

CALL FOR TENDERS

No 2016-BEREC-OT-04

Provision of on-site information and communication technology (ICT) support services, including systems maintenance and development and centralised software management

TENDER SPECIFICATIONS

Riga, 26 September 2016

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ANNEX 1 Form for financial offer

ANNEX 2 Form for declaration of honour

1. INFORMATION ON TENDERING

1.1. Overview of the requires services

Title	Provision of on-site ICT support services, including systems maintenance and development and centralised software management
Procedure	Open
Expected Start	1 st quarter 2017
Type of Contract	Framework Service Contract
Framework Type	Multiple framework contract in cascade
Number of envisaged contractors	3
Duration	1 year, automatically renewable up to 3 times (maximum duration should not exceed 4 years)
Maximum estimated expenditure	EUR 750 000 over the complete contract duration ¹
Main place of delivery	Riga, Latvia
Lots	This procedure is not divided in lots
Variants	Not permitted
Consortia	Permitted but must be clearly described in the tender.
Subcontracting	Permitted. Subcontractors whose share of the contract is above 10 % and whose capacity is necessary to fulfil the selection criteria must be clearly identified in the tender.

1.2. Participation

Participation in this procurement procedure is open on equal terms to all natural and legal persons coming within the scope of the Treaties, as well as to international organisations. It includes all natural and legal persons established in the European Union.

¹ This is an estimation of the maximum expenditure and should not be construed in any way as the actual expenditure that BEREC Office will make under the contract.

Pursuant to Article 119 of the General Financial Regulation the participation is also open to all natural and legal persons from a third country which has a special agreement with the European Union (EU) in the field of public procurement on the conditions laid down in that agreement. The Contracting Authority can therefore accept tenders from and sign contracts with tenderers from 35 countries, namely: the countries, which are parties to the Agreement on the European Economic Area (EEA) (the 28 EU Member States, Lichtenstein, Norway and Iceland) and 4 Stabilisation and Association Agreements (SAA) Countries (FYROM, Albania, Montenegro and Serbia).

This tender procedure is not open to tenderers from countries which have ratified the Multilateral Agreement on Government Procurement (GPA).

1.3. Contractual conditions

The tenderer should bear in mind the provisions of the draft contract. Although the provisions of the draft contract will not be included in the current tender specifications it is an integral part of the procurement documents and specifies the rights and obligations of the contractor, particularly those on payments, performance of the contract, confidentiality, and checks and audits.

1.4. Compliance with applicable law

The tender must comply with applicable environmental, social and labour law obligations established by EU law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU².

1.5. Joint tenders

A joint tender is a situation where a tender is submitted by a group of economic operators (natural or legal persons). Joint tenders may include subcontractors in addition to the members of the group.

In case of joint tender, all members of the group assume joint and several liability towards the Contracting Authority for the performance of the contract as a whole, i.e. both financial and operational liability. Nevertheless, tenderers must designate one of the economic operators as a single point of contact (the leader) for the Contracting Authority for administrative and financial aspects as well as operational management of the contract.

After the award, the Contracting Authority will sign the contract either with all members of the group, or with the leader on behalf of all members of the group, authorised by the other members via powers of attorney.

² Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).

1.6. Subcontracting

Subcontracting is permitted but the contractor will retain full liability towards the Contracting Authority for performance of the contract as a whole.

Tenderers are required to identify only those subcontractors whose share of the contract is above 10 % and whose capacity is necessary to fulfil the selection criteria.

During contract performance, the change of any subcontractor identified in the tender or additional subcontracting will be subject to prior written approval of the Contracting Authority.

1.7. Structure and content of the tender

The tenders must be presented as follows:

Part A: Identification of the tenderer (see section 1.8)

Part B: Documentation for non-exclusion (see section 4.1)

Part C: Evidence for selection criteria (see section 4.2)

Part D: Technical offer (see section 4.7)

The technical offer must cover all aspects and tasks required in the technical specifications and provide all the information needed to apply the award criteria. Offers deviating from the requirements or not covering all requirements may be rejected on the basis of non-compliance with the tender specifications and will not be evaluated.

Part E: Financial offer (filled in Annex 1)

The price for the tender must be quoted in euro. Tenderers from countries outside the euro zone have to quote their prices in euro. The price quoted may not be revised in line with exchange rate movements. It is for the tenderer to bear the risks or the benefits deriving from any variation.

Prices must be quoted free of all duties, taxes and other charges, including VAT, as the BEREK Office is exempt from such charges under Articles 3 and 4 of the Protocol on the privileges and immunities of the EU³. The amount of VAT may be shown separately but this is not required.

³ <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A12012E%2FPRO%2F07>

1.8. Identification of the tenderer

The tender must include a cover letter signed by an authorised representative presenting the name of the tenderer (including all entities in case of joint tender) and identified subcontractors if applicable, and the name of the single contact point (leader) in relation to this procedure.

In case of joint tender, the cover letter must be signed either by an authorised representative for each member, or by the leader authorised by the other members with powers of attorney. The signed powers of attorney must be included in the tender as well. Subcontractors that are identified in the tender must provide a letter of intent signed by an authorised representative stating their willingness to provide the services presented in the tender and in line with the present tender specifications.

All tenderers (including all members of the group in case of joint tender) must provide a signed Legal Entity Form with its supporting evidence. The form is available on:

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

Tenderers that are already registered in the Contracting Authority's accounting system (i.e. they have already been direct contractors) must provide the form but are not obliged to provide the supporting evidence.

The tenderer (or the leader in case of joint tender) must provide a Financial Identification Form with its supporting documents. Only one form per tender should be submitted. **No** form is needed for subcontractors and other members of the group in case of joint tender. The form is available on: http://ec.europa.eu/budget/contracts_grants/info_contracts/index_en.cfm

The 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](#). This information is used for statistical purposes only.

2. TECHNICAL SPECIFICATIONS

2.1. Place of delivery of services

The BEREC Office premises are situated on the centre of Riga, Latvia, most part of the services are to be delivered on-site in the BEREC Office – Z. A Meierovica 14, 2nd floor. In cases when an event organized by BEREC Office is taking place outside the BEREC Office premises, the contractor may be required to supply services on a different location than this indicated above. In such cases, the BEREC Office, shall cover additional costs as appropriate (see Article I.5.3. 'Reimbursement of expenses' of the draft Framework Service Contract).

2.2. Work Schedule

The services should be provided according to terms set out in the Specific Request.

In general the services are to be provided daily, Monday to Friday from 9:00 to 18:00 (with an hour lunch break). However, the specific contract may provide for a different schedule.

If needed, the contractor may also be requested to provide service on weekends or public holidays. The BEREC Office will inform the Contractor in writing of such needs at least five working days in advance. The services provided during overtime hours, weekends or public holiday will be covered by the BEREC Office only where it is approved in advance by the BEREC Office that such extra services were required. The cost of all extra-timeframe periods is foreseen and requested in the Financial Offer (Annex 1).

2.3. Technical environment

Human Resources

BEREC Office is located in Riga, Latvia and currently has 27 full-time staff members. The BEREC Office recently launched a Traineeship Programme and has already planned to hire three trainees in 2016. However, depending on the needs and budgetary availability, the BEREC Office may hire in future a greater number of trainees, who will work full time at the BEREC Office premises. For specific purposes the BEREC Office also use external contractors, whose staff may be requested to work at the BEREC Office.

The BEREC Office has only one full time IT Officer, who is expected from the beginning of 2017 to be nominated as the Local Informatics Security Officer. Due to the limited resources of the BEREC Office other staff members are currently occasionally involved in ICT project development and/or implementation.

All BEREC Offices websites, services, information systems, applications, servers, databases and technical equipment are hosted internally. Some development and support is outsourced; currently outsourcing is managed and controlled by the designated BEREC Office staff member.

System

- The main operating system infrastructure is built on a Microsoft Windows 2012 R2
- E-mail services are based on Microsoft Exchange 2013 running on V-hyper machine providing also OWA connectivity.
- Fibre connection with guaranteed symmetrical data transmission speed min 100 Mbps, Internet access point interface – Ethernet 100Base-T
- Anti-Virus: System Centre Endpoint Protection
- For backups Windows Server Backup utility is used, backups are generated every working day on the server as well on the tape that is changed every week;
- Information saved on end-user terminals is currently not backed-up but this may be considered in future

Web infrastructure and applications

- BEREC Website - running on Red Hat Linux OS, website itself is developed on PHP and MySQL database technologies
- Information Sharing Portal - provides electronic communication documents to general public, uploaded by NRAs.
- BERECnet - SharePoint platform for communication and collaboration that improves the work of the project teams among the EC, NRAs and BEREC Office.
- Paperless - SharePoint application developed by external contractor for simple workflows of BEREC Office documentation.
- Intranet – is a private network that exists within the organization and allows its members to share the information, for example shared drive.
- Accounting and financial software - ABAC (SAP), Mozilla Firefox is widely used for accessing ABAC (Java is required for SAP full functionality).
- Skype for Business Web App is used for Videoconferencing (in total 28 host licenses available currently).
- Polycom RealPresence Desktop (2 licenses) for connecting to EC meeting rooms having VC functionality (H.323).
- KeePass (classic) software is used to store ICT credentials.
- STESTA - Secure Trans European Services for Telematics between Administrations. It is European Community's own private, IP-based network, offering a telecommunications interconnection for secure information exchange between European public administrations;
- HERMES, ARES, NOMCOCOM (HAN) - web applications for document management and archiving under the e-Domec rules (registration, filing, preservation, appraisal and transfer of files to the Commission's historical archives, legal value of electronic and digitised documents) – to be introduced at the BEREC Office as of 2017.
- Sysper2 - information system aiming at integrating all human resource management functions in the Commission, can be accessed via web app or mobile app (planned to be introduced in the BEREC Office) – to be introduced at the BEREC Office as of 2017.
- Other Commission applications – for the members of the Joint Sickness and Insurance Scheme (JSIS), the Internal Audit Service tracking system, translation and interpretation services, training, payroll, etc.

Desktop environment

The desktop environment consists mainly of notebooks paired with docking stations and the rest are desktop PCs. Workstation and server OS, as well as office software suite is of Microsoft. Currently there are 35 end-user working places at the BEREC Office.

Audio-visual systems

Videoconferencing infrastructure is currently placed in Brussels for the use of Expert Working Groups, there is also ongoing procedure for procuring videoconferencing equipment for BEREC Offices premises in Riga.

2.4. Scope of services to be provided

The services should be provided for two separate service groups:

- **ICT Support Services to BEREC Office staff**
- **ICT Support Services to BEREC**

The contractor shall assign minimum 1 full-time ICT specialist for each service group. However the number of ICT specialists to be assigned for each service group and the need of support of the service group shall be subject to individual specific contract and may vary in periods of high or low demand for services.

Please consult financial proposal form in Annex 1 to get familiar with variants of services/hours that would be requested.

2.5. Service group 1: Provision of ICT services to BEREC Office staff

1. **First level support to BEREC Office users covering all aspects of ICT.** Such as:
 - Installing and configuring computer hardware operating systems and applications;
 - Monitoring and maintaining computer systems and networks;
 - Talking staff through a series of actions, either face-to-face or over the telephone or e-mail, to resolve ICT issues;
 - Providing support, including procedural documentation and relevant reports;
 - Ensuring access to existing applications used by the BEREC Office staff;
 - Supporting the roll-out of new applications;
 - Responding within agreed time limits to call-outs;
 - Testing and evaluating new technology and/or applications to be deployed at the BEREC Office;

2. Troubleshooting and management of peripheral devices. Such as:

- Replace consumables such as toner cartridges, fuser appliances, staples, etc.
- Following documentation and written instructions to repair a fault or set up a system;
- Fix small malfunctions such as paper jams, cabling problems etc.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults;
- Troubleshooting of telecom equipment (phones, teleconferencing and videoconferencing devices and services);
- Report to servicing companies major errors and keep track of visit repairs and log all communications.

3. New staff initiation and training. Such as:

- Setting up new users' accounts and profiles and dealing with password issues;
- New staff introduction to BEREK Offices ICT infrastructure.

4. Monitoring ICT infrastructure services. Such as:

- Keep track of location of each ICT item (PCs, monitors and any other peripheral);
- Assist in user moves between offices and keep a record of any (ICT and telecom related equipment) changes as above;
- Conducting electrical safety checks on computer equipment;
- Assist BEREK Office staff in new ICT items reception and declassification processes.

5. Other ICT support tasks. Such as:

- Prepare technical specifications and provide assistance to the procurement project managers for ICT procurement procedures;
- Prepare mappings of the BEREK Offices ICT infrastructure;
- Assist in annual ICT risk assessment;
- Assist in handling ICT security incidents;
- Produce regular reports and statistics on the use of the telecom infrastructure in view of monitoring cost saving plans by following up changing costing patterns of the market and technology trends;

- Monitor suppliers' invoicing and billing including drafting of correspondence with suppliers to address emerging issues;
- Draft and maintain required documentation destined to users and administrators relating to the above fields and required expertise;
- Other tasks may be appropriate to the profile.

2.6. Service group 2: Provision of ICT services to BEREC

1. Website and application management. Such as:

- Ensure that the web server(s), hardware and software are operating correctly; improving the design and/or the functionalities of the website,
- Generate and revise web pages;
- Provide support to the web-content owners;
- Fix links on the website(s);
- Reply to website user (general public) comments with technical character and/or fix malfunctioning;
- Examine the traffic through the site, monitor website security and propose improvements when deemed necessary;
- Content placement based on the instruction of staff members;
- Carry out BEREC website assessment and evaluation
- Management of SharePoint on premises and SharePoint on-line (paperless and BERECnet applications).

2. Meeting and events support tasks. Such as:

- Prepare ICT environments in conference rooms to accept invitees and their presentations;
- Support, prepare and connect audio/video conference calls between BEREC office and BEREC members;
- Assist invitees and staff with their equipment (laptops, handheld devices) in connecting to BEREC Office ICT infrastructure (Wi-Fi network), including by e-mail or telephone;

- Provide assistance in the organisation of meetings, including by audio/video conference and/or streaming, by providing the appropriate ICT logistical support as regards IT matters
- Return material back to their storage and put rooms/cabling in order.
- Ensure proper functioning of the technical equipment in the meeting rooms, including audio/video equipment, i.e. microphones, speakers, audio consoles, video input/output, streaming and video-on-demand.
- Assist BEREC Office staff during meetings with their ICT related media/presentations

3. Technical assistance during public consultations

- Provide technical assistance during public consultations in dealing with spam, excessive traffic in peak periods of submissions of contributions;
- Provide technical assistance in managing on-line platforms for public consultation;
- Provide technical advice and assistance in processing the contributions received;

4. Other ICT support tasks:

- Management of the audio-visual facilities of the BEREC Office (Brussels and Riga)
- Provide assistance to the project managers for planned procurement procedure in the field of ICT in support to BEREC
- Provide technical assistance in the implementation of new BEREC projects with ICT dimension;
- Assist in annual ICT risk assessment;
- Provide assistance to and reply to ICT queries from members of the BEREC community.

3. SERVICE SPECIFICATIONS

This section sets out the service requirements, whose acceptance by the tenderer is mandatory. It details the minimum services to be provided, the associated procedures and service level.

3.1.1. Framework and conditions of services provision

In providing the services the contractor shall be required to offer at least the following (minimum requirement):

A team to perform tasks and duties described under Section 2.5, 2.6 and 3. The contractor shall foresee a core team of two persons and at least one substitute that would be available in case of absence or during period of extraordinary workload.

Details on the profile requirements for the team can be found in Section 4.2.4.

3.1.2. Roles and responsibilities

A project manager will be responsible for all contractual relations with BEREC Office. The project manager must be reachable by BEREC Office during normal working hours. In case of absence, a back-up person shall be designated and notified to BEREC Office immediately.

The contractor shall provide e-mail address, telephone number and postal address of the project manager. The contractor shall communicate the list of all persons in charge of the customer's relationship management with the services of BEREC Office. The communication must be executed exclusively in English language.

A contact person and a technical official for BEREC Office will be nominated and communicated to the contractor after the signature of the contract.

3.1.3. Requesting services

The ordering process is initiated by BEREC Office via a Specific request form sent to the contractor describing the required services. On receipt, the contractor must, within a period of 5 working days, either make a specific offer to the BEREC Office for the execution of the request or decline the request providing justification. The process culminates in the signature of a Specific Contract. The templates for the Specific Contracts are included within the Draft Framework Service Contract.

3.1.4. Service management

The contractor must be able to manage the framework contract, expedite the requests for service rapidly and manage the specific contracts professionally, efficiently and effectively meeting the specifications of this tender.

In managing the Framework Contract the contractor must have the capacity to carry out in parallel several individual orders. Therefore the contractor must dedicate a team of resources to manage the contract implementation within the terms and conditions of the Framework Contract. The contractor must apply appropriate performance measures to control the quality of the service delivery for its own organisation but also manage and control the quality delivered via sub-contracting. The contractor is obliged to report on activities on a monthly basis.

3.1.5. Delivering the services

The contractor must have the means and/or procedures in place to respond efficiently and effectively to a request for service during the implementation of the contract with suitable

proposals. The contractor may propose subcontractors (legal entities of physical persons) in response to this call for tender and in response to requests for service during the implementation of the contract when specialised expertise is required and not foreseen earlier.

3.1.6. Pricing policy

Operational tasks are delivered by on-site work based on fees per days therefore the time sheet of each ICT specialist must be submitted to the BEREC Office staff at the end of each month. The contractor must be able to ensure the availability of the proposed person from the start of the assignment until the end of the assignment excluding planned absences. BEREC Office expects to have a transparent pricing policy and all-inclusive daily rates which allows cost efficient choices.

3.1.7. Ensuring volume and sourcing methods

The contractor must have the means available to ensure a sufficient volume of skilled professionals to offer in response to a request for service. The contractor must be able to use different sourcing tools or channels to pro-actively and re-actively attract potential candidates. The contractor should have a method to pre-select potential candidates which is proven by a high success rate.

The contractor should do its best to keep the existing pool of specialists motivated, competent and skilled.

The contractor shall apply best practices related to personnel/ consultant management specifically in the areas of health and wellness, recognition, rewards, incentives and benefits. The contractor must have processes and procedures in place to monitor and manage performance of the consultant and in return constructively deal with feedback from the consultant.

In its specific request BEREC Office shall specifies the workload (e.g. person-days) and its specific needs for requested profiles.

The following conditions apply:

- The contractor must be able to propose per requested profile at least two qualified persons to choose from.
- All information indicated in the CV has to be correct and validated by the contractor.
- Persons proposed must be available for interviews.
- Persons proposed must be available at the start of the project.
- On BEREC Offices demand, the contractor must replace personnel who prove incapable of carrying out the specified tasks to the required standards or breached the BEREC Offices security and confidentiality requirements.

- The replacement candidate will be given sufficient training during an adequate handover period, so that he/she may be immediately operational when the original candidate is withdrawn. Any such replacement and training, if required, will be carried out at no additional cost to the BEREC Office
- The contractor shall give a month's notice if any personnel leave before the end of a specific contract.
- If the original person is no longer able to carry out the work, the contractor is obliged to guarantee continuity of the service provided to BEREC Office. Any such replacement will be effected at no additional cost to the BEREC Office and with the prior agreement of the BEREC Office.
- In case of replacement, the handover period must normally be at least 5 working days, free of charge to the BEREC Office.

3.1.8. Security, confidentiality and avoiding conflict of interest

During the performance of the contract the contractor and any sub-contractors will have access to sensitive information, internal BEREC/BEREC Office documents and personal data, the disclosure of which may undermine the protection of the public interest, and the privacy and the integrity of the individual, in particular pursuant to EU legislation regarding the protection of personal data, the protection of commercial interests of a natural or legal person, etc.

The contractor must therefore ensure that there are adequate confidentiality arrangements in place to prevent unauthorised disclosure of information by the staff of the contractor or of its sub-contractors and to avoid any situation of conflict of interest.

Any not publicly available information accessed by the contractor in the course of assisting end users is to be considered confidential. The contractor must have in place stringent measures, preferably ISO certified, to ensure that all BEREC Offices' information is secure from tampering, re-use, or any use other than the purpose for which it was collected.

All employees or agents of the contractor who, in the course of their duties, access data containing personal or confidential information shall be bound by the signed confidentiality clauses of the framework contract.

The Contractor staff shall also respect the BEREC Office IT systems security policy and the rules on confidentiality.

In its tender the contractor is expected to set out the confidentiality arrangements to prevent unauthorised disclosure of information obtained during the contact execution by the staff of the contractor and its sub-contractors.

3.1.9. Meetings and Travel expenses

The contractor, through his representatives and in all cases with the Project Manager of the proposed team, will be requested to attend at least two (2) half-day meetings at BEREC Office in each year of execution of the contract.

In the first year, a kick-off meeting is foreseen after the signature of the contract to initiate the team to BEREC Office ICT Service.

These above noted meetings, as well as any other meeting related to the execution of the contract and not requested by BEREC Office, will be at the charge of the contractor.

In case of a specific project, an emergency situation, or a problem not related to the execution of the contract, BEREC Office will call ad-hoc meetings. Such meetings or any extra travel and accommodation expenses that might be needed to perform the tasks related to the contract, shall be subject to BEREC Offices prior approval and shall be reimbursed by the BEREC Office separately.

4. EVALUATION AND AWARD

The evaluation is based solely on the information provided in the submitted tender. It involves the following:

- Verification of non-exclusion of tenderers on the basis of the exclusion criteria
- Selection of tenderers on the basis of selection criteria
- Verification of compliance with the minimum requirements set out in these tender specifications
- Evaluation of tenders on the basis of the award criteria

The Contracting Authority may reject abnormally low tenders, in particular if it established that the tenderer or a subcontractor does not comply with applicable obligations in the fields of environmental, social and labour law.

The tenders will be assessed in the order indicated above. Only tenders meeting the requirements of one step will pass on to the next step.

4.1. Verification of non-exclusion

All tenderers must provide a declaration on honour (see Annex 2), signed and dated by an authorised representative, stating that they are not in one of the situations of exclusion listed in that declaration on honour.

In case of joint tender, each member of the group must provide a declaration on honour signed by an authorised representative.

In case of subcontracting, only subcontractors whose share of the contract is above 10 % and whose capacity is necessary to fulfil the selection criteria must provide a declaration on honour signed by an authorised representative.

The Contracting Authority reserves the right to verify whether the successful tenderer is in one of the situations of exclusion by requiring the supporting documents listed in the declaration of honour.

The successful tenderer must provide the documents mentioned as supporting evidence in the declaration on honour before signature of the contract and within a deadline given by the Contracting Authority. This requirement applies to each member of the group in case of joint tender and to those subcontractors whose share of the contract is above 10 % and whose capacity is necessary to fulfil the selection criteria.

The obligation to submit supporting evidence does not apply to international organisations.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by the Contracting Authority and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit a specific document if the contracting authority can access the document in question on a national database free of charge.

4.2. Selection criteria

Tenderers must prove their legal, regulatory, economic, financial, technical and professional capacity to carry out the work subject to this procurement procedure.

The tenderer may 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 Authority 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.

The tender must include the proportion of the contract that the tenderer intends to subcontract provided that sub-contracting exceeds 10% of the total contract volume.

The main scope of the contract shall consist in ensuring ICT support services with a daily presence On-Site during working hours on all days on which the Office is open. The services envisaged shall be provided by the contractor, under its own liability and using its own staff.

The contractor must have a good understanding of BEREC Office working environment and specific needs and must be able to identify and propose actions to prevent or eliminate any technical, financial or contractual risks.

The contractor shall entrust the service to its staff member whose skills, honesty and integrity are proven and who are capable of correct and irreproachable behaviour, as well as displaying restrained, discreet and polite manners, and who must also show their readiness to collaborate with BEREC Office staff.

4.2.1. Declaration and evidence

The tenderers (and each member of the group in case of joint tender) and subcontractors whose capacity is necessary to fulfil the selection criteria must provide the declaration on honour (see Annex 2), signed and dated by an authorised representative, stating that they fulfil the selection criteria applicable to them individually. For the criteria applicable to the tenderer as a whole the tenderer (sole tenderer or leader in case of joint tender) must provide the declaration on honour stating that the tenderer, including all members of the group in case of joint tender and including subcontractors if applicable, fulfils the selection criteria for which a consolidated assessment will be carried out.

This declaration is part of the declaration used for exclusion criteria (see section 4.1) so only one declaration covering both aspects should be provided by each concerned entity.

The Contracting Authority will evaluate selection criteria on the basis of the declarations on honour. Nevertheless, it reserves the right to require evidence of the legal and regulatory, financial and economic and technical and professional capacity of the tenderers at any time during the procurement procedure and contract performance. In such case the tenderer must provide the requested evidence without delay. The Contracting Authority may reject the tender if the requested evidence is not provided in due time.

After contract award, the successful tenderer will be required to provide the evidence mentioned below before signature of the contract and within a deadline given by the Contracting Authority. This requirement applies to each member of the group in case of joint tender and to subcontractors whose capacity is necessary to fulfil the selection criteria.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by the Contracting Authority and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit a specific document if the Contracting Authority can access the document in question on a national database free of charge.

4.2.2. Legal and regulatory capacity

Tenderers must prove that they are allowed to pursue the professional activity necessary to carry out the work subject to this call for tenders. The tenderer (including each member of the group in case of joint tender) must provide the following information in its tender if it has not been provided with the Legal Entity Form:

- For legal persons, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation applicable to the legal person requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.
- For natural persons, if required under applicable law, a proof of registration on a professional or trade register or any other official document showing the registration number.

4.2.3. Economic and financial capacity criteria

The tenderer must have the necessary economic and financial capacity to perform this contract until its end. In order to prove their capacity, the tenderer must comply with the following selection criteria.

- Criterion: Turnover of the last two financial years above EUR 375 000; this criterion applies to the tenderer as a whole, i.e. the combined capacity of all members of a group in case of a joint tender.

Evidence (to be provided on request): Copy of the profit and loss accounts for the last two years for which accounts have been closed from each concerned legal entity;

- Failing that, appropriate statements from banks.

If, for some exceptional reason which the Contracting Authority considers justified, a tenderer is unable to provide one or other of the above documents, it may prove its economic and financial capacity by any other document which the Contracting Authority considers appropriate. In any case, the Contracting Authority must at least be notified of the exceptional reason and its justification. The Contracting Authority reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

4.2.4. Technical and professional capacity criteria

A. Criteria relating to tenderers

Tenderers (in case of a joint tender the combined capacity of all members of the group and identified subcontractors) must comply with the criteria listed below.

The project references indicated below consist in a list of relevant services provided in the past three years, with the sums, dates and clients, public or private, accompanied by statements issued by the clients.

Criterion A1: The tenderer must prove experience in the field of provision of ICT services, including systems maintenance and development and centralised software management.

Evidence A1: the tenderer must provide references for 3 projects delivered in these fields in the last three years with a minimum value for each project of EUR 50 000.

B. Criteria relating to the team delivering the service:

The team delivering the service should include, as a minimum, the profiles listed below:

Evidence will consist in CVs of the team responsible to deliver the service. Each CV should indicate the intended function in the delivery of the service.

In order to guarantee that the specialist(s) on duty can be replaced satisfactorily in case of absence for illness or vacation, and since such a specialist(s) are required to be skilled and competent in a wide range of fields the Contractor shall provide a Support Team consisting of at least two (2) staff members, plus one (1) Project Manager:

The Project Manager

The Project Manager is the primary point of contact between BEREC Office and the contractor. He/she will also be responsible for effectively liaise with subcontractors, if any.

The Project Manager will be responsible for the contract management ensuring that the contract is implemented and executed according to the agreed terms and conditions.

The Project Manager is accountable for the operational execution of the contractor's services which include all planning activities as well as problem and change coordination with emphasis to staff replacement and supervision. His/Her availability should be guaranteed during standard business hours (telephone and email) to address problems arising from the execution of the contract.

B1: Required skills and experience:

- Good knowledge of English, equal to or better than C1 level
- Specific previous experience of at least 5 years in the Project Management
- Experience in account client management of entities and/or projects with similar size or scope.

Services under this profile shall not be invoiced separately; therefore the tenderer must take their possible cost into account in submitting his financial offer for the services offered in the other profiles.

Evidence B1: CV and a language certificate or past relevant experience.

The IT Technical Support Officer

This profile is the actual performer of all the tasks described in Section 2.5:

B2: Required skills and experience:

- Good knowledge of English, equal to or better than B2 level
- Professional experience of at least 3 years in monitoring and maintaining computer systems and networks
- A constructive and innovative attitude, focusing on finding solutions and seeking consensus
- Excellent knowledge of hardware architectures
- Excellent knowledge of network technologies and protocols
- Excellent knowledge of the client versions of the following Operating Systems
- Excellent knowledge of MS Office and related applications
- Proven knowledge of troubleshooting of printers and other peripherals
- Experience in environments with >30 end-users

Evidence B2: CV and a language certificate or past relevant experience.

The IT Webmaster and SharePoint Administrator

This profiles is the actual performer of all the tasks described in Section 2.6:

B3: Required skills and experience:

- Good knowledge of English, equal to or better than B2 level;
- Professional experience of at least 3 years as webmaster;
- Excellent knowledge of the main scripting languages (VBS, Power Shell, Bash, etc.);
- Proven hands-on experience as web architect, web developed and website administration;
- Experience in SharePoint Online administration.

Evidence B3: CV and a language certificate or past relevant experience.

4.3. Award criteria

The contract will be awarded based on the most economically advantageous tender, according to the 'best price-quality ratio' award method. The tenderer's technical proposal should consist of a clear and comprehensive response to all requirements described in the Technical Specifications.

The quality of the tender will be evaluated based on the following criteria. The maximum total quality score is 100 points.

Award criteria	Points	Minimum pass score	Supporting documentation/information to be provided in the Technical Proposal
1. Organisation of the work and resources	20	10	Methods applied to assign tasks and responsibilities within the proposed team, availability, breakdown of tasks and responsibilities and description of tenderers approach to coordination of the team.
2. Quality of contractors internal performance monitoring methods	15	7,5	Tenderers internal performance monitoring and tools
3. Quality control measure compliance with the Service Specification (Section 3)	45	22,5	Description of methods to ensure all Services Specification are met and well managed. A description should provide means and/or methods for each service specification. (3.1.1 -3.1.9)
4. Eventual use of ancillary means that the contractor may offer to accompany the execution of the contract	20	10	List of equipment, specialized software, best practices etc. that the tenderer can offer in the context of execution of the contract at no extra charge for the BEREC Office
TOTAL	100	50	

4.4. Ranking of tenders

The contract will be awarded to the most economically advantageous tender, i.e. the tender offering the best price-quality ratio determined in accordance with the formula below. A weight of 60/40 is given to quality and price.

$$\text{score for tender X} = \frac{\text{cheapest price}}{\text{price of tender X}} * 100 * \text{price weighting (in \%)} + \frac{\text{total quality score (out of 100) for all award criteria of tender X}}{\text{total quality score (out of 100) for all award criteria of tender X}} * \text{quality criteria weighting (in \%)}$$

The tender ranked first after applying the formula will be proposed as the first contractor in the cascade. The tender with the second best score will be proposed as the second contractor in the cascade. The third best ranked tender will be proposed as the third contractor in the cascade. Each time the BEREK Office will need to sign a specific contract, the first contractor will be notified. In case no specific contract can be signed, the second contractor will be notified. In case no specific contract can be signed with the second contractor, the third contractor in cascade will be notified.