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**DK-Copenhagen: framework contract(s) for the provision of IT consultancy services for the European Environment Agency (EEA)**

**2010/S 113-170900**

**CONTRACT NOTICE**

**Services**

**SECTION I: CONTRACTING AUTHORITY**

**I.1) NAME, ADDRESSES AND CONTACT POINT(S)**

European Environment Agency (EEA)  
Kongens Nytorv 6  
Attn: Mr Olivier Cornu  
1050 Copenhagen K  
DENMARK  
Tel. +45 33367246  
E-mail: [Procurement@eea.europa.eu](mailto:Procurement@eea.europa.eu)  
Fax +45 33367273

**Internet address(es)**

General address of the contracting authority <http://www.eea.europa.eu>

Address of the buyer profile <http://www.eea.europa.eu/about-us/tenders>

**Further information can be obtained at:** As in above-mentioned contact point(s)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at:** As in above-mentioned contact point(s)

**Tenders or requests to participate must be sent to:** As in above-mentioned contact point(s)

**I.2) TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES**

European institution/agency or international organisation  
Environment

The contracting authority is purchasing on behalf of other contracting authorities No

**SECTION II: OBJECT OF THE CONTRACT**

**II.1) DESCRIPTION**

**II.1.1) Title attributed to the contract by the contracting authority**

Framework contract(s) for the provision of IT consultancy services for the European Environment Agency (EEA).

**II.1.2) Type of contract and location of works, place of delivery or of performance**

Services

Service category: No 7

Main place of performance contractor's premises and occasionally intramural at EEA premises.

**II.1.3) The notice involves**

The establishment of a framework agreement

**II.1.4) Information on framework agreement**

Framework agreement with a single operator

Duration of the framework agreement: Duration in year(s): 4

Estimated total value of purchases for the entire duration of the framework agreement  
estimated cost excluding VAT 6 100 000 EUR

II.1.5) **Short description of the contract or purchase(s)**

The objectives of the EEA projects supported by the contract are to maintain and develop the existing EEA infrastructure, applications for networking, data collection, data management and web services.

II.1.6) **Common procurement vocabulary (CPV)**

72000000

II.1.7) **Contract covered by the Government Procurement Agreement (GPA)**

No

II.1.8) **Division into lots**

Yes

tenders should be submitted for one or more lots

II.1.9) **Variants will be accepted**

No

II.2) **QUANTITY OR SCOPE OF THE CONTRACT**

II.2.1) **Total quantity or scope**

The estimated value of the framework contract(s) over a maximum period of 4 years is 6 100 000 EUR (approximately 1 500 000 EUR for lot 1; 750 000 EUR for lot 2; 500 000 EUR for lot 3; 100 000 EUR for lot 4; 1 500 000 EUR for lot 5, 1 000 000 EUR for lot 6 and 750 000 EUR for lot 7).

Excluding VAT 6 100 000 EUR

II.2.2) **Options**

No

II.3) **DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION**

**INFORMATION ABOUT LOTS**

LOT NO: 1

TITLE Linux system administration

1) **SHORT DESCRIPTION**

The main tasks to be performed under this lot comprise the following (the list is not exhaustive):

- (a) Linux server and workstation management and infrastructure including installations and configurations;
- (b) security measures such as system updates, intrusion prevention and backup/recovery;
- (c) security procedure evaluation and improvements;
- (d) database management in CMS context and relation databases;
- (e) management of high availability systems;
- (f) system administration support and helpdesk services for EEA and Eionet tools and services running on Linux systems (ref: <http://www.eea.europa.eu> and <http://www.eionet.europa.eu>).

2) **COMMON PROCUREMENT VOCABULARY (CPV)**

72000000

3) **QUANTITY OR SCOPE**

The estimated value of lot 1 over a maximum period of 4 years is 1 500 000 EUR.

Excluding VAT 1 500 000 EUR

4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION**

5) **ADDITIONAL INFORMATION ABOUT LOTS**

LOT NO: 2

TITLE Windows system administration

1) **SHORT DESCRIPTION**

The main tasks to be performed under this lot comprise the following (the list is not exhaustive):

- (a) advanced Windows management and installations;
- (b) security measures such as system updates, intrusion prevention and backup/recovery;
- (c) security procedure evaluation and improvements;
- (d) relation database management;
- (e) management of high availability systems (e.g. clustered Microsoft Exchange, currently in version 2007).

2) **COMMON PROCUREMENT VOCABULARY (CPV)**

72000000

3) **QUANTITY OR SCOPE**

The estimated value of lot 2 over a maximum period of 4 years is 750 000 EUR.  
Excluding VAT 750 000 EUR

4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION**

5) **ADDITIONAL INFORMATION ABOUT LOTS**

LOT NO: 3

TITLE Windows desktop helpdesk

1) **SHORT DESCRIPTION**

The main tasks to be performed under this lot comprise the following (the list is not exhaustive):

- (a) Windows and PC administration using various software management tools;
- (b) security measures like system updates, intrusion detection and back-up/recovery;
- (c) user administration;
- (d) workstation management;
- (e) IT training mainly in the area of MS Office (primarily MS Office 2010) and Windows (primarily Windows 7).

2) **COMMON PROCUREMENT VOCABULARY (CPV)**

72000000

3) **QUANTITY OR SCOPE**

The estimated value of lot 3 over a maximum period of 4 years is 500 000 EUR.  
Excluding VAT 500 000 EUR

4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION**

5) **ADDITIONAL INFORMATION ABOUT LOTS**

LOT NO: 4

TITLE Hummingbird support

1) **SHORT DESCRIPTION**

The main tasks to be performed under this lot comprise the following (the list is not exhaustive):

- (a) installation support for both PC clients and server systems;
- (b) programming and modifications of user interface;
- (c) patching and distribution of bug fixes and upgrades;
- (d) providing solution, troubleshooting and bug-fixing.

2) **COMMON PROCUREMENT VOCABULARY (CPV)**

72000000

3) **QUANTITY OR SCOPE**

The estimated value of lot 4 over a maximum period of 4 years is 100 000 EUR.  
Excluding VAT 100 000 EUR

4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION**

5) **ADDITIONAL INFORMATION ABOUT LOTS**

LOT NO: 5

TITLE Zope/Plone web development

1) **SHORT DESCRIPTION**

The main tasks to be performed under this lot comprise the following (the list is not exhaustive):  
(a) open source software developments in Python, Zope and Plone;  
(b) web design support, user interface mock-ups and prototyping, user interface testing, usability tests.

2) **COMMON PROCUREMENT VOCABULARY (CPV)**

72000000

3) **QUANTITY OR SCOPE**

The estimated value of lot 5 over a period of maximum 4 years is 1 500 000 EUR.  
Excluding VAT 1 500 000 EUR

4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION**

5) **ADDITIONAL INFORMATION ABOUT LOTS**

LOT NO: 6

TITLE Java software development

1) **SHORT DESCRIPTION**

The main tasks to be performed under this lot comprise the following (the list is not exhaustive):  
open source software developments in Java.

2) **COMMON PROCUREMENT VOCABULARY (CPV)**

72000000

3) **QUANTITY OR SCOPE**

The estimated value of lot 6 over a period of maximum 4 years is 1 000 000 EUR.  
Excluding VAT 1 000 000 EUR

4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION**

5) **ADDITIONAL INFORMATION ABOUT LOTS**

LOT NO: 7

TITLE Windows software development

1) **SHORT DESCRIPTION**

The main tasks to be performed under this lot comprise the following (the list is not exhaustive):  
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) **COMMON PROCUREMENT VOCABULARY (CPV)**

72000000

3) **QUANTITY OR SCOPE**

The estimated value of lot 7 over a maximum period of 4 years is 750 000 EUR.  
Excluding VAT 750 000 EUR

- 4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION**  
5) **ADDITIONAL INFORMATION ABOUT LOTS**

**SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION**

**III.1) CONDITIONS RELATING TO THE CONTRACT**

**III.1.1) Deposits and guarantees required**

As stated in the contract.

**III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them**

As stated in the contract.

**III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Tenders may be submitted by consortia of economic operators. If a consortium is awarded a contract, it may be required to adopt a legal form of incorporation or partnership enabling it to contract as a single entity if such a change is necessary for the proper performance of the contract. Consortia must identify one of their members as coordinator who will interface with the Agency. Each consortium member must fulfil the conditions for participation as mentioned in section III.2) below.

**III.1.4) Other particular conditions to which the performance of the contract is subject**

No

**III.2) CONDITIONS FOR PARTICIPATION**

**III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if requirements are met: exclusion criteria — to be eligible for participation in this contract award procedure, tenderers must not be in any of the exclusion situations referred to in Articles 93 and 94 of Council Regulation (EC, Euratom) No 1605/2002 of 25.6.2002, OJ L 248 of 16.9.2002 as last modified by Council Regulation (EC, Euratom) No 1575/2007 of 17.12.2007, OJ L 343/9 of 27.12.2007. To that effect tenderers are required to submit a declaration of honour (see Annex 1 to the tender specifications) in accordance with Article 134 of Commission Regulation (EC, Euratom) No 2342/2002 of 23.12.2002, OJ L 357/1 of 31.12.2002 as last modified by Commission Regulation (EC, Euratom) No 478/2007 of 23.4.2007, OJ L 111/13 of 28.4.2007. Under the same provision, the tenderer to whom the contract is to be awarded will be required to produce evidence confirming the prior declaration unless this obligation is waived by the contracting authority.

Legal capacity — tenderers are required to prove that they are authorised to perform the contract under national law, as evidenced by inclusion in a trade or professional register and/or entry in the VAT register. To that effect, tenderers are required to submit an identification sheet (see Annex 2 to the tender specifications) duly filled out and signed, a copy of inscription in a trade register and/or a copy of inscription in the VAT register, where applicable.

**III.2.2) Economic and financial capacity**

Information and formalities necessary for evaluating if requirements are met: proof of economic and financial capacity may be furnished by one (or more) of the following documents:

- (a) appropriate statements from a bank or evidence of professional indemnity insurance;

(b) the presentation of balance sheets or extracts from balance sheets for at least the last 2 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;

(c) a statement of overall turnover and turnover concerning the services covered by the contract during the last 3 financial years.

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

### III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if requirements are met:

evidence that the tenderer has sufficient technical capacity and expertise to provide the services which are subject of the contract shall be furnished on the basis of the following:

(a) CVs detailing the educational and professional qualifications of the firm's managerial staff as well as, at a minimum, 3 senior consultants per lot who will be responsible for providing the services (having a minimum 3 years' professional experience of relevance for the lot);

(b) a list and description of similar services offered by the tenderer in the last 3 years;

(c) certificates as requested for lot 2;

(d) a description of the way the quality of the work will be guaranteed and the tenderer's approach to its area of business;

(e) proven experience with iterative and agile development methodologies or similar work procedures for lots 5, 6 and 7;

(f) an indication of the proportion of the contract which the tenderer may intend to subcontract;

(g) a description of the tenderer's environmental policy.

### III.2.4) **Reserved contracts**

No

### III.3) **CONDITIONS SPECIFIC TO SERVICES CONTRACTS**

#### III.3.1) **Execution of the service is reserved to a particular profession**

No

#### III.3.2) **Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service**

No

## **SECTION IV: PROCEDURE**

### IV.1) **TYPE OF PROCEDURE**

#### IV.1.1) **Type of procedure**

Open

#### IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

#### IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

### IV.2) **AWARD CRITERIA**

#### IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) **An electronic auction will be used**

No

IV.3) **ADMINISTRATIVE INFORMATION**

IV.3.1) **File reference number attributed by the contracting authority**

EEA/OSE/10/OO3.

IV.3.2) **Previous publication(s) concerning the same contract**

**Prior information notice**

Notice number in OJ: [2010/S 70-104295](#) of 10.4.2010

IV.3.3) **Conditions for obtaining specifications and additional documents**

IV.3.4) **Time-limit for receipt of tenders or requests to participate**

6.8.2010 - 16:00

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**

Spanish. Danish. German. Greek. English. French. Italian. Dutch. Portuguese. Finnish. Swedish. Czech. Estonian. Hungarian. Lithuanian. Latvian. Maltese. Polish. Slovak. Slovenian. Irish. Bulgarian. Romanian.

IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**

Duration in month(s): 6 (from the date stated for receipt of tender)

IV.3.8) **Conditions for opening tenders**

Date: 16.8.2010 - 11:00

Place

EEA premises.

Persons authorised to be present at the opening of tenders Yes

Representative of tenderers (1 per tenderer) are allowed to participate in the opening session. They are requested to inform by 13.8.2010 at the latest the EEA's procurement services by e-mail at [procurement@eea.europa.eu](mailto:procurement@eea.europa.eu) or by fax at number +45 33367273.

**SECTION VI: COMPLEMENTARY INFORMATION**

VI.1) **THIS IS A RECURRENT PROCUREMENT**

No

VI.2) **CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS**

No

VI.3) **ADDITIONAL INFORMATION**

All tender documents and any additional documents and information can be downloaded from EEA's external website at the following address: <http://www.eea.europa.eu/about-us/tenders>

VI.4) **PROCEDURES FOR APPEAL**

VI.4.1) **Body responsible for appeal procedures**

General Court

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

E-mail: [CFI.Registry@curia.europa.eu](mailto:CFI.Registry@curia.europa.eu)

Tel. +352 4303-1  
Internet: <http://curia.europa.eu>  
Fax +352 4303-2100

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: within 2 months of the notification to the plaintiff (date of receipt), or, in the absence thereof, the day on which the person concerned had knowledge of the relevant information an appeal can be lodged with the General Court; a complaint to the European Ombudsman has no impact on the above deadline for lodging an appeal.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

General Court  
rue du Fort Niedergrünwald  
2925 Luxembourg  
LUXEMBOURG  
E-mail: [CFI.Registry@curia.europa.eu](mailto:CFI.Registry@curia.europa.eu)  
Tel. +352 4303-1  
Internet: <http://curia.europa.eu>  
Fax +352 4303-2100

VI.5) **DATE OF DISPATCH OF THIS NOTICE:**

31.5.2010