Technical Specifications, Selection and Award Criteria - Lot D

Technical Specifications for the subscription to a framework consulting services contract for the software platform LAMP (Linux operating system, Apache HTTP Server, MySQL relational database management system e PHP programming language) with the European University Institute

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

YEAR 2020

Technical Specifications for the subscription to a framework consulting services contract for the software platform LAMP with the European University Institute

Ref. OP/EUI/ICTS/2020/02/LOT-D (Annex 4-D)

2 /6

Index

Technical Specifications for the subscription to a framework consulting services contract for the software platform LAMP with the European University Institute

Ref. OP/EUI/ICTS/2020/02/LOT-D (Annex 4-D)

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 services and technical support for Web-Applications on LAMP (Linux, Apache, MySql, PHP) servers and their IT security. The 20 to 30 servers are part of a VMware infrastructure, reachable via VPN, and their apps are published to the internet via reverse-proxying.

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.

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 (e.g. "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:

- Good knowledge of the English language (written and spoken)
- At least 3 years of demonstrated experience as a Senior System expert
- Deep knowledge of Unix-like operating systems, in particular of RHEL and Ubuntu servers
- Excellent knowledge of open source Content Management Systems, preferably WordPress
- Sound knowledge of SQL
- Deep knowledge of computer security software

Advantageous requirements:

The following qualifications are considered optional but will be taken into account in the evaluation process (see Tab.1, Art 12A)

Signature of the Legal Representative

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Technical Specifications for the subscription to a framework consulting services contract for the software platform LAMP with the European University Institute

Ref. OP/EUI/ICTS/2020/02/LOT-D (Annex 4-D)

- Linux sys admin certifications
- Certifications related to security for web applications and web servers
- 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.

- Linux Certifications like Red Hat Certified System Administrator (RHCSA), Linux Foundation Certified System Administrator (LFCS), Giac Certified Unix Security Administrator (GCUX)
- Similar projects and/or activities performed for other customers.
- Certifications owned by the company in the area LAMP/web apps

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 A (from A1 to A6) and has to obtain for each requirement at least the minimum score, on pain of exclusion. The total score will consist in the average of points obtained by each evaluated technician.

Companies that will offer more than one technician to be evaluated might obtain a higher score in section **A7** in case all the proposed technicians obtain a score higher than **45** points in the "qualifications of support personnel" section of Table 1. Companies not obtaining the minimum score in A7 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 the English language	5	10
A2	Knowledge of system administration of Linux servers	5	10
A3	Knowledge of web Content Management Systems	5	10
A4	Knowledge of SQL	5	10
A5	Certifications held	5	10
A6	Similar projects and/or activities performed for other customers	5	10
	Qualifications of the company		
A7	Certifications held and availability of qualified personnel	5	10

Technical Specifications for the subscription to a framework consulting services contract for the software platform LAMP with the European University Institute

Ref. OP/EUI/ICTS/2020/02/LOT-D (Annex 4-D)

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

Table 2 - Quality coefficients		
Evaluation	**Desciption**	**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 – Price scores		
Description of the Service		**Max Score**
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.

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Technical Specifications for the subscription to a framework consulting services contract for the software platform LAMP with the European University Institute

Ref. OP/EUI/ICTS/2020/02/LOT-D (Annex 4-D)

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.

$$P = 2 \times \frac{\text{Proposed Conversion Ratio}}{\text{Best Proposed Conversion Ratio}}$$

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 x (0,5/1) =1
B3 Score for Company B = 2 x (1/1) = 2

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