



TENDER SPECIFICATIONS: EEA/IDS/06/002

Provision of IT consultancy services

1. Objective

The purpose of this call for tender is to establish three framework contracts with companies that offer a wide spectrum of IT and IT-related services. At least six of the eight areas of expertise listed below have to be covered.

2. Areas of expertise and provisional list of tasks

The eight areas of expertise are:

- Web development and content management
- Multimedia production and graphical design
- Linux management
- Linux system development
- Windows development
- Windows management
- Data and information management
- Geographic Information Systems

2.1 WEB DEVELOPMENT AND CONTENT MANAGEMENT

Skills:

- thorough HTML knowledge and web layout; experience with scripts (JavaScript); knowledge of www standards and conventions.
- extensive experience in usability and focus group testing.
- experience in document flow and management; extensive knowledge of relevant document formats and workflow organisation; experience in XML based document management and other relevant formats.
- project management capacities.

Tasks:

- to support the operation of the EEA, Eionet + EnviroWindows Web sites with additions of new documents, links and other information items together with content management and collecting and processing of meta-information.
- to organise user surveys, usability testing and focus-group testing.
- to provide services in the field of electronic document flow and management.

2.2 MULTIMEDIA PRODUCTION AND GRAPHICAL DESIGN

Skills:

- education in multimedia development; documented experience in multimedia products development; experience in Macromedia Flash required.
- education and experience in graphic design with documented experience in layouting and graphic design for both electronic and paper publishing.
- extensive experience in Indesign, FrameMaker, Photoshop, Acrobat and Illustrator.

Tasks:

- to develop multimedia products for the various EEA websites.
- to provide graphical design and layout services for electronic and paper publications.

2.3 LINUX MANAGEMENT

Skills:

Thorough knowledge in:

- system administration in a Linux environment
- website management (Apache and Squid)
- relational database management and maintenance (scripting, backups, performance tuning, etc)
- operating IT Helpdesk services, including usage of a case tracking system and maintenance of a knowledge base with FAQs, preparation of training material, etc.
- IT skills in areas of open source software and the CIRCA groupware used in Eionet
- proven experience in professional software testing, network monitoring and web
- secure communications and authentication.

Tasks:

- Linux server and workstation management and infrastructure including installations and configurations.
- security measures (such as system updates), intrusion prevention and backup/recovery.
- management of relational databases.
- system administration support for CIRCA installations at EEA and in Eionet countries.
- helpdesk and quality assurance for Eionet tools and services, such as Eunis, CHM, CIRCA, ROD, DD, CDR.

2.4 LINUX SYSTEM DEVELOPMENT

Skills:

Thorough knowledge in:

- HTML, CSS, internationalisation, Java, Zope, Plone, Python, PHP, LDAP, SQL, SOAP, XML/RPC and RDF.
- developing and optimising relational databases (create queries, procedures, reports, optimal structures, etc)
- security testing and verifications
- UML and management of software development projects

Tasks:

- open source software developments in Java, Python, Zope and Plone. The needs vary from complete websites to small tools.

2.5 WINDOWS DEVELOPMENT

Skills:

Thorough knowledge of:

- data modelling and Windows programming (.Net, SQL procedures , WWW/ASP, VB).
- SQL and data management tools, including On-Line Analytical Processing (OLAP applications) and reporting (Business Objects).
- developing and optimising relational databases (create queries, reports, optimal structures etc)
- XML/XLS technology
- HTML, XML/RPC, RDF, SOAP and LDAP
- project management

Tasks:

- to develop web based administrative and personnel related system client-server application and Windows based Intranet applications; data warehouse and map visualisation tools; database reporting and integration.

2.6 WINDOWS MANAGEMENT

Skills:

Thorough knowledge of:

- system administration of Windows networks, preferable Certified Partners with high competence and expertise in Microsoft technologies, preferred “Gold Certified Partner” or “Certified partner”
- MS SQL server, MS Exchange, Sharepoint Portal, BizzTalk, WMI scripting

- secure communications and authentication
- security measures such as system updates, intrusion prevention and back-up/recover
- operating IT helpdesk services including usage of a case tracking.

Tasks:

To manage:

- Windows and network infrastructure and administration
- Security measures like system updates, intrusion detection and back-up/recovery
- user administration (server access)
- server and workstation management
- relational database management
- email server management (MS exchange)

2.7 DATA AND INFORMATION MANAGEMENT

Skills:

- thorough experience of managing environmental data and information
- experience of MS-Excel and MS-Access and other relevant tools for data management
- SQL and data management tools, including On-Line Analytical Processing (OLAP applications)

Tasks:

- to manage EEA data and information with focus on gathering, integration and quality control of data
- to provide the specifications for data structures and standards
- to manage core EEA environmental data
- to document EEA information resources (metadata)
- to prepare statistical analysis and graphic presentations
- to host data on EEA intranet, extranet or public web site

2.8 GEOGRAPHIC INFORMATION SYSTEMS

Skills:

- thorough experience of ArcGIS, MapObjects, ArcSDE and Arc IMS as well as the Open GIS standard (OGC) and SDI development
- thorough experience of Erdas and/or PCI image processing
- experience of GIS analysis and map production

Tasks:

- to support the development of the Geographic Information System at EEA and the European Spatial Data Infrastructure
- to support the management of the Geographic Information System at EEA
- to support the map production and spatial data handling

3. Prices

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, 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 three months before the anniversary of the date on which it was signed. The Agency shall purchase on the basis of the prices in force on the date on which orders are signed. Such prices shall not be subject to revision.

This revision shall be determined by the trend in the harmonised consumer price index COICOP cp00 published for the first time by the Office for Official Publications of the European Communities in the Eurostat New Cronos Database <http://www.cc.cec/newcronos/> (Theme 2 - Economy and Finance; Prices; HICP – Harmonized Indices of Consumer Prices; HMIDX – Monthly data (index)).

Revision shall be calculated in accordance with the following formula:

$$Pr = Po \left(0,2 + 0,8 \frac{Ir}{Io} \right)$$

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 Agency and the Government of Denmark of 17 August 1995, the Agency is 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.

Junior/Senior daily rates, one each for intra-muros and one each for extra-muros consultancy work, must be quoted in EUR. For intra-muros consultants, it is understood that the daily rates cover all incurred costs, including travel and subsistence fees. For consultants mostly working at their own premises but occasionally

working elsewhere, travel and subsistence costs will be paid according to EEA standard rules and rates.

To avoid misunderstandings and for the purpose of comparing bids, the price terms for the contract should be set out in the form provided (Annex 4).

4. Duration

The framework contracts will be valid for a period of two years from the date of signature, with the option of renewing them twice for a period of one year each. Based on these, specific contracts will be issued detailing the individual tasks to be undertaken.

5. Contractual Terms

In drawing up the bid, the tenderer should bear in mind the provisions of the standard contract attached to this invitation to tender.

6. Place of work

The work will take place mainly at the EEA in Copenhagen or at the contractor's premises as defined by the requirements of the specific contracts. Should the nature of the work also require travel to other locations, travel and subsistence costs will be paid according to EEA standard rules and rates (Annex 3).

7. Criteria

(i) Exclusion Criteria

Candidates or tenderers shall be excluded from participation in a procurement procedure if:

- (a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of *res judicata*;
- (c) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- (d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

- (e) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- (f) they have been convicted for an environmental offence in the exercise of the profession;
- (g) following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

Candidates or tenderers must certify that they are not in one of the situations listed above. The tenderer shall provide an auto-declaration, preferably made on oath before a judicial or administrative authority, a notary or a competent professional or trade body by a person competent to do so on behalf of the tenderer, which states that none of the grounds for exclusion apply to the tenderer (See Annex 1). N.B. additional evidence may be requested at a later stage prior to signature of the contract.

Contracts may not be awarded to candidates or tenderers who, during the procurement procedure:

- (a) are subject to a conflict of interest;
- (b) are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information.

(ii) Selection Criteria

(a) Legal status

Evidence of legal status shall be furnished by copy of documents confirming the tenderer's:

- inclusion in a trade register

and/or

- VAT registration.

The tenderer should also provide an Identification Sheet (Annex 2) duly filled out and signed.

(b) Financial capacity

Evidence of economic and financial capacity shall be furnished **by one or more** of the following documents. If you cannot provide these references please prove your economic and financial capacity by means of other documentation available to you, and explain why you cannot present the requested information.

- 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 accounts 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 works, supplies or services covered by the contract during a period which may be no more than the last three financial years.

(c) Technical capacity

Confirmation that the tenderer has the technical capacity to carry out the services shall be provided in the tender documents through evidence:

- that the business activity of the company is relevant from the standpoint of the task in question by listing the principal services provided and supplies delivered in the past three years, with the sums, dates and recipients, public or private.
- of the service providers educational and professional qualifications and/or those of the firms managerial staff and, in particular those of the persons responsible for providing the services.
- of the service providers average annual manpower and the number of managerial staff for the last three years.

(iii) Award criteria

A contract will be awarded to the company that offer the best value for money and environmentally sound operations in terms of:

- The skills and experience of the junior and senior consultants whose CVs are a part of the tender documentation (45%).
- The companies experience of carrying out tasks similar to those listed as provisional tasks for each area of expertise (45%).
- General environmental policy of the company (10%)

For each area of expertise the tenders will be scored for the three criteria between 0-45, 0-45 and 0-10 points respectively.

In the first round, companies reaching a minimum score of 25 points for each of the first two criteria for at least six areas of expertise, will proceed to the next stage. Companies not reaching the minimum score will be excluded at this point.

The points awarded for the third criterion will then be added to the score of companies reaching stage two, and tenderers will be ranked within each area based on the ratio of scores to the average daily rate for intra and extra muros and senior and junior consultants. The resulting three companies with the highest overall ranking based on their six best areas, will be awarded a framework contract.

When signing specific agreements for performing tasks under the framework contracts the agreement will first be offered to the company offering the most advantageous offer within that particular area of expertise.

Competence in both selection and award criteria must be maintained throughout the contract. Should the contractor fail to remain competitive during the framework contract, another vendor from the tenders may be substituted.

8. Performance

Once a framework contract has been signed the company must be able to offer consultants with the required skills and experience to carry out the work in question within maximum two weeks after offering the company a specific agreement. The amount of work under the three framework contracts is estimated to equal five to eight full-time consultants per year. EEA maintains the right to refuse any consultant if performance is not satisfactory.

9. Tenders – General Comments

We strongly recommend that tenderers submit the tenders in an environmental friendly way as follows:

- only provide the material mentioned in the technical specifications (no additional material);
- print on both sides of the paper;
- do not use plastic folders or binders;
- with consecutive page numbering and with a list of contents.

The tender must comprise two parts: one giving the technical offer and one giving the financial offer.

Tenders should be preferably drafted in English.

Tenders from consortiums of firms or groups of service providers (or contractors or suppliers, depending on the type of contract) must specify the role, qualifications and experience of each of the members or of the group.

Declaration that there are no conflicts of interest, documents on exclusion and selection criteria must be supplied by each member of the consortiums of firms or groups of service providers (or contractors or suppliers, depending on the type of contract) submitting a single tender.