



## **TENDER SPECIFICATIONS**

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

#### **Open call for tenders EEA/OSE/10/003**

### **1. Purpose and context of the contract**

Prior-information notice reference 2010/S 70 – 104295 of 10 April 2010

The purpose of this call for tender is to establish framework contracts with companies who can provide IT services and support to the Agency by providing senior consultants in the following areas:

|        |                               |
|--------|-------------------------------|
| Lot 1: | Linux system administration   |
| Lot 2: | Windows system administration |
| Lot 3: | Windows desktop helpdesk      |
| Lot 4: | Hummingbird support           |
| Lot 5: | Zope/Plone web development    |
| Lot 6: | Java software development     |
| Lot 7: | Windows software development  |

Tenderers may submit offers for one or more lots based on their expertise and experience. In case tenderers submit offers for more than one lot, they are requested to submit their bids separately for each lot. Tenders will be evaluated separately, lot by lot, as to their merits (see section 8 below). For each Lot, framework contract(s) will be awarded (maximum 1 per lot).

### **2. Type and volume of the contracts**

The successful companies will be offered a framework contract with the Agency for a maximum period of up to four years from the date of entry into force. The framework contract(s) will be implemented through specific contracts which alone shall bind the Agency. Annexes to such specific contracts will include detailed descriptions of the services to be purchased and deliverables to be provided. For details, reference is made to the terms and conditions of the draft framework contract and draft specific contract forming part of the tender documents (see Annex 4).

The estimated value of the framework contract(s) over a maximum four-year period is EUR 6.100.000 distributed as follows (the figures below are merely indicative):

|               |   |
|---------------|---|
| EUR 1.500.000 | Lot 1: Linux system administration                          |
| EUR 750.000   | Lot 2: Windows system administration                        |
| EUR 500.000   | Lot 3: Windows desktop helpdesk                             |
| EUR 100.000   | Lot 4: Hummingbird support                                  |
| EUR 1.500.000 | Lot 5: Zope/Plone web development                           |
| EUR 1.000.000 | Lot 6: Java software development                            |
| EUR 750.000   | Lot 7: Windows software development (.NET, SharePoint etc.) |

### **3. Location of work**

Work will be carried out at the contractor's premises (extra-muros) or the European Environment Agency in Copenhagen (intra-muros) 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 according to EEA standard rules and rates (see Annex 5). The same applies for shorter visits to EEA for consultants otherwise working extramural.

For Lot 2 only, it is necessary for the tenderer to be able to offer consultants in the vicinity of the Agency, since the nature of work in this area of expertise requires ad-hoc interventions and presence at the Agency's premises at short notice and for short periods (less than a full day).

#### **4. Subject of the contracts**

The list of tasks for each lot covers the main tasks but is not exhaustive. The tasks will be specified in each specific contract.

##### **(a) Linux system administration – Lot 1**

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

##### **(b) Windows system administration – Lot 2**

- advanced Windows management and installations
- 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, currently in version 2007)

##### **(c) Windows desktop helpdesk – Lot 3**

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

##### **(d) Hummingbird support – Lot 4**

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

##### **(e) Zope/Plone web development – Lot 5**

- open source software developments in Python, Zope and Plone.
- web design support, user interface mockups and prototyping, user interface testing, usability tests.

##### **(f) Java software development – Lot 6**

- open source software developments in Java.

##### **(g) Windows software development – Lot 7**

- 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

## 5. Prices

The prices 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 published by the European Commission on Eurostat web page (Theme 2 - Economy and Finance; Prices; HICP – Harmonized Indices of Consumer Prices; HMIDX – Monthly data (index); GEO – Eurozone; COICOP cp00).

Revision shall be calculated in accordance with the following formula:

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

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 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 prices tendered must be **all-inclusive** (inter alia of administrative and travel costs with the exception specified in section 3 above) and expressed in euro. The costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.

## 6. Contractual Terms

In drawing up a bid, the tenderer should bear in mind the provisions of the standard framework contract and specific contracts attached to these tender specifications (see Annex 4).

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

## 7. Criteria

### 7.1. Exclusion Criteria

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) 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.

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.

In addition, contracts may not be awarded to 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.

## **7.2. Selection Criteria**

### **(a) Legal status**

Evidence that the tenderer is authorised to perform the contract under national law 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:

- 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.

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.

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.

### **(c) Technical capacity**

Evidence that the tenderer has sufficient technical capacity and expertise to provide the services listed above under "4: Subject of the contract" for each lot shall be furnished through:

- CVs detailing the educational and professional qualifications of the firm's managerial staff as well as at the minimum three senior consultants per lot who will be responsible for providing the services (having at the minimum three years professional experience of relevance for the lot)
- a list and description of similar services offered by the firm in the last three years;
- certificates as requested for Lot 2;
- a description of the way the quality of the work will be guaranteed and the company's approach to its area of business;
- proven experience with iterative and Agile development methodologies or similar work procedures for Lots 5, 6 and 7;
- an indication of the proportion of the contract which the tenderer may intend to subcontract;
- a description of the tenderer's environmental policy.

## **8. Award Criteria**

Tenders will be evaluated separately, lot by lot. For each Lot, framework contract(s) will be awarded (maximum 1 per lot) to the tenderer that offers the best value for money and environmentally sound operations in terms of the following criteria:

### **8.1 Technical Merit (TM) (50 points maximum/30 points minimum)**

- (a) The general environmental policy of the company (10 points maximum/5 points minimum).
- (b) The understanding of the objectives and the complexities of the work to be carried out as documented in a short presentation (maximum two A4 pages per lot) of a representative reference project undertaken by the tenderer within the areas listed below for each lot (40 points maximum / 25 points minimum):

#### **Linux system administration - Lot 1**

- system administration in a Linux environment including virtualisation based on Xen, KVM and VMware
- website management using Zope, Plone, Apache, Nginx, Squid, Varnish, memcached
- high availability (HA) and load balancing techniques in Linux using Heartbeat and ZEO
- relational database management and maintenance (scripting, backups, performance tuning, etc.) of MySQL and PostgreSQL
- operating IT Helpdesk services, including usage of a case tracking system and maintenance of a knowledge base with FAQs, preparation of training material, etc.
- software testing, network monitoring and web technologies
- secure communications and authentication
- relevant security standards such as ISO or equivalent
- storage (SAN, iSCSI and VLS) systems

## **Windows system administration – Lot 2**

- system administration of Windows networks
- MS SQL server, MS Exchange, SharePoint Portal, BizzTalk and WMI scripting
- secure communications and authentication
- security measures such as system updates, intrusion prevention and back-up/recovery
- advanced Active Directory configurations in Windows 2003 - 2008
- advanced server and client management in Windows 2003 - 2008 and Windows XP and Windows 7
- unified communication using primarily MS OCS
- virtualisation using VMware and Hyper-V
- business continuity services (BCP) and security support
- relevant security standards such as ISO or equivalent
- HP blade servers and storage (SAN, iSCSI and VLS) solutions or equivalent
- archiving and document management solutions (e.g. EmailXtender)
- certificates relevant for the task such as Microsoft Certified partner, Microsoft Certified Engineers and accreditations or equivalent must be provided.

## **Windows desktop helpdesk – Lot 3**

- operating IT helpdesk services including usage of a case tracking
- service minded, user oriented and flexible
- Windows (XP/7) based PC management and configuration using various software tools
- management and installation of printers, scanners and other peripherals
- Provide IT training for EEA staff in the software used at EEA, mainly in the area of MS Office and Windows

## **Hummingbird support – Lot 4**

- OpenText HummingBird eDOCS DM v5.2 and Acadre ES version 2.0 for scanning operated in a Windows environment (Windows XP SP3, Windows server 2003/2008, Office 2003/2010 and SQL server 2005) and virtualisation via VMware on the server side
- document and record management

## **Zope/Plone web development – Lot 5**

- main programming language and platforms: Python, Zope, Plone
- user interface development: HTML, CSS, AJAX frameworks (jQuery)
- user centred design, usability tests, web design
- internationalisation and localisation, LDAP, SQL and XML/RPC
- SEO, findability and accessibility
- semantic web technologies: like RDF, SPARQL, OWL
- developing and optimising relational databases (create queries, procedures, reports, optimal structures, etc)
- software testing methods and tools: unit tests, system integration tests, functional tests, security testing and verification, automated tests tools (buildbot)
- software release management
- management of Agile software development projects

## **Java software development – Lot 6**

- Java, HTML, CSS, internationalisation, LDAP, SQL
- XML technologies: XSL-T, XQuery, XForms
- semantic web technologies: like RDF, SPARQL, OWL
- developing and optimising relational databases (create queries, procedures, reports, optimal structures, etc)
- security testing and verification
- management of Agile software development projects



## **Windows software development – Lot 7**

- Data modelling and Windows programming (C# .Net, SQL procedures, WWW/ASP).
- Microsoft SqlServer and data management tools, including Analysis Server for Online Analytical Processing (OLAP applications) and reporting (Business Objects).
- Microsoft Biztalk 2006 (or newer) development
- SharePoint development
- Adobe Flex development
- developing and optimising relational databases (create queries, reports, optimal structures etc)
- XML/XLS technology
- HTML, XML/RPC, RDF, SOAP and LDAP
- management of Agile software development projects

Only tenders which obtain the required minimum number of points for technical merit will be considered for the next stage which involves determining the financial value of the tender and for the final assessment.

### **8.2 Price (50 points maximum)**

Tenders are required to submit an offer giving the price per day in euro for:

- senior consultants working intra-muros at the Agency for an extended period of time (50%),
- senior consultants working extra-muros at the company's premises (or elsewhere) (50%),

the total average of which will be taken into account for the price evaluation as follows: Total (average) = (SC intra-muros + SC extra-muros)/2. The percentage for each price offer shows the relative weight when awarding points for price.

Tenders will score points in function of the following formula:

$$P = (P_{\min}/P_o) \times 50$$

Where:

$P_{\min}$  = the price of the lowest tender received for the respective lot

$P_o$  = the price of the tender being considered for the respective lot

### **8.3 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.

## **9. 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 **10 days** after offering the company a specific contract.

EEA maintains the right to refuse any consultant if performance is not satisfactory.

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.

## **10. General comments**

Tenders should preferably be drafted in English (supporting evidence does not need to be translated) and must comprise:

- A section giving the technical offer and a section giving the all-inclusive financial offer drawn up in accordance with Annex 3 to these tender specifications, containing one original and two copies;
- A declaration on exclusion criteria (Annex 1) and an identification sheet (Annex 2) duly filled out and signed, together with supporting evidence;
- Tenders from consortium of firms or groups of service providers must specify the role, qualifications and experience of each of the members or of the group and contain a letter of intent to form a consortium from each partner. The same requirements apply for subcontracting;
- Declaration on exclusion and documents on selection criteria must be supplied by each member of the consortium of firms or groups of service providers submitting a single tender;
- If subcontracting is envisaged, the tender should provide a description of the services to be subcontracted and their scope.

## **11. Environmental considerations**

The EEA runs 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 EEA 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>.

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.

## **12. Annexes**

Annex 1: Declaration on exclusion criteria

Annex 2: Identification sheet

Annex 3: Price quotation

Annex 4: Draft framework service contract and specific contract

Annex 5: Reimbursement of travel expenses