

Title: Provision of IT consultancy services in the area of Java software development

Reference: Call for tenders EEA/DIS/21/002

Closing date: 7.01.2022

Tender specification's purpose:

1. Specify what the EEA is to buy under the contract resulting from this tender procedure (*technical specifications*)
2. Announce the criteria, which the EEA will apply to determine the successful contractors among the offers received (*evaluation of the tenders*)
3. Provide information on how to submit an offer and the expected timeline

These tender specifications will form Annex I of the contract resulting from this tender procedure and will be binding during the contract implementation.

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1 TECHNICAL SPECIFICATIONS

1.1 Introduction to the EEA

The European Environment Agency (EEA) is a European Union public body governed by Regulation (EC) No 401/2009¹ of the European Parliament and of the Council of 23 April 2009. The EEA role is to support the European Union in the development and implementation of environmental policy by providing relevant, reliable, targeted, and timely information on the state of the environment and future prospects. The EEA also provides the necessary independent scientific knowledge and technical support to enable the Union and the member countries to take appropriate measures to protect and improve the environment as laid down in the Treaty and by successive Union action programmes on the environment and sustainable development. Currently, the EEA has 32 member countries² and six cooperating countries in the Western Balkans³.

The EEA is the hub of the European Environment Information and Observation Network (Eionet), a partnership network consisting of the EEA itself, seven European Topic Centres (ETCs) and a network of around 1000 experts from 38 countries in over 350 national environment agencies and other bodies dealing with environmental information. These are the National Focal points (NFPs) and the National Reference Centres (NRCs). The EEA and Eionet contribute to the European Shared Environmental Information System (SEIS), a distributed, integrated, web-enabled information system based on a network of public information providers sharing environmental data and information. It builds on existing e-infrastructure, systems and services in the Member States and EU institutions.

Further information about the work of EEA can be obtained on its website: <https://www.eea.europa.eu/>.

Further information on Eionet can be found at <https://www.eionet.europa.eu/about>.

1.2 Subject of the contract

In the context of maintaining and extending EEA's data reporting platforms and data system management, the EEA seeks to establish a framework service contract with a service provider for the provision of IT services and support in the following areas:

- Java software development for:
 - o Web and frontend applications
 - o Backend applications such as microservices and applications running in containers
- Deployment of applications (DevOps) with Jenkins and Docker running on various container orchestrators such as Kubernetes and Rancher;
- Second level support on requests from first level helpdesk.

¹ OJEU L 126, 21.5.2009, p. 13-22.

² The 27 Member States of the European Union, Iceland, Liechtenstein, Norway, Switzerland and Turkey.

³ Albania, Bosnia and Herzegovina, Republic of North Macedonia, Montenegro, Serbia as well as Kosovo under the UN Security Council Resolution 1244/99.

1.3 Description of the services and mandatory requirements

The sections below provide information on the minimum level of services required.

1.3.1 Main services and tasks/deliverables

Most services and tasks are required on Reportnet, EEA's main reporting and data management platform. Reportnet receives regularly data related to the environment and produced by the Member States of the Eionet network.

At the moment, the EEA is running two different version of Reportnet in parallel: Reportnet 2 which is the 20-year-old legacy platform and its successor, Reportnet 3.0 which has been running since 2020. The scope is to slowly phase out Reportnet 2 to transform it into a read-only archive and make Reportnet 3.0 the only reporting platform at EEA.

System background

Reportnet 2 is Eionet's infrastructure for supporting and improving data and information flows. Reportnet 2 is based on a set of inter-related tools and processes which all build on the active use of the World Wide Web. Reportnet has been developed since 2000 and has been in operational use since 2002. The main components are Data Dictionary, Reporting Obligations Database, Content Registry, Conversion service, Web-questionnaire service⁴. However, at the moment, most business activities are related to the migration toward Reportnet 3.0.

Reportnet 3.0, on the other hand, is a microservices based platform that went on production in 2020. It has been based on the lessons learned from its previous version. A frontend microservice exposes a web interface where the user can see data retrieved from the backend through a Rest API-Gateway. Each domain entity is managed by a single microservice: user and role management, dataflows, datasets, validation (QA/QC), databases, documents and communication⁵. The API allows also users to import and export data from outside Reportnet 3.0 using an Extract-Transform-Load tool such as FME.

Reportnet 2 has been designed as a data record platform while v3.0 architecture is based on data process structure.

Main services to be delivered

The list of tasks below covers the main areas of service required but is **not** exhaustive. Please note that the tasks and deliverables will be specified in detail in each specific contract.

- Maintenance and continuous development of existing applications, primarily Reportnet 2 and Reportnet 3, including bug-fixing
- Development of web-based applications
- Development of database reporting and integration
- Development and design of horizontally scalable systems for data processing
- Support to the development of a data warehouse
- Operational support and second level helpdesk
- Provision of training and training material for all user types of Reportnet
- Business analysis activities in the field of data management

⁴ Services are described on the Eionet web site: <https://www.eionet.europa.eu/reportnet>

⁵ More information, such as architecture, can be found on Reportnet 3.0 public page: <https://www.eionet.europa.eu/reportnet/reportnet-3.0>

All development is open-source java-based applications. It also includes web design support, user interface mock-ups and prototyping, user interface testing and usability tests.

The second level helpdesk means being available to the requests from the first level helpdesk about user enquiries on system interaction, bug reports etc. Enquiries forwarded from the first level helpdesk shall be responded to within one business day.

The business activities encompass business assessment, requirements gathering, writing user stories⁶ for development team and resource estimation.

In general, over the lifetime of the framework contract, some existing applications will be phased out, others will be rewritten as microservices and there will be requests for new solutions to future needs.

1.3.2 Mandatory requirements and expertise required

For the performance of the contract, the future contractor must comply with the EEA's following policies and procedures:

- Information security policy
- Release and deployment procedures
- Technical quality assurance policy and checklists
- Helpdesk, change, problem, and incident procedures

The documents are not publicly available due to their description of internal business processes but will be made available upon request during the implementation of the contract.

Furthermore, the future contractor shall be familiar with the principle of Agile methodology upon which all IT projects in the EEA are based. In this respect, the EEA uses an on-premises instance of Redmine to manage projects, tasks and time-reporting.

Consultants working under this contract must fall into at least one of the following profiles, with the following expertise:

1. Project manager:
 - Project management of complex IT projects with public institutions or international organisations
 - Agile methodology, for ex: SCRUM
2. Solution architect:
 - Integration architecture in the context of microservices
 - Design, implementation and management of microservices architecture
 - Responsive web design development and mobile first design
3. Database architect:
 - SQL databases, mostly PostgreSQL but knowledge of another SQL database is a bonus, such as MySQL and MS SQL
 - Geospatial data handling with PostGIS
 - MongoDB database
4. Business analysis:
 - Business assessment, gathering requirements, writing user stories for development team and resource estimation

⁶ User story definition: https://en.wikipedia.org/wiki/User_story

- Process design and engineering
5. Software development:
- Web development:
 - Web design support, user interface mock-ups and prototyping, user interface testing, usability tests
 - Web development with RESTful APIs
 - JQuery
 - NodeJS
 - React JavaScript library
 - HTML5/CSS
 - Backend development:
 - Java architecture
 - Java
 - JavaScript
 - Docker
 - SQL
 - XML & JSON
6. Supporting specialists:
- Quality process management
 - Operations/maintenance of deployed applications using Docker and Kubernetes with Helm and/or Rancher
 - Maintenance of data repositories in MySQL, PostgreSQL and MongoDB
 - Testing and automatic testing for big IT project, such as: unit testing, integration testing, system and performance testing
 - Integration and management of geospatial data
 - ETL tools such as FME from Safe.com (version 2020.x onwards)
 - Provision of training and training material, technical specifications for knowledge sharing purposes and reports
 - Documentation writing and updating
 - Helpdesk support
 - Git and/or Github
 - Jenkins

Proof of knowledge must be demonstrated by training certificates or clearly stated experience under the relevant job in the CVs and in the overview of professional and technical experience (Annex 7).

All profiles and areas of expertise need to be covered collectively by the consultants proposed.

The experience of the team members will be assessed based on the requirements listed herein and the selection criteria specified in section 2.2.2.3 below.

1.3.3 Delivery of services process

The delivery process covers the period from the signature of a specific contract to the acceptance of the deliverables.

Services will be provided based on *Time & Means (T&M)* or *Fixed Price (FP)* contracts. The contracting process is initiated by the EEA via a request for service sent to the Contractor with a detailed description of each requirement.

Time & Means contracts

The following conditions apply:

- The Contractor shall send EEA an estimation for the execution of each requirement split into tasks/subtasks (including the consultants to use and time schedule) based on a number of activity-days or person-days for the corresponding activities or profiles;
- When agreement with the EEA has been reached on the acceptability of the separate deliverables or performance of separate tasks or subtasks, a specific contract will be signed by both parties before implementation may begin;
- The (sub-)tasks in scope for a T&M contract must be delivered on time and conform to the specifications as described in the request for service and complemented by the contractor's offer accepted by the EEA;
- Costs for the specified tasks are chargeable, after acceptance by the EEA, based on spent time and description of progress.

It is expected to primarily use Quoted Time & Means contracts as requirements are often dynamic and priorities change frequently.

Fixed Price contracts

The following conditions apply:

- In case of a fixed price contract, the contractor shall send an all-inclusive offer (including all relevant costs and all expenditure, e.g. management and administrative costs, travel and subsistence costs for possible meetings at EEA's premises) for the defined work based on technical specifications written by the EEA. The EEA will then accept or decline the offer;
- When agreement with the EEA has been reached on the acceptability of the separate deliverables or performance of separate tasks or subtasks, a specific contract will be drawn which must be signed by both parties before implementation may begin;
- The deliverables in scope for a FP contract must be delivered on time and conform to the specifications as described in the request for service and complemented by the contractor's offer accepted by the EEA;
- Costs for the completed deliverables are chargeable, after acceptance by the EEA, based on the agreed price in the Specific Contract.

1.4 Place of performance

The services will be performed the contractor's own premises with occasional meetings at the EEA's premises (estimated total of 1-3 per year depending on the requirements of the specific project and the role of the consultants). Close cooperation and regular communication with EEA staff are expected throughout the duration of the contract. For that purpose, the contractor shall be available for quick virtual meetings requested on short notice or of a short duration; for this, web-based communication tools like EEA self-hosted chatrooms, Jitsi, Skype or MS Teams will normally be sufficient.

Travel to Copenhagen or 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 6).

1.5 Type and volume of contract

The successful tenderer will be awarded a framework service contract for an initial period of 12 (twelve) months starting from the date of signature, with the possibility of maximum three renewals for periods of 12 (twelve) months each. The services will be implemented through specific contracts depending on the EEA's needs.

Based on the EEA's current level of activities and anticipated future demand, the estimated maximum contract value is EUR 2,800,000 (two million eight hundred thousand euros). Under no circumstances can a minimum volume of services be required by the contractor.

During the 3 years following the entry into force of the original contract the EEA reserves the right to exercise the option of conducting a negotiated procedure without prior publication of a contract notice with the future contractor for additional services with a value of up to 50% of the initial estimated total value, in accordance with point 11.1(f)(i) of Annex I to the Financial Regulation.

1.6 Price

Tenderers are required to quote prices for the services to be provided as follows:

- Prices quoted must be **all-inclusive**, i.e. inclusive of all costs involved in the performance of the contract (e.g. of management, administrative and travel costs with the exception of travel and subsistence costs for travels to Copenhagen or other locations mentioned in section 1.4 above) and **expressed in euros**, including for tenderers established in countries that are not part of the Eurozone. For tenderers established in countries that do not belong to the Eurozone, the price quoted may not be revised in line with exchange rate movements. It is for the tenderer to select an exchange rate and assume the risks or the benefits deriving from any variation.
- Tenderers shall give details of the price according to the requirements specified in section 2.2.3.2 below and using the financial offer template attached as Annex 4 to these tender specifications.
- No additional expenses incurred in the performance of the services will be reimbursed separately by the EEA (with the exception specified in section 1.4 above concerning travel).
- 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 performance of the contract, prices may be revised upwards or downwards each year pursuant to the contractual provisions in Article I.3 of the framework service contract (see Annex 5). The EEA shall purchase based on the prices in force on the date on which specific contracts are signed. Such prices shall not be subject to revision.
- Prices must be quoted free of all duties, taxes and other charges, including value added tax (VAT), as the EEA is exempt from such charges under Articles 3 and 4 of the Protocol on the privileges and Immunities of the European Union (formerly 'Communities'). 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.

1.7 Contractual terms and guarantees

In drawing up their tender, tenderers should bear in mind the provisions of the draft framework service contract attached to these tender specifications (Annex 5), particularly

those on payments, performance of the contract, confidentiality, checks and audits, and processing of personal data. Any limitation, amendment, or denial of the terms of the contract including its annexes will lead to the automatic exclusion from the procurement procedure.

In accordance with the framework contract, payments shall be made in arrears following receipt of an invoice and completion of services, either monthly or longer as may be agreed between the parties.

Payment shall be made upon delivery and approval of the services requested, within 30 (thirty) or 60 (sixty) calendar days upon receipt by the EEA of an invoice and any supporting document relating to the services carried out; the exact period will be specified in the specific contract. EEA may, however, after giving notice to the contractor, defer payment if it contests the services covered by the invoice. In the case of tasks where the contractor shall bear substantial upfront costs, or the execution of the task stretches over a long period of time, payment in instalments may be agreed.

The payment periods shall be further detailed in each specific contract according to the particularities of the service concerned. Further information on payment arrangements is provided in Articles I.5, II.15 and II.21 of the draft framework service contract (Annex 5).

No financial guarantee is requested.

2 EVALUATION OF THE TENDERS

2.1 Participation in the tendering procedure

2.1.1 Eligibility

This call for tenders is open on equal terms to all natural and legal persons from one of the 32 EEA member countries and to all natural and legal persons established in a third country that has a special agreement with the European Union in the field of procurement on the conditions laid down in that agreement⁷.

As proof of eligibility, tenderers must indicate in which country they have their headquarters, registered office, or residence, and provide the necessary supporting documents in accordance with their national law. If the tenderer is a natural person, he/she must provide a copy of their identity card/passport or driving license and proof that he/she is covered by a social security scheme as a self-employed person.

2.1.2 Application

All eligible natural and legal persons or groupings of such persons (consortia) may apply.

A consortium may be a permanent, legally established grouping or a grouping that has been constituted informally for a specific tendering procedure. If awarded the contract, the members of the consortium (i.e. the leader and all the other partners) will have an equal standing towards the EEA in executing the framework service contract and they will be jointly and severally liable to them.

⁷ At this point in time, tenderers established in one of the following countries are eligible: EEA-27, Iceland, Liechtenstein, Norway, Switzerland and Turkey; and under the stabilisation and association agreements: Albania, Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia and Kosovo under the UN Security Council Resolution 1244/99.

The participation of ineligible natural or legal persons will result in the automatic exclusion of that person. If that ineligible person belongs to a consortium, the whole consortium will be excluded.

The EEA will not request consortia to have a given legal form in order to be allowed to submit a tender but reserves the right to require a consortium to adopt a given legal form before the contract is signed if this change is necessary for proper performance of the contract. This can take the form of an entity with or without legal personality but offering sufficient protection to EEA's contractual interests (depending on the member countries concerned, this may be for instance, incorporation or partnership or a temporary association). Consortia must identify one of their members a leader who will interface with the EEA.

Each member of a consortium must fulfil the conditions for participation mentioned in this section and section 2.1.1 above and provide the required documents listed in these tender specifications under sections 2.2.1 and 2.2.2 below. Therefore, each member of a consortium shall specify his role, qualifications, and experience.

2.1.3 Subcontracting

Subcontracting is the situation where the contractor enters legal commitments with other economic operators, which will perform part of the contract on its behalf. The contractor retains full liability towards the EEA for performance of the contract, as a whole.

Tenderers must state in Annex 1 (Administrative data form) what part of the work, if any, they intend to subcontract and to what extent (i.e. what percentage of the total contract value as specified in section 1.5 above).

Only one level of subcontracting is allowed. Additional level of subcontracting (i.e. subcontracting of subcontractors) is not allowed during the execution of the contract.

If awarded the contract, the contractor may not choose subcontractors other than those mentioned in the tender unless they obtain the prior written authorisation of the EEA. The overall responsibility of the work remains with the contractor.

The EEA reserves the right to request tenderers to provide documentation in relation to exclusion and selection criteria for any proposed subcontractors at a later stage (see sections 2.2.1 and 2.2.2 below).

If awarded the contract, the contractor must ensure that Article II.19 of the draft framework contract (see Annex 5) can be applied to subcontractors. Once signed, Article II.9 of the above-mentioned draft framework contract shall govern subcontracting.

2.2 Criteria

2.2.1 Exclusion criteria

Exclusion from participation and award in the procurement procedure

To be eligible to participate in this contract award procedure, tenderers must not be in any of the exclusion situations referred to in Articles 136 to 141 of the Financial Rules applicable to the general budget of the European Union ("the Financial Regulation")⁸.

⁸ Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union, amending Regulations (EU) No 1296/2013, (EU) No

Evidence to be provided

When submitting their bids, each tenderer (including any sub-contractor or any member of a consortium) must provide a declaration on their honour in accordance with the form attached as Annex 2, duly signed and dated, stating that they are not in any of the situations mentioned under paragraph 2.2.1.1 above.

The initial verification of non-exclusion of tenderers will be done based on the submitted declarations and consultation of the [European Union's Early Detection and Exclusion System](#). The tenderer (including each member of the consortium and sub-contractors) to whom the contract is to be awarded will be required, prior to the signature of the contract, to provide the evidence specified in the declaration of honour mentioned above (see Annex 2).

The EEA may waive the obligation of the tenderer to whom the contract is to be awarded to submit the documentary evidence referred to above if such evidence has already been submitted to the EEA for the purpose of another procurement procedure and provided that the issuing date of the documents does not exceed one year, and they are still valid. In such a case, the successful tenderer shall declare on its honour that the documentary evidence has already been provided in a previous procurement procedure and confirm that no changes to its situation have occurred. The EEA will also waive the obligation of the successful tenderer to submit the documentary evidence if it can access it on a national database free of charge.

It shall be indicated for each tenderer (and each member of a consortium) in the relevant field in Annex 1 (Administrative data form) whether it is a Small or Medium Size Enterprise in accordance with Commission Recommendation 2003/361/EC⁹.

2.2.2 Selection criteria

Tenderers should show their degree of economic and financial capacity, and technical and professional capacity to provide the requested services by providing information on the criteria described below. In case of a joint tender submitted by a consortium or in the case of a tender involving subcontracting, the economic and financial capacity, and the technical and professional capacity will be assessed in relation to the combined capacities of the members of the consortium and/or subcontractors, as a whole, to the extent that they put their resources at the disposal of the tenderer for performance of the contract.

In accordance with Article 20(6) of Annex I to the Financial Regulation, the EEA reserves the right to reject a tenderer where it is established that he has conflicting professional interests that may negatively affect the performance of the contract.

2.2.2.1. Legal and regulatory capacity

➤ Requirement:

Any tenderer is required to prove that they are authorised to perform the contract under national law.

301/2013, (EU) No 1303/2013, (EU) No 1304/2013, (EU) No 1309/2013, (EU) No 1316/2013, (EU) No 223/2014, (EU) No 283/2014, and Decision No 541/2014/EU and repealing Regulation (EU, Euratom) No 966/2012, OJEU L 193/1 of 30.07.2018.

⁹ Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises, available at <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2003:124:0036:0041:en:PDF> .

➤ Evidence to be provided:

Each tenderer (including any member of a consortium and any sub-contractor whose involvement is expected to represent 20% or more of the framework contract's total estimated value specified in section 1.5 above) is required to submit a **legal entity form** (see Annex 1 for link to the template document) duly filled out and signed, accompanied by a copy of inscription in a trade register and/or a copy of inscription in a VAT register, or a sworn declaration or certificate, or evidence of membership of a specific organisation, or express authorisation, where applicable.

2.2.2.2. Economic and financial capacity

➤ Requirements:

The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

The tenderer must have for each of the past two financial years for which accounts have been closed, an annual turnover of at least EUR 1,000,000 (one million euros).

➤ Evidence to be provided:

A duly filled in and signed **financial identification form** supported by certification (self-declarations excluded) by the bank in accordance with the instructions in Annex 1; in the case of a joint offer submitted by a consortium, only the lead partner shall provide that documentation.

A duly completed and signed **Simplified Financial Statement**, in accordance with the template provided as Annex 3 (in the case of a joint offer submitted by a consortium, all members of the consortium shall provide that documentation).

The tenderer to whom the contract is to be awarded will be required, prior to the signature of the contract, to provide the following additional evidence:

Balance sheets or extracts from balance sheets for the last two years for which accounts have been closed, the most recent of which must have been closed within the last 18 months, where publication of the balance sheet is required under the company law of the country in which the tenderer is established, and for which figures have been provided in Annex 3;

Failing provision of balance sheets, tenderers should submit appropriate statements from bank, or evidence of professional risk indemnity insurance.

If, for some exceptional reason, which the EEA considers justified, a tenderer is unable to provide the evidence requested above, they may prove their economic and financial capacity by any other means the EEA 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 EEA 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.

2.2.2.3. Technical and professional capacity

Tenderers should show their degree of technical and professional capacity to carry out the requested tasks as mentioned in sections 1.2 and 1.3 above by providing information on the criteria specified below.

➤ Requirements:

1. Sufficient level of manpower with suitable qualifications and experience to perform all the services covered by this call for tenders;
2. Relevant experience in provision of comparable services to similar clients over the past three years;
3. Application of work and quality assurance methodologies;
4. Application of environmental management measures.

➤ Evidence to be provided:

1. *Competencies and experiences of the tenderer's managerial staff and staff designated to provide the services (i.e. Consultants):*

Profile	Minimum No of CVs	Required experience/evidence
Managerial staff	1	Minimum of 5 years' relevant professional experience in resources and contract management. This/These person(s) will be responsible for resource availability and personnel management.
Project managers	2	Minimum of 5 years' relevant professional experience for each CV, covering collectively <u>all</u> the areas of expertise listed under section 1.3.2-1 above.
Solution architect	2	Minimum of 5 years' relevant professional experience for each CV, covering collectively <u>all</u> the areas of expertise listed under section 1.3.2-2 above.
Database architect	2	Minimum of 3 years' relevant professional experience for each CV, covering collectively <u>all</u> the areas of expertise listed under section 1.3.2-3 above.
Business analyst	2	Minimum of 3 years' relevant professional experience for each CV, covering collectively <u>all</u> the areas of expertise listed under section 1.3.2-4 above.
Senior Software developers	5	Minimum of 5 years' relevant professional experience for each CV, covering collectively <u>all</u> the areas of expertise listed under section 1.3.2-5 above.
Software developers	7	Minimum of 3 years' relevant professional experience for each CV, covering collectively <u>all</u> the areas of expertise listed under section 1.3.2-5 above.
Supporting specialists	7	Minimum of 3 years' relevant professional experience (full time), covering collectively <u>all</u> the areas of expertise listed under section 1.3.2-6 above.
Additional consultants	5	Consultants, who can potentially take over responsibility for providing the services in case of busy periods.

A CV can be provided for more than one profile, but a minimum number of 33 CVs must be provided in total.

The CVs shall provide detailed information on the education and professional qualifications, including language skills, according to the Europass format¹⁰. As all work is done in English, consultants' CV must show at least the following level of English:

- B2 for managerial staff, project managers, solution architects, database architects and business analysts.

Additionally, tenderers shall provide a **summary overview in a cross table** pursuant to the template in Annex 7 with the competencies and experience in all the work areas specified under section 1.3.2 – Mandatory requirements, for each of the CVs submitted.

2. Proven experience in delivery of comparable services to similar clients:

A **list of at least five contracts** awarded to the tenderer relevant to the services required by the EEA under the following two categories: (1) contracts currently undertaken; and (2) contracts that have been undertaken over the last three years, indicating for both categories the value, brief description of the services undertaken and recipients of the services (public or private).

To be considered relevant, the contracts must collectively demonstrate that the tenderer has prior experience with:

- a. Large and complex Java-based website development (e.g. thousands of pages);
- b. Docker-based deployments;
- c. Implementation of Continuous Integration and Delivery pipelines and quality assurance processes;
- d. Large and complex systems with a microservice architecture;
- e. Modern front-end development with HTML5, and React, JQuery or Node.js;
- f. Design and implementation of systems containing configurable workflows.

Tenderers must also provide a **list**, which cross-references the proposed CVs with the list of major contracts and details on how many years the consultants whose CVs are provided have worked on each contract and in what capacity.

3. Work and Quality Assurance methodologies:

- A general description of the measures employed to ensure the quality of services and timely deliverables.
- A description of iterative and Agile development methodologies or similar working procedures applied by the tenderer.

4. Environmental management measures applied:

- A description of the environmental management measures that the tenderer will be able to apply when performing the contract, identifying which areas of the contract this will

¹⁰ <https://europa.eu/europass/en/create-europass-cv>

apply to. In the event of a joint offer submitted by a consortium, **each** member of the consortium shall provide the requested description.

2.2.3 Award criteria

The assessment method that will be used to determine the choice of the tender will be based on the most economically advantageous tender in terms of its quality (technical merit) and its financial value (price) according to the criteria given below.

2.2.3.1. Technical merit (TM) (max. 70 and min. 44 points)

Tenders will be evaluated following the award criteria and weightings outlined below, producing a total potential score of 70 points.

Tenderers shall elaborate on all criteria referred to below in order to score as many points as possible. The mere repetition of mandatory requirements set out in these tender specifications, without going into details or without giving any added value will only result in a low score. If essential elements of these tender specifications are not expressly addressed in the tender the EEA may decide to give a zero mark for the relevant quality criterion.

Award criteria		Maximum points (70)	Minimum points (44)
Understanding of the objectives of the contract and the complexities of the work to be carried out (TM1): Tenderers shall provide a short description (max. 2 A4 pages per scenario) of how the required services and tasks would be provided for the scenarios below:		50	30
a	Assess and improve the data protection and privacy of an existing website to get it to comply with GDPR ¹¹ and EU-DPR ¹² .	10	6
b	Organise a five-person agile team for a project with an inactive product owner.	10	6
c	Describe the approach to prevention of regression problems in software release & deployment procedures, security, and infrastructure configuration.	10	6
d	Describe the approach on harvesting real time data into a data management platform. Design a solution where stations send data hourly, multiple data per country (EU 27 Member States), and data must be resent if not received or station has been offline. Describe how to quality check it, make an official release from the country and pass it to the next data management step.	10	6

¹¹ [Regulation \(EU\) 2016/679](#) of the European Parliament and of the Council of 27 April 2016 (OJ L 119 of 4.5.2016, p. 1)

¹² [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 (OJ L 295 of 21.11.2018, p. 39 – 98).

e	Describe the approach on how to design, implement and maintain an enterprise microservice-based application with an API Gateway, a message bus and circuit breakers.	5	3
f	Describe how to manage the evolution of service APIs in system, where each microservice is deployed and developed independently.	5	3
<p>Quality of the work (TM2):</p> <p>Tenders shall provide a description (max. 4 A4 pages) of the way the quality of the work will be guaranteed – including a response to the following:</p> <ul style="list-style-type: none"> Given a 10-year accumulation of source code, coming from various sources, how would the service provider approach a reorganisation of such code to make it more maintainable? What is the service provider’s approach to prevention of degeneration of application source code, performance and security during maintenance and incremental improvements? Describe the service provider’s approach to technical documentation taking into consideration the cost/benefit of producing and maintaining it. Describe the service provider’s specific approach to quality testing code at unit, system and integration level using continuous integration tools. Describe regression tests in case of changes. 		20	14

Only tenders, which obtain the indicated minimum number of points for each award criterion and in total will be considered for the next stage, which involves determining the financial value of the tender and for the final assessment.

2.2.3.2. Price (P) (max. 30 points)

Tenderers are requested to submit a financial offer giving the **all-inclusive**¹³ average price in **euro** and excluding VAT for the following services:

Price	Services	Weighting factor (WF)
P ₁	Daily rate for project managers, solution architects, database architects, senior software developers and business analysts	50%
P ₂	Daily rate for any other software developers, supporting specialists and additional consultants.	50%

¹³ i.e. including all relevant costs and all expenditure, e.g. management and administrative costs, travel and subsistence costs, etc. with the exception of ad-hoc travels as specified in section 1.4 above.

Note: When giving the daily rate, bear in mind that a working day is 8 hours.

The composition of the team during the execution of the contract must be approved by the EEA beforehand.

For that purpose, tenderers shall fill out the financial offer sheet using the template in Annex 4 to these tender specifications. Tenderers shall bear in mind that all fields are compulsory, and non-compliance will lead to exclusion of the tender from the award process.

Tenders meeting all mandatory requirements, including the minima for technical merit, will score points in function of the following formula:

$$Ps = (P_{\min}/P_0) \times 30 \times WF$$

where:

Ps = Price Score for price of service,

P_{\min} = the price of the lowest tender received,

P_0 = the price of the tender being considered,

30 = the maximum number of points that can be awarded under this award criterion.

WF = weighting factor.

The total score for the price criterion (P) that will be taken into account for the evaluation of tenders will be the sum of the 2 (two) Ps.

2.2.3.3. Final assessment

The tenderer whose tender achieves the highest total score for technical merit and price (TM + P) will be awarded a framework contract. Should tenders obtain the same final score and tie for first place, the tender will be awarded based on the highest score achieved for price.

2.3 Performance

Once the framework service contract has been signed, the contractor must be able to offer the services and the staff with the required skills and experience, and/or the necessary equipment to carry out the requested tasks within five calendar days after having received a request for services or an order form.

Competence in both selection and award criteria must be maintained throughout the framework service contract. Should the contractor fail to do this during the validity of the framework service contract, the EEA reserves the right to refuse any of the contractor's staff if performance is not satisfactory and/or to terminate the framework service contract.

3 SUBMISSION OF TENDER AND TIMETABLE

3.1 Presentation of the tender

Tenders must be submitted through the electronic submission system (see point 1 in the Invitation to tender for further information).

Make sure you submit your tender on time: you are advised to start completing your tender early. To avoid any complications regarding late receipt/non receipt of tenders within the deadline, please ensure that you submit your tender several hours before the deadline. Please note that it is not possible to submit a tender through eSubmission after the time-limit for receipt of tenders indicated in the contract notice and/or the TED eTendering website.

For detailed instructions on how to submit a tender, please consult the e-Submission Quick Guide available at: [eSubmission - a quick guide for economic operators](#)

In case of technical problems, please contact the e-Submission Helpdesk (contact details are available in the Guide).

3.2 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>.

3.3 Timetable

	Date	Comments
Call for tenders launch date	4.11.2021	Dispatch of the contract notice to the Office of Publication
Last date for submission of clarifications to which EEA is bound to reply	20.12.2021	The EEA will be closed between 23.12.2021 and 2.01.2022
Time limit for submission of tenders	7.01.2022	At 14:00 (UTC + 1:00)
Opening session	10.01.2022	At 10:00 (UTC + 1:00) at the EEA premises
Evaluation of tenders	11.01.2022 - 28.01.2022	Estimated
Award decision and notification of evaluation results	31.01.2022	Estimated
Contract signature	14.02.2022	Estimated
Implementation of contract		After signature of the contract

3.4 Annexes

- Annex 1: Administrative data form
- Annex 2: Declaration on exclusion and selection criteria
- Annex 3: Simplified financial statement
- Annex 4: Financial offer template
- Annex 5: Draft framework service contract and draft specific contract
- Annex 6: Reimbursement of travel expenses
- Annex 7: Overview of professional and technical experience
- Annex 8: Checklist of documents to be submitted in the E-Submission Application