

## **Tender specifications**

### **Attached to the Invitation to tender**

#### **Invitation to tender N° EMSA/OP/30/2015 for Telecommunications services**

##### **1. Introduction**

The European Maritime Safety Agency (EMSA) was established under Regulation 1406/2002/EC for the purpose of ensuring a high, uniform and effective level of maritime safety. Among its tasks, the Agency has the need to be supported by a solid ICT infrastructure.

##### **2. Objective, scope and description of the contract**

With this call for tender, the Agency aims to conclude three framework contracts covering different ICT services. Main type of services will include:

- Low-latency internet access to allow EMSA Datacentre and users on the EMSA LAN to access the Internet without restrictions (all protocols and ports) and to allow external parties to access the non-stop EMSA Maritime Applications (24h/7d)
- Fixed telephony service for the voice and data communication to and from the EMSA premises
- ADSL/Fibre internet and fixed lines for back-up and teleworking

##### **3. Contract management responsible body**

The European Maritime Safety Agency – Unit A.3.1, in charge of Operations Support - ICT Operations – will be responsible for managing the contracts.

##### **4. Project Planning**

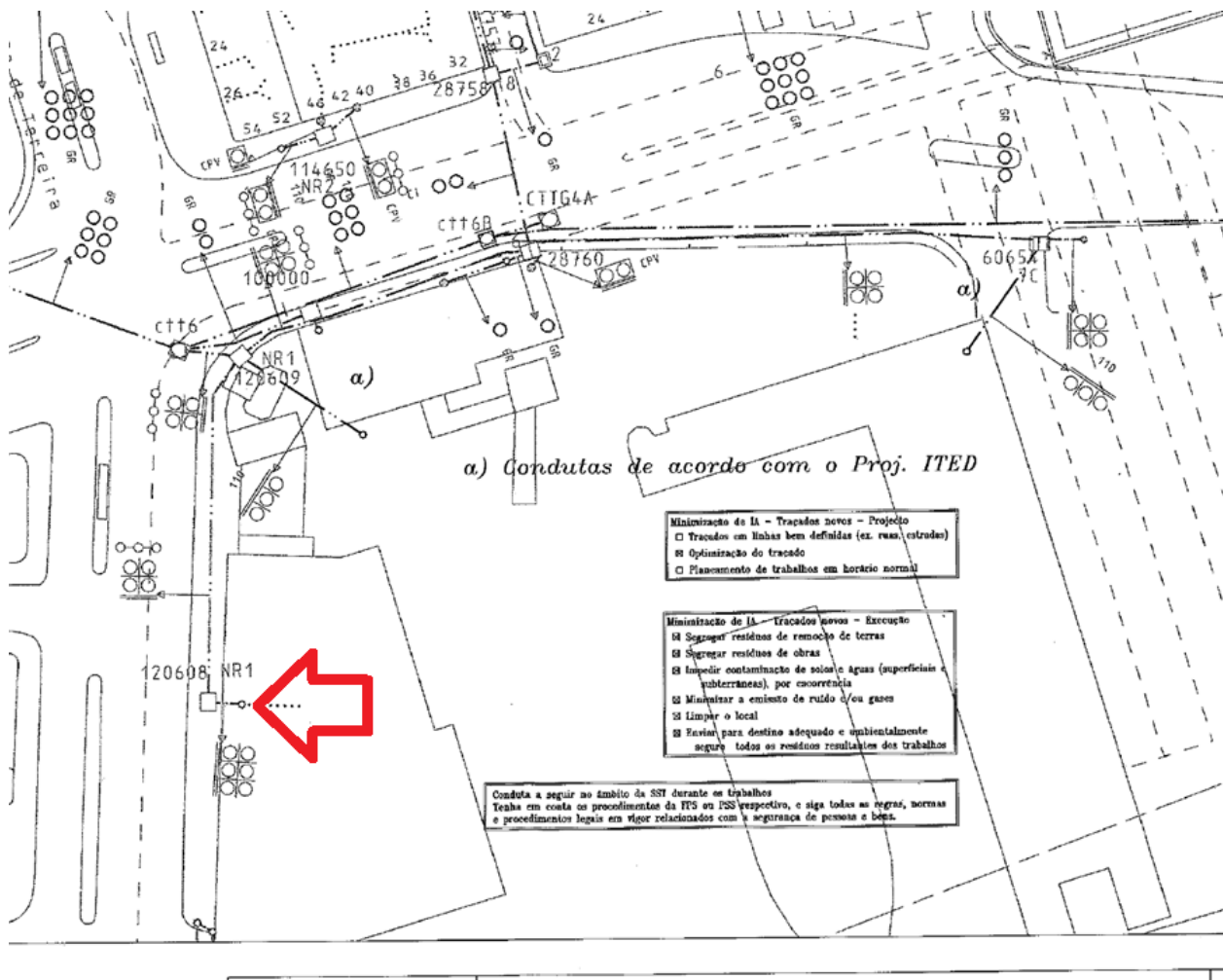
The tender is divided in three lots as described below. Each lot will result in one separate contract.

The first kick off meeting for each lot will take place in January 2016 in EMSA premises.

##### **Lot 1: Internet Primary Connectivity - Praça Europa (West)**

EMSA requires a low-latency, symmetric Internet access link to allow users on the EMSA LAN to access the Internet without restrictions (all protocols and ports) and to allow external parties to access the non-stop EMSA Maritime Applications (24h/7d). The link cannot be subject to traffic shaping, filtering or restrictions whatsoever on ports, protocols, time and amount of data traffic.

The solution must be based on optical fibre connection and the physical entrance of it will be from the conducts sited in Praça EuropaPraça Europa and it must not pass through Av. Ribeira das Naus, as indicated in the chart below.



The minimum requirements for the proposed solution are:

- Low latency, based on optical fibre cable
- Network availability  $\geq 99\%$

The tenderer should provide a description of:

- the service levels (commercial and technical)
- the customer support services
- the backbone topology (tier 1, tier 2, etc.) and peering points with the rest of the Internet
- link reliability, packet loss and latency of the link

- routing services and other managed services that can be provided with the link on request
- services like, but not limited to, service monitoring, reporting tools etc.
- a project plan detailing the phases and the time needed to deliver the solution

The Service Provider will be responsible for delivery of the Local Loop and the cost must be included in the pricing under the initial one-off setup fee. The delivery must be through an RJ45 plug – to be further defined during the implementation phase with EMSA. The contractor's equipment will be located in the public part of EMSA Datacentre in Praça Europa. For consolidation reasons, the tenderer can be asked and must accept to share a common Telco rack with other providers already present in the EMSA Datacentre. The details will be discussed with EMSA during the implementation phase.

Prices for the following bandwidth should be provided (see Annex A – Lot 1):

- 100 Megabit/sec
- 200 Megabit/sec
- 500 Megabit/sec
- 1 Gigabit/sec

Per each of these, the tenderer should provide the initial one-off setup fee (if any), and the base monthly recurring cost for the solution. No variable costs (i.e. depending on effective link utilisation) are accepted. In case EMSA requires an update from one bandwidth to another, no further initial setup costs can be charged – but only the new monthly recurring cost from the day of the upgrade.

During the initial setup, the Contractor will be required to implement the following routing scenario:

- a) Routing fully managed by EMSA:

EMSA is a registered Local Internet Registry (LIR) in RIPE, under the name pt.emsa. EMSA will autonomously manage routing using its own routers, its own Provider Independent IP addresses:

IPv4: 91.231.216.0/23 and 185.41.116.0/22

IPv6: 2a04:8940::/29

and its own advertisements in BGP for the EMSA Autonomous System (AS Number 57350). EMSA implements a multi-homing routing architecture, propagating simultaneously its routes to at least 3 different internet service providers.

Invoicing shall be done monthly. The selected bandwidth, or the activation or de-activation of extra services quoted in the bid should be upgradable at reasonable notice. Pricing shall be provided using the price grid for Lot 1 annexed to this tender specification. Tenderers are encouraged to attach their current full catalogue of services with the price list to the bid.

This Lot will be awarded to the best offer which is not coming from the tenderer who is the winner of Lot 2. Therefore each tenderer is encouraged to apply to both Lot1 and Lot2.

Optional additional services:

Tenderers are requested to describe optional services that might be ordered by EMSA at a later stage. The price of additional services will not be however used for evaluation purposes.

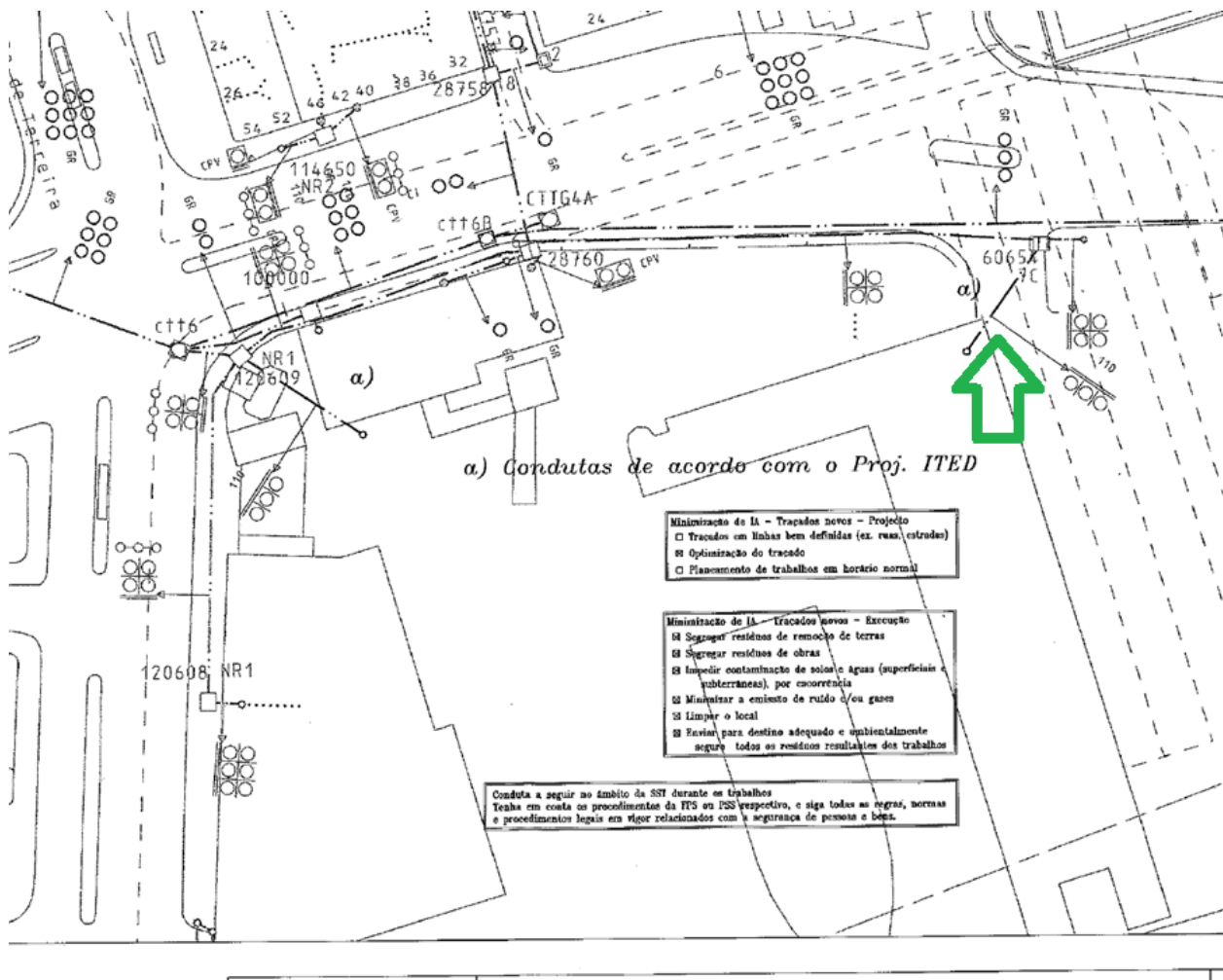
- a) Anti-DDoS (Denial of Service) technologies and services for “Clean Pipe” operated at the provider’s premises (like Allot, Arbor...);
- b) Additional consultancy and support services, like routing service management etc... associated to the link. This can be expressed in cost per day per different professional profiles, or in any other form according to existing tenderer’s price lists.

Tenderers should fill the price offer in Appendix A.

**Lot 2: Internet Secondary Connectivity - Ribeira das Naus (North)**

The requirements for this Lot are as follows: the entrance under this Lot through Av. da Ribeira das Naus is shown on the chart below. The technical specifications for Lot are identical in terms of tender specifications and requirements to the previous Lot 1. For the purpose of completeness, those requirements are hereby recalled below.

EMSA requires low-latency internet access to allow users on the EMSA LAN to access the internet without restrictions (all protocols and ports) and to allow external parties to access the non-stop EMSA Maritime Applications (24h/7d). The solution must be based on optical fibre connection and the physical entrance of the optical fibre will be from the conducts sited in Av. da Ribeira das Naus and it must not pass through Praça Europa as indicate in the chart below.



The minimum requirements for the proposed solution are:

- Low latency, based on optical fibre cable
- Network availability  $\geq 99\%$

The tenderer should provide a description of:

- the service levels (commercial and technical)
- the customer support services
- the backbone topology (tier 1, tier 2, etc.) and peering points with the rest of the Internet
- link reliability, packet loss and latency of the link

- routing services and other managed services that can be provided with the link on request
- services like, but not limited to, service monitoring, reporting tools etc..
- a project plan detailing the phases and the time needed to deliver the solution

The Service Provider will be responsible for delivery of the Local Loop and the cost must be included in the pricing under the initial one-off setup fee. The delivery must be through an RJ45 plug – to be further defined during the implementation phase with EMSA. The tenderer's equipment will be located in the public part of EMSA Datacentre in Praça Europa. For consolidation reasons, the tenderer can be asked and accept to share a common Telco rack with other providers already present in the EMSA Datacentre. The details will be discussed with EMSA during the implementation phase.

Prices for the following bandwidth should be provided (see Annex A – Lot 1):

- 100 Megabit/sec
- 200 Megabit/sec
- 500 Megabit/sec
- 1 Gigabit/sec

Per each of these, the tenderer should provide the initial one-off setup fee (if any); the base monthly recurring cost for the solution. No variable costs (i.e. depending on effective link utilisation) are accepted. In case EMSA requires an update from one bandwidth to another, no further initial setup costs can be charged – but only the new monthly recurring cost from the day of the upgrade.

During the initial setup, the Contractor will be required to implement the following routing scenario:

b) Routing fully managed by EMSA:

EMSA is a registered Local Internet Registry (LIR) in RIPE, under the name pt.emsa. EMSA will autonomously manage routing using its own routers, its own Provider Independent IP addresses:

IPv4: 91.231.216.0/23 and 185.41.116.0/22

IPv6: 2a04:8940::/29

and its own advertisements in BGP for the EMSA Autonomous System (AS Number 57350). EMSA implements a multi-homing routing architecture, propagating simultaneously its routes to at least 3 different internet service providers.

Invoicing shall be done monthly. The selected bandwidth, or the activation or de-activation of extra services quoted in the bid should be upgradable at reasonable notice. Pricing shall be provided using the price grid for Lot 2 annexed to this tender specification. Tenderers are encouraged to attach their current full catalogue of services with the price list to the bid.

This Lot will be awarded to the best offer which is not coming from the tenderer who is the winner of Lot 1. Therefore each tenderer is encouraged to apply to both Lot1 and Lot2.

Optional additional services:

Tenderer is requested to describe optional services that might be ordered by EMSA at a later stage. The price of additional services will not be however used for evaluation purposes,

- c) Anti-DDoS (Denial of Service) technologies and services for “Clean Pipe” operated at the provider’s premises (like Allot, Arbor...);
- d) additional managed, consultancy and support services, like routing service management etc... associated to the link. This can be expressed in cost per day per different professional profiles, or in any other form according to existing tenderer’s price lists.

Tenderers should fill the price offer in Appendix B.

### **Lot 3: Fixed Telephony Service**

EMSA requires fixed telephony services for voice and data communication. Both services, analogue and digital, should allow full national and international dialling. The availability of these services should be  $\geq 99.9\%$ .

Mandatory services:

- a) Plain Old Telephone Service (POTS)

24 PSTN lines (copper pairs) are required. At present EMSA has 24 analogue lines whose numbers are:

- 8 lines: 21000390/91/92/93/94/95/96/97;
- 16 lines: 211204980/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95

Number portability is requested. The bidder must specify any fixed and recurring cost associated with these PSTN lines in its bid.

- b) Digital Voice Communications

Digital Voice communications services are required. EMSA currently has 5 blocks of 100 numbers. The bidder should guarantee that EMSA maintains the current range of blocks:

- +351-211209-2xx, -3xx and -4xx
- +351-211214-6xx and 7xx

with the possibility to increase the number of blocks.

The current implementation is as follows:

- ISDN connectivity

Two Primary Rate ISDN lines are to be supplied. It is not anticipated that more than 30 channels will be required but two lines are to be used for resilience (i.e. each can be a fractional E1). These should be E1 (G.703/G.704) connections delivered on RJ48 interfaces. This will be the initial setup required to the Contractor.

- Option for SIP Trunk migration:

the contractor is asked for an all-inclusive fixed price in case EMSA will require, at a some stage during the contract, a migration to the SIP Trunk technology.

c) ADSL/SDSL (Asymmetric/Symmetric Digital Subscriber Line):

The delivery of one ADSL/SDSL line in EMSA premises is also required, with the following minimum requirements:

- minimum bandwidth of 20Mbps upstream, and 4 Mbps downstream
- minimum of 8 fixed dedicated IP

Optional additional services:

Tenderers are requested to describe optional services that might be ordered by EMSA at a later stage. Under the evaluation process a share of points for quality is reserved for these optional services that must indicate their price..

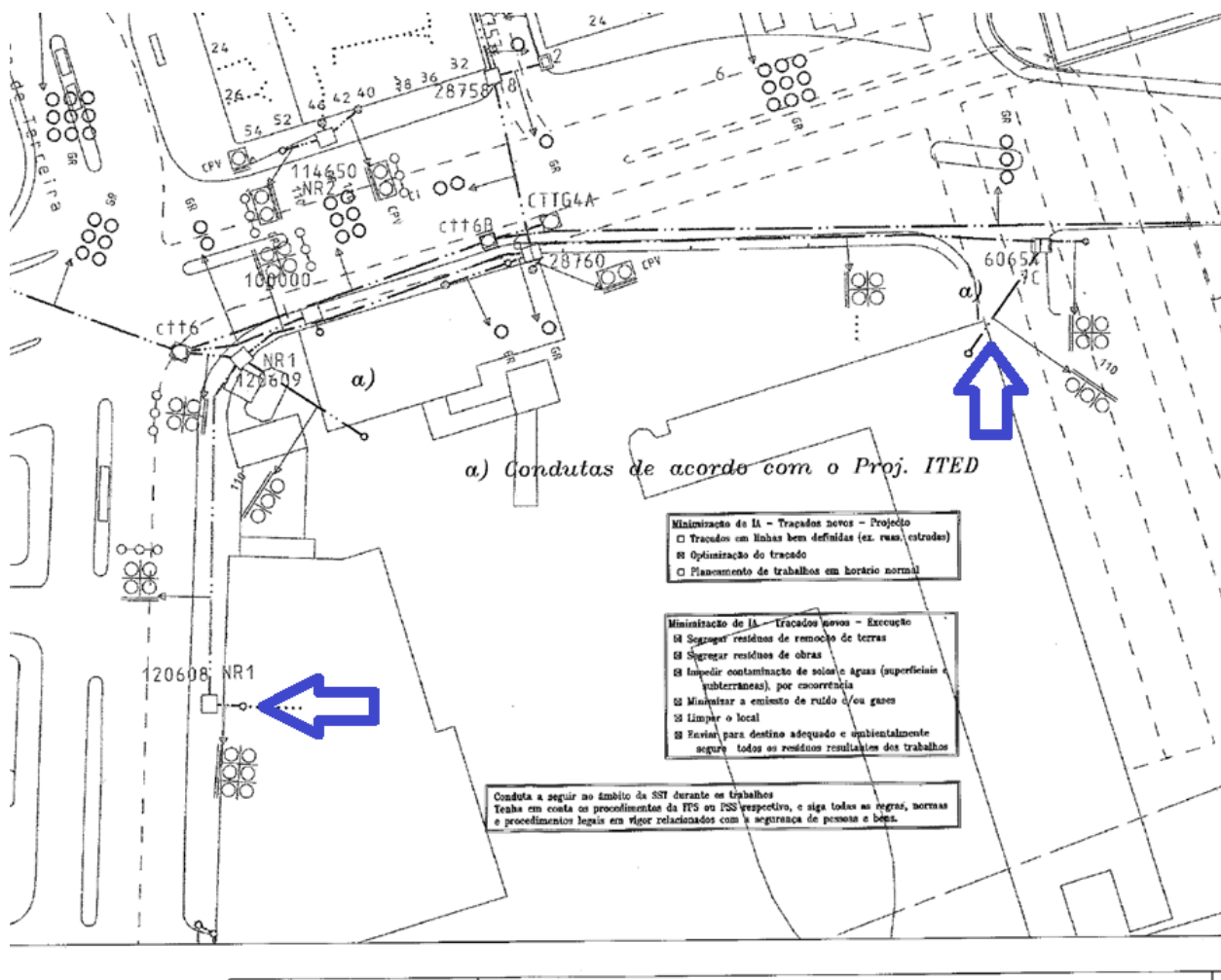
- e) Video and web conferencing services: cloud based, or on premises video and web conferences technologies such as CISCO WebEx, Lync etc. The tenderer can propose and price many different usage-based, user-based and flat-rate scenarios, knowing that EMSA has about 250 employees, and that about 20% of them are frequent travellers, or on the need to make complex conference calls.

Tenderers should fill the evaluation scenario in Appendix C.

The physical links that bring the data communication lines should be delivered in a resilient manner (e.g. over an SDH local loop or via diverse PDH routes). Moreover, to guarantee the maximum service availability, the two physical links should enter EMSA building from both sides (see picture) i.e. from:

- Praça Europa (West)
  - This link must not pass through Av. da Ribeira das Naus
- Av. da Ribeira das Naus (North)
  - This link must not pass through Praça Europa





The connections will be terminated on two Cisco 3945 Voice Gateway with VWIC-1MFT-E1 interfaces, which are currently provided and managed by EMSA. Those two routers are in turn connected to a Cisco Call Manager (9.1) managed by EMSA.

Tenderers should provide a description of:

- the proposed solution
- the service levels (commercial and technical)
- the customer support services and the service levels
- possible managed services to support EMSA in the configuration of Gateway Voice Router and on the internal telephony system (Cisco Call Manager), that EMSA might activate on demand
- added values which they are able to provide like, but not limited to, service monitoring, reporting tools, video communications, web conference;

- a project plan detailing the phases and the time needed to deliver the solution. The transition phase from the current operator with number portability should be described in details, with the measures adopted to avoid any disruption to EMSA operations.

It should be possible to block access to premium rate numbers on these lines on EMSA request to avoid inappropriate usage.

The tenderer should provide detailed phone records on a monthly basis preferably via web interface.

Prices should be provided for the following items (Appendix C – Lot 3)

a) Setup fee for the initial installation

It is a one off, initial and non-recurring cost for the set-up of the links, their local loops, and any associated configuration. Included in the initial installation is also the delivery of one ADSL/SDSL line in EMSA premises as per requirements set above.

b) Monthly recurring fee (if any)

Any monthly fixed recurring cost if any, for the E1 lines, beside the initial installation. It should also include the monthly cost for the ADSL/SDSL line required at installation time.

c) Monthly fee for packages of minutes of calls toward the main destinations:

- Portuguese mobile lines (average of all networks)
- Portuguese fixed lines (average of all networks)
- EU, USA and Canada fixed lines
- EU, USA and Canada mobile lines

d) Price per additional minute per destination toward:

- Portuguese mobile and fixed lines (all networks)
- International phone calls to fixed and mobile lines (separated by country)

The tenderer is requested to propose packages of monthly minutes toward the main destinations generated by EMSA against a fixed monthly fee or for free, i.e. included in the basic package. The following are examples of bundles which are particularly relevant for EMSA as they correspond to the current consumption pattern.

- Portuguese fixed lines
  - 5 000 minutes/month
  - 7 500 minutes/month (current EMSA consumption)

- 10 000 minutes/month
- unlimited (a fair use policy can apply)
- Portuguese mobile lines
  - 5 000 minutes/month
  - 7 500 minutes/month (current EMSA consumption)
  - 10 000 minutes/month
  - unlimited (a fair use policy can apply)
- EU, USA and Canada fixed lines
  - 15 000 minutes/month
  - 20 000 minutes/month
  - 25 000 minutes/month (current EMSA consumption)
  - 30 000 minutes/month
  - unlimited (a fair use policy can apply)
- EU, USA and Canada mobile lines
  - 5 000 minutes/month
  - 7 500 minutes/month (current EMSA consumption)
  - 10 000 minutes/month

For the purpose of the evaluation, a scenario based on the current EMSA consumption increased about 20% has been prepared, and it is presented in the award criteria section of this Lot. The tenderer is required to develop its best price plan to minimise the overall cost of the given scenario using the cost of the bundle proposed and the cost of calls per minute per destination, and to fill the table accordingly.

Invoicing shall be done monthly. The selected plan, or the activation or de-activation of extra services or different combinations of bundles of minutes quoted in the bid should be upgradable at reasonable notice. Tenderers are encouraged to attach their current full catalogue of services with the price list to the bid, for example video communication and web conferencing services if available.

## 5. Timetable

The estimated date for signature of the contracts will be January 2016.

The duration of the contracts will be one year with an automatic renewal up to three times for the duration of one year per each renewal.

## **6. Estimated Value of the Contract**

The maximum budget available for this contract is of 350 000 Euro excluding VAT. The maximum budget will be distributed within the lots as follows:

- Lot 1 Internet uplink - entrance Praça Europa (West): 100 000 Euro
- Lot 2 Internet uplink - entrance Ribeira das Naus (North): 100 000 Euro
- Lot 3 Fixed Telephony Service: 150 000 Euro

## **7. Terms of payment**

### **Lot 1: Internet Primary Connectivity - Praça Europa (West)**

Payments shall be issued in accordance with the provisions of the **draft service contract** available on the Procurement Section under the call to tender **EMSA/OP/30/2015 Lot 1** on the EMSA website at the following address: [www.emsa.europa.eu](http://www.emsa.europa.eu)

### **Lot 2: Internet Secondary Connectivity - Praça Europa (West)**

Payments shall be issued in accordance with the provisions of the **draft service contract** available on the Procurement Section under the call to tender **EMSA/OP/30/2015 Lot 2** on the EMSA website at the following address: [www.emsa.europa.eu](http://www.emsa.europa.eu)

### **Lot 3: Fixed Telephony Service**

Payments shall be issued in accordance with the provisions of the **draft service contract** available on the Procurement Section under the call to tender **EMSA/OP/30/2015 Lot 3** on the EMSA website at the following address: [www.emsa.europa.eu](http://www.emsa.europa.eu)

## **8. Terms of contract**

In drawing up a bid, the tenderer should bear in mind the terms of the draft service contract.

EMSA may, before the contract is signed, either abandon the procurement or cancel the award procedure without the tenderers being entitled to claim any compensation.

## **9. Financial guarantees**

Not applicable.

## **10. Sub-contracting**

If the tenderer intends to either sub contract part of the work or realise the work in co-operation with other partners he shall indicate in his offer which part will be subcontracted, as well as the name and qualifications of the subcontractor or partner. (NB: overall responsibility for the work remains with the tenderer).

The tenderer must provide required evidence for the exclusion and selection criteria on its own behalf and when applicable on behalf of its subcontractors. The evidence for the selection criteria on behalf of subcontractors must be provided where the tenderer relies on the capacities of subcontractors to fulfil selection criteria<sup>1</sup>. The exclusion criteria will be assessed in relation to each economic operator individually. Concerning the selection criteria, the evidence provided will be checked to ensure that the tenderer and its subcontractors as a whole fulfil the criteria.

## **11. Requirements as to the tender**

Bids can be submitted in any of the official languages of the EU. The working language of the Agency is English. Bids must include an English version of the documents requested under point 14.5 & 15 of the present tender specifications.

The tenderer shall complete Tenderer's checklist.

If the tenderer intends to either sub contract part of the work or realise the work in co-operation with other partners (Joint Offers) he shall indicate in his offer by completion of the form – Information regarding joint offers and subcontracting.

The tender must be presented as follows and must include:

**Signed cover letter** indicating the name and position of the person authorised to sign the contract and the bank account on which payments are to be made.

**Financial Form** completed, signed and stamped; available on the Procurement Section (Financial Form) on the EMSA Website at the following address: [www.emsa.europa.eu](http://www.emsa.europa.eu)

**Legal Entity Form** completed, signed and stamped and requested accompanying documentation, available on the Procurement Section (Legal Entity Form) on the EMSA Website at the following address: [www.emsa.europa.eu](http://www.emsa.europa.eu)

Tenderers are exempt from submitting the Legal Entity Form and Financial Form requested if such a form has already been completed and sent either to EMSA or any EU Institution previously. In this case the tenderer should simply indicate on the cover letter the bank account number to be used for any payment in case of award.

**Part A**: all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the points **13, 14.2-14.3** of these specifications (part of the Exclusion criteria)

**Part B**: all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the **Economic and Financial capacity** (part of the Selection criteria) set out under point **14.4** of these specifications;

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<sup>1</sup> To rely on the capacities of a subcontractor means that the subcontractor will perform the works or services for which these capacities are required.

**Part C:** all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the **Technical and professional capacity** (part of the Selection Criteria) set out under point **14.5** of these specifications.

**Part D:** all the information and documents required by the contracting authority for the appraisal of tenders on the basis of the **Award Criteria** set out under point **15** of these specifications;

**Part E:** setting out **prices** in accordance with **point 12** of these specifications.

## **12. Price**

- Prices for Internet and Fixed Telephony Services shall include all the components described in point 4 and shall be detailed in Appendixes A, B and C
- Prices must be quoted in Euro.
- Prices must be fixed amounts, non-revisable and remain valid for the duration of the contract.
- Under Article 3 and 4 of the Protocol on the privileges and immunities of the European Union, EMSA is exempt from all duties, taxes and other charges, including VAT. This applies to EMSA pursuant to the Regulation 1406/2002/EC. These duties, taxes and other charges can therefore not enter into the calculation included in the bid. The amount of VAT must be shown separately.

## **13. Joint Offer**

Groupings, irrespective of their legal form, may submit bids. Tenderers may, after forming a grouping, submit a joint bid on condition that it complies with the rules of competition. Such groupings (or consortia) must specify the company or person heading the project and must also submit a copy of the document authorising this company or person to submit a bid.

Each member of the consortium must provide the required evidence for the exclusion and selection criteria. The exclusion criteria will be assessed in relation to each economic operator individually. Concerning the selection criteria the evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfils the criteria.

If awarded, the contract will be signed by the person authorised by all members of the consortium. Tenders from consortiums of firms or groups of service providers, contractors or suppliers must specify the role, qualifications and experience of each member or group.

## **14. Information concerning the personal situation of the service provider and information and formalities necessary for the evaluation of the minimum economic, financial and technical capacity required**

### **14.1 Legal position – means of proof required**

When submitting their bid, tenderers are requested to complete and enclose the **Legal Entity Form** and requested accompanying documentation, available on the Procurement Section (Legal Entity Form) on the EMSA Website at the following address: [www.emsa.europa.eu](http://www.emsa.europa.eu)

### **14.2 Grounds for exclusion - Exclusion criteria**

To be eligible for participating in this contract award procedure, tenderers must not be in any of the following exclusion grounds:

- 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 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 detrimental to the Union financial interests;
- f) they have been the subject of the administrative penalty for being guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the procurement procedure or failing to supply an information, or being declared to be in serious breach of his obligation under contract covered by the budget.

#### **14.3 Evidence to be provided by the tenderers fro Lot 1,2 and 3**

For this purpose the Declaration on Honour available on the Procurement Section on the EMSA Website ([www.emsa.europa.eu](http://www.emsa.europa.eu)) shall be completed and signed.

Please note that the tenderer to whom the contract is to be awarded for LOT 3 shall provide additional proof evidencing eligibility.

For situations described in (a), (b) and (e), production of a recent extract from the judicial record is required 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.

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 tenderer 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 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.

If the tenderer is a legal person, information on the natural persons with power of representation, decision making or control over the legal person shall be provided only upon request by the contracting authority.

When the tenderer to be awarded the contract has already submitted relevant evidence to EMSA, it remains valid for 1 year from its date of submission. In such a case, the reference of the relevant project(s) should be mentioned and the Contractor is required to submit a statement of confirmation that their situation has not changed

#### **14.4 Economic and financial capacity – Selection criteria**

Requirements:

- The tenderer must be in stable financial position and the economic and financial capacity to perform the contract

Evidence:

- Financial statements for the last three years for which accounts have been closed.
- Statement of overall turnover and turnover relating to the relevant services for the last three financial years.
- Tenderers are exempt from submitting the documentary evidence if such evidence has already been completed and sent to EMSA for the purpose of another procurement procedure and still complies with the requirements. In this case the tenderer should simply indicate on the cover letter the procurement procedure where the evidence has been provided.
- If, for some exceptional reason which EMSA considers justified, a tenderer is unable to provide one or other of the above documents, he may prove his economic and financial capacity by any other document which EMSA considers appropriate. In any case, EMSA must at least be notified of the exceptional reason and its justification in the tender. EMSA reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

#### **14.5 Technical and professional capacity – Selection criteria**

Technical and professional capacity of the bidder shall be assessed with regard in particular to his know how, efficiency, experience and reliability. Bidders are requested to prove that they have sufficient technical and professional capacity to perform the contract by presenting documentation as to the following criteria:

- a list of the principal services provided and supplies delivered in the last two years;
- a description of the technical equipment and the measures employed to ensure the quality of supplies and services;
- an indication of the technicians or technical bodies involved, whether or not belonging directly to the firm, especially those responsible for quality control;
- a statement of the average annual manpower and the number of managerial staff of the service provider or contractor in the last two years;
- If applicable, a list of sub-contracting companies and a description of the responsibilities;



## 15. Award criteria

Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price.

The contract will be awarded to the tenderer who submits the most economically advantageous bid (the one with highest score) based on the following quality criteria and their associated weightings:

### 1. Quality criteria ( $Q_w$ )

#### a. Lot 1:

- i. ( $Q_1$ ) Quality of the services provided, based on the description of: the service levels (commercial and technical); the customer support services; the backbone topology (tier 1, tier 2, etc.) and peering points with the rest of the Internet; link reliability, packet loss and latency of the link; routing services and other managed services that can be provided with the link on request; other added values like, but not limited to, service monitoring, reporting tools; a project plan detailing the phases and the time needed to deliver the solution. ( $W_1 = 30\%$ )

#### b. Lot 2:

- i. ( $Q_1$ ) Quality of the services provided basing on the description of: the service levels (commercial and technical); the customer support services; the backbone topology (tier 1, tier 2, etc.) and peering points with the rest of the Internet; link reliability, packet loss and latency of the link; routing services and other managed services that can be provided with the link on request; other added values like, but not limited to, service monitoring, reporting tools; a project plan detailing the phases and the time needed to deliver the solution. ( $W_1 = 30\%$ )

#### c. Lot 3:

- i. ( $Q_1$ ) Quality of the services provided basing on the description of: the proposed solution; the service levels (commercial and technical); the customer support services; possible managed services to support EMSA in the configuration of Gateway Voice Router and on the internal telephony system (Cisco Call Manager), that EMSA might activate on demand; added values which the tenderer is able to provide like, but not limited to, service monitoring, reporting tools, video communications and web conference; a project plan detailing the phases and the time needed to deliver the solution. ( $W_1 = 25\%$ )
- ii. ( $Q_2$ ) Quality of the add-on optional services that the Tenderer is able to provide on top of the basic services (a price must be specified for the service to be considered) ( $W_1 = 15\%$ )

and the price criterion and associated weighting:

### 2. Price criteria

#### a. Lot 1 ( $W_{Price} = 70\%$ ):

Price of the bid will be evaluated based on the total price over the first year of the following scenarios:

Bandwidth		Yearly price including setup fee
a	100 Mbps	
b	200 Mbps	
c	500 Mbps	
d	1 Gbps	
Total (a+b+c+d):		

b. Lot 2 ( $W_{price} = 70\%$ ):

Price of the bid will be evaluated based on total price of the following scenario:

Bandwidth		Yearly price including setup fee
a	100 Mbps	
b	200 Mbps	
c	500 Mbps	
d	1 Gbps	
Total (a+b+c+d):		

c. Lot 3 ( $W_{price} = 60\%$ ):

Price of the bid will be evaluated based on the yearly cost of the following scenario which corresponds to the current EMSA consumption, increased 20%. The tenderer is required to develop and briefly describe its best price plan to minimise the overall yearly cost of this scenario, and fill this table accordingly.

	Digital Communication Service		Price
a	Setup fee for installation (if any)		
b	Monthly recurring fee (if any)		
c	Price of the bundles	Portuguese fixed lines: 10000 minutes/month	
d		Portuguese mobile lines (average): 10000 minutes/month	
e		EU, USA and Canada fixed lines: 30000 minutes/month	
f		EU, USA and Canada mobile lines: 7500 minutes/month	
g	Price on additional minutes above the bundle consumption according to the price list per minute per destination	Portuguese fixed lines: 2500 minutes/month	
h		Portuguese mobile lines (average): 2500 minutes/month	

i		EU, USA and Canada fixed lines: 5000 minutes/month	
j		EU, USA and Canada mobile lines: 2500 minutes/month	
Total price = a + 12 *b + 12* (sum from c to j)			

The score is calculated as

$$S = SQ + SP$$

where:

The average quality for quality criterion  $i$  is

$$Q_i = \frac{1}{\text{number of evaluators}} * \sum_{\text{evaluator}} \text{mark of the evaluator for quality criterion } i$$

The overall weighted quality is

$$Q = \sum_i Q_i * W_i$$

The score for quality is

$$SQ = \frac{Q}{Q \text{ of the bid with highest } Q} * 100 * \sum_i W_i$$

The score for price is

$$SP = \sum_i \frac{\text{lowest Price}_i \text{ of all bids}}{\text{Price}_i} * 100 * W_{\text{Price}_i}$$

Only bids that have reached a minimum of 60% for  $Q_1$ , will be taken into consideration when calculating the score for quality  $SQ$ , score for price  $SP$  and score  $S$ .

Only bids that have reached a minimum of 70% for the score  $S$  will be taken into consideration for awarding the contract.

#### 16. Contracts will not be awarded to tenderers who, during the procurement procedure:

- are subject to a conflict of interest
- 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.

#### 17. False declarations

Without prejudice to the application of penalties laid down in the contract, tenderers and contractors who have been guilty of making false declarations concerning situations referred to in points 14 and 15 above or have been found to have seriously failed to meet their contractual obligations in an earlier procurement or grant shall be subject to administrative and financial penalties set out in Article 145 of Commission Delegated Regulation of 29.10.2012 on the rules of application of Regulation (EU) No 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union.

#### **18. Intellectual Property Right (IPR)**

Please consult the contract for IPR related clauses.

If the results are not fully created for the purpose of the contract this should be clearly pointed out by the tenderer in the tender. Information should be provided about the scope of pre-existing rights, their source and when and how the rights to these rights have been or will be acquired.

In the tender all quotations or information originating from other sources and to which third parties may claim rights have to be clearly marked (source publication including date and place, creator, number, full title etc.) in a way allowing easy identification.

#### **19. Special negotiated procedure under Article 134(1)(f)**

EMSA may at a later stage exercise the option to increase the estimated value of the contract via negotiated procedure with the successful tenderer in accordance with Article 134(1)(f) of the Rules of Application to the Financial Regulation.