



COMMUNICATIONS
SERVICE

**Open Call for Tenders for the Supply of a Web Content
Management System under the Software as a Service model
Special Tender Specifications
Ref: *CFT-EUI-CS-2017-001***

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CHAPTER I – GENERAL INFORMATION ON THE TENDER

Presentation of the European University Institute

The European University Institute (EUI) is a postgraduate and post-doctoral research institute in the field of social sciences. It was established by a [Convention](#) dated 19 April 1972, ratified by the Member States of the European Community, with the aim of providing advanced academic training for doctoral researchers and of promoting research at the highest levels. The Convention setting up the EUI includes the “Protocol on the Privileges and Immunities of the EUI”.

The EUI Community numbers about 1,000 members. Researchers, academic and administrative staff are for the most part – though not exclusively – citizens of the Member States.

The EUI's headquarters are at the Badia Fiesolana, Via dei Roccettini 9, in San Domenico di Fiesole (near Florence, Italy).

For more information, please see the EUI's official website at www.eui.eu.

Introduction and objectives

Preamble

The EUI Communications Service is considering a new Web Content Management System (WCMS) under the Software as a Service (SaaS) model that can provide and further extend all the features of the current one, guaranteeing performance, security, usability and full integration with other existing databases and digital solutions used by the EUI as well as compatibility with the content currently online (migration), and its current workflows and structure.

The principal goal is to provide the EUI with a fully featured and performant Web Content Management System (WCMS software product) with complete documentation, training and support for the EUI Web Unit and a solid plan for support, maintenance and upgrade of the system.

The www.eui.eu website

The content and structure of the EUI's main website (www.eui.eu) is managed by the EUI Web Unit consisting of a team of 3 staff members and 1 trainee.

The services of the WCMS are offered by the Web Unit to a Working Group of 120 in-house web editors.

The EUI Web Unit works on planning and delivering new features and fixes to the website.

Objectives

The EUI Communications Service provides through the EUI Web Unit a large number of web services to approx. 120 web editors and to a community of approx. 1100 doctoral and postdoctoral researchers.

By providing daily support the Web Unit aims to achieve its long-term goal of streamlining communication internally and externally, and creating a **common institutional identity** for the Institute.

The services are provided through the network of the Web Working Group, which is organised in

groups (section or project) and roles:

- Web Coordinator;
- Web Publisher;
- Web Editor;
- Web Master.

Through the WCMS the EUI Web Unit provides all the above-mentioned professionals with an easy-to-use tool to manage the webpages and related content (e.g. documents and images) of their sections, with a structured schema of permissions.

The Web CMS must be adaptive to new technology with frequent updates, and at the same time must offer high levels of productivity and richness of features out-of-the-box, while also ensuring long-term stability, maintainability and sustainability with the agreed yearly investment of budget.

Web coordinators are the contact point for the EUI Web Unit, and are responsible for the content published in their section. The sections managed through the WCMS (and corresponding web coordinators) are 22 at the moment.

The web coordinators guarantee continuity of service and consistency of content in their section with the application of the EUI official workflows and strategy set by the EUI Web Unit through the Web Working Group.

Web publishers can edit and publish specific content (e.g. pages with specific templates or filetypes) under the responsibility of the web coordinator.

Web editors can edit content or files and can submit them for the approval of a web publisher or web coordinator.

Webmasters have special permissions across all the sections and can edit or create new templates or file types or advanced components to automatically generate content and listings from different data sources.

The WCMS should help and support all the EUI web professionals to contribute in achieving the goals set for the Web Working Group:

1. Accessibility to the EUI online content
2. Digital independence for the EUI Academia
3. Digital maturity for the EUI administration

1 - Accessibility to the EUI online content

Access to information should not be limited by technology. With “*accessibility*”, we don’t aim to make everything public, but to remove any barrier between the information and the audience that has to access that information (its target).

• *Keywords: (cross-device) compatibility, standards, compliance, responsive design, SEO, UX, assistive technology*

2 - Digital independence for the EUI Academia

The EUI is a research centre. A significant part of research is represented by discovery.

With “*digital independence*”, we aim to provide academic departments and units with the possibility to **independently share findings and ideas** through their web professionals, under the EUI domain.

Relevant content will significantly contribute to build the **EUI identity online** and offline, and will

attract relevant internet audience.

It's part of our mission to make sure that all the **EUI knowledge** has the opportunity to be **visible and accessible**, through one of our centralised web tools.

The selected WCMS must be able to produce content that is compliant with **accessibility standards** and should allow interaction with other tools (e.g. social media, internal database) and **adapt** easily to new technology (frequent and easy upgrade process).

- *Keywords: cloud, W3C, SEO, centralised design, API integration*

3 - Digital maturity

The migration from a static website to a WCMS, in 2009, was the first step toward a centralised management of the online content of the EUI. Since then, the amount of information available online under the EUI domain, has dramatically increased (*constantly growing trend*).

The impact of all this data on the EUI identity and **reputation** is extremely high.

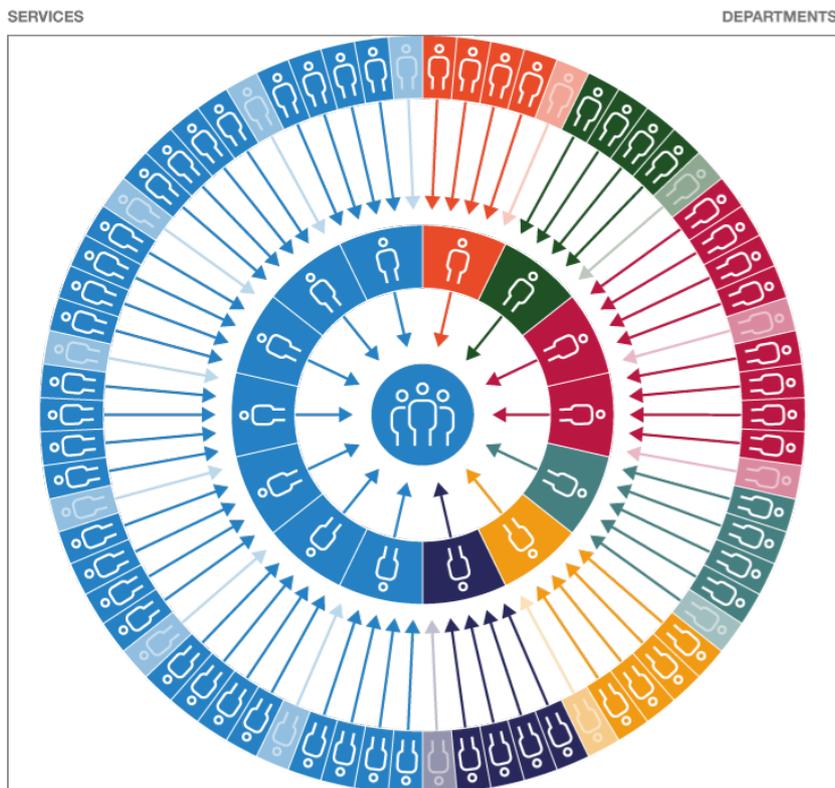
Online information today is the main, often the only, interface between the EUI and its audience (e.g. users, potential candidates and all kinds of stakeholders).

A **mature and centralised** management of digital information is strategic today (*web reputation*).

Control on the EUI branded information online is vital to managing and addressing our mission and public face.

We need to be able to guarantee **data protection**, transparency and accessibility for personal and professional data.

The WCMS adopted should provide a structured set of permissions based on the model below, and compliant with the roles architecture described above:



The figure describes the current structure of permissions adopted by the EUI Web Unit. At the centre are the CMS administrators, who can grant publishing rights to 1 or more web coordinators/web publishers for each section. At the same time, the administrators (or the web coordinators for their own sections) can grant editing rights to as many web editors as needed. Rights are granted by adding and removing people in specific groups in Active Directory (see further details in Chapter II § 5.4). The CMS will synchronise with Active Directory to assign relevant permissions. Web editors cannot publish content unless it is approved by the web coordinator/web publisher of their section, or by an administrator.

Information on the current system and structure

The main EUI website – www.eui.eu - is currently managed with a web content management system. It's made up of about 5.500 public pages and about 500 intranet pages.

Our community of 120 web editors have access to 7 different page templates and about 60 'Mini-Templates' used to style the content area of each page (e.g. insert columns, people cards, photos, etc.).

Moreover, on the WCMS we have 5 components that automatically create content from external data sources:

- Cadmus (our internal repository of publications)
- Events database
- People database (Active Directory)
- Sites (another WCMS used for other EUI websites)
- Collab (an internal learning management system)

9 structured content templates are used to auto-generate listings and pages for:

- News
- FAQs
- Slideshows
- Publications

Complete information and relevant examples on all the above-mentioned templates are provided in G.

The WCMS currently used for www.eui.eu is also used to manage 32 project websites, which use their own stylesheets, page templates, header and footer and a custom URL.

Below a short list of project websites is provided for reference:

- <http://edulife.eui.eu/Home.aspx>
- <http://cmpf.eui.eu/Home.aspx>
- <http://clit.eui.eu/Home.aspx>

1. Definitions

“Contracting Authority”, “Institute” and “Client” shall mean the European University Institute (EUI), which will be awarding the contract for the supply of the services that are the object of these Special Tender Specifications (STS) to the successful Company.

“Company” or “Contractor” shall mean the Company that is awarded the contract through the tender procedure, for the supply of the services that are the object of these STS.

“Competitor”, “Candidate” and “Tenderer” shall mean any company that submits an Offer through the tender procedure.

2. Object of this Tender Procedure

The Institute is launching this tender procedure in order to enter into a contract with the Company that is awarded the tender. The contract shall be for the supply of a WCMS under the SaaS model, and all related activities of training, consultancy and collaboration.

The Company shall supply the services that are the object of this procedure at its own risk and relying on its own independent organisation, in full observance of the terms and conditions of these STS, including Annexes, the Invitation to Tender Letter, the Service Contract and the documentation submitted by the Company as part of its bid.

3. Information on the Contract

Type of contract	<p>The service contract that will be entered into at the conclusion of this tender procedure shall be based on the Draft Contract in Annex D, supplemented by these STS and all Annexes, the Invitation to Tender Letter and the Offer submitted by the Company as its tender, including all the annexed documentation.</p> <p>Any comment and/or request for clarification as to the meaning and/or interpretation of the Draft Contract must be clearly formulated, explaining the motive for the query, and submitted before the deadline given in Article 14. Should the Institute not receive any query or request for clarification within the deadline, the content of the Draft Contract shall be implicitly considered fully accepted.</p>
Duration	<p>12 consecutive months, starting from the date the contract is signed, renewable up to 6 times, each time for a period of 12 months, except for the terms laid out in the termination clauses (see Article II.14 of the Draft Contract in Annex D).</p>

<p>Presumed amount of tender</p>	<p>The presumed amount of the tender is €50.000 (fifty thousand) per annum, excluding VAT, for a total amount of €350.000 (three hundred fifty thousand) for the 7 years of maximum duration of the contract.</p> <p>The amount was established on the basis of the current budget (about €44.000) + 15% increase.</p> <p>The amount of the tender includes all those services envisaged in these STS and in the documentation submitted by the Company in its bid, including any improvements the Company's Offer may have proposed, as well as any other direct or indirect cost that may be incurred in the satisfactory provision of said services.</p> <p>This estimate is to be considered valid only for the purpose of establishing the overall value of the tender and does not obligate the Contracting Authority to award a tender for the entire above-mentioned amount. As a consequence, the Company shall not be entitled to claim anything beyond the payment of the services provided to the Institute at the prices and conditions stipulated in the contract.</p>
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4. Legal Obligations to be borne by the Company

The Company must comply with all obligations towards its employees, as envisaged in the legal requirements and provisions relating to labour laws, including all measures pertaining to health and safety, as well as regulations on social security and accident prevention, fully accepting to bear all costs related to such obligations.

If so requested by the Contracting Authority, the Company shall be ready at any moment to provide clear proof of having fully complied with such obligations.

CHAPTER II – TECHNICAL SPECIFICATIONS

5. General requirements

5.1. Mandatory attributes

1.	The proposed WCMS should be able to work within the current architecture of the EUI website, and the relevant roles assigned to all the EUI web professionals (approximately 25 sections, 120 web professionals).
2.	The WCMS and all its features must be accessible to the EUI administrators and users, through an updated and modern internet browser (latest versions of Google Chrome, Mozilla Firefox and Microsoft Internet Explorer), in a secure, fast and easy-to-use way. The CMS should work with the most modern TSL/SSL security standards. Speed and user-friendliness will be assessed and scored by a selected group of EUI web editors, and when possible by objective technical tools and instruments available on the market.
3.	Transfer of knowledge supported by appropriate documentation from the Contractor is expected to be consistently delivered throughout the contract period for any functionality offered by the WCMS. Furthermore, the documentation must be available in English and in an electronic format.
4.	An initial training of 3 full working days must be included in the offer. The training must be provided in English by an expert and will be attended by the EUI WCMS administrators (Web Unit). This training must be delivered 'on site': either at the EUI or at the headquarters of the contractor (within the EU borders).
5.	A continuous contact should be ensured by the Contractor to guarantee knowledge transfer over time. The Contractor must keep the EUI Web Unit fully conversant with the usage and administration of delivered (SaaS based) services, and when possible advise on best practices and strategic choices to meet the EUI objectives as described in this document in the best possible way. The offer shall include a detailed description of the strategy that the Tenderer will adopt to guarantee this continuous knowledge transfer.
6.	The Contractor must take care of all aspects related to the software installation, updates, maintenance and fixes and all the customisation needed to meet the technical specifications described in this chapter.
7.	Full support on a 24/7 basis as well as maintenance services is provided as part of the service, prioritised according to what is described in § 5.11 (Support).

5.2. Contract objectives and scope

8.	<p>An important expectation of the EUI is for the Contractor to provide proactive support during the full lifecycle of the project (from setup to work regime) including expert advice to ensure project success.</p> <p>In your offer we expect an estimate based on your experience with your product for the support needed during the entire project.</p> <p>The estimate will be assessed by the EUI, to evaluate the quality and flexibility of the plan described, related examples as well as descriptions of current similar on-going projects with other clients.</p>
9.	<p>The Contractor delivers a fully featured and easy to use WCMS to enable the EUI Web Unit to offer the EUI Web Working Group a powerful set of tools to pursue the digital communication objectives described in Chapter I.</p>
10.	<p>The Tenderer is expected to provide a test environment for 1 week, and at least 2 weeks before the expected awarding date. A selected team of web editors and web administrators will be testing the usability, user-friendliness and speed of the WCMS and all the features listed in this document that are made available in the test environment.</p> <p>The features that are not made available will be scored zero.</p> <p>For example (not exhaustive), the following tasks (amongst others) will be tested to assess the security, speed, usability and user-friendliness of the proposed WCMS:</p> <ul style="list-style-type: none"> - Authentication as described in § 5.4 - Management of permissions as described in § 5.5 - Creation of a page - Editing of an existing page - Styling of a page into 2 or 3 columns - Insertion of images, links, documents, videos and other multimedia elements - Search on existing content - Collaboration on the same page (workflow) - Creation of a news item - Publication of content - Creation of a component to automatically list data from an external data source (AI based) - Insertion of custom code <p>The test environment must be prepared and fully configured by the Tenderer, as close as possible to the environment described in the technical proposal.</p> <p>It must be accessible (restricted access) on the web, with a login and password.</p> <p>The Tenderer might use our live website (www.eui.eu) as a reference.</p>
11.	<p>The proposed WCMS platform must satisfy most or all of the requirements through out-of-the box features of the WCMS software product, minimising the number of customised features that will need to be maintained specifically for the EUI.</p> <p>The competitor must define in the technical proposal which requirements cannot be met using currently available functionality, and indicate when the requirements will be available (no later than the awarding date).</p> <p>It is expected that the Contractor will work very closely with the EUI Web Unit to ensure that the requirements are delivered as expected (one team approach).</p>

12.	The successful Tenderer will have to fully install and configure the WCMS to meet the requirements described in this document, not longer than 2 months after the awarding of this tender; it must also provide appropriate and complete documentation updates and training in English for administrators and web editors before the go-live of the new platform, that must be no later than 3 months after the awarding of the tender.
13.	Any software licence, hardware or any additional tool needed to meet the requirements are managed by the Contractor and are included in the price offered. No additional licence fees will be accepted by the EUI.
14.	The Contractor will support the EUI Web Unit with appropriate training and support to create the metadata and content types as described in Annex G on the WCMS as well as to design, review and implement the page templates, page layouts, stylesheets and any other objects needed to satisfy the branding and content requirements based on initial specifications and the current status of the EUI website.
15.	Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. to include delivery, supply and installation, maintenance, travel, subsistence, etc.). No expenses incurred in the performance of the services will be reimbursed separately by the EUI. VAT should be excluded.
16.	The maximum budget of this assignment during the duration of the entire contract is €50.000 per annum.

5.3. Hosting requirements

17.	The system must be provided as a hosted solution and the primary hosting must be located within the EU borders. Additional hardware outside the EU borders might be used if authorised to improve performance and redundancy of the websites managed through the WCMS (e.g. CDN servers). The Contractor must guarantee high standards of data protection, as well as a strategy to prevent DDoS attacks; both shall be described in the Technical Offer (§ 9.1).
18.	A full description of the infrastructure, resources and services that will be allocated for the EUI must be provided in the Technical Offer (§ 9.1). The proposed solution will be assessed by a team of EUI members on: <ul style="list-style-type: none"> • Quality of the proposal • Resilience plan • Disaster/recovery plan • Scalability plan • Security and data protection plan
19.	Details on the strategy to keep the hardware and software updated and to guarantee adequate performance must be provided.
20.	The hosting solution must include a development area to test new functionalities and upgrades. The Contractor must be able to clone the live environment within one day to allow testing on the dev environment. The capacity of the Tenderer to provide cloned dev environment in a fast way (less than one day) will be assessed (ideally: click to create dev environment).

5.4. Authentication methods

21.	<p>The following authentication methods must be available, listed in order of preference:</p> <ul style="list-style-type: none"> • Windows Azure Active Directory • Microsoft Active Directory mapping
22.	<p>Authentication is based on a 'cloud' approach, and assigns different levels of permissions based on and mapped to our Active Directory groups.</p> <p>Different levels of AD groups may exist and may overlap. A user is granted the 'sum' of all authorisations based on group membership.</p>
23.	<p>In order to assign permissions both for CMS activities and for webpage browsing, the only authentication protocols to be used are those the MS Azure Active Directory platform provides: https://docs.microsoft.com/en-us/azure/active-directory/active-directory-authentication-protocols.</p> <p>For role-based authorisation the Azure Active Directory Graph API (https://docs.microsoft.com/en-us/azure/active-directory/active-directory-graph-api) should be used.</p> <p>Integration with the above-described structure is mandatory.</p>

5.5. Content and permissions structure

Group permissions

24.	<p>The system must provide group-based permissions, defined according to the group(s) assigned during authentication. These permissions grant rights on specific sections/projects within the website and/or WCMS.</p>
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Role permissions

25.	<p>The content inside the WCMS is organised in folders (or comparable functionality). The folders are included in the URL as presented in the front-end. For example the webpage http://www.eui.eu/ServicesAndAdmin/CommunicationsService/Index.aspx should have a filename 'Index' and should be placed in a folder with the following path on the WCMS: ../ServicesAndAdmin/CommunicationsService/</p>
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26.	<p>The system must offer role-based permissions. Access to editing, creating, deleting and publishing functionalities in the system is grouped per page (or content type) and per action in authorisation profiles. Multiple authorisation profiles can be assigned to a group or a user. If assigned profiles overlap, the authorisations add up.</p> <p>These permissions define the rights that specific groups of users (web coordinator, web editor, web publisher, webmaster) have on specific content (pages, documents, templates, etc.) located in a specific folder (e.g. /About/*).</p> <p>For example:</p> <p>Web editors: can be assigned rights to edit specific content types in a specific folder and all sub-folders, but they cannot publish content on the live environment; they can submit content for approval to the web publisher(s) of their section.</p> <p>Web publishers: can be granted rights to edit and publish specific content types on specific folders (and all sub-folders) on their section or website.</p> <p>They can also approve and publish content submitted by others in their section.</p> <p>Webmasters: have administrator rights on their section (assign permissions on content types in their folders, delete content, etc.).</p>
27.	<p>The system must provide role-based permissions automatically (provisioning), as defined according to the role(s) assigned during authentication in accordance with the structure of our AD database as described above.</p>
28.	<p>Different combinations of authorisation profiles can be assigned to a single user for different organisational units. A web editor in one department, may also be webmaster in another department.</p>

Content-type permissions

29.	<p>The system must provide content-type permissions, allowing specific permissions to be defined for different file types (e.g. pdf, doc), as well as content-type specific permissions, based on the type of template/content (e.g. news, pages).</p> <p>Detailed information on the current page templates is available in Annex G.</p>
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Individual permissions

30.	<p>The system must provide a way to assign specific permissions to individual objects or content items, and also provide user-specific permissions.</p>
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5.6. Workflow

31.	<p>The system must provide a workflow for publishing and editing content. Multiple users are not able to work simultaneously on the same content (check-in, check-out feature and related email notifications).</p>
32.	<p>Content must be approved by users with approval permissions, but can also be revoked by the editors for further work, or even declined. If the content is approved, it is published to the live site.</p>

33.	Notifications must be available (opt-in and opt-out) for all workflows available (e.g. email notification if a page is submitted for approval to a web publisher).
34.	The WCMS must support the following preview and publication functions: <ul style="list-style-type: none"> • Save as unpublished (draft) • Preview • Publish immediately • Send for approval • Approve • Unpublish • Publication scheduling • Publication expiration date (automatic unpublish)

5.7. Security and backup

35.	The system must provide SSL encryption on all the front-end login pages and on the back-end, and be able to implement SSL on the entire front-end website with extended validation certificates.
36.	The code of the system and all the software provided (including web servers, operating systems, etc.) may not be publicly accessible, and must be kept updated and constantly monitored, and all appropriate web security standards be adopted in order to prevent security breaches and data loss. As a bare minimum means to comply with this requirement, all OWASP top 10 threats must be prevented by the system.
37.	The WCMS must provide a versioning system (with compare and restore functionalities) for each individual content accessible to web publishers and editors (the restore action is subject to approval), and also provide a versioning system for images, documents, files and assets.
38.	The system (or Contractor) must provide backup for the entire installation, with the possibility of restoring the entire website to a previous state (at least up to 1 month, with weekly intervals).
39.	Administrators at the EUI must be able to access a set of logs to track activities from all users, or to track any change/manipulation of the configuration files or any configuration of the system.

5.8. Speed

40.	The system must be able to support caching in such a way that content can be preloaded into front-end memory to avoid database/hard disk requests for every individual page visit.
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41.	<p>The system must provide optimisation methods and data-compression tools to reduce bandwidth consumption, loading times and the number of requests to the server.</p> <p>The speed of the front-end will be assessed with pagespeed performance tools such as google pagespeed, pingdom or similar.</p> <p>The speed of the back-end (WCMS) will be assessed by a group of EUI web editors testing some of the features described above, such as but not limited to:</p> <ul style="list-style-type: none"> • creation and editing of a page • search of a specific content/item in the back-end • insertion of a multimedia content in a page • publication of pages or other content types
42.	<p>Dynamic caching: cached pages and content (e.g. images, CSS files, documents) must be automatically updated when the content changes, is deleted or is varied in any way, and must be configured accordingly in case of pages that show different content to different users.</p>
43.	<p>The WCMS must ensure that pages of the front-end will load in a fast way.</p> <p>For reference, a standard page like our homepage www.eui.eu, must have a DOMContentLoaded time of less than 1 second without any caching system.</p>

5.9. System integration: API and structured content

44.	<p>The system must provide API to access, edit, create and delete its content programmatically.</p>
45.	<p>API accesses data, properties, metadata and useful information of pages, files and structured content, in one of the following formats (in order of preference): JSON, XML.</p>
46.	<p>The data must be available through HTTP requests, respecting modern security standards such as authentication and session management.</p>
47.	<p>The WCMS must allow development of modules, plugins and custom components, in one or more of the following programming languages: C#, PHP, Ruby, C++, ASP.NET, Node.js, Python.</p>

5.10. Resources and documentation

48.	<p>The system must be offered with extensive and updated development resources in English on all the WCMS functionalities, tools and API's as well as on any additional components offered.</p>
49.	<p>The service provider should encourage and facilitate communication about use and customisations of the product amongst its clients (e.g. discussion groups, users groups or working groups).</p>
50.	<p>Updates and developments must be fully documented and accessible for testing before the implementation or update process. Any planned update of the system can be implemented on the live environment only after the ok of the EUI Web Unit, that will have tested the new version on a dedicated dev environment.</p>

51.	The offer shall include 3 full days of one-to-one training for WCMS administrators, to be done at the EUI or at the Contractor's headquarters, within the EU borders.
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5.11. Support

52.	Support must be provided on a 24/7 basis, via email, phone and possibly via direct chat services such as Google Hangout, Slack or Skype.
53.	<p>The designated business contact person at the Contractor's shall prioritise the EUI support requests (critical, high, medium, low) and the Contractor guarantees the following Maximum Resolution Time from Ticket to Resolution:</p> <ul style="list-style-type: none"> • Critical* - resolved in max 8 hours • High** - resolved in max 2 working days • Medium - resolved in max 5 working days • Low - resolved in max 10 working days <p>* Maximum Response Time for critical support requests is max 30 minutes 24/7.</p> <p>** Response times for High to Low support requests is max 1 hour during normal working hours (Monday to Friday 9 am to 6 pm CET).</p>
54.	<p>A support request must be marked as Critical in the following cases:</p> <ul style="list-style-type: none"> • The website or the WCMS (front-end and back-end) are not reachable or not usable. • The content of the website is seriously corrupted • A security issue is exposing restricted content or information <p>High, Medium and Low labels will be agreed in a SLA between the Contractor and the EUI before the stipulation of the contract.</p>

5.12. Functionalities and other requirements

55.	<p>The WCMS must be able to produce content in accordance with the Web Content Accessibility Guidelines 2.0 Level AA requirements (WCAG 2.0 AA):</p> <p>http://ec.europa.eu/ipg/standards/accessibility/index_en.htm</p> <p>https://www.w3.org/WAI/WCAG20/quickref/</p>
56.	The WCMS must have a WYSIWYG editor and provide standard Word authoring features to enable an editor to add and format text, links and images to content areas, create tabular layouts within a text area and apply styles without the need of HTML skills and in an editor which is fully integrated in the system (no external editing software necessary for the above mentioned markup).
57.	The system shall allow the editors to format pages with a standard and centralised design without having to apply formatting manually; therefore, the WCMS must support the creation, modification and deletion of templates.
58.	Layout and content are managed separately (i.e. it must be possible to create and edit content without having to amend or create a template).

59.	Stylesheets and all design elements do not mix with the content, and shall be stored in well organised and independent sections of the WCMS.
60.	The WCMS must allow fast and smooth design changes, with appropriate planning, without affecting the content.
61.	The WCMS must include an image library, with various permission levels to upload, delete, search and use images in the various sections of the website.
62.	The image library should be capable of automatically creating thumbnails or variations of images at predefined sizes.
63.	The WCMS must have a preview system to let editors check their pages before sending them to the live website. The preview is to be identical to the final live result. The preview should be available for most common screen sizes (including mobile devices).
64.	The WCMS must be able to integrate third-party tools and make use of third-party services and web services developed internally or externally (e.g. embedding of forms and live feeds).
65.	The WCMS shall be capable of storing and categorising documents, images, video and audio files. It must be possible to assign content types and metadata to repositories and to assign metadata values to objects (documents, images, video and audio files).
66.	The WCMS shall support uploading and deletion of files in bulk.
67.	It should be possible within the WCMS to create metadata and content types.
68.	It should be possible to bulk manage links to external urls used in the WCMS pages.
69.	Internal links should not be dependent on the URL, but be dynamically updated if the target page or item is renamed or its URL changes within the system.

6. Technical and professional capacity

70.	<p>The Tenderer must have the appropriate technical and professional capacity to perform the contract and will be evaluated using the following criteria:</p> <ul style="list-style-type: none"> • Experience in developing and implementing websites based on the proposed Content Management System: at least 5 projects of similar scale within the last 3 years • Technical experience commensurate with the development environment described • Relevant qualifications and expertise of key personnel allocated to the project: technical experience, qualifications, English language skills • Fulfilment of all mandatory WCMS requirements as outlined in this chapter
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71.	<p>Evidence required</p> <p>The following documents or information are to be included in the Technical Offer as evidence of compliance with the technical and professional capacity criteria:</p> <ul style="list-style-type: none"> • A description and client list of at least 5 website development projects based on the proposed Content Management System within the last 3 years. The EUI may request further details from the Tenderer in the event that verification is required. • CVs of key personnel to be allocated to the project, covering their work experience, education, qualifications, technical and organisational skills as well as English language proficiency. • Details of how the proposed solution will satisfy all mandatory requirements as outlined in this chapter.
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7. Obligations (Mandatory conditions)

72.	<p>The following criteria are considered mandatory. Offers that cannot guarantee them will not be considered. Penalties will be foreseen if the criteria are not met during the provision of the services assigned through this call for tender.</p> <p>-> 99,9% Uptime of the front-end website and for the WCMS. The uptime will be measured on the front-end webpage and on the WCMS login page through professional services.</p> <p>-> full integration with the EUI Active Directory structure for login and permissions as described in § 5.4.</p>
73.	<p>A quote for a fixed price for extra days of training and/or custom development must be provided in the economic offer.</p> <p>Extra services will be quoted for specific requests. The quote should be expressed in working days, and the agreed fixed price will apply.</p>

8. Penalties

74.	<p>Except for cases in which the law specifies otherwise, the EUI upholds compliance with the clauses agreed in these Tender Specifications by reserving the right to apply the following penalties, over and above reimbursement for any expenses incurred in ensuring that its activity can continue effectively and regularly:</p> <p>-> A set of 10 pages (e.g. homepage, login-page, and other representative pages) will be monitored. Planned maintenance is not considered downtime, and an appropriate courtesy page should be set up.</p> <p>Monthly reports will be shared between the EUI and the Contractor.</p> <p>If the monthly performance of the front-end and/or the WCMS are below 99,9%</p> <ul style="list-style-type: none"> • 1 month: a written warning will be sent to the service provider • 2 consecutive months: an economic penalty of €200 (two hundred) will be charged <p>3 consecutive months: €500 (five hundred) will be charged and the EUI can opt out of the contract</p>
75.	<p>On a yearly basis the EUI can opt out of the contract if the uptime of the front-end and the back-end is below 99,8%.</p>

CHAPTER III – SUBMISSION AND EVALUATION OF OFFERS

9. Procedures for Submitting an Offer

The Offers and all attached documentation, including annexes, must be submitted in English. Both the Technical Offer and the Economic Offer must be signed by the company's Legal Representative and must be perfectly legible, so as to avoid the risk of ambiguities and misunderstandings.

Offers must be sent to the following address:

EUROPEAN UNIVERSITY INSTITUTE

PROTOCOL OFFICE

Via dei Roccettini, n. 9

50014 San Domenico di Fiesole (FI) – ITALY

The entire documentation for the bid must be sent in a perfectly sealed package, on pain of exclusion from the tender procedure. The package must be sent exclusively via express courier or delivered by hand to the EUI's Ufficio del Protocollo, the incoming mail registration service (opening hours: Monday-Friday 8.30 am – 1 pm and 2 pm – 5 pm), in either case with **delivery** to the Institute no later than **3 pm** on **03.05.2017** (absolute deadline). Any other means of delivery and/or shipment shall warrant exclusion from the tender procedure.

All Tenderers are required to notify the EUI that they have submitted a bid, by writing to the email address CS.Tender1-17@EUI.eu. The Institute shall acknowledge receipt of this message.

Once the Offer has been received by the Contracting Authority, all the documents become the property of the Institute and shall be treated with the utmost confidentiality.

On pain of exclusion from the tender procedure, every Offer submitted must comply with the following instructions.

9.1. Form of the offer

Offers must be submitted according to the method of the double envelope.

The outer envelope must be sealed with adhesive tape and signed across the tape. It must contain the following information:

- The code referring to this tender procedure: **CFT-EUI-CS-2017-001**;
- The title: **Open Call for Tenders for the Supply of a Web Content Management System under the Software as a Service model**;
- The name of the Tenderer;
- The name and address of the Institute (see above).

The inner envelope shall bear the indication of the Service in charge of the tender as given in these STS, and the wording "Tender Procedure – Not to be opened by the internal mail service". If the Tenderer is using self-sealing envelopes, they must be sealed with adhesive tape and the sender must sign across that tape.

The content of the package must be subdivided into four envelopes, according to the following

instructions, on pain of exclusion from the tender procedure.

Envelope no. 1: Administrative documents

Envelope no. 1: sealed with adhesive tape and signed across the tape, bearing on the outside the name of the Tenderer and the words “**Envelope no. 1 – Administrative Documents**”; this envelope shall contain 1 original and 1 paper copy (clearly distinguishable from the original, and neither stapled nor bound to enable easy photocopying), as well as a read-only digital copy (i.e. that cannot be edited), of the following documents:

- **Checklist**, filled in and signed (**Annex A**).
- **Request to participate in the tender procedure**, dated and signed by the company’s Legal Representative, or by a person entitled to sign on behalf of the company; this request may only be submitted using **Annex B**.
- **Declaration on Honour** concerning the company’s legal status, signed by the company’s Legal Representative, using **Annex C**.
- A photocopy of a valid identity document of the signatory shall be attached to the Declaration.
- Documents demonstrating the tenderer’s eligibility to participate in the tender procedure, as listed in **Article 12**, from item a) to item g).
- Copies of the **Invitation to Tender Letter**, of the **Special Tender Specifications** and of the **Draft Contract** as provided in **Annex D**, without any additions, amendments or changes, initialled on each page and bearing the Tenderer’s stamp and full signature of the Owner or Legal Representative on the last page.
- **A provisional bid bond** for 2% of the presumed annual amount of the tender, or **€1000 (one thousand)**.

The bid bond:

- shall be a bank guarantee or insurance policy or a policy issued by financial brokers included in the registers of authorised brokers. The bid bond provides a guarantee against the risk that the contract may not be signed.
- shall be operational within **fifteen (15) days**, upon a simple written request by the Contracting Authority, and must have a validity of **one-hundred-and-eighty (180) days** from the deadline for submission of bids.
- shall further contain the clause that it will only cease to be valid once the Contracting Authority has issued a specific release statement, even after the expiry date as described above.
- must also envisage the waiver of the right to enforce prior payment from the main debtor.

No form of bid bond other than the above-mentioned will be accepted. Any tenderer submitting a guarantee issued by financial brokers that the Bank of Italy has forbidden from undertaking new transactions shall be excluded from the tender procedure.

Envelope no. 2: Technical Offer

Envelope no. 2: sealed with adhesive tape and signed across the tape, bearing on the outside the name of the Tenderer and the words “**Envelope no. 2 – Technical Offer**”; this envelope shall contain 1 original and 1 paper copy (clearly distinguishable from the original, and neither stapled nor bound to enable easy photocopying), as well as a read-only digital copy (i.e. that cannot be edited), of the detailed description of the infrastructure, resources and services that will be allocated for the EUI.

In evaluating the Technical Offer, special consideration will be given to the level of detail, to the clarity and accuracy of the description provided in the technical report.

The Technical Offer's organisational structure shall be as follows:

- Detailed technical-organisational report describing the management and implementation of the service requested. The report shall not be longer than 50 pages, A4 format, clearly describing every element useful to evaluate the project. The report must be such as to make it easy to identify and evaluate the technical-organisational, operational, qualitative, methodological characteristics, as well as the additional features and/or improvements proposed over and above the specifications in the STS.
- The Technical Offer should include at least:
 - How the proposed architecture secures speed and uptime performance, including scalability of the solution;
 - How the proposed architecture provides adequate security and data protection, including the strategy for DDoS prevention;
 - A description of the disaster recovery plan;
 - A resilience plan;
 - Evidence of compliance with the technical and professional capacity criteria as stated in [Article 6](#).
- Complete and include the overall summing-up document in **Annex E**.
- The Technical Offer shall be signed by the company's Legal Representative.
- Each and every element of the Technical Offer submitted shall be deemed an integral part of the contract, and the successful Company shall be obliged to comply with it.

The Tenderer shall declare which information in the documentation is an industrial and/or commercial secret and must therefore be considered strictly confidential.

Envelope no. 3: Economic Offer

Envelope no. 3: sealed with adhesive tape and signed across the tape, bearing on the outside the name of the Tenderer and the words "**Envelope no. 3 – Economic Offer**"; this envelope shall contain 1 original and 1 paper copy (clearly distinguishable from the original, and neither stapled nor bound to enable easy photocopying), as well as a read-only digital copy (i.e. that cannot be edited), of the Economic Offer drawn up using the form in **Annex F** and signed by the company's Legal Representative.

The Economic Offer must provide an overall price for the system and services described in [Article 5](#) of these STS, as well as a fixed price for extra days of training and/or custom development. All prices shall be net prices, excluding VAT.

Each Economic Offer submitted shall be assessed in a comparative evaluation with all other Offers received. Scores shall be assigned according to the detailed scoring criteria described in [Article 13](#) – Award Criteria.

Envelope no. 4: Further Documentation

Envelope no. 4: sealed with adhesive tape and signed across the tape, bearing on the outside the name of the Tenderer and the words "**Envelope no. 4 – Further Documentation**"; this envelope shall contain any other document providing additional information in support of the Offer, that was not explicitly mentioned as being part of the content of the other envelopes (e.g., brochures, illustrated prospectuses, etc.).

10. Opening of Offers

The opening of the Offers shall ascertain that:

- offers were submitted within the established deadline;
- offers submitted were presented in the form requested, using the “method of the double sealed envelope” (as specified in **§ 9.1**).

The Institute will not hold public sessions for the opening of the Offers.

11. Grounds for Exclusion

Tenderers shall not be in any of the following situations, which are grounds for exclusion:

- a) in a state of bankruptcy, of being wound up, in receivership, having entered into an arrangement with creditors, having suspended business activities, or in any other similar situation due to a procedure of this nature envisaged by national laws or regulations, nor shall they be the object of a complaint that might give rise to similar procedures;
- b) to have been found guilty, in a final judgment, for an offence related to professional ethics, by the competent judicial authority or in the ruling of an administrative body or international organisation;
- c) to not be fully in compliance with the obligations relating to the payment of social security and insurance contributions, or to the payment of duties and taxes in observance of the legislation of the country where the Tenderer is legally registered or in Italy, where the services for the Institute would be implemented. An infringement of this nature must be proved by a ruling or an administrative decision, confirmed in a final judgment, in compliance with the legislation of the country where the Tenderer is registered for tax purposes, or in Italy, being the country of establishment of the Institute;
- d) to have been found guilty, in a final judgment, of fraud, corruption, participation in the activities of a criminal organisation, money laundering, crimes related to terrorism, child labour or other forms of human trafficking or any other illicit activity detrimental to the financial interests of the Institute;
- e) to have been found in serious breach of a contract financed by the Institute, or to have been found guilty, in a final judgment, of offences or serious irregularities, as ruled by the competent judicial authority or by an administrative decision;
- f) to have been the subject of an administrative penalty for having committed an offence related to professional ethics, for having made substantial errors or committed irregularities or fraud, or have been declared to be in serious breach of their obligations under contracts covered by the Institute’s budget (**Article 41** of [President’s Decision no. 36/2016](#)).

With the exception of cases falling under item d) above, the Institute may decide not to exclude the Tenderer in the event that the latter can provide evidence of having already implemented new procedures to demonstrate its reliability.

The Institute may also waive the compulsory exclusion in cases falling under item c), in instances where an exclusion would be clearly disproportionate, i.e. where the amount of social security or insurance or taxes or duties due was negligible, or in cases when the tenderer was informed of the amount due as a consequence of its non-compliance, with such short notice that it was not able to pay and demonstrate its reliability before the deadline for the submission of the documentation for participation in this tender procedure.

Furthermore, tenderers in the following situations at the time of this procedure shall also be excluded:

- g) in a situation of conflict of interest in relation to the contract. Such situations occur when the impartial and objective implementation of the Contract is jeopardised for reasons related to financial interests, to political or national affinities, to family ties or sentimental ties, or for any other shared interest in the present and in the previous 5 years;
- h) of not having immediately notified the Institute of any situation which may suggest a conflict of interest, or which may give rise to such a conflict;
- i) of having granted to third parties, or having obtained, sought, tried to obtain or accepted from third parties, whoever that may be, benefits in money or in kind, if such an advantage is an illicit practice or may be construed as corruption, direct or indirect, connected to the implementation of the Contract;
- j) of having tried to exercise undue influence on the Institute's decision-making process or to obtain confidential information that would have placed it at an advantage in this tender procedure;
- k) of having tried to enter into an agreement, or actually done so, with other tenderers in order to distort the tender procedure;
- l) of having tried deliberately to provide misleading information that may have substantially influenced decisions relating to exclusion, selection and awarding of the tender;
- m) of having deliberately provided misleading information that may have substantially influenced decisions relating to exclusion, selection and awarding of the tender;
- n) of having provided the Institute with inaccurate and/or incomplete and/or false information in the context of this tender procedure.

Tenderers shall prove that they are not in any of the above situations.

Documents proving eligibility in relation to the grounds for exclusion listed above:

The Contracting Authority will accept, as satisfactory proof that the Tenderer is not in any of the situations described above, a formal signed Declaration on Honour, as shown in the form in **Annex C**.

The Institute reserves the right to verify the accuracy of this information and to request documents providing further evidence before the contract is signed.

12. Selection Criteria

To be eligible for the tender procedure, companies must possess all the following requirements.

Companies in default in even one of the requirements listed below will be excluded from the procedure.

The following documents shall be submitted with the Technical Offer:

General Requirements

- a) Enrolment in the CCIAA (Chamber of Commerce, Industry, Arts and Crafts, Agriculture), or in an equivalent registry in the country where the company is established, showing that it practises business activities in the field that is the object of this tender procedure, or at least a field that is compatible with it.
- b) Declaration that the Tenderer has taken note of all general, particular and local circumstances, barring none, and of any other element which may directly or indirectly influence the implementation of the service or the drawing up of the Offer; and therefore that the Offer submitted is profitable, and that the company undertakes to hold said Offer valid and binding for **one-hundred-and-eighty (180) days**, starting from the deadline for submission of the bid.

- c) Declaration of being in compliance with all obligations relating to the payment of social security and insurance contributions in favour of its employees, in full observance of existing legislation; and that it applies the employment conditions envisaged in the sector's national collective labour agreement.

Technical, Economic and Financial Capacity Requirements

- d) Two (2) bank references issued by prime banks, or financial companies included in the registers of authorised brokers, issued after the date of the Invitation to tender and the publication of these STS, proving that the Company has always met its obligations punctually and regularly, and that the Company possesses the economic and financial capacity to perform the services that are the object of this tender.
- e) Certificates for the following insurance policies, valid for the entire duration of the contract, and complying with the ceilings as follows:
- i. Civil Liability insurance: with a ceiling of at least **€5 million**
 - ii. Civil Liability Insurance for Service Provider: with a ceiling of at least **€5 million**
- f) Declaration that, over the previous three years (2014-2015-2016, the company's overall turnover, excluding VAT, was not lower than **€150.000 (one hundred fifty thousand)**.
- g) Declaration that the company is currently executing and/or has executed over the previous three-year period (2014-2015-2016) similar or identical services to those that are the object of this tender procedure, indicating, for each of these services, client, duration, contract amount, and type of service.

Among the services performed over the previous three years (2014-2015-2016), the company must be able to include at least 1 contract that was successfully executed, or that is currently in execution, for an amount of at least **€75.000 (seventy-five thousand)**, excluding VAT, for the overall period of the 3 years taken into account and displaying the same characteristics as the one that is the object of this tender procedure (the supply of a WCMS under the SaaS model, and related activities of training, consultancy and collaboration).

In the case of successfully completed services, the company shall produce the certificate of final completion issued by its public or private client.

If requested to do so, the Company awarded the tender shall submit the following documents:

- h) Audited accounts for the last three years, or fewer if the Company has not been in activity for three years.
- i) Declaration of the Company's turnover, of its profit and loss account for the last year of activity (or part of the year, if it has not been in activity long enough) and a Financial Statement for the end of the accounting period, in cases where this information has not already been provided under item (h).
- j) In the event that the Company is unable to provide the documentation called for under item (i), the Company shall submit a declaration of its turnover forecast, as well as its forecast of profits and losses, of cash flow for the year and a letter from the Company's bank outlining its existing cash and credit situation.

The Institute reserves the right to carry out sample checks to ascertain the truthfulness of tenderers' declarations.

Tenderers are reminded that false statements will lead to criminal charges. The Institute will check the truthfulness of information contained in the statements and declarations submitted; should any such statement be found to be untrue, the Tenderer shall lose any benefit he may have gained and the Institute shall enforce and take possession of the bid bond put up by the Tenderer, as well as submit a formal report to the authorities denouncing the criminal offence.

13. Award Criteria

Only those Offers that meet all the requirements listed in shall be eligible for the next stage of the procedure, the technical and qualitative evaluation.

The Contract shall be awarded according to the principle of the “**Best Value for Money**”, based on the internal Evaluation Committee’s assessment: out of a maximum score of **100**, each Offer shall be awarded points according to the following parameters:

MAXIMUM SCORE	
Methodological, Technical and Quality Evaluation, Q	70/100
Economic Evaluation, P	30/100

Table 1: Award Criteria

The Offer’s Total score **T** shall be made up of the sum of its Technical and Quality score **Q** and its Economic score **P**:

Total Score T = methodological, technical and quality evaluation Q + economic evaluation P

The Tenderer whose Offer obtains the highest Total Score T shall be awarded the tender.

Wherever the evaluation parameter is solely an objective parameter, the score will be calculated in proportion to the degree to which the bid equals the minimum level required.

In cases where the parameter is also subject to a comparative analysis among all the offers submitted, the Committee shall assign a score at its own discretion, providing motivations for its evaluation.

A – Assigning points for methodological, technical and qualitative aspects of the service

In evaluating the methodological, technical and qualitative aspects of the service, the Committee shall use the scores shown in Table 2, where the highest achievable score is 70.

For each item (from 8 to 71), the Evaluation Committee shall assign at its own discretion a score anywhere between 0 and the highest score shown in the table, on the basis of the Offer’s compliance with the specifications in these STS.

Technical proposal

The assessment of technical quality will be based on the ability of the Tenderer to meet the purpose of the contract as described in Chapter II.

To this end, the technical proposal shall contain the following information to allow evaluation of the Tenderer:

- An acknowledgment of receipt and understanding of all the documents that comprise this Call for Tender.
- A response to each of the core EUI WCMS requirements (all points in Chapter II).
- A description of the planning, including a high-level plan to meet all the requirements with

related time estimate.

- Detailed description of work organisation, including team's setup, roles and responsibilities, approach to delivery of the work as specified, approach to project and service management, quality assurance, risk management and customer support.
- Instructions to access a test environment to assess the WCMS features as described in Chapter II.

*Important note: the Tenderer is expected to provide a detailed description of the proposed solution both functional and technical. For each of the requirements, the Tenderer is also expected to provide details of how much of each requirement is provided 'out-of-the-box' from the vendor's baseline product, and how much would need to be customised.

Details include but are not limited to 3rd party products, risks and dependencies native to the product, and technical assumptions associated with providing the customisations needed by the EUI.

The technical proposal must include a detailed proposal for the migration of the entire www.eui.eu website.

The EUI Web Unit will independently manage the content migration from the current WCMS to the new system, however the technical proposal must include a suggested strategy specific for the WCMS product. This will be ignored in the evaluation of the price.

Failure of the technical proposal to demonstrate the above-listed capabilities will lead to the exclusion of the tender from further evaluation (the award criteria).

The information in the technical proposal must be complete, coherent and consistent with the terms of reference and must be signed by the Tenderer.

The quality of Technical Offers will be evaluated in accordance with the award criteria and the associated weighting as detailed in the evaluation grid below.

Table 2			
DESCRIPTION		MAXIMUM SCORE	MINIMUM SCORE
1-7	Mandatory attributes	n/a	
8-16	Contract objectives and scope	5	0
17-20	Hosting requirements	8	0
21-30	Authentication and permission structure	8	0
31-34	Workflow	5	0
35-39	Security and backup	5	0
40-43	Speed	5	0
44-47	System integration	5	0
48-51	Resources and documentation	5	0
52-54	Support	8	0
55-69	Functionalities and other requirements	8	0
70-71	Technical and professional capacity	8	0

72-73	Mandatory conditions	n/a	
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Table 2: Scores for Methodological, Technical and Qualitative Aspects

The minimum threshold for admission to the next stage is:

- each mandatory item (1-7, 72,73) must be met;
- total score for all items from 8 to 71 must be between 40 and 70.

Tenderers whose Technical Offers meet the two conditions specified above shall be put through to the next stage, where their Economic Offers will be evaluated.

Once the tender is awarded, the successful Technical Offer becomes an integral part of the STS and of the Contract.

B - ASSIGNING POINTS IN RELATION TO PRICE OFFERED

The quote should include a fixed price for development days (per day) of custom features and additional days of custom training. Please note as well that the proposal should include a package of 2 full-time training days for the EUI Web Unit (in addition to the initial setup).

The maximum score achievable for the price is 30 points, subdivided according to the following weightings:

- for the price inclusive of all costs involved in the performance of the contract (e.g. delivery, supply and installation, maintenance, travel, subsistence, etc.): max. 25 points (P1)
- fixed price for extra days of training and/or custom development: max. 5 points (P2)

The scores P1 and P2 will therefore be calculated on the basis of the above weighting factors by means of the following formula:

$$P_i = \text{Weighting factor} \times \frac{\text{Minimum price}}{\text{Price offered}}$$

The final score P for each tenderer shall be determined by summing the Pi scores according to the formula:

$$P = P_1 + P_2$$

14. Indicative Timeline of the Tender Procedure

The indicative timeline for this tender procedure is:

Table 3	
Description	Date
Launch of the tender procedure	03 April 2017
Deadline for Submission of Queries or Clarification Requests	25 April 2017, 3 pm

Deadline for Submission of Offers	03 May 2017, 3 pm
Deadline for availability of test environment	17 May 2017
Announcement of Results	01 June 2017
Signing of Contract	14 days after announcement of results

Table 3: Indicative Timeline of the Tender Procedure

15. Obligations after being Awarded the Tender

In order to be effectively awarded the tender and to become eligible to sign the contract, by the date decided by the Contracting Authority, the successful Company shall submit the following:

1. a performance bond equal to 10% of the mean annual contract value based on its own Economic Offer; the performance bond shall be issued as a guarantee of the Company fully performing all obligations relating to the contract and deriving from it, and shall be raised according to the method described in **Article I.4.2** of the Draft Contract (**Annex D**);
2. the certificates and declarations listed in [Article 12](#), from **item h**) to **item j**);

If the Company that is awarded the tender does not comply in a timely fashion with the above obligations or fails to submit all the documentation requested, or does not provide evidence of the prerequisites it declared on its honour to be in possession of, or if such evidence is not considered in conformity with the declarations submitted in its tender documentation, the Contracting Authority reserves the right to withdraw its award, and to award the tender instead to the company having achieved the next highest score, or to launch a new tender procedure, holding the defaulting company liable for any increase in cost that the Contracting Authority may incur as a consequence. Under these circumstances, the Contracting Authority shall take possession of the defaulting company's bid bond and shall also apply any further penalty envisaged by the existing legislation.

If, on the other hand, the above-listed verification activities are all performed in a satisfactory manner, the Company will be effectively awarded the tender and will be formally invited to sign the contract.

CHAPTER IV – FINAL PROVISIONS

16. General Information

The tender procedure shall be performed in compliance with the Institute's internal regulations, and especially in accordance with [High Council Decision no. 6/2015](#) amending Title V of the EUI's Financial Rules regarding Public Procurement and with [President's Decision no. 36/2016](#), both available on the Institute's website at <http://www.eui.eu/About/Tenders/Index.aspx>.

Participation in this tender procedure implies full acceptance of the above-mentioned regulations.

The rules governing the future relationship between the Contracting Authority and the Company that is awarded the tender, including payment terms, data protection and processing, dispute settlement mechanisms, both during the tender procedure and in the implementation of contractual obligations, are all contained in the Draft Contract in **Annex D**.

17. Responsible Officer

The Contracting Authority appoints the Director of the European University Institute's Communications Service as the Responsible Officer for the tender procedure.

The Responsible Officer shall be in charge of all exchanges and communications with the Company that is awarded the contract, on all issues relating to the performance of the services in question, and shall be responsible for ensuring that all contractual obligations are observed, enacting coercive provisions and applying penalties whenever necessary.

18. Reference person for the contract

In order to ensure that the contract is performed satisfactorily and to guarantee a correct contractual relationship with the Company that is awarded the contract, the Communications Service's Contract Manager (Francesco Martino, EUI Webmaster) shall be the Reference Person for the Contract. Among other tasks, the Reference Person shall:

- act as contact person for all operational exchanges with the Company;
- submit all requests for support and intervention whenever changes and/or new provisions are needed, throughout the duration of the contract;
- oversee the correct performance of the service and verify the results;
- propose to the Responsible Officer, see [Article 17](#) above, the application of penalties and, if necessary, the termination of the contract;
- check all invoices issued by the Company, initialling them in approval.

19. Transition Plan

Within **6 (six) months** from the signature of the contract, the Company shall provide a detailed plan describing how it intends to manage the transition process, once the contract expires, with the handover of service activities from the Company to the Contracting Authority or to a new contractor. This plan shall include instructions for transfer of knowledge, especially the documentation relating to the entire infrastructure and procedures. This plan shall be updated every six months.

20. Final Provisions and Annexes

These Special Tender Specifications consist of **20 Articles, 31 Pages** and **7 Annexes (A-G)**, each and every one of them being an integral part of these Special Tender Specifications; by signing these STS, the company is also formally expressing its approval and acceptance of the Annexes as well.

Annexes:

Annex A - Checklist

Annex B - Request to participate in tender

Annex C - Declaration on Honour concerning legal status

Annex D - Draft contract

Annex E - Technical Offer Form

Annex F – Economic Offer Form

Annex G – Athena page templates

Signature of Legal Representative

Company's stamp