

Technical specifications for call for tender EEA/ITS/03/002, lots 1 + 2 Annex II

1. Introduction

The public Internet has been a core channel for information exchange between the European Environment Agency (EEA) and its key partners and the public since the very start of the EEA. The EEA uses the Internet to share information and data through extranet services and through regular web based services. E-mail is also a mission critical service, based on the Internet.

It is therefore imperative that the European Environment Agency can maintain a secure, reliable and well performing access to the public Internet (Lot 1).

Additionally staff of the European Environment Agency travel extensively and require transparent access from all over the world to services provided over public Internet lines by the EEA and other organizations at a low cost (Lot 2).

2. Lot 1 - Access to public Internet

2.1 Task description

The tenderer is invited to provide EEA with connectivity to the public Internet for the period of the framework contract. When the primary audience is located in Europe the overall connectivity to the rest of the European countries, including those countries that are not members of EU, is an important factor. To support that the tenderer shall describe their current network topology and it's foreseen development.

The offer shall specify the cost and a description of the technical implementation of a link between EEA and the ISP with a speed of 4 MBPS with a throughput of approximately 5 GB/day average (this figure is expected to increase).

In addition, the tenderer shall quote prices for an increase of the speed up to 100 MBPS in at least five steps and give the response time for an increase or decrease in bandwidth and what binding times for a specific speed is required. This aspect is to accommodate the need for temporary increases in the bandwidth in conjunction with specific events or services at EEA. An example could be a web based video broadcast from the EEA web site.

Availability (uptime) statistics for the ISP's network, response times in case of failure, network management facilities and customer support and a compensation model for downtime or non-delivered performance should also be described in the offer.

The current Internet line is 2 MBPS and it connects to a firewall via an Ethernet interface from an ISP owned router and the tenderer should provide an Internet access point based on a thin twisted pair Ethernet interface.

EEA maintains its own DNS for the domains "eea.eu.int" and "eionet.eu.int".

2.2 Location of work

Support and upgrades may require on-site work at the premises of EEA for installation of network equipment and cabling.

The maintenance contract for the operation of the Internet connectivity will require presence in the vicinity of Copenhagen, so that the contracted minimum down time can be guaranteed.

2.3 Disruption of services

The maintenance and installation of related components should have a minimum interference with the normal operation of EEA's IT infrastructure. Some installations and configurations may have to take place outside normal office hours.

3. Lot 2 - Dial-in services for distance workers and roaming access

3.1 Task Description

There is an increasing demand from EEA employees to access internal EEA network resources, like email and intranet from their home or while travelling. We expect that 20-30 persons will on a regular basis make use of this. EEA has provided encrypted access that allows the employees to use any Internet connection through an ISP to gain access to the internal EEA network.

When EEA employees travel inside or outside Denmark it must be possible for them to access internal EEA network resources from hotel rooms, holiday homes etc. It is necessary to have a prearranged agreement and pre-issued free-of-charge telephone numbers and login credentials to ISP points-of-presence where the telephone cost is charged directly to the EEA. As an example, a call from a hotel room to an ISP point-of-presence should not be charged to the person dialling but directly to the EEA based on local call charges of equivalent.

3.2 Location

Contractor's premises or Agency premises in Copenhagen as required by task in question.

4. Qualifications: Conditions for participation (selection criteria): for Lot 1 and Lot 2

Legal status

Copy of documents confirming the tenderer's:

- inclusion in a trade register

and/or

- VAT registration.

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 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.

Exclusion cases: The tenderer shall provide evidence that he/she is not in the situation described in Article 2.2 of the Agency's general terms and conditions applicable to contracts. The evidence shall be a recent certificate issued by the competent authority of the country concerned. Where no such certificate is issued it may be replaced by a sworn, or failing that, a solemn statement made before a judicial or administrative authority, a notary, or a qualified professional body in his/her country of origin or provenance.

Technical capacity:

Provision of evidence in the tender documents:

- by listing previous clients and services provided that the business activity of the company is relevant from the standpoint of the lot in question.
- explicitly verifying compliance of the vendor with relevant Danish electric and telecommunications standards.

5. Award criteria (and relative weighting):

The economically most advantageous tender in terms of the following criteria:

5.1 Lot 1: Access to public Internet

- (a) price – 70%
- (b) the internet service provider with the most advantageous service level for EEA – 10%
- (c) documented network performance and response time – 10%
- (e) European network coverage – 10%

5.2 Lot 2: Dial-in services for distance workers and roaming access

- (a) price - 50%
- (b) the ISP with the best international coverage and connectivity –50%

6. Contract details

The winning contractor(s) will be awarded a framework contract for four years and on the condition that the criteria in the call for tender are constantly met.

The first specific agreement(s) will be awarded for a period of one year on signature of the framework contract(s).