



**European
University
Institute**

**INFORMATION
AND
COMMUNICATION
TECHNOLOGY
SERVICE**

Technical Specifications, Selection and Award Criteria - Lot A

Technical Specifications for the subscription to a framework consulting services contract for Microsoft Office 365 with the European University Institute

OP/EUI/ICTS/2020/02/LOT-A

YEAR 2020

Summary

CHAPTER I – DESCRIPTION OF REQUIRED SERVICES	3
1. Description of Services	3
CHAPTER II – SPECIFIC SELECTION CRITERIA	3
2. Skills and qualifications: requirements for the service personnel.....	3
3. Skills and qualifications: suppliers’ requirements	4
CHAPTER III – SPECIFIC AWARD CRITERIA.....	4
4. Assigning Points for Technical and Qualitative aspects of the Service	4
5. Assigning Points for Economic Aspects of the Service	6

CHAPTER I – DESCRIPTION OF REQUIRED SERVICES

1. Description of Services

The object of this tender procedure is to identify, within the Framework Contract Agreement, a company for the provisioning of consultancy and technical support services for the development, testing and implementation of advanced technical solutions for the following Microsoft technologies:

- Microsoft Office 365 services
- Microsoft Azure Active Directory
- Microsoft SharePoint Online
- Exchange Online

Due to the international nature of the EUI, every written communication and most of the meetings that will require the involvement of the appointed system experts, will be held in English. For this reason, it is strictly required for the technical personnel to have a sound knowledge of the English language, both spoken and written.

Consultancy services will be provided by a system architect with a demonstrated experience. The activities will take place in the IT Office, currently located at Villa Il Poggiolo, Piazza Edison 11, during office hours (9 am to 6 pm) under the supervision and collaboration of an internal ICT system expert.

As to simplify the IT operations scheduling and planning, the activities will be planned well in advance (normally two weeks before)

Outside office hours activities might be requested when necessary. No additional compensation is foreseen for consultancy services provided “Off-hours” but a conversion of worked hours spent in activities performed during “off-hours” hours and regular office hours will be performed. The Company is therefore requested to specify a conversion rate of “off-hours” hours into regular office hours (eg. “3 hours of activities performed during “off-hours” is equivalent to 5 hours of activities performed between 9 am and 6 pm”).

CHAPTER II – SPECIFIC SELECTION CRITERIA

2. Skills and qualifications: requirements for the service personnel

Essential requirements:

The following minimum requirements will be requested, with no exception, to the personnel involved in the service activities and execution:

- Good knowledge of the English language (written and spoken)
- At least 8 years of demonstrated experience as a Senior System expert
- Deep knowledge of Windows Active Directory
- Excellent knowledge of Office 365 core services, Exchange Online, Sharepoint Online and Teams.
- Excellent knowledge of PowerShell scripting language
- Deep knowledge of Microsoft Azure Active Directory

Advantageous requirements:

The following qualifications are considered optional but will be taken into account in the evaluation process.

- Microsoft Certifications related to management and administration of Windows Server systems
- Microsoft Certification related to Office 365 services, in particular: Microsoft 365 Enterprise Administrator Expert, Messaging Administrator Associate, Security Administrator Associate.
- English language certifications or qualifications

3. Skills and qualifications: suppliers' requirements

Listed below, by way of example but not limited to, any additional elements that the Supplier may highlight in the technical offer as an added value to the standard supply of requested services.

- MCP Microsoft Certification
- MCSE Microsoft Certification
- MCT Microsoft Certification
- Similar projects and/or activities performed for other customers (see point 3 of the STS)
- Direct support channel with Microsoft, with possibility of escalating to the highest level in case of necessity.
- Microsoft certifications owned by the Company

CHAPTER III – SPECIFIC AWARD CRITERIA

4. Assigning Points for Technical and Qualitative aspects of the Service

In evaluating the technical and qualitative aspects of the offered service, the Evaluation Committee, at its own discretion, shall use the scores shown in **Table 1**, the maximum sum of which is equal to 70.

According to the level of adequacy and conformity requested in this STS, the Evaluation Committee shall assign a scoring between **0** and **70**.

Each technician proposed by the Company will be evaluated according to the scores defined in **Table 1** (from **A1** to **A7**) and has to obtain always at least the minimum score for each requirement, on pain of exclusion. The total score will consist in the average of the points obtained by each evaluated technician.

Companies that will offer more than one technician to be evaluated might obtain a higher score in section **A8** in case all the proposed technicians obtain a score higher than **39** points in the “qualifications of support personnel” section of Table 1.

Companies not obtaining the minimum score in **A8** section will be excluded from this tender.

Table 1 – Technical and Qualitative aspects scoring			
Description		Min. Score	MAX. Score
Qualifications of support personnel			
A1	Knowledge of Microsoft Active Directory	3	6
A2	Knowledge of Microsoft Azure Active Directory	3	6
A3	Knowledge of Exchange Online	3	6
A4	Knowledge of Microsoft Office 365	3	6
A5	Certifications held	3	6
A6	Knowledge of the English language	1	2
A7	Similar projects and/or activities performed for other customers	9	18
Qualifications of the Company			
A8	Certifications held and availability of qualified personnel offered as an alternative	5	10

Companies that have a direct support channel with Microsoft, with the possibility of opening "Incidents" to the Support Center will get a bonus of **10 points**

As far as **Table 1** criteria are concerned, coefficients shall be assigned according to the following **Table 2**:

Table 2 - Quality coefficients		
Evaluation	Description	Coefficient
Excellent	Requirements, knowledge, certifications and previous experience are of a very high level, providing added value with respect to the Contracting Authority's expectations.	1,00
Good	Requirements, knowledge, certifications and previous experience exceed expectations	0,75
Satisfactory	Requirements, knowledge, certifications and previous experience are in line with what was foreseen in the STS.	0,50
Poor	Requirements, knowledge, certifications and previous experience are partially unsatisfactory	0,25
Unsatisfactory	Requirements, knowledge, certifications and previous experience are completely inadequate	0,00

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

5. Assigning Points for Economic Aspects of the Service

In evaluating the economic aspects of the offered service, the Evaluation Committee, shall use the scores shown in **Table 3**, the maximum sum of which is equal to **30**.

Table 3		
	Description of the Service	MAX Points
B1	System Architect per hour rate - ON SITE (Standard operation - 8 hours a day)	22
B2	System Architect per hour rate - REMOTE	6
B3	Conversion Ratio between hours worked in “off-hours” (from 6 pm to 9 am) and hours worked in office hours (from 9 am to 6 pm) eg. 1 (“off-hours”) equal to 1,5 (Office Hours)	2

The maximum score achievable of **B1** for the price **P (22 points)** will be awarded to the Tenderer who offers the best price for the “hour of on-site” consultancy (lowest price). The other companies will be awarded different scores (rounded off to the second decimal figure, if necessary) calculated in proportion to the ratio between the best price and the price offered by each Tenderer.

The following formula will be applied:

$$P = 22 \times \frac{\text{Best price}}{\text{Price offered}}$$

where P = points (score) awarded to the offer.

The maximum score achievable of **B2** for the price **P (6 points)** will be awarded to the Tenderer who offers the best price for the “hour of remote consultancy” (lowest price). The other companies will be awarded different scores (rounded off to the second decimal figure, if necessary) calculated in proportion to the ratio between the best price and the price offered by each Tenderer.

The following formula will be applied:

$$P = 6 \times \frac{\text{Best price}}{\text{Price offered}}$$

As far as **B3** score is concerned, a proportion between the conversion ratio proposed by each Company and the most advantageous conversion offer received will be made, assigning 2 points according to the obtained coefficient.

<p>Proposed Conversion Ratio</p> $B3 = 2x \frac{\text{Proposed Conversion Ratio}}{\text{Best Proposed Conversion Ratio}}$

Example:

Company A: 1 hour worked in Off-Hours = 2 hours worked in office hours.

Proposed ratio 1:2 = 0,5

Company B: 1 hour worked in Off-Hours = 1 hour worked in office hours.

Proposed ratio 1:1 = 1

B3 Score for Company A = $2 \times (0,5/1) = 1$

B3 Score for Company B = $2 \times (1/1) = 2$

For the economic evaluation each company will be requested to fill in the economic offer form (**Annex 5-A**).