



EUROPEAN UNION/ UNION EUROPÉENNE

Delegation to Canada/ Délégation au Canada

Annex I

TENDER SPECIFICATION

IT Support Service

For the Delegation of the European Union to Canada

EEAS-158-DELCANO-FWC-SER-2016

1. Title of the Tender

Providing the Delegation of the European Union to Canada (“the Delegation”) with ICT support services.

2. Start date and duration of the contract

The Framework service contract is valid for 48 months. Periods of tasks will be executed through signed order forms.

The contract will enter into force on the date on which it is signed by the last contracting party.

3. Scope of the call for Tender

The purpose of this 'Call for Tender' is the acquisition of end-user support services and Information and Communication Technology (ICT) technical assistance for the needs of the Delegation as described in [Section 4](#).

The service provider will work under instructions and supervision of the Delegation's Regional IT officer (RITO) based in Washington DC, with the local IT assistant or Head of Administration of the EU Delegation.

4. Service requirements

4.1 Context

The Delegation of the European Union to Canada has approximately 21 end-users; the standard office automation infrastructure is currently based on the following software:

Office products	Runtimes
MS Office 2010 Professional;	Microsoft .NET Framework 2.0 SP2
Web Browsers Internet Explorer 9 Mozilla Firefox	Microsoft .NET Framework 3.0 SP2
Add-ins	Microsoft .NET Framework 3.5 SP1 Microsoft .NET Framework 4.5 SP1
Eurolook 4.1 2XL	PB50432A PowerBuilder Runtime 5.0.4
Eurolook Web 1.3	PB65132D PowerBuilder Runtime 6.5.1
Adobe Reader 9.3.3	PB10532A PowerBuilder Runtime 10.5
Plugins	Oracle Client 10G 10.2.0.3 32 bits
MS Windows Media Player 11	Miscellaneous
QuickTime 7.6	McAfee VirusScan Enterprise 8.7.0i
Flash Player 10	Winzip 12 Quick Books Driver installs/updates
Shockwave Player 11.5	
Java (TM) 6 Update 7	
CURL Runtime Environment 3.0.7	

The system configuration of the desktop PC and laptops used by the end-users is currently based on Windows 7.

The Delegation LAN is connected by means of high-speed WAN to headquarters.
The IT support tasks are segregated between two profiles named IT Officer (RITO) and IT Support (ITSUP).
The tasks described in section 5 are to be covered by the present call for tender.

5. Services description for the contract

5.1 End-user support

- Provide assistance to 25 staff members (22 in Ottawa + 3 in Montréal) for use of the standard configuration PCs and laptops. Provide assistance and help for usage of the office automation tools (Word, Excel, Outlook, PowerPoint, Access);
- Perform monthly updates to the laptops used for missions by staff;
- Provide assistance to the end-users for the installation and use of presentation equipment (laptop, projector, projection screen, microphone);
- Provide assistance to the end-users for usage of the videoconference equipment;

5.2 Technical assistance

- Perform the troubleshooting of problems related to PCs, laptops, printers, PDA's, scanners and network devices (switches, hubs);
- Perform basic diagnostic and minute repairs and part replacements, cleaning and arrangement of the cabling of PCs, printers, and other standard peripherals;
- Install OS and software and setup of PCs and laptops following EEAS procedure and using the 'EEAS Reference PC Configuration', media and approved software;
- Physically install and connect (or uninstall and disconnect) PCs, verify and recuperate (or re-install) laptops;
- Install patches and updates on PCs and laptops (following instructions received by ITO/ITSUP or HQ);
- Manage the anti-virus on PCs and laptops (following instructions received by RITO/ITSUP or HQ);
- Manage the printers and scanners and "all in one" devices;
- If required, assist in managing the local PABX and telephones;
- If required, provide local assistance to the WAN network service provider or the local ISP provider in case of network problems;
- Perform arrangement and patching on the network and telephony cabling;
- Cleaning of ICT equipment as needed;
- Assist the Head of Administration (HoA)/RITO/ITSUP with the inventory of the ICT equipment;

5.3 Estimated workload

- The minimum number of days during one year shall be 104 days
 - The minimum number of hours during one year shall be 416 hours.
 - The intended working hours will be 4 hours /shift approx. 2 days/week.
 - Delivery will take place on normal working days and during normal office hours of the Delegation from 08:00 AM and 06.00 PM.
- *Preferably Tuesdays and Thursday morning

5.4. Schedules

Deliveries of services will take place after specific requests from the Delegation. The request shall be made in timely manner. However in case of exceptional circumstances (AD-HOC) possibility for reaction within 4 hours shall be existent.

The terms of the schedule shall be made fixed however possibility to flex the schedule during slower periods or to bank time for other upcoming projects would be compulsory.

The Delegation does not pay for holiday and over-time pay.

5.5 Languages

The staff proposed for consideration to provide the services subject to this call for tender must be fluent in the English and French speaking would be considered an asset.

5.6 Place of work

The services will be provided at the Delegation premises located at the following address:

150 Metcalfe Street, Suite 1900, Ottawa K2P 1P1

Approximately 1-2 site visit per year (if required) to our Montreal office, featuring 3 staff.

The selected technician would be transported by a Delegation driver or a train ticket will be provided.

5.7 Candidature

The minimum number of CVs to be submitted by the tenderer for the ISTUP profile is **3**, among which at least one must be a permanent staff at the time of submission of the bid.

Qualified technicians will have a demonstrated 3 years of working experience (combining education does not count towards years of experience). The educational and professional qualifications of the 3 persons proposed for performing the tasks be completed using the resume format in **(Annex IV)**.

The Delegation will make the final selection of the proposed candidate to perform the tasks contracted.

5.8 Contractual framework

The services specified above will be the subject of a Framework Service contract drawn up between the Delegation and the selected IT service provider. This contract will lay down the legal, financial, administrative, and technical conditions applicable for its period of validity.

6. Submission of an Offer

The candidate's offer must comprise:

- A financial offer wherein a total fixed price for 52 weeks (104 x price/day). This price should be based on the information provided in Section 4 "Service requirements" and should be presented in the format as in **(Annex III)**;
- The price should be expressed in CAD and not including HST;
- The financial offer should be signed, dated and stamped by an authorized representative;
- The educational and professional qualifications of the 3 persons proposed for performing the tasks by means of the resumes in the format in **(Annex IV)**;
- Signed Declaration of honour on Exclusion Criteria - Signed & dated **(Annex II)**;
- A proposal how the company intends to ensure quality and availability of the services required;
- The tender must be signed.

Prior to the detailed evaluation, the EU Delegation evaluation committee will examine the received tenders to determine whether they are complete, whether the documents have been properly signed and whether all required documents have been submitted. Only those proposals containing all required signed and dated forms and signed and dated price quotation(s) will be further evaluated by the committee; non responsive proposals will be rejected.

7. Award Criteria an non-compliance of tenders

Tenders will be evaluated on the basis of the information provided by the tenderers in this invitation to tender.

All information will be assessed according to the criteria set out in these tender specifications. The evaluation will be carried out in the stages detailed below.

Only tenders that meet the requirements of each stage will pass on to the next.

The final stage will end with the award of the Framework Contracts to the tenderer offering the best quality/price ratio.

The evaluation process will consist of the following stages:

- Exclusion Criteria;
- Selection Criteria;
- Evaluation of tenders based on the Award Criteria for Quality and Price;
- Award of the Service Contract.

7.1 Exclusion criteria and supporting documents

Bidders must provide a **declaration of honour (Annex II), duly signed and dated**, that they are not in one of the situations referred to Articles 106 and 107 a), of the EU Financial Regulation. The tenderers must meet the exclusion criteria in order to be further evaluated to the next step.

8. Selection criteria

The tenderer must demonstrate sufficient economic, financial and professional resources to be able to perform the tasks as specified under point 4 of these specifications. The tenderers must meet the selection criteria in order to be further evaluated according to the award criteria.

9. Technical capacity & Professional capacity

– a description of similar services provided in the past three years in the domains that are the subject of this call for tender with service dates and contact points of the recipients.

(The EU Delegation reserves the right to verify the correctness of the information provided)

– a detailed description of the resources available to perform the contract: infrastructure, equipment, personnel, etc;

– Copy of business Registration, trade certificates and certification

10. Award criteria

The Framework Contract will be awarded to the most economically advantageous tender.

The following criteria will be evaluated and scored

a) Quality: Technical quality of the offer includes:

Organization	- Description how the company intends to ensure quality and availability of the services required - 15pts - Description of the organizational structure & roles - 5pts	/20
Quality of the Proposed CV	- Qualifications & certifications - 15pts	

submitted	- working experience - 15pts - languages - 10pts	/40
Schedules	- Response time for emergency support assistance outside schedule shifts - 20pts - Notice request for additional working shifts above scheduled shifts - 5pts - Flexibility of work schedule - 15pts	/40
TOTAL		/100

* Any tender not scoring the minimum quality threshold of 50% of the points for each criterion and 50 *points* for all the criteria combined will be eliminated

b) Price: Prices will be evaluated based on the total price submitted for the Scenario (Annex 4). Prices indicated in the Scenario must accurately reflect the unit prices indicated in Annex 3 (Pricing Sheet).

Summary

The Evaluation Committee will calculate the total number of points according to the following formula:

The Formula used for calculating the final score of each offer is:

$$\text{Score for tender } X = \frac{\text{Lowest Price}}{\text{Price in tender } X} \times \text{Total Quality score (out of 100) of tender for all criteria}$$

11. Contacts

Contact between the tenderers and the Contracting Authority is prohibited except under the following conditions:

(1) Before the closing date for the submission of tenders:

Tenderers may address queries or request clarification of the tender up to six days before the deadline for submission of tenders. Questions received later will not be taken into account. Queries will be accepted by e-mail, or fax addressed to the contact points listed below. Questions by telephone will not be accepted. The Delegation's responses to queries will be communicated simultaneously to all tenderers. If the Commission discovers an obvious error in the contents of the tender, they will simultaneously notify all tenderers.

(2) After the opening of the tenders: the contracting authority may contact the tenderers if they discover there are obvious clerical errors, missing documents or information from the tenders. In this case, tenderers will be contacted on an individual basis.

The contact points for questions relating to this invitation to tender are as follows:

Primary Contact Point:

Ann-Christin Saubert
Head of Administration
Delegation of EU to Canada

1900-150 Metcalfe Street
Ottawa, ON K2P 1P1
e-mail: delegation-canada-admin@eeas.europa.eu

12. Informing applicants

Tenderers will be informed whether or not their tender was successful.