



**European  
University  
Institute**

**INFORMATION  
AND  
COMMUNICATION  
TECHNOLOGY  
SERVICE**

## **Technical Specifications, Selection and Award Criteria - Lot B**

**Technical Specifications for the subscription to a framework consulting services contract for Microsoft Azure and Active Directory with the European University Institute**

**OP/EUI/ICTS/2020/02/LOT-B**

---

**YEAR 2020**

## Contents

<b>CHAPTER I – DESCRIPTION OF REQUIRED SERVICES .....</b>	<b>3</b>
<b>Article 1. General description of the services .....</b>	<b>3</b>
<b>CHAPTER II – SPECIFIC SELECTION CRITERIA .....</b>	<b>3</b>
<b>Article 2. Staff Skills and Qualifications: Support Team requirements.....</b>	<b>3</b>
<b>Article 3. Additional Services and improvements.....</b>	<b>4</b>
<b>CHAPTER III – SPECIFIC AWARD CRITERIA.....</b>	<b>4</b>
<b>Article 4. Attribution of points relative to technical and qualitative aspects of service.....</b>	<b>4</b>
<b>Article 5. Allocation of scores relating to price.....</b>	<b>5</b>

## CHAPTER I – DESCRIPTION OF REQUIRED SERVICES

### Article 1. Description of the services

The main activity covered by this procedure is the advanced support for the design, testing and implementation of advanced technical solutions for the following Microsoft technologies:

- Microsoft Windows Active Directory
- Microsoft Azure Active Directory
- Microsoft Azure Infrastructure as a Service (IaaS)

Given the nature of the EUI's international institution, all written communications and most of the meetings in which the systems engineers will be involved will be held with English-speaking staff. For this reason, the personnel involved in this selection are required to have an excellent level of knowledge of the English language, both spoken and written.

The services will be provided on premise or remotely by a System Architect with a proven experience in the sector, during office hours (9 am - 6 pm), under the supervision and collaboration of an ICT system administrator.

The intervention dates will be agreed well in advance (at least two weeks), in order to facilitate the company in planning the intervention.

Given the peculiarity of the type of support requested and the topics covered, the service may also be requested outside office hours. For consultancy services provided in "Off-hours", the supplier will not be entitled to any additional compensation; it will have the right to convert the hours worked into "Off-hours" into working hours performed during office hours. The company is therefore asked to specify the conversion ratio between the hours worked in "Off-hours" and those made during office hours.

## CHAPTER II – SPECIFIC SELECTION CRITERIA

### Article 2. Staff Skills and Qualifications: Support Team requirements

#### Essential requirements:

Each member of the team, without exception, must have the following minimum requirements:

- At least 15 years of experience as a Senior System Engineer.
- Good knowledge of English.

The support team should have the following technical knowledge:

- Excellent knowledge in Windows Server Operating Systems (v2016, v2019).
- Deep knowledge in implementing, configuring and administrating Windows Active Directory.
- Good knowledge in administrating Microsoft Azure Active Directory.
- Deep knowledge in configuring and administrating Microsoft Azure Virtual Infrastructure (IaaS).

#### Advantageous requirements:

The following qualifications are considered optional but will be taken into account in the evaluation process (see Tab. 1).

- Microsoft Technical certifications in administrating Windows Server Operating Systems.

- Microsoft Technical certifications in administrating Windows Active Directory Services.
- Microsoft Technical certification in managing Microsoft Azure Virtual Infrastructure (IaaS).
- Microsoft Technical certification as a Solutions Architect Expert on Azure.
- English Language certification or qualifications.

### Article 3. Additional Services and improvements

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

- Structure of the Support Team.
- Support Team members redundancy.
- Microsoft certifications and partnership.
- Similar projects and/or professional activities performed for other customers.

## CHAPTER III – SPECIFIC AWARD CRITERIA

### Article 4. Attribution of points relative to technical and qualitative aspects of service

For the evaluation of the technical and qualitative aspects of the service offered, the scores shown in Table 1 will be assigned, the maximum sum of which is equal to 70.

For each item, the jury will assign a score between 0 and the maximum score shown in the table, at its discretion, based on the degree of compliance with the requirements of this document.

Table 1 – Technical and Qualitative aspects scoring			
Description		Min. Score	MAX. Score
<b>Qualification of the Support Team</b>			
<b>A1</b>	Expertise in Microsoft Active Directory	5	10
<b>A2</b>	Expertise in Microsoft Azure Active Directory	3	6
<b>A3</b>	Expertise in Microsoft Azure IaaS	3	6
<b>A4</b>	Technical Certifications	3	6
<b>A5</b>	Knowledge of English	1	2
<b>A6</b>	Structure of the Support Team	5	10
<b>A7</b>	Support Team members redundancy	5	10
<b>Qualification of the Company</b>			
<b>A8</b>	Similar projects and/or activities performed for other customers	5	10
<b>A9</b>	Technical Certifications	2,5	5
<b>A10</b>	Partnership with Microsoft	2,5	5

The quality coefficients will be applied for each individual item in **Table 1** as indicated in **Table 2** below.

<b>Table 2 - Quality coefficients</b>		
<b>Evaluation</b>	<b>Description</b>	<b>Coefficient</b>
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

To achieve technical suitability, each item from A1 to A10 must reach the indicated Minimum Score, under penalty of exclusion from the tender.

In case of award, the technical offer integrates the provisions of the STS and will be an integral part of the framework service contract.

#### **Article 5. Allocation of scores relating to price**

For the evaluation of the economic aspects of the service offered, the scores shown in **Table 3** will be assigned, the maximum sum of which is equal to **30**.

<b>Table 3 – Price scores</b>		
<b>Description of the Service</b>		<b>Max Score</b>
<b>B1</b>	System Architect per hour rate - ON SITE (Standard operation - 8 hours a day)	<b>15</b>
<b>B2</b>	System Architect per hour rate - REMOTE	<b>12</b>
<b>B3</b>	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)	<b>3</b>

The procedure adopted for calculating the score for row **B1** will be to make the proportion between the best offer for the on-site consultancy time (lowest price) and the one made by each company, assigning the 15 points available based on the coefficient thus obtained.

The attribution of the score will take place according to the following formula:

$$B1 = 15 \times \frac{\text{Best price}}{\text{Price offered}}$$

The procedure adopted for calculating the score for row B2 will be to make the proportion between the best offer for the remote consulting hour (lowest price) and the one made by each company, assigning the 12 points available based on the coefficient thus obtained.

The attribution of the score will take place according to the following formula:

$$B2 = 12 \times \frac{\text{Best price}}{\text{Price offered}}$$

In the same way, as regards the score relating to row B3, a proportion will be made between the conversion ratio proposed by each company and the most advantageous for the Institute, assigning the 3 points available based on the coefficient thus obtained.

$$B3 = 3 \times \frac{\text{Proposed Conversion ratio}}{\text{Max Conversion ratio}}$$

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 = 3 x (0,5/1) = 1,5

B3 score for Company B = 3 x (1/1) = 3

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