

TENDER SPECIFICATIONS

PART II

TECHNICAL SPECIFICATIONS

No EEAS/DELCHeg/2019/OP/0016

**Provision of Information technologies (IT) support services in Switzerland -
Framework contract**

OPEN PROCEDURE

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1. TECHNICAL SPECIFICATIONS

1.1. Current ICT infrastructure at the Delegation

The infrastructure is currently based on the following hardware and other ICT equipment:

Geneva 36 printers (lan and local) – HP, Brother, Xerox

78 users

88 PC and laptops – Dell, HP, Fujitsu

2 PABX Siemens Hipath 3800

115 Open Stage (Siemens)

Bern 5 printers (lan and local) – Ricoh, Brother, HP

14 users

19 PC and laptops – Dell – HP – Fujitsu

PABX and fixed telephones Alcatel

Network system: Geneva and Bern:

LAN: Mouters Cisco

Switches (HP)

WAN: BT devices

The mentioned hardware and ICT equipment may change during execution of the framework contract.

The infrastructure is based on the following software:

Operating Systems

Windows 7 / 10

Internet Explorer / Edge

Firefox

Office products

MS Office Professional Plus

MS Office Proofing Tools Kit

MS Office Visio

MS Word Style

Add-ins

DiaLOGIKa Eurolook 4.6

Adobe Reader 2017

Plugins

Microsoft Silverlight 5.1.5

Windows Media Player 12.07 + Hotfixes

VLC Media Player 3.0.4

Flash Player 31

Shockwave Player 12.3

Java Runtime Environment 7 Update 151 and previous

CURL Runtime Environment 6.0.7

Runtimes

Power Builder Client Full Version 2.0.0

MS .NET Framework 4.03

Microsoft Visual C++ 2005 Runtime

Microsoft Visual C++ 2008 Runtime

Microsoft Visual C++ 2010 Runtime

Miscellaneous

McAfee Endpoint Security 10.5.3

McAfee Agent

7-Zip 18.05

PDF Creator 1.6.2

Cisco/Webex Recorder and Player 32.15

Putty

Landesk Management Suite 2016 V/10.0.

Splunk

Remote Desktop Connection 8.0

Apple Application Support 2.3.6

Windows Powershell

Kiosk EEAS

Dymo Labelwriter

Hipath 3000 Manager "C" "8" "E"

Should there be a migration to a new operating system or Office platform during the performance of the contract, it will be notified to the contractor at least 3 months in advance. Alignment to new versions and updates/upgrades of products must be guaranteed by the Contractor, at no cost for the contracting authority.

No training to the IT experts shall be offered by the Delegation or the EEAS and no training costs shall be borne by the contracting authority.

Network connection to headquarters (HQ) is provided by British Telecom.

The IT support tasks are segregated between two profiles named "Regional IT Officer" (RITO) who works in Brussels in headquarters division EEAS.BA.BS.3/Information

Technology and "IT Support" (ITSUP). The management of the servers and user accounts will be performed remotely by the RITO (and therefore are out of scope of this call for tenders) while the ITSUP tasks described below are to be covered by the contractor.

Finally, the EEAS IT Helpdesk in headquarters, is the single point of contact (SPOC) for all issues with external (3rd party) ICT contractors for 3rd level support for incidents and service requests reported by Regional IT Officers and IT Support contractors, whenever they cannot provide a satisfactory solution at their level.

1.2. Organisation of services

The onsite IT support services (described under point 1.3) will be performed on an average of twenty (20) hours per week, five (5) half days per week. One half day is equivalent to four (4) service hours. The hours to be set on a daily and weekly basis will be agreed between the contracting authority and the contractor, taking into account service requirements. Two (2) half days per month will be dedicated to the Delegation in Bern. Travelling time to Bern must be considered to be additional to the half day working time.

The volume and frequency of services may be modified during the performance of the contract and will be specified in each specific contract or order form.

The services are to be provided onsite on regular basis on normal working days and during normal working hours of the EU Delegation from 9:00 till 18:00 from Monday to Friday (17:00).

The contractor's staff will not have access to the premises outside its service hours, unless requested by the contracting authority. The services will not be performed when the Delegation is closed (during the weekends and public holidays, unless explicitly requested by the Delegation, on exceptional circumstances).

In addition to the onsite services, the contractor must assign:

- a. a contact person in charge of managing Delegation's staff's urgent incidents available on call outside onsite service hours and during working days of the delegation from 9:00 till 18:00 from Monday to Friday (17:00).
- b. a contact person to manage very urgent and high impact incidents, reported or requested by the contracting authority or any other person designated by him/her, outside normal working days/hours of the Delegation (on exceptional circumstances).

The contact person can be the same person and he/she can also be the same person as the usual service provider for on-site services. The contact person must meet the minimum requirements for IT experts.

According to past experience, frequency of use of the on call services by the contracting authority to report urgent incidents is 2 times per year for case (a) and 2 per year for case (b) and for duration of 1-2 hours respectively. Some of the incidents reported on call may require a local intervention of the contractor's staff. The estimated local intervention time for the above described contact person is less than one hour per month for case (a) and less than one hour per month for case (b). Of course, whenever a solution can be provided remotely, this

should be preferred compared to local interventions. According to past experience, the average time of one local intervention is 30 minutes.

In case of the necessity of the local intervention, the receipt of the call and the response time by the contractor's staff, including any solution provided remotely, must be covered by the monthly fixed fee for on call services. The local intervention time is charged only from the moment when the contractor's staff physically reaches the Delegation's premises.

The volume of on call services must be approved by EEAS BA.BS.3.

The aforementioned amounts of minutes may vary over the duration of the framework contract and is given for information purpose only.

The working language at the Delegation is English and French. The IT expert shall be fluent in English and French which is mandatory when contacting the RITO and the SPOC.

1.3. Description of services to be provided

All services listed hereafter are standard services to be performed under IT support contract. Any modification must be approved by EEAS BA.BS.3.

1.3.1. End-User support (1st Level)

- To restore or facilitate the restoration of normal/expected IT operations for users, with minimal business impact and according to the urgency of the incident;
- To create a ticket for each new incident/service request;
- To resolve incidents or service requests, both rapidly and in a satisfactory way (through either a permanent fix or a temporary workaround);
- Whenever a satisfactory resolution is not possible or the incident/service request cannot be satisfied, escalate the ticket to the RITO or the EEAS IT Helpdesk, as needed, and ensure follow-up until closure;
- To close tickets only after the user confirms the resolution or, in case the user does not respond, when the auto-closure time limit is reached. In both cases, the resolution description must be included in the ticket, in a short but meaningful manner;
- To maximise the number of tickets resolved without 2nd/3rd level intervention.

1.3.2. Technical assistance with ICT software, hardware and equipment, including IMAC actions

- To assist ICT users with the use of office automation tools (e.g. Word, Excel, Outlook, Access Database...) and other applications that are part of the reference configuration (point 1.3 above);
- To prepare and configure software in workstations for newly arrived users (based on the reference configuration media delivered by HQ);

- To test and install additional software and devices necessary for professional tasks (after approval by HQ);
- To install patches and other software updates on all workstations (following instructions issued by HQ);
- To install and configure the anti-virus on all workstations (following instructions issued by HQ);
- To prepare and configure ICT hardware and equipment in workstations for newly arrived users (based on the reference configuration media issued by HQ);
- To assist in configuring smartphones, iPhones, etc. (used for professional purpose);
- To install, move, configure and troubleshoot the workstations, printers, network devices (switches, hubs), scanners and multifunctional ("all in one") devices;
- To install permanent ICT equipment in training rooms;
- To install presentation equipment (projectors, beamers, audio-video systems...);
- To assist end-users in the use of the video conference equipment;
- To remove workstations of leaving users;
- To perform the disk wiping for all declassified workstations;
- To provide assistance to the Wide Area Network (WAN) provider in case of network problems;
- To collaborate with the local internet service provider for equipment installation, connection, configuration and troubleshooting in case of network problems;
- To perform the physical patching of the network;
- To follow-up on hardware problems with ICT equipment;
- To assist, if requested, in the configuration of the PABX (Private Automatic Branch Exchange) system and assist with telephone handsets (change of name, hunt group, voicemail);
- To manage the stock of laptops for staff members going on missions – recuperation and cleanup of laptops when returned after the missions.

1.3.3. Administrative assistance related to ICT

- To assist with the prospection of the market and the preparation and drafting of technical specifications for calls for tenders for the purchase of ICT equipment based on instructions issued by HQ;
- To assist with the technical evaluation of tenders for purchase of ICT equipment;

- To provide training or coaching for delegation's staff on software, especially on the MS Office suite;
- To assist with the inventory of the ICT equipment.

1.3.4. On call IT support services

Outside onsite service hours as described under point 1.2, the contractor provides on call services related to ICT, for urgent or high-impact incidents only. This means that the contractor's staff must be available for assistance by telephone to respond to Delegation's staff ICT incidents. This assistance shall be provided in all areas mentioned under points 1.3.1 and 1.3.2.

The on call services cover:

- answering calls received from the Delegation's ICT users or the RITO, in case of urgent or high-impact incidents, and providing quick and effective solutions for these incidents;
- intervening locally, if necessary. If the incident cannot be resolved by telephone or if the local intervention is needed due to high urgency or impact, the contractor shall send its staff to resolve the incident onsite within maximum 1 hour for the Geneva Delegation, 4 hours for the Bern Delegation upon receipt of the call.

The on call services shall be provided for a fixed monthly fee, including all eventual remote support solutions and interventions, regardless of the number of incidents and calls.

On the contrary, any local interventions for resolution of incidents will be charged separately, per 15 minutes of intervention (see annex A and B). The intervention time starts when the contractor's staff reaches the Delegation's premises till resolution or escalation of the incident at the Delegation. The intervention time will be charged per 15 minute time slots. Any travelling time to the Delegation's premises is not to be counted and shall not be charged. All related costs shall be included in the price for the local intervention.

1.4. Minimum requirements for contractor's staff

1.4.1. Profile of contractor's staff in charge of performing the services (IT experts)

The contractor's staff delivering ITSUP services must have, as a minimum, the following profile:

- Language: Written and spoken English and French proficiency equivalent to (at least) B2 level under the global scale of CEFRL is requested.
- Experience: Minimum five years at a similar post(s) involving onsite user support related to the software and hardware described under 1.1 is required.
- Training: at least five days of relevant IT training over the past five years or at least one relevant technical certification (MS Windows 7 or MS Office 2010) obtained in the past five years.
- An extract of the judicial record, proving that they have not been convicted of crimes or spent time in prison.

Only one of the experts proposed shall be considered as the usual service provider during the contract duration in order to minimise negative consequences for the Delegation by contractor's staff turnover.

The contractor shall seek the prior approval of the contracting authority for each member of its staff and subcontracted staff in writing at least 10 working days prior to the start of deployment, usually at the beginning of the month. In order to seek this prior approval, the contractor will submit to the contracting authority the Curriculum Vitae of the proposed IT expert(s) detailing the language knowledge, the experience and the certification as well as any other document considered to be appropriate by the contractor and/or by the contracting authority. Before submitting this request to the contracting authority, the contractor ensures that the person(s) proposed for approval have not previously been rejected from any other contract due to misconduct or serious fault. Interviews may be requested by the contracting authority.

At any time during the contract, the contracting authority can request the replacement, at no cost for the EU, of a contractor's staff member for grounds of professional insufficiency, low performance, negligence, serious fault or misconduct.

The contractor shall notify the contracting authority of any change in the allocation of its staff as previously approved and will seek approval of the contracting authority before deployment. In case of subcontracted staff, its replacement is subject to Article II.10 of the service contract.

Any failure of the contractor to replace IT expert(s) with equivalent profile within one month may lead to termination of the contract by the contracting authority as explained in the special conditions (art. II.15) of the contract.

The contractor will make sure that during absences of the allocated staff, including unplanned ones, "backup" staff with equivalent profile and sufficient knowledge of the Delegation's IT environment will provide the same quality of service for the Delegation.

Any replacement of the usual service provider(s), for any reason and on either contracting part's initiative, excluding short-term unplanned absences coverage, will lead to a 10-service-days parallel "hand-over" period for both the incoming and outgoing IT expert. This hand-over period shall be included in the price for onsite services and shall not be charged separately to the contracting authority. No service disruption is allowed and the contractor must ensure the business continuity and the correct handover so that the incoming IT expert becomes familiar with the Delegation's environment and IT tools.

The contractor shall respect human rights and apply the local legislation including labour and social legislation covering any aspects such as work conditions, taxes, insurance, leave, benefits.

1.4.2. Missions to other Delegations or to HQs

Only on the explicit request by the Head of the IT Division (EEAS BA.BS.3), it may be required that the contractor's staff deployed under this contract participates in regional seminars, in one of the IT Regional Centres or in HQ.

In such cases, as well as for the services provided to the Delegation in Bern, mission costs will be reimbursed according to Articles I.5.3 and II.22 of the framework contract. Any other cost such as travel insurance and visa costs will be borne by the Contractor.

1.4.3. Code of conduct

The Contractor shall submit to the contracting authority a copy of the ID card of the staff allocated to this contract.

The Contractor's staff shall register whenever they enter and exit the premises in the appropriate registry at the reception of the delegation.

It is forbidden for the Contractor's staff to take with them any objects, even if declared useless, belonging to the contracting authority and to any of the contracting authority's staff.

It is forbidden for the Contractor's staff to take knowledge of any document of the contracting authority or of any of the contracting authority's staff, except if related to this contract and to the performance of the services.

The Contractor commits itself neither to use nor to communicate any information, document, knowledge regarding the contracting authority to any third party.

These obligations will bind the Contractor, its permanent staff and any possible subcontractor during the execution of this contract and after its end or termination.

The Contractor must obtain a signed declaration, regarding the mentioned confidentiality, from each of its staff assigned to this contract and must provide copy thereof to the contracting authority at the start of the specific contract/order form and, for its newly assigned staff, upon taking up services. In this declaration, its staff must commit in writing to respect the secrecy of any information which he/she could have knowledge of on the occasion of the execution of their services and to not make known or public to any third party or to use for his/her own benefit, any document or information, even after retirement from his/her job. The same applies to the staff of any possible subcontractor.

The Contractor shall not use the premises of the contracting authority and the equipment and material contained in it, including photocopiers, printers and telephones for purposes other than for the execution of this contract and exclusively for the needs of the contracting authority.

The cost of the repair of any damage caused by the contractor's staff or linked to the inappropriate use of equipment, supplies or products will be borne by the contractor.

The Contractor's staff and subcontracted staff will deliver the required services to the end-users in a polite and professional manner.

The Contractor's staff and subcontracted staff shall observe a neutral, informal but correct dress-code ("business casual").

1.5. ITIL context and related issues

ITIL practices are rigorously applied in all EU delegations, as they are in HQ.

In this context, it is expected that the Contractor participates actively in the ITIL processes in place, in particular Incident Management and Request Fulfilment.

The use of the ticketing tool in place is compulsory for the Contractor's staff, whether an escalation to 2nd level (RITOs) or 3rd level (EEAS IT Helpdesk) is needed or not. NB: the use of the tool is not compulsory for the end-users, but only for the Contractor's staff.

1.6. Reporting

The contractor shall provide monthly reports annexed to the invoice indicating:

- volume of onsite IT support services performed in days and hours;
- volume of incidents **in number of calls** from Delegation's staff and **type of incidents** for on call IT support services. The contractor shall detail the number of resolved and unresolved call requests or incidents;
- volume of local interventions in response to on call IT support services provided outside the onsite service hours in **minutes and number of interventions**.

2. CONTENT OF THE TENDER

The tenderers shall submit via the electronic submission system e-Submission the "Request to participate form" duly completed accompanied by all the information and documents listed in the form.

If any of the documents of the "technical tender" and "financial tender" is missing, the contracting authority shall not request it and will proceed to the evaluation exclusively on the basis of the submitted documents.

Annex 1 – Statement of compliance with the procurement documents**EEAS/DELCHeg/2019/OP/0016**

[I] [We], , the undersigned, being the authorised legal representative[s] of *[to be completed with the name of the tenderer; for joint tenders, this must include all members]*, hereby declare that we have examined and accept without reserve or restriction all the terms and conditions set out in the invitation to tender, in the tender and technical specifications and in the draft contract for the tender procedure referred to above and, where appropriate, waive the tenderer's own general or specific terms and conditions. We offer to provide the services on the basis of our technical tender and our financial tender which do not diverge in any way from the requirements described in the procurement documents as drafted by the contracting authority. Our tender complies with all the technical requirements indicated in the tender and technical specifications.

We also undertake to respect these requirements scrupulously during the performance of the framework contract in case we become the awardee of the contract.

Name of tenderer:**Name of the legal representative of the tenderer:****Date:****Signature:**

NOTE: For joint tenders, this statement of compliance has to be signed by each member unless the leader is duly authorised to sign on behalf of each member by a power of attorney annexed to the tender.

[Name of tenderer**Name of the legal representative of the tenderer:****Date:****Signature:]**

Annex 2 – technical tender

A description of the tender submitted. The tenderer will explain in detail their tender including detailing the tasks which will be performed by each member of a joint tender and each subcontractor whose share of the contract is higher than 20%

Annex 3 – technical tender**Award criterion n° 1: Organisation of the services**

(Maximum number of points: 55 points – minimum threshold 50%)

This criterion will enable to assess the organisation of the services offered by the tender, including the different members of a joint tender and the resort to subcontractors. Tenderers will develop in detail the organisation they offer, in particular provide detailed information for each questions.

1. How will the tenderer organise the on-site support services during working days/hours? (15 points)
2. What are the measures to ensure service continuity in the event of unplanned absence by any of the contractor's staff? (15 points)
3. How will the tenderer organise the on-call support services? (15 points)
4. How will the tenderer ensure effective collaboration with the Regional IT Officers (RITOs) and the EEAS IT Helpdesk? (10 points)

Annex 4 – technical tender**Award criterion n° 2: Service quality**

(Maximum number of points: 30 points – minimum threshold 50%)

This criterion will enable to assess the service quality applied to the service foreseen in these tender specifications. The quality system shall be detailed in the tender and specific to the services at hand. A generic quality system will result in a low score. On the contrary, quality system aligned with IT industry best practices (e.g. ISO 20000 ITSM) will receive a high score.

1. What measures, protocols and physical means will be implemented to control and guarantee the quality of the services provided, as well as their continuous improvement? (15 points)
2. How will the tenderer ensure adequate contract management and timely handling of any requests or complaints formulated by the contracting authority? (15 points)

Annex 5 – technical tender**Award criterion n°3: Staff motivation policy****(Maximum number of points: 15 points – minimum threshold 50%)**

This criterion will enable the assessment of the tenderer's staff motivation programme. Tenderers will describe any incentives granted to IT experts who would be deployed under this contract such as financial bonuses, allowances, promotion, training, medical coverage and any other initiatives designed to motivate the IT experts and encourage their loyalty to the tenderer.

1. How will the tenderer ensure minimum turnover and maximum availability of the staff proposed in the tender? (10 points)
2. What are the staff motivation policies/measures that the tenderer will put in place as contractor? (5 points)

Annex A – Financial tender**Unit price schedule in CHF**

Item	Description	Type of unit	Unit price in CHF
A	<i>Onsite IT support at the EU Mission/Delegations premises (Geneva or Bern)</i>	<i>Per half day (4 hours)</i>	
B	<i>IT support services via telephone calls</i>	<i>Per hour</i>	
C	<i>Ad-hoc IT support at the EU Mission/Delegations premises (Geneva or Bern)</i>	<i>Per hour</i>	
D	<i>Reimbursable expenses</i>	<i>N/A</i>	10.000,00

When filling in this table, tenderers shall fill in the unit prices for each item and will not modify, add or subtract any item. Failing this, their tender will be eliminated.

Name of tenderer:

Name of the legal representative of the tenderer:

Date:

Signature:

NOTE: For joint tenders, this annex has to be signed by each member unless the leader is duly authorised to sign on behalf of each member by a power of attorney annexed to the tender.

Name of tenderer:

Name of the legal representative of the tenderer:

Date:

Signature:

Annex B – Financial tender

PRICE SCENARIO over the duration of the contract in CHF

Item	Description	Type of unit	Estimated number of units over the maximum duration of the contract	Unit price in CHF	Total price in CHF
1	2	3	4	5	6 = 4 x 5
A	<i>Onsite IT support at the EU Mission/Delegations premises</i>	<i>Per half day (4 hours)</i>	970		
B	<i>IT support services via telephone calls</i>	<i>Per hour</i>	8		
C	<i>Ad-hoc IT support at the EU Mission/Delegations premises</i>	<i>Per hour</i>	224		
D	<i>Reimbursable expenses</i>	<i>Up to a total amount of</i>	N/A	N/A	10.000,00
	TOTAL (lines A to D)				

When filling in this table, tenderers shall fill in in column 5 the same unit prices as tendered for in Annex A – financial tender. Tenderers will carefully calculate the total in column 6. They will do so for each item, they will not add, suppress or modify any item. Failing this, their tender will be eliminated.

Name of tenderer:

Name of the legal representative of the tenderer:

Date:

Signature:

NOTE: For joint tenders, this annex has to be signed by each member unless the leader is duly authorised to sign on behalf of each member by a power of attorney annexed to the tender.

Name of tenderer:

Name of the legal representative of the tenderer:

Date:

Signature: