



Call for Tenders LISA/2014/OP/03 External Support

Tender specifications

TABLE OF CONTENTS

1. SUMMARY	2
2. DESCRIPTION OF SERVICES COVERED BY THE CALL FOR TENDERS	4
2.1. Purpose	4
2.2. Places of delivery.....	7
2.3. Volume	7
2.4. Duration	10
2.5. Type of contract.....	10
2.6. Number of contracts per lot.....	10
2.7. Subcontracting	10
2.8. Account manager	10
2.9. Other contract particulars.....	10
Service Level Agreement.....	10
Benchmarking.....	11
E-request, e-invoicing and e-Ordering	11
Nature of the contractual relationship resulting from the award of the contract	11
Collaborating with other companies	11
Joint offers	12
Subcontracting	12
Freelancing	13
3. ASSESSMENT OF THE TENDERERS AND OFFERS	13
3.1. Administrative information.....	13
3.2. Exclusion criteria	14
3.3. Selection of tenderers	16
Economic and financial capacity	16
Technical and professional capacity	16
3.4. Evaluation of offers	17
Technical evaluation	17
Financial evaluation.....	17
3.5. Award	17

1. SUMMARY

Awarding authorities	The European Agency for the operational management of large scale IT systems in the area of freedom security and justice referred to as «eu-LISA » and the European Commission represented by DG Home Affairs.
Purpose	Provision of ICT and administrative support services
Lots	This call for tenders is divided into lots or divided into 4 distinctive lots: Lot 1: ICT support for Strasbourg and Brussels Lot 2: ICT support for Tallinn site Lot 3: Administrative support for Strasbourg site Lot 4: Administrative support for Tallinn site
Volume (indicative)	The volume of the contract is included in Section 2.3. Please note that the volumes indicated are estimations only and the total value of the contract depends on the quantities the contracting authority will order. eu-LISA may exercise the option to increase the estimated market amount at a later stage via negotiated procedure with the successful tenderer(s) according to Art. 134 (f) of the Rules of Application to the Financial Regulation.
Contracts	eu-LISA will sign a framework contract with the successful tenderer(s). A <i>Draft framework contract</i> is included.
Submission of offers	Each tenderer can only submit <u>one</u> offer.
Duration of framework contract	2 years+1+1 year
Main places of delivery	The main premises of eu-LISA and Brussels
Particulars of delivery	Delivery must be in conformity with the placed orders.
Variants	Not permitted.
Joint offers	Permitted.
Subcontracting	Subcontracting is permitted to subcontractors proposed in the offers submitted in reply to the call for tenders. One-person companies (or freelancers) may be authorised as subcontractor and added to the list of subcontractors at any time during the execution of the contract.

	<p>Additional subcontracting to other than one-person companies (or freelancers) during the execution of the contract will only be accepted in case of a second round of the cascade (when the first round is fruitless) or for some very specialised technical expertise required for the provision of the services.</p>
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2. DESCRIPTION OF SUPPLIES/SERVICES COVERED BY THE CALL FOR TENDERS

2.1. Purpose

The objective of this call for tender is to acquire external support services.

For all Lots: The services can be ordered in all 3 Services modes: Time&Means (intra-muros), Quoted Time&Means (extra-muros) and Fixed Price (extra-muros).

The requested profiles for the provision of services are indicated in Section 2.3 and in ANNEX 1.

The Fixed Price mode includes mainly consultancy and studies.

LOT 1: ICT support for Strasbourg and Brussels

The future contractor shall provide services for the Strasbourg site of the Agency and for DG Home Affairs in Brussels.

The main areas of support are:

- End user support
- Incident management
- Project management
- Architecture and design of information systems
- Business analysis
- Security
- Database administration
- Test, Storage, Network engineering
- System administration
- Network administration
- Network analysis
- Operational reporting
- Operational support
- Quality Assurance
- Services quality and support

LOT 2: ICT support for the Tallinn site of the Agency

The future contractor shall provide services for the Tallinn site of the Agency.

The main areas of support are:

- End user support
- Incident management
- Project management
- Architecture and design of corporate ICT structure
- Business case analysis
- Database administration
- Test, Storage, Network engineering
- System administration
- Network administration
- Website support and design

- Quality Assurance
- Services quality and support

LOT 3: Administrative support for the Strasbourg site

In our site in France where the operational management of IT systems takes place, support is also needed in administrative, financial and civil engineering areas. The services sought are divided into different tasks corresponding to specific professional services requested, such as, but not exhaustively:

General:

- Preparing documents such as reports, notes, letters, presentations and minutes of meetings, coordination and management of document flows;
- Coordinate the flow of work in liaison internally, as well as with external parties;
- Keeping the agenda, organising and coordinating appointments, meetings for the units and departments;
- Participating in planning and in organisational tasks.

Finance/HR:

- Assist in all budget planning, execution and monitoring processes;
 - Providing support and assistance to staff on any financial matter;
 - Preparing and following-up the financial transactions;
 - Assisting in Grant and Procurement management.
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- Civil engineering:undertaking technical and feasibility studies and site investigations;
 - Examining and assessing detailed designs;
 - Assessing the potential risks of specific civil engineering and relevant projects, as well as undertaking risk management in specialist roles;
 - Leading teams of other engineers, possibly from other organisations or firms;
 - Compiling, checking and approving reports;
 - Reviewing and approving project drawings;
 - Using computer-aided design (CAD) packages for designing projects;
 - Scheduling material and equipment purchases and delivery;
 - Attending meetings to discuss relevant projects, especially in a senior role;
 - Adopting all relevant requirements around issues such as building permits, environmental regulations, sanitary design, good manufacturing practices and safety on all work assignments;
 - Ensuring that a project runs smoothly and that the structure is completed on time and within budget;
 - Correcting any project deficiencies that affect production, quality and safety requirements before final evaluation and project reviews.

LOT 4: Administrative support for the Tallinn site

For the Tallinn site eu-LISA wishes to engage the services of companies specialised in administrative and supportive profiles in the area of communications, Human Resources, finance, training, facilitation and civil engineering to assist the Agency in developing, implementing and monitoring its activities in these areas. The services sought are divided into different tasks corresponding to specific professional services sought, such as, but not exhaustively.

General

- Preparing documents such as reports, notes, letters, presentations and minutes of meetings, coordination and management of document flows;
- Coordinating the flow of work in liaison internally, as well as with external parties;
- Keeping the agenda, organising and coordinating appointments, meetings for the units and departments;
- Participating in planning and in organisational tasks.

Finance/HR

- Assist in all budget planning, execution and monitoring processes related to staff salaries and entitlements;
- Providing input to financial and other reports related to the management of human resources of eu-LISA;
- Providing support and assistance in any areas of HR management and financial matters;
- Preparing and following-up the financial transactions;
- Assisting in Grant and Procurement management.

Assisting in the organization and administrative follow-up of trainings

Communication

- Assist in web site planning, structuring, and content planning;
- Publish online information;
- Drafting presentations and various online information materials;
- Drafting articles for internal and external newsletter;
- Compiling recurrent media-monitoring /press reviews and ad hoc thematic reviews;
- Support the production of video and audio material;
- Support the production of documentaries, including development of simple scripts, narrative and editing;
- Edit photos;
- Assist in designing structure and layout of online publications;
- Assisting in organisation and production of the internal newsletter;
- Assisting in planning and organising communications events.

Event management:

- To plan and conduct session for workshops, retreats and discussion groups;
- To moderate events and play the role as a facilitator.

Civil engineering:

- Undertaking technical and feasibility studies and site investigations;
- Examining and assessing detailed designs;
- Assessing the potential risks of specific projects, as well as undertaking risk management in specialist roles;
- Leading teams of other engineers, perhaps from other organisations or firms;
- Compiling, checking and approving reports;
- Reviewing and approving project drawings;
- Using computer-aided design (CAD) packages for designing projects;
- Scheduling material and equipment purchases and delivery;
- Attending to meetings to discuss projects, especially in a senior role;
- Adopting all relevant requirements around issues such as building permits, environmental regulations, sanitary design, good manufacturing practices and safety on all work assignments;
- Ensuring that a project runs smoothly and that the structure is completed on time and within budget;
- Correcting any project deficiencies that affect production, quality and safety requirements before final evaluation and project reviews.

2.2. Places of delivery

Place of the delivery is the premises of the contracting authorities, the contractor and/or other locations specified in the requests.

2.3. Volume

The volume is estimated as follows:

Lot 1:

1.1	Junior Project Support Officer	400	900	800	800	2900
1.2	Intermediate Requirement Analysis Specialist	400	400	300	300	1400
1.3	Intermediate Quality Consultant	200	200	200	200	800
1.4	Intermediate Gis Specialist	100	100	100	100	400
1.5	Senior Process Design Specialist	200	200	100	100	600
1.6	Senior Continuous Service Improvement Specialist			100	100	200
1.7	Junior Sharepoint ECM Specialist	200	200	200	200	800
1.8	Senior Project Manager	600	600	600	600	2400
1.9	Intermediate ITSM Tool Specialist	200	200	100	100	600
1.10	Senior Business Intelligence Specialist	400	400	60	60	920
1.11	Junior Business Intelligence Specialist	200	200	200	200	800
1.12	Junior Service Desk	200	200	100	100	600

Specialist						
1.13	Junior Technical Writer/Proofreader	100	100	100	100	400
1.14	Intermediate Service Delivery Coordinator	400	400	400	400	1600
1.15	Junior Middleware Support Specialist	400	400	400	400	1600
1.16	Intermediate Application Architect	100	100	100	100	400
1.17	Intermediate Database Administration Specialist	400	400	400	400	1600
1.18	Junior Test Engineer	400	400	550	700	2050
1.19	Intermediate Test Engineer	510	430	780	1230	2950
1.20	Senior Network Specialist	940	1870	1470	1470	5750
1.21	Junior Network Specialist	480	440	440	440	1800
1.22	Senior System Engineer	800	800	1100	1100	3800
1.23	Junior System & Storage Engineer	400	400	400	400	1600
1.24	Junior Network Operations Specialist	1000	1000	1000	1000	4000
1.25	Senior Data Center Architect	200	200	200	200	800
1.26	Junior Data Center Engineer	100	100	100	100	400
1.27	Senior Network Analysis Expert	500	200	200	200	1100
1.28	Intermediate Biometric Analyst	300	150	150	150	750
1.29	Junior Biometric Analyst	200	50	50	50	350
1.30	Service Reporting Specialist	200	200	200	200	800
1.31	Senior Solution Architect	450	460	460	460	1830
1.32	Information Security Management Expert	900	710	710	710	3030
1.33	Junior Business & It Consultant	800	800	560	560	2720
1.34	Senior Business & It Consultant	1030	1030	790	790	3640
1.35	It Security Specialist	400	400	400	400	1600
1.36	Security Architect	300	300	300	300	1200
1.37	Senior It Lawyer	80	80	80	80	320
1.38	Web Interface Designer	50	100	200	200	550
1.39	Application Developer	200	200	200	300	900

Lot 2:

Profile Nr.	Profile	Year 1	Year 2	Year 3	Year 4	Total m/days
2.1	Intermediate Sharerpoint ECM Specialist	1200	800	800	800	3600
2.2	Senior Network Specialist	1200	1000	1000	1000	4200
2.3	Senior System Engineer	1200	1000	1000	1000	4200
2.4	Senior System & Storage Engineer	1200	1000	1000	1000	4200

2.5	Senior Network Operations Specialist	1000	1000	1000	1000	4000
2.6	Senior Network Analysis Expert	1200	1200	1200	1200	4800
2.7	Web Interface Designer	18	18	18	18	72
2.8	Web Interface Designer/Developer	700	700	700	700	2800
2.9	Webmaster	30	30	30	30	120
2.10	Intermediate IT Support Specialist	1000	1000	1000	1000	4000
2.11	Business Analyst	750	880	255	55	1940
2.12	Quality Consultant	80	40			120
2.13	Project Manager	1300	1600	1600	1300	5800
2.14	Solution Architect	800	1800	2100	1000	5700
2.15	Application Developer	1000	1000	1000	1000	4000
2.16	Database Administrator	1300	1300	1300	1300	5200
2.17	Information Security Management Expert	300	300	300	300	1200
2.18	Security Architect	200	200	200	200	800
2.19	It Security Specialist	200	200	200	200	800
2.20	Junior Business & It Consultant	150	150	150	150	600
2.21	Senior Business & It Consultant	150	150	150	150	600
		14978	15368	15003	13403	58752

Lot 3:

Profile Nr.	Profile	Year 1	Year 2	Year 3	Year 4	Total m/days
3.1	Junior Administrative Assistant	400	400	400	400	1600
3.2	Administrative Assistant	1200	1200	1200	1200	4800
3.3	Senior Administrative Assistant	1000	1000	1000	1000	4000
3.4	Consulting Civil Engineer	50	50	50	50	200
		2650	2650	2650	2650	10600

Lot 4:

Profile Nr.	Profile	Year 1	Year 2	Year 3	Year 4	Total m/days
4.1	Junior Administrative Assistant	800	800	800	800	3200
4.2	Administrative Assistant	2200	2200	2200	2200	8800
4.3	Senior Administrative Assistant	1800	1800	1800	1800	7200
4.4	Consulting Civil Engineer	50	50	50	50	200
		4850	4850	4850	4850	19400

2.4. Duration

The contract(s) resulting from the present call for tenders will have an initial duration of 2 years as from the date of signature, and may be renewed up to 2 times, each for an additional period of 1 year.

2.5. Type of contract

The contracts resulting from the present call for tenders will be multiple framework contracts in cascade concluded with the contracting authority. For further information please consult Section 5 of the Service Level Requirements (ANNEX 2).

2.6. Number of contracts per lot

The contracting authority may award framework contracts to up to 3 tenderers per lot. The conditions under which such multiple contracts are performed are laid down in Section 5 of the Service Level Requirements (ANNEX 2) and in the enclosed draft framework contract (ANNEX 4).

2.7. Subcontracting

Subcontracting is permitted to subcontractors proposed in the offers submitted in reply to the call for tenders.

One-person companies (or freelancers) may be authorised as subcontractor and added to the list of subcontractors at any time during the execution of the contract.

Additional subcontracting to other than one-person companies (or freelancers) during the execution of the contract will only be accepted in case of a second round of the cascade (when the first round is fruitless) or for some very specialised technical expertise required for the provision of the services.

Furthermore, additional levels of subcontracting (e.g. subcontracting of subcontracts) are not allowed during the execution of the contract. Subcontractors that are proposed for delivery of services are requested to fill in sections 1, 2 and 3 of the ANNEX 3 Standard Submission Form.

In case staff of subcontractors will be proposed as staff in order to meet the minimum thresholds set for individual profiles for each lot during the technical capacity selection stage, this staff has to be clearly flagged in the connection table in Attachment 3 to ANNEX-3 Standard Submission Form.

2.8. Account manager

The future contractor(s) shall designate an account manager who must be able to communicate orally and in writing fluently in English, to act as a single point of contact with eu-LISA.

2.9. Other contract particulars

Service Level Agreement

The tender specifications include a “Service Level Requirements” (SLR) document as an annex. The SLR document describes the services to be provided and the minimum mandatory service

levels. Tenderers must accept the terms set out in the SLR through a positive answer to a mandatory question.

The SLR provides the basis for the “Service Level Agreement” (SLA) for the future contract.

The contractor’s performance will be measured against the criteria in the SLA. The quality parameters fixed in the SLA will be enforceable by way of liquidated damages.

Benchmarking

The framework contract arising from the call for tenders will include provisions that will allow for a benchmarking of the applicable price-scheme using an independent third party contractor if required.

E-request, e-invoicing and e-Ordering

The execution of the contract between the contracting authority and the contractors may be automated by the use of the following applications: e-Request, e-Invoicing and e-Ordering and further applications.

Nature of the contractual relationship resulting from the award of the contract

The contractual relationship between eu-LISA and the successful tenderer will be governed by a special type of contract known as a “**framework contract**”.

It should be stressed that framework contracts involve **no direct commitment** and, in particular, do not constitute orders *per se*. Instead, they lay down the legal, financial, technical and administrative provisions governing the relationship between eu-LISA and the contractor during their period of validity.

Actual orders will be placed after the framework contract is signed and in force, through “order forms” or “**specific contracts**” concluded in performance of the framework contract.

The tender specifications include :

(1) *Special Conditions* : on completion of the tender procedure, this draft will be modified as necessary in line with the successful offer (e.g. prices).

(2) *General Conditions*

When preparing your offer, **you should take full account of these and any other documents included in the tender specifications**, as they will define and govern the contractual relationship to be established between eu-LISA and the successful tenderer.

Collaborating with other companies

Companies can consider two ways of collaborating in an offer: either as joint partners in the offer or through subcontracting. **Joint offers** and **subcontracting** are allowed in response to this call for tenders issued by eu-LISA. Offers may even combine both approaches.

In any case, the file must specify very clearly whether each company involved in the offer is acting as a partner in a joint offer or as a subcontractor (this also applies where the various companies involved belong to the same group, or even where one is the parent company of the others). The questionnaires annexed to the tender specifications include a **tender form** for this purpose (Section 1.1 of the Standard Submission Form included in Annex 3 of the tender specifications).

The implications of these two modes of collaboration are radically different. In order that you can understand them fully, they are outlined below.

Joint offers

Partners in a joint offer assume **joint and several liability** towards eu-LISA for the performance of the contract as a whole.

Statements saying, for instance:

- that one of the partners of the joint offer will be responsible for part of the contract and another one for the rest, or
- that more than one contract should be signed if the joint offer is successful,

are thus incompatible with the principle of joint and several liability. Eu-LISA will disregard any such statement contained in a joint offer, and reserves the right to reject such offers without further evaluation on the grounds that they do not comply with the tender specifications.

Joint offers will be assessed as follows:

- the exclusion criteria and the selection criteria for economic and financial capacity will be assessed in relation to each company individually. However, economic and financial selection criteria that one deemed to be achieved above a certain level (e.g.: overall and specific turnover), will be assessed in relation to the tendering group as a whole.
- the selection criteria for technical and professional capacity and the evaluation criteria will be assessed in relation to the tender group as a whole.

If you intend to tender with a partner and have already set up a consortium or similar entity to that end, you should mention this fact in your offer, together with any other relevant information in this regard.

If you intend to submit a joint offer, you should be aware that, in the case that you are awarded the contract, eu-LISA will require that you give a formal status to the proposed partnership before the contract is signed. This can take the form of:

- an entity with legal personality recognised by a Member State; or
- an entity without legal personality but offering sufficient protection of eu-LISA's contractual interests (depending on the Member State concerned, this may be, for example, a consortium or a temporary association); or
- the signature by all the partners of a "power of attorney" (see relevant Annex to the Draft Framework Contract, which provides for a form of cooperation.

Subcontracting

Subcontracting is the situation where a contract has been or is to be established between eu-LISA and a contractor and where the contractor, in order to carry out that contract, enters into legal commitments with other legal entities for performing part of the work, service or supply. However, eu-LISA has no direct legal commitment with the subcontractor(s).

Certain tasks provided for in the contract may be entrusted to subcontractors, but **the main contractor retains full liability** towards eu-LISA for performance of the contract as a whole. Accordingly:

- eu-LISA will treat all contractual matters (e.g. payment) exclusively with the main contractor, whether or not the tasks are performed by a subcontractor;
- under no circumstances can the main contractor avoid liability towards eu-LISA on the grounds that the subcontractor is at fault.

If your offer envisages subcontracting, your file must include:

- a document
 - mentioning the reasons why you are envisaging subcontracting;

- stating clearly the roles, activities and responsibilities of subcontractor(s), and;
 - specifying the volume / proportion for each subcontractor
- a letter of intent by each subcontractor stating its intention to collaborate with you if you win the contract (section 1.3 of Standard Submission Form included in Annex3 of the tender specifications).

Offers involving subcontracting will be assessed as follows:

- The exclusion criteria and the economic and financial selection criteria will be assessed in relation to the tenderer and each proposed subcontractor. However, economic and financial selection criteria that one deemed to be achieved above a certain level (e.g.: overall and specific turnover), will be assessed in relation to the tenderer and the possible subcontractor(s) as a whole.
- The technical and professional selection criteria will be assessed in relation to the tenderer and possible subcontractor(s) as a whole.
- The evaluation criteria will be assessed in relation to the tender.

Subcontracting is permitted to subcontractors proposed in the offers submitted in reply to the call for tenders.

One-person companies (or freelancers) may be authorised as subcontractor and added to the list of subcontractors at any time during the execution of the contract.

Additional subcontracting to other than one-person companies (or freelancers) during the execution of the contract will only be accepted in case of a second round of the cascade (when the first round is fruitless) or for some very specialised technical expertise required for the provision of the services.

During execution of the contract, the contractor will need eu-LISA's express authorisation to replace a subcontractor with another and/or to subcontract tasks for which subcontracting was not envisaged in the original offer based.

Freelancing

Freelancing, drawing on the activities or staff of any other entirely different legal entity than the contractor, independently of its exact legal form (and independently of the applicable national law), does qualify as subcontracting. Nevertheless, one-person companies (or freelancers) may be authorised as subcontractor and added to the list of subcontractors at any time during the execution of the contract.

3. ASSESSMENT OF THE TENDERERS AND OFFERS

The assessment of the tenderers and offers will be conducted based on the rules set out below.

3.1. Administrative information

This section must provide the following information, set out in the standard identification forms in Annex 3:

1) Signed Cover letter

The prospective tenderers are requested to provide a signed cover letter including the fact of submitting an offer, the identity of the tenderer and the acceptance of the terms and conditions included in the Tender Documents.

2) Applicant's identification

– Applicants must provide proof of **registration**, as prescribed in their country of establishment, on one of the **professional or trade registers** or provide a declaration or certificate.

Each applicant (including sub-contractor(s) or any member of a consortium or a grouping) must complete and sign the identification form in Annex 3 and also provide the above-mentioned documents.

3) Legal entities

The legal entity form in Annex 3 must be filled in and should be accompanied by a number of supporting documents, available on the Web site:

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

3.2. Exclusion criteria

a) Exclusion criteria applicable for participation in procurement procedures (Article 106 Financial Regulation)

To be eligible for participating in this procurement procedure, tenderers **must not be** in any of the following situations:

- (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 judgement of a competent authority of a Member State 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 judgement which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation, or any other illegal activity, where such illegal activity is detrimental to the Union's financial interests¹;

¹ a) cases of fraud as referred to in Article 1 of the Convention on the protection of the European Communities' financial interests established by the Council Act of 26 July 1995 (OJ/C 316 of 27.11.1995, p. 48);

- (f) they are currently subject to an administrative penalty referred to in Article 96 (1) of the Financial Regulation.

b) Evidence to be provided by the candidates

If you have already submitted the documentary evidence for the above criteria for the purpose of another procurement launched by eu-LISA and the documents are not more than one year old starting from their issuing date then you do not have to resubmit these documents. In such a case, candidates must declare on their honour that the documentary evidence have already been provided in a previous procurement procedure, specifying the reference of the call for tender for which the documents have been provided, and confirm that no changes in their situation have occurred.

1. When submitting their application, each candidate (including subcontractor(s) or any member of a consortium or grouping) shall provide a declaration on their honor, duly signed and dated, stating that they are not in one of the situations mentioned above. For that purpose, they must complete and sign the relevant form included in Annex 3 (see Standard submission forms). Where the applicant is a legal entity, he shall, whenever requested by the Contracting Authority, provide information on the ownership or on the management, control and power of representation of the legal entity.

2. The winning tenderer upon request of eu-LISA (including subcontractor(s) or any member of a consortium or grouping) must also provide the following evidence, confirming the declaration referred to above:

The Contracting Authority shall accept, as satisfactory evidence that the applicant is not in one of the situations described in (a), (b) and (e), a recent extract from the judicial record or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the applicant is a legal person and the national legislation of the country in which the applicant is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the applicant.

For the situation described in point (d) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the applicant is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations (a), (b), (d) or (e), where any document described in the two paragraphs above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

b) cases of corruption as referred to in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union, established by the Council Act of 26 May 1997 (OJ/C 195 of 25.6.1997, p. 1);

c) cases of involvement in a criminal organisation, as defined in Article 2(1) of Joint Action 98/733/JHA of the Council (OJ/L 315 of 29.12.1998, p. 1)

d) cases of money laundering as defined in Article 1 of Council Directive 91/308/EEC (OJ/L 166 of 28.6.1991, p.77).

3. The Contracting Authority reserves the right to request any other document relating to the proposed application for assessment and verification purpose, within a delay determined in its request.

The Central Exclusion database will be consulted.

3.3. Selection of tenderers

Economic and financial capacity

Tenderers are required to prove that they have sufficient economic and financial capacity to perform the contract.

In order to prove that the tenders have sufficient economic and financial capacity to perform the contract, you will be asked to present the following documentation:

- evidence of **professional risk indemnity insurance**;
- **balance sheets** or extracts from balance sheets for at least the last two financial years for which accounts have been closed, or equivalent documentation (e.g. where company law in the country in which you are established does not require you to publish your balance sheet);
- a statement of overall **turnover** and turnover concerning the services to be covered by the contract during the last three financial years;
- if the tenderers rely on the capacities of other entities (e.g. your parent company), **a written undertaking** on the part of those entities confirming that they will place the resources necessary for performance of the contract at your disposal.

The tenderers shall fill in Section 3 of the Standard Submission Form included in Annex 3 and provide the required supporting documents.

The minimum annual turnover thresholds per Lot:

Lot	Minimum annual turnover threshold
1	€ 2.500.000
2	€ 2.000.000
3	€ 500.000
4	€ 700.000

Technical and professional capacity

Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract. To that end they shall fill in Section 4 of the Standard Submission Form included in Annex 3 and present documentation as to the following criteria:

- Organisational structure (average manpower, managerial staff)
- Capacity to provide quality services in the specific domain
- Technical qualifications for delivering the services
- References involving similar experience, contracts, volumes
- Quality control (mechanisms, certifications, conformity to standards)

3.4. Evaluation of offers

Technical evaluation

The offers will be evaluated based on the following technical quality criteria.

For all lots:

Criteria	Maximum points	Minimum points to obtain
1. Quality of organising the contract management	200	100
2. Quality of the proposal for preparation of responses	260	130
3. Quality of the proposal for the delivery of the services	280	140
4. Quality of the pricing structure	260	130
Overall Result	Maximum points	Minimum points to obtain
Total	1000	600

The evaluation will be based on the tenderer's answers to the Section 5 of the Standard Submission Form included in Annex 3 and the associated documentation.

The tenderer must reach 50% per criterion and 60 % globally in order to be admitted to the financial evaluation.

Financial evaluation

The financial evaluation will be performed on the basis of the prices stated in the relevant questionnaire.

3.5. Award

The contract award is based on the following formula:

$$\frac{P_{\min}}{P_{\text{offer}}} \times 40 \% + \frac{Q_{\text{offer}}}{Q_{\max}} \times 60 \%$$

Where

- **P_{offer}**: net price given by the tenderer
- **P_{min}**: lowest net price among the tenders
- **Q_{offer}**: Quality of the offer
- **Q_{max}**: highest quality among the tenders

List of annexes

1. Service description (List of profiles)
2. Service Level Requirements (SLR)
3. Standard Submission Form
4. Draft framework contract and Annexes