



**European
University
Institute**

**INFORMATION
AND
COMMUNICATION
TECHNOLOGY
SERVICE**

Technical Specifications, Selection and Award Criteria - Lot C

Technical Specifications for the subscription to a framework consulting services contract for Magento E-commerce with the European University Institute

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

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CHAPTER I – DESCRIPTION OF REQUIRED SERVICES

Article 1. Description of the services

The main activity covered by this procedure is the support and update of our Magento platform: its installation is on-premises, accessible through VPN, running on a Linux RedHat in a virtual machine VMWare.

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 a good knowledge of the English language, both spoken and written.

The services will be mostly provided remotely via VPN access. Only in case of particular circumstances, and after formal agreement, we could ask for on-premises assistance provided at the ICT headquarters, or any other building of the EUI Campus, during office hours (9 am - 6 pm), under the supervision and collaboration of an ICT technician.

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, but 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:

- Specific experience in E-Commerce sector, ICT area, at least 4 years.
- Good knowledge of English.

The support team should have the following technical knowledge:

- Excellent knowledge of Magento 2 Platform (installed version 2.2.6 and later versions)
- Very deep knowledge of PHP (ver. 7.1 e higher) and Apache (2.4 e higher)
- Deep knowledge of OS Linux RedHat (ver. 7 e higher)
- Good knowledge of RDBMS MySQL (ver. 14 e higher)

Advantageous requirements:

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

- Magento 2 and Magento Certifications (e.g. Magento 2 Certified Solution Specialist, Magento 2 Professional Front end developer, Magento 2 Associate Developer, Magento 2 Professional Developer, Magento 2 Professional Javascript Developer).

- Certified PHP Developer Fundamentals on MySQL® Environment.
- English Language certifications or qualifications.
- Other relevant certifications.

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 and redundancy of the Support Team.
- Magento Partnership: Solution Partners, Technology Partners, Community Insiders
- Projects and/or setup made for other clients, when related to the object of this tender (as in Title I)
- PHP, MySQL, Apache certifications.
- ISO, ITIL, and other certifications.

CHAPTER III – SPECIFIC AWARD CRITERIA

Article 4. Attribution of points related 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
Qualification of the Support Team			
A1	Expertise in Magento 2	6	10
A2	Expertise in PHP and Apache	6	8
A3	Expertise in Linux and MySQL	2,5	8
A4	Expertise in MySQL	2,5	6
A5	Technical Certifications	0	4
A6	Knowledge of English	1	2
A7	Structure and Redundancy of the Support Team	5	10
Qualification of the Company			
A8	Similar projects and/or activities performed for other clients	8	15
A9	Technical Certifications	4	7

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

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

To achieve technical suitability, each item from **A1** to **A9** 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**.

Table 3 – Price scores		
Description of the Service		Max Score
B1	Hourly rate for consultancy of a Magento Senior Developer - REMOTE	17
B2	Hourly rate for consultancy of a Magento Senior Developer - ON-SITE	10
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)	3

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 17 points available in based on the coefficient thus obtained.

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

$$B1 = 17 \times \frac{\text{Best price}}{\text{Price offered}}$$

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 10 points available on the basis to the coefficient thus obtained.

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

$$B2 = 10 \times \frac{\text{Best price}}{\text{Price offered}}$$

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 = $3 \times (0,5/1) = 1,5$

B3 score for Company B = $3 \times (1/1) = 3$

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