



Tender specifications

Framework contract for Redundant Internet access

Open call for tender EEA/OSE/09/006

1. Purpose

The purpose of this call is to award a framework contract for a period of six years to provide EEA with a Redundant Internet access solution with high availability and performance at Kongens Nytorv 6 and Kongens Nytorv 28. The two locations can be considered to be on the same EEA internal LAN and the Internet access equipment will be communicating with external interface of the firewall (one only).

The tenderer should provide the EEA with a proposed implementation plan and description of how the redundant Internet access solution will work under normal circumstances and in a fail-over situation. This proposal will be assessed in the award process (see under 9.3)

The framework contract will be implemented annually through order forms which alone shall bind the Agency.

2. Background

The Internet is one of EEA's main channels for disseminating information and data under our mandate to:

- help the EU, its Institutions, Member States and the 32 EEA member countries make informed decisions about improving the environment, integrating environmental considerations into economic policies and moving towards sustainability
- coordinate the European environment information and observation network (Eionet)

A stable and well performing Internet access is essential for EEA's operations, both in terms of its mandate and for its internal business operations such as providing remote access for staff to EEA's network.

At present the ingoing traffic is about 500 GB and the outgoing about 1,500 GB per month. This is expected to increase with about 20 – 30 % per year.

3. Services to be provided – mandatory requirements

The following mandatory requirements must be met and documentation supporting them must be submitted in the tender.

- (a) The capacity of the line must provide a minimum of 50 Mbit/s connectivity speed to Kongens Nytorv 6 and 10 Mbit/s connectivity speed to Kongens Nytorv 28.

The 50 Mbit/s line to Kongens Nytorv 6 must be the active line and the 10 Mbit/s line to Kongens Nytorv 28 can be passive.

- (b) The set up must be done in such a way that if access to Kongens Nytorv 6 fails, the 10 Mbit/s line at Kongens Nytorv 28 takes over and provides access to servers with the same range of IP addresses (class C) as used at Kongens Nytorv 6 under normal circumstances.

It must be specified in the offer whether the solution is automatic or manual and that a response time of minimum 2 hours is guaranteed. Load-balancing between the two lines is **not** a requirement.

- (c) The installation must be scaled in such a way that the 50 Mbit/s line can be extended to a capacity of 100 Mbit/s without additional investment costs.
- (d) Slave DNS service at the provider's location must be included.
- (e) Guaranteed response times in case of interruption of service must be no less than:
- 1 hour for remote interventions
 - 5 hours for onsite interventions
 - 15 working hours from response to 'back in service'
- (f) Guaranteed availability of the Internet line must be minimum 99.95%.
- (g) Availability of service desk must be 24/7/365 for supervision, error detection and reporting to EEA.
- (h) Reporting tool(s) must enable EEA to present statistics such as traffic load, network availability and performance.
- (i) Technical solution must be viable and feasible.

4. Visits to premises or briefing

Visits are possible after prior agreement with orjan.lindberg@eea.europa.eu and before the closing date for submission of tenders.

5. Volume of contract

The indicative amount for the whole contractual period is EUR 200,000.

6. Price

Prices must be quoted as specified under **section 9.3** of this document.

Prices shall be fixed and not subject to revision for implementation during the first year of duration of the Contract and shall specify:

- (a) the initial cost for the installation.
- (b) the monthly costs for the set-up described under “Mandatory requirements” with a contract period of six years.

From the beginning of the second year of duration of the Contract, prices may be revised upwards or downwards each year in accordance with Article 1.3.3 of the framework contract enclosed with this call for tender.

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 price tendered must be all-inclusive and expressed in euros, including for countries that are not part of the euro zone. For tenderers in countries that do not belong to the euro zone, 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.

The costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.

7. Terms of payment

Monthly payments in accordance with the draft framework contract.

8. Contractual terms and guarantees

In drawing up his bid the tenderer should bear in mind the provisions of the standard framework contract attached to this invitation to tender.

9. Criteria

9.1 Exclusion criteria

Candidates or 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 provide a declaration on their honour, duly signed and dated, stating that they are not in one of the situation listed above (see Annex 1).

The tenderer to whom the contract will be awarded must provide the evidence confirming the declaration referred to in the previous point unless this obligation is waived by the contracting authority.

The contracting authority shall accept as satisfactory the following evidence:

- i) For points (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 tenderer is a legal person and the national legislation of the country in which the tenderer 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 tenderer.
- ii) For point (d) recent certificates or letters issued by the competent authority of the State concerned. These documents must provide evidence covering all taxes and social security contributions for which the tenderer is liable, including for example,

VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

Where any document referred to 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.

Contracts may not be awarded to candidates or 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.

9.2 Selection criteria (as indicated in Section III.2. (Conditions for participation) of the Contract notice)

9.3 Award criteria

A. Technical merit (TM) – 50 points maximum; 30 points minimum

Proposed technical solution (25 points max, min. 15)

Points scored based on an assessment of the proposed implementation and the description of how the solution will work under normal circumstances and in a fail-over situation.

Level of technical and professional experience of proposed team (25 points max, min. 15)

Points scored based on level of technical and professional experience of proposed team.

B. Price (P) (50 points)

Tenders must quote all-inclusive prices as specified in the following, the total of which will be taken into account for the price evaluation:

Costs	EUR
Installation	... EUR
Services specified in section 3./month x 12	... EUR
TOTAL	... EUR

All fields are mandatory. Non-compliance leads to exclusion.

Tenders meeting all mandatory requirements including the minima for technical merit will score points in function of the following formula: $(P_{min}/P) \times 50$, in which P_{min} being the lowest financial offer and P the financial offer being considered.

The contract will be awarded to the tenderer whose tender achieves the highest total score for technical merit and price.

10. 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. Further information on the EMAS system can be found at <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.

Annexes:

- 1 Declaration on exclusion criteria
- 2 Identification sheet