordance with their national law. If the tender is a natural person, he/she must provide a copy of identity card/passport or driving license and proof that he/she is covered by a social security scheme as a self-employed person.

#### **4.2. Application**

All eligible natural and legal person (as per above) or groupings of such persons (consortia) may apply.

A consortium may be a permanent, legally established grouping or a grouping, which has been constituted informally for a specific tender procedure. If awarded the contract, the members of the consortium (i.e. the leader and all other partners) will have an equal standing towards the contracting authorities in executing the framework contract and they will be jointly and severally liable to the contracting authorities.

The participation of ineligible natural or legal persons will result in the automatic exclusion of that person. In particular, if that ineligible person belongs to a consortium, the whole consortium will be excluded.

The contracting authorities will not request consortia to have a given legal form in order to be allowed to submit a tender, but reserves the right to require a consortium to adopt a given legal

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<sup>2</sup> At this point in time, tenderers established in one of the following countries are eligible: EEA member countries, i.e. EU-28, Iceland, Liechtenstein, Norway, Switzerland and Turkey; and under the stabilisation and association agreements: Former Yugoslav Republic of Macedonia, Albania, and Montenegro.

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 to the contracting authorities contractual interests (depending on the member countries concerned this may be for instance, incorporation or partnership or a temporary association). Consortia must identify one of their members as coordinator who will interface with the EEA.

Each member of a consortium must fulfil the conditions for participation mentioned in section 4.1 above and in this section and provide the required documents listed in these tender specifications under sections 11.1 and 11.2 below. Therefore, each member of a consortium shall specify his role, qualifications and experience.

#### **4.3. Subcontracting**

A contractor may subcontract part of the tasks.

Tenderers must state what part of the work, if any, they intend to subcontract, and to what extent (for instance % of the total contract value), specifying the names, addresses and legal status of the subcontractors. If subcontracting is **not** envisaged, tenderers shall clearly state so in the tender submission form (see annex 1).

Tenderers shall provide a document containing a list of the professional qualifications of the subcontractors and statement of the means of confidentiality when subcontractors are used. Subcontractors shall follow the same quality procedures as the tenderer, i.e. as described in the response to section 11.3.1 or later agreed with the contracting authorities. If awarded the contract, contractors may not choose subcontractors other than those mentioned in their bids unless they obtain the prior written authorisation of the contracting authorities. The overall responsibility of the work remains with the contractor.

Tenderers shall acknowledge that the EEA reserves the right to request them at a later stage to provide documentation in relation to the exclusion and selection criteria for any proposed subcontractors.

The contractor must ensure that Article II.17 of the draft framework contract (see annex 6) can be applied to subcontractors. Once the contract has been signed, Article II.12 of the above-mentioned draft framework contract shall govern subcontracting.

#### **5. Contractual terms**

In drawing up their bid tenderers should bear in mind the provisions of the standard framework contract and standard specific contract attached to these tender specifications (Annex 6).

It should also be noted that all software components developed as part of the contracts will belong to the European Union. In most cases they will be made available to the world under Open Source Licenses.

#### **6. Purpose and scope of the contract**

The EEA, as leading contracting authority for the purpose of this inter-institutional call for tenders, seeks to contract one or several contractors who will assist it and the European Commission, Directorate-General for Environment (DG ENV) and Directorate-General for Climate action (DG CLIMA), as participating contracting authority by providing IT services and support in the following areas divided into the following lots.

- Lot 1: Linux system administration
- Lot 2: Windows system administration
- Lot 3: Windows desktop helpdesk
- Lot 4: eDocs DM (OpenText) support
- Lot 5: Windows software development

- Lot 6: Java, QA scripts and web questionnaires developments, and related helpdesk
  - o Java software development (mainly web applications);
  - o Development of QA scripts and online web questionnaires; and
  - o Provide second level support on requests from first level helpdesk

Lots 1 to 5 will mainly be used for the provision of services to the EEA, whereas the services under lot 6 shall be provided to both the EEA and the European Commission (DG ENV and DG CLIMA).

Tenderers may place an offer for one or more lots based on their expertise and experience. In case tenderers submit offers for several lots, they are requested to submit their bids separately for each individual lot, specifying the number and subject of the lot and comprising a section giving the technical offer (envelope No 2) and a section giving the financial offer (envelope No 3) for each individual lot. The administrative section (envelope No 1) providing information as to the legal, economic and financial, professional and technical capacity of the tenderer and including annexes 1 to 4 to these tender specifications need though to be submitted only once. In this respect and owing to the variety of services required, tenderers may choose to present the evidence related to their technical and professional capacity in one or more sub-sections for all lots for which they want to submit an offer.

Tenders will be evaluated separately for each lot, as to their merits (see section 11.3.1 below). A framework contract will be awarded for each lot (maximum 1 per lot). If several lots are awarded to the same tenderer, a single framework contract covering those lots will be signed.

## **7. General tasks and mandatory requirements**

### **7.1. General services and tasks/deliverables**

The list of tasks below covers the main areas of service required but is **not** exhaustive; the tasks and deliverables will be specified in each specific contract:

#### *Lot 1: Linux system administration*

Tasks:

- advanced system administration and deployment in a virtualised high availability environment
- security measures such as system updates, intrusion prevention and backup/recovery
- security procedure evaluation and improvements
- management of CMS, relational and NoSQL databases
- network management, design and optimisation

#### *Lot 2: Windows system administration*

Tasks:

- advanced system management and installations in a virtualised environment with high demands of availability
- security measures such as system updates, intrusion prevention and backup/recovery
- security procedure evaluation and improvements
- relation database management
- management of high availability systems e.g. clustered Microsoft Exchange
- cloud configurations e.g. Windows Azure and Office 365

#### *Lot 3: Windows desktop helpdesk*

Tasks:

- operating an IT helpdesk services
- user administration and workstation management
- Windows (7/8) based PC management and configuration using various software tools
- security measures like system updates for intrusion prevention on PC clients
- management and installation of printers, scanners and other peripherals

- provide IT training for EEA staff in the software used at EEA, mainly for MS Office and Windows

*Lot 4: eDocs DM (OpenText) support*

Tasks:

- installation support for both PC clients and server systems
- programming and modifications of the user interface
- patching and distribution of bug fixes and upgrades
- providing solutions, troubleshooting and bug-fixing

*Lot 5: Windows software development*

Tasks:

- to develop administrative client-server and web based Intranet and Internet applications
- to develop data warehouse and visualisation tools
- to develop database reporting and integration

*Lot 6: Java, QA scripts and web questionnaires developments, and related helpdesk*

Tasks:

- Open source software developments for applications in Java. The main applications are the Data Dictionary, Reporting Obligations Database, Content Registry, Conversion service, Single Signon, Web-questionnaire service, the Climate Change Adaptation portal, EUNIS and a desktop application called SDF Manager.
- Web design support, user interface mock-ups and prototyping, user interface testing, usability tests;
- Deploying prototypes on own servers for customer evaluation of new functionality;
- Creation of QA checks of XML files using XML Schema and the XQuery language;
- Implementation of the Semantic Web;
- Creation of XML schemas to describe data delivery formats
- Creation of online web questionnaires using the AngularJS framework or the XForms language;
- To be available for the first level helpdesk in order to reply to user enquiries on system interaction, bug reports etc. Enquiries forwarded from the first level helpdesk shall be responded to within one business day.

## **7.2 Mandatory requirements**

Tenderers are required to have a thorough knowledge and experience for performing the tasks described above for the lot(s) covered by the tender. The minimum capacity level required for each lot is the sum of all employee experiences as detailed in the CVs requested in section 11.2.3 (**Selection criteria - Technical and professional capacity**) and annex 7.

*Lot 1: Linux system administration*

- A total of 9 years of experience in the area of management of Linux server infrastructure including installations and configurations of: Apache, Nginx, Squid, Varnish, memcached, Xen, KVM, VMware, OpenStack, high availability (HA) and load balancing techniques distributed over at least 3 (three) CVs
- A total of 9 years of experience in the area of security measures: system updates, intrusion prevention and backup/recovery and security procedure evaluation and improvements distributed over at least 3 (three) CVs
- A total of 9 years of experience in the area of management of CMS, relation and NoSQL databases: Zope, Plone, MySQL, PostgreSQL and Elasticsearch distributed over at least 3 (three) CVs

- A total of 9 years of experience in the area of network management and configuration in a predominant Cisco infrastructure together with experience in secure communications and authentication distributed over at least 3 (three) CVs
- A total of 6 years of experience in the area of storage management (SAN, iSCSI and VLS) systems distributed over at least 2 (two) CVs.
- experience in relevant security standards such as ISO or equivalent
- some experience with front-end web development such as HTML, CSS and JS (“Some” means that experience is necessary, but a training course or self-study is considered sufficient)

*Lot 2: Windows system administration*

- A total of 9 years of experience in the area of advanced Windows management and installations: MS SQL, Exchange, SharePoint, Active Directory, high availability systems (e.g. clustered Microsoft Exchange) and virtualisation (VMware and HyperV) distributed over at least 3 (three) CVs
- A total of 9 years of experience in the area of security measures: system updates, intrusion prevention and backup/recovery and security procedure evaluation and improvements distributed over at least 3 (three) CVs
- A total of 6 years of experience in the area of storage management (SAN, iSCSI and VLS) systems distributed over at least 2 (two) CVs
- A total of 4 years of experience in the area of configuration, deployment and management of cloud based solutions like MS Office 365 and Azure distributed over at least 2 (two) CVs
- certificates relevant for the task such as Microsoft Certified partner, Microsoft Certified Engineers and accreditations or equivalent must be provided for at least 3 (three) of the CVs
- experience in relevant security standards such as ISO 27001 or equivalent

*Lot 3: Windows desktop helpdesk*

- A total of 6 years of experience in the following areas distributed over at least 2 (two) CVs: Windows and PC administration using various software management tools, security measures like system updates, intrusion detection/prevention, user administration and workstation management
- A total of 6 years of experience in the following areas distributed over at least 2 (two) CVs: Providing Helpdesk services with various IT related requests in at least a medium size organisation with a minimum of 200 users
- A total of 6 years of experience in the following areas distributed over at least 2 (two) CVs: IT Training mainly in the area of MS Office (primarily MS Office 2010) and Windows (primarily Windows 7)

*Lot 4: eDocs DM (OpenText) support*

- A total of 6 years of experience in the following areas distributed over at least 2 (two) CVs: installation support for both PC clients and server systems including troubleshooting, patching and distribution of bug fixes and upgrades
- A total of 6 years of experience in the following areas distributed over at least 2 (two) CVs: programming and modifications of eDocs user interface

*Lot 5: Windows software development*

- A total of 9 years of experience in the following areas distributed over at least 3 (three) CVs: development C#, ASP.Net, HTML5 and SQL
- A total of 6 years of experience in the following areas distributed over at least 2 (two) CVs: MS Reporting Server, MS Report Builder, MS Analysis Server and MS Integration Services

- A total of 9 years of experience in the following areas distributed over at least 3 (three) CVs: designing, data modelling and optimisation of relational databases (create queries, procedures, reports, optimising structures) in preferably MS SQL server 2008 or later
- A total of 9 years of experience in the following areas distributed over at least 3 (three) CVs: designing and developing in SharePoint 2010 and 2013 or equivalent
- 1 year experience in management of Agile software development projects
- Some experience in internationalisation and localisation
- Some experience in software release management

*Lot 6: Java, QA scripts and web questionnaires developments, and related helpdesk*

A total of 6 (six) CVs is required for this lot, covering the following mandatory requirements:

- 8 years of experience in the main programming language Java (OpenJDK), distributed over at least 4 (four) CVs;
- 6 years of experience in user interface development: HTML, CSS, AJAX frameworks (jQuery) distributed over at least 3 (three) CVs;
- 2 years of experience in SEO, findability and accessibility;
- 2 years of experience in user centred design, usability tests, web design;
- 2 years of experience in core XML technologies: XSL-T, XML Schema, XPath;
- 1 year experience in developing and optimising relational databases (create queries, procedures, reports, optimal structures, etc...);
- 1 year experience in deployment of web applications for Tomcat on Linux
- 1 year experience in software testing methods and tools: unit tests, system integration tests, functional tests, security testing and verification, automated tests tools (e.g. Jenkins);
- 1 year experience in management of Agile software development projects;
- Some experience with the following Java platforms and libraries: Stripes, Spring Framework, Spring MVC, Hibernate, Liferay, Swing, Elasticsearch

Additional mandatory requirements:

- Some experience with XML technologies: XQuery, XForms;
- Some experience with semantic web technologies: like RDF, SPARQL, OWL;
- Some experience in internationalisation and localisation;
- Some experience in software release management.

“Some experience” means that experience is necessary, but a training course or self-study is considered sufficient.

All mandatory requirements above shall be gained before a specific contract is concluded.

## **8. Place of delivery of the services**

Work will be carried out at the contractor’s premises (extramural) or at the premises of the European Environment Agency in Copenhagen or those of the European Commission in Brussels (intramural) depending on the requirements of the specific contract. Travel to other locations, may be required on an ad-hoc basis in which case travel and subsistence costs will be paid in accordance with the applicable rules and rates (see Annex 8). The same applies for shorter visits to the contracting authorities for consultants otherwise working extramural.

## **9. Type and volume of contract**

The successful tenderer(s) will be awarded a framework service contract for a period of 48 months, starting from the date of signature.



The aggregated total estimated value of the contract is 4,500,000 EUR (for both contracting authorities, i.e. EEA and European Commission DG ENV and DG CLIMA) over a maximum period of 48 months.

Based on the framework service contract which the EEA shall conclude on its own behalf and on behalf of the European Commission, DG ENV and DG CLIMA, each of the two contracting authorities shall implement this framework contract independently through specific contracts, which alone shall bind the respective contracting authority having concluded them. Signature of the framework contract does not commit the contracting authorities to placing orders and does not confer the contractor any exclusive rights regarding the services covered by the framework contract. In any case, the contracting authorities reserve the right, at any time during the framework contract, to cease placing orders, without the contractor having the right to any compensation.

The estimated budget is split between lots as follows (the breakdown below is merely indicative and may be revised in line with the contracting authorities' actual needs):

Lot	Title	Total estimated budget over a maximum period of 48 months
1	Linux system administration	EUR 1 200 000
2	Windows system administration	EUR 250 000
3	Windows desktop helpdesk	EUR 750 000
4	eDocs DM (OpenText) support	EUR 100 000
5	Windows software development	EUR 800 000
6	Java, QA scripts and web questionnaires developments, and related helpdesk	EUR 1 400 000 (*)

(\*) The estimated budget of EUR 1 400 000 for lot 6 is for both contracting authorities and is split as follows:

EEA = EUR 1 200 000 and European Commission (DG ENV and DG CLIMA) = EUR 200 000.

## 10. Price

Tenderers are required to quote prices for the services to be provided as follows:

- Prices must be quoted per category of service as described under section 11.3.2 below.
- Prices quoted must be **all-inclusive** (i.e. inclusive of all costs involved in the performance of the contract (e.g. administrative and travel costs, with the exception specified in section 8 above in regard to travel to destination other than Copenhagen)) and expressed in **euro**, including for tenderers established in countries that are not part of the Eurozone. For tenderers in countries that do not belong to the Eurozone, the price quoted may not be revised in line with exchange rate movements. It is for the tenderers to select an exchange rate and assume the risks or the benefits deriving from any variation.
- No additional expenses incurred in the performance of the services will be reimbursed separately by the contracting authorities.
- The price quoted must be fixed and not subject to revision during the first year of duration of the contract.

From the beginning of the second year of duration of the contract, 80% of the prices may be revised upwards or downwards each year, where such revision is requested by one of the contracting parties by registered letter no later than 3 (three) months before the anniversary of the date on which it was signed.

The contracting authorities shall purchase on the basis of the price in force on the date on which orders are signed. Such prices shall not be subject to revision.

The revision shall be determined by the trend in the harmonised indices of consumer price (HICP) published by the European Commission on Eurostat web page at [http://epp.eurostat.ec.europa.eu/portal/statistics/search\\_database](http://epp.eurostat.ec.europa.eu/portal/statistics/search_database) (Theme 2 – Economy and Finance; Price; HICP – Harmonised Indices of Consumer Prices; HMIDX – Monthly data (index); GEO – Euro area (EA11-2000, EA12-2006, EA13-2007, EA15-2008, EA-16-2010, EA17); COICOP – cp00).

Revision shall be calculated in accordance with the following formula:

$$Pr = Po \times (0,2 + (0,8 \times Ir/Io))$$

Where:

Pr = revised price;

Po = price in the original tender;

Io = index for the month in which the validity of the tender expires;

Ir = index for the month corresponding to the date of receipt of the letter requesting a revision of prices.

Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities and the Headquarters Agreement between the EEA and the Government of Denmark of 17 August 1995, the contracting authorities are exempt from all charges, taxes and dues, including value added tax; such charges may not therefore be included in the calculation of the price quoted; the VAT amount must be indicated separately.

The costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.

## **11. Criteria**

### **11.1. Exclusion criteria**

#### **11.1.1 Exclusion from participation and award in the procurement procedure**

To be eligible to participate in this contract award procedure, tenderers must not be in any of the exclusion situations referred to in Articles 106 and 107 of the Financial Rules applicable to the general budget of the European Union<sup>3</sup>.

#### **11.1.2. Evidence to be provided by the tenderers**

When submitting their bids, each tenderer (including any subcontractor or any member of a consortium) must provide a declaration on their honour in accordance with the form attached as annex 2, duly signed and dated, stating that they are not in any of the situations mentioned under section 11.1.1 above.

The tenderer to whom the contract is to be awarded will be required, prior to the signature of the contract, to provide the evidence specified in the penultimate paragraph of the declaration of honour mentioned above (see annex 2).

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<sup>3</sup> Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25.10.2012, OJEU L 298/1 of 26.10.2012.

## **11.2. Selection criteria**

### **11.2.1. Legal capacity**

Any tenderer is required to prove that he is authorised to perform the contract under national law, as evidenced by inclusion in a trade or professional register, or a sworn declaration or certificate, or membership of a specific organisation, or express authorisation, or entry in the VAT register.

To that effect, each service provider (including any subcontractor or any member of a consortium) is required to submit a legal entity form (see annex 3) duly filled out and signed, accompanied by a copy of inscription in trade register and/or a copy of inscription in VAT register, where applicable. However the subcontractor(s) shall not be required to fill out or provide those documents when the services they provide represent less than 20 % of the contract value (for the lot(s) concerned).

### **11.2.2. Economic and financial capacity**

Evidence of economic and financial capacity shall be furnished by **one (or more)** of the following documents:

- appropriate statements from banks or evidence of professional risk indemnity insurance;
- the presentation of balance sheets or extracts from balance sheets for at least the last two years for which account have been closed, where publication of the balance sheet is required under the company law of the country in which the economic operator is established;
- a statement of overall turnover and turnover concerning the services covered by the contract during the last two financial years.

If, for some exceptional reason, which the contracting authorities consider justified, a tenderer is unable to provide the references requested above, he may prove his economic and financial capacity by any other means which the contracting authorities consider appropriate.

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 it has with them. It must in that case prove to the contracting authorities that it will have at its 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 its disposal.

### **11.2.3. Technical and professional capacity**

Tenderers should show their degree of technical and professional capacity to carry out the requested tasks as mentioned in section 7 above by providing information on the criteria described below. If several service providers or subcontractors are involved in the tender, the selection criteria for the technical and professional capacity will be assessed in relation to the combined capacities of the service providers and subcontractors, as a whole, to the extent that service providers or subcontractors put their resources at the disposal of the tenderer for performance of the contract.

Tenderers shall provide the following documentation:

- **Human resources:**
  - (i) CVs detailing the educational and professional qualifications of the firm's managerial staff as well as those of the staff designated to provide the services indicating the required professional experience as follows:
    - For all lots: Minimum 1 (one) CV detailing the educational and professional qualifications of the firm's managerial staff documenting a minimum of 5 (five) years' relevant experience (this person can also be a senior consultant);

- For all lots: CVs of senior consultants who will be responsible for providing the services (documenting a minimum of 3 (three) years' relevant professional experience for any single consultant). The number of CVs required for each area of experience is listed under section 7.2 and in Annex 7. Within each lot the same CVs can cover many areas, given that the total sum of months is at the minimum the number required in section 7.2.
  - For lot 6: CVs of additional 3 (three) consultants and supporting specialists who can potentially take over responsibility for providing services in busy periods, (documenting a minimum of 1 (one) years' relevant professional experience for any single consultant);
- (ii) An overview in a cross table of all staff responsible for providing the services giving the total amount of months worked in each of the areas specified under section 7.2 above.

For that purpose, tenderers shall complete the relevant cross table attached as annex 7 to these tender specifications. Tenderers shall bear in mind that all fields are compulsory and non-compliance will lead to exclusion of the tender from the award process.

○ **Past contracts:**

Tenderers shall provide details of major contracts awarded to them relevant to the services required by the EEA, indicating the value, brief description of the services undertaken and recipients of the services (public or private) under the following two categories: (1) contracts currently undertaken; and (2) contracts that have been undertaken over the last 3 (three) years.

○ **Quality control:**

Tenderers shall provide a general description of the measures employed to ensure the quality of services. In the event of a joint offer submitted by a consortium, each member of the consortium shall provide the requested description.

The description is **not** to be considered as an answer to the questions in section 11.3.1, but can be referenced to clarify the response in said section.

○ **Environmental policy:**

Tenderers shall provide a description of their environmental policy specifying the status of implementation. In the event of a joint offer submitted by a consortium, **each member** of the consortium shall provide the requested description.

**11.3. Award criteria**

The assessment method that will be used to determine the choice of the tender will be based on the criteria given below, on the basis of the economically most advantageous tender in terms of:

- The quality of the tender (Technical merit – TM)
- The financial value of the tender (Price – P)

**11.3.1 Technical merit (TM) (max. 68, min. 40 points)**

Tenders will be evaluated following the award criteria and weights outlined below, producing a total potential score of 68 points.

Tenderers shall elaborate on all criteria referred to below in order to score as many points as possible. The mere repetition of mandatory requirements set out in these tender specifications, without going into details or without giving any added value will only result in a low score. If

essential elements of these tender specifications are not expressly addressed in the tender, EEA may decide to give a zero mark for the relevant quality criteria.

Lot 1: Linux system administration			
No	Award criteria	Maximum points (68)	Minimum points (40)
	<p><b><i>Understanding of the objectives of the contract and the complexities of the work to be carried out</i></b></p> <p>Tenderers shall provide a short description (about 2 A4 pages per scenario) of how the required services and tasks would be provided for the 4 (four) scenarios below:</p>		
1	Describe a security setup for intrusion prevention and detection that is robust and easy to manage and at the same time is taking the budget implication into account	17	10
2	Describe a setup for a high availability and high performing Web site (Phone based) using Open Source technologies and running Linux that can easily scale up and down depending on traffic load	17	10
3	Describe how to best set up a private cloud based on an Open Source environment which is cost effective, easy to manage and using open standards which has self-serving features for assigning resources	17	10
4	Describe the company's approach to maintaining a server park of 20 physical 80 virtual servers running CentOS and KVM virtualisation engine including current patch level with a minimal effort and man power, taking cost/benefit of maintaining it into account	17	10

Lot 2: Windows system administration			
No	Award criteria	Maximum points (68)	Minimum points (40)
	<p><b><i>Understanding of the objectives of the contract and the complexities of the work to be carried out</i></b></p> <p>Tenderers shall provide a short description (about 2 A4 pages per scenario) of how the required services and tasks would be provided for the 4 (four) scenarios below:</p>		

1	Describe a migration plan for an on premises MS Exchange into Office 365 (Hosted Exchange) with the Business continuation aspects and an exit strategy taken into account	17	10
2	Describe how a Hyper-V cluster utilizes shared storage and scale out file servers with emphasis on high availability, fault tolerance storage, data resiliency and storage performance	17	10
3	Describe the steps of a SharePoint migration from version 2007 to 2013 and what possible pitfalls there are and ways or tools that will help to avoid them	17	10
4	Describe how to secure an office network from unauthorised access so that only authorised computers can gain access to the network	17	10

Lot 3: Windows desktop helpdesk			
No	Award criteria	Maximum points (68)	Minimum points (40)
	<p><b><i>Understanding of the objectives of the contract and the complexities of the work to be carried out</i></b></p> <p>Tenderers shall provide a short description (about 2 A4 pages per scenario) of how the required services and tasks would be provided for the 4 (four) scenarios below:</p>		
1	Describe the preferred process of how to best upgrade a Windows 7 environment to Windows 8 for 250 PCs and how to best handle the users experience with the new interface and taking into account the cost/benefit of the implementation	17	10
2	Describe the approach on how to manage about 250 PCs in a standardisation way and still allow flexibility for users with various needs and at the same time respect high level security against malware infection and intrusion	17	10
3	Describe the approach to upgrade from a local installation of MS Office 2010 to a local installation of MS Office 2013 for about 250 PCs	17	10

4	Describe the approach to best implement a standardisation of a PC image and maintaining it considering that the PC models update and changes ~2 twice per year	17	10
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Lot 4: eDocs DM (OpenText) support			
No	Award criteria	Maximum points (68)	Minimum points (40)
	<p><b><i>Understanding of the objectives of the contract and the complexities of the work to be carried out</i></b></p> <p>Tenderers shall provide a short description (about 2 A4 pages per scenario) of how the required services and tasks would be provided for the 4 (four) scenarios below:</p>		
1	Describe the preferred upgrade path of a eDocs DM 5.3.0 installation compatible with MS Office 2010 to MS 2013 (primarily MS Outlook) and compatible with Windows 8	17	10
2	Describe how to best set up different security levels for scanned documents using Kofax with a barcode sheet imported into OpenText eDocs DM 5.3.0	17	10
3	Describe how an exit plan for a migration of about 50,000 documents to an environment using SharePoint 2013 can best be implemented	17	10
4	Describe how to best make a selected amounts of documents stored in eDocs available and searchable to the public in an electronic form	17	10

Lot 5: Windows software development			
No	Award criteria	Maximum points (68)	Minimum points (40)
	<p><b><i>Understanding of the objectives of the contract and the complexities of the work to be carried out</i></b></p> <p>Tenderers shall provide a short description (about 2 A4 pages per scenario) of how the required services and tasks would be provided for the 4 (four) scenarios below:</p>		

1	Describe the best architecture for a number of intranet applications in ASP.Net, which should all have the same look and feel, database accessibility, security logic, error handling capabilities, etc., and which should at the same time be easily maintainable	17	10
2	Describe how to self-develop web parts in SharePoint, taking into account future upgrades, layout, styling techniques and setup of workflows	17	10
3	Describe a database design that takes into account techniques that avoid table locking where data are flowing in continuously while at the same time being disseminated as tabular and spatial data (map service). Explain what to be aware of when optimising such a database.	17	10
4	Describe a best practice procedure on development and maintenance of reports built in MS Report Builder and published on a MS Reporting Server	17	10

Lot 6: Java, QA scripts and web questionnaires developments, and related helpdesk			
No	Award criteria	Maximum points (68)	Minimum points (40)
<b>1</b>	<b><i>Understanding of the objectives of the contract and the complexities of the work to be carried out</i></b> Tenderers shall provide a short description (about 2 A4 pages per scenario) of how the required services and tasks would be provided for the 5 (five) scenarios below:		
	a. What would the service provider do to assess and improve the accessibility of an existing website to get it to comply with WCAG 2.0 level AA?	10	6
	b. The user experience has been given low priority in the past, and it has become necessary to address the issue. What would the service provider do to assess and improve the usability of an existing website?	10	6
	c. Security is always a concern. Describe what the service provider does to prevent vulnerabilities on SQL injection, session hijacking and cross site scripting when developing a web application.	10	6



	d. Describe how to set up fault-tolerant load-balancing for a web application with a relational database deployed on two Tomcat instances. Assuming a server-side session state is unavoidable, what are the pitfalls when designing an application and deploying upgrades on multiple instances?	10	6
	e. An XML Schema validator downloads the schema file(s) before doing the validation. This can be inefficient when there are many XML files that follow the same schema. Propose a caching mechanism for a scenario when the schema is declared in the XML file and thus not known in advance.	10	6
<b>2</b>	<p><b>Quality of the work</b></p> <p>Tenderers shall provide a description (max. 4 A4 pages) of the way the quality of the work will be guaranteed including a response to the following:</p> <ul style="list-style-type: none"> <li>• Given a 10 year accumulation of source code, how would the service provider approach a reorganisation of such code to make it more maintainable<sup>4</sup>?</li> <li>• What is the service provider's approach to prevention of degeneration of source code during maintenance?</li> <li>• Describe the service provider's approach to documentation taking into consideration the cost/benefit of producing and maintaining it</li> </ul>	18	10

Only tenders which obtain the indicated minimum number of points, both for each award criterion and in total, will be considered for the next stage, which involves determining the financial value of the tender and for the final assessment.

### 11.3.2 Price (P) (max. 32 points)

Tenderers are requested to submit a financial offer giving the **all-inclusive** (i.e. include all relevant costs and all expenditure (e.g. management and administrative costs, travel costs, etc...)) average price in **euro** for the following services:

#### *Lot 1: Linux system administration*

Price	Services	Weighting factor
P <sub>1</sub>	Daily rate for senior consultants working intramural at the EEA's premises for an extended period of time (*) (daily rate = 8 hours)	50%

<sup>4</sup> Maintainable source code is code where it is easy to add/modify/delete functionality with low risk of unintended side-effects.

P <sub>2</sub>	Daily rate for senior consultants working extramural at the Contractor's premises (or elsewhere) (daily rate = 8 hours)	50%
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(\*) An extended period of time would be approximately 2 (two) weeks, or several months or up to the duration of the contract.

*Lot 2: Windows system administration*

Price	Services	Weighting factor
P <sub>1</sub>	Daily rate for senior consultants working intramural at the EEA's premises for an extended period of time (*) (daily rate = 8 hours)	95%
P <sub>2</sub>	Daily rate for senior consultants working extramural at the Contractor's premises (or elsewhere) (daily rate = 8 hours)	5%

(\*) An extended period of time would be approximately 2 (two) weeks, or several months or up to the duration of the contract.

*Lot 3: Windows desktop helpdesk*

Price	Services	Weighting factor
P <sub>1</sub>	Daily rate for senior consultants working intramural at the EEA's premises for an extended period of time (*) (daily rate = 8 hours)	95%
P <sub>2</sub>	Daily rate for senior consultants working extramural at the Contractor's premises (or elsewhere) (daily rate = 8 hours)	5%

(\*) An extended period of time would be approximately 2 (two) weeks, or several months or up to the duration of the contract.

*Lot 4: eDocs DM (OpenText) support*

Price	Services	Weighting factor
P <sub>1</sub>	Daily rate for senior consultants working intramural at the EEA's premises for an extended period of time (*) (daily rate = 8 hours)	5%
P <sub>2</sub>	Daily rate for senior consultants working extramural at the Contractor's premises (or elsewhere) (daily rate = 8 hours)	95%

(\*) An extended period of time would be approximately 2 (two) weeks, or several months or up to the duration of the contract.

*Lot 5: Windows software development*

Price	Services	Weighting factor
P <sub>1</sub>	Daily rate for senior consultants working intramural at the EEA's premises for an extended period of time (*) (daily rate = 8 hours)	95%
P <sub>2</sub>	Daily rate for senior consultants working extramural at the Contractor's premises (or elsewhere) (daily rate = 8 hours)	5%

(\*) An extended period of time would be approximately 2 (two) weeks, or several months or up to the duration of the contract.

*Lot 6: Java, QA scripts and web questionnaires developments, and related helpdesk*

Price	Services	Weighting factor
P <sub>1</sub>	Daily rate for consultants working intramural at the EEA's premises for an extended period of time (*) (daily rate = 8 hours)	5%
P <sub>2</sub>	Daily rate for consultants working extramural at the Contractor's premises (or elsewhere) (daily rate = 8 hours)	95%

(\*) An extended period of time would be approximately 2 (two) weeks, or several months or up to the duration of the contract.

For each category above (intramural respective extramural), tenders meeting all mandatory requirements including the minima for technical merit will score points in function of the following formula:

$$PS = (PS_{\min}/PS_0) \times 32 \times \text{weighting factor}$$

where

PS = Price Score for price of service;

PS<sub>min</sub> = the lowest price offered among the compliant tenders received;

PS<sub>0</sub> = the price of the tender being considered

32 = the maximum number of points that can be awarded under this award criterion.

- The score for the price (P) that will be used as a basis for the evaluation of tenders is the sum of the 2 (two) PS.

For that purpose, tenderers shall complete the price quotation attached as annex 5 to these tender specifications. Tenderers shall bear in mind that all fields are compulsory and non-compliance will lead to exclusion of the tender from the award process.

### **11.3.3 Final Assessment**

A framework contract will be awarded to the tenderer whose tender achieves the highest total score for technical merit and price (TM + P). Should tenders obtain the same final score and tie for first place, the winning tender will be decided on the basis of the highest score achieved for price.

### **12. Performance**

Competence in both selection and award criteria must be maintained throughout the framework contract. Should the contractor fail to do this during the validity of the framework contract, the contracting authorities maintain the right to refuse any consultant if performance is not satisfactory and/or to choose another vendor from the tenders.

Once a framework contract has been signed the contractor must be able to offer consultants with the required skills and experience to carry out the work in question within 10 (ten) calendar days after offering the contractor a specific contract.

### **13. Environmental considerations**

The contracting authorities run a certified environmental management system (EMAS) and aims to minimise the environmental impact of all its activities, including those carried out under contract. The future contractor will, therefore, be requested to consider the contracting authorities environmental management guidelines in the implementation of the contract, in particular, those relating to business travel, electronic means of communication, paper and energy consumption. Further information on the EMAS system can be found on the EEA homepage: <http://www.eea.europa.eu/documents/emas> and on the European Commission, Directorate-General for Environment website: [http://ec.europa.eu/environment/emas/index\\_en.htm](http://ec.europa.eu/environment/emas/index_en.htm).

Moreover, it is strongly recommended that tenders are submitted in an environmentally friendly way, e.g., by choosing a simple and clear structure (list of contents and consecutive page numbering), double-sided printing, limiting attachments to what is required in the technical specifications (no additional material) and avoiding plastic folders or binders.

### **14. Annexes**

Annex 1: Tender submission form

Annex 2: Declaration on exclusion criteria

Annex 3: Legal entity form

Annex 4: Financial identification form

Annex 5: Price quotation

Annex 6: Draft framework contract and draft specific contract

Annex 7: Overview of professional and technical experience (cross table)

Annex 8: Rules for the reimbursement of travel expenses