



OP/EUI/ICTS/2020/004

**Open Procedure for the supply of support and maintenance
services for the High Processing Computing Cluster of the European
University Institute**

•

YEAR 2020

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TITLE I

GENERAL INFORMATION ON THE CONTRACT

Article 1. Presentation of the European University Institute

The European University Institute (EUI) offers post-graduate and post-doctorate courses in the social sciences only. Founded by the [Convention](#) of 19/04/1972 (Law no. 920 of [23/12/1972](#) published in the *Official Journal no. 19 of 23/01/1973*) ratified by the Member States of the European Community in order to provide advanced academic training for PhD researchers and to promote research at the highest levels. The Convention includes the "Protocol on the Privileges and Immunities".

The EUI Community has approximately 1,300 members. Researchers, teachers, and administrative staff are selected mainly from among citizens of the Member States, but not exclusively.

The registered office is at the Badia Fiesolana in Via dei Roccettini in San Domenico-Fiesole (FI).

For more information please visit the official website at www.eui.eu.

Article 2. Definitions

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

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

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

"Service in Charge of the tender procedure" shall mean the EUI's Information and Communication Technology Service (ICT Service).

"HCP" shall mean High Processing Computing infrastructure

Article 3. Object of the contract

The Institute is launching this tender procedure in order to enter into a "Service Contract" with a Tenderer that will be awarded the tender for the support, maintenance and management of a Linux-based, medium-sized High Processing Computing (HPC) infrastructure.

The next paragraphs will describe in detail the hardware and software features of the HPC and the type of services requested.

Both companies and freelancers are allowed to participate to this tender.

The Tenderer is requested to provide the specified services at its own risk and with its own independent organization, in compliance with the provisions of this STS and with the relative attachments, the Invitation Letter, the Service Contract and the documentation presented by the Tenderer during the tender.

Participants are asked to provide the curriculum of each member of the support team involved in the service. Furthermore, you are asked to provide a list of projects and / or implementations accomplished with other customers, always related to the subject of this request. The Institute reserves the right, subject to prior notice to the Tenderer, to contact the reference to verify its veracity.

Article 4. Contract Information

The Service contract concluded at the end of this procedure will be based on the Draft Contract. It will be supplemented by this STS and its annexes, by the invitation letter and by the offer presented by the Tenderer during the tender and of all the attached documentation.

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 3 of the Invitation Letter. 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.

The Contract shall NOT be assigned to third parties.

Article 5. Duration of the contract

12 (twelve) consecutive months from the date of signature of the parties, automatically renewed twelve months at a time, up to a maximum of 4 (four) times, except for the terms laid out in the termination clauses (see Article II.14 in the Draft Contract).

Article 6. Estimated value of the contract

The maximum presumed amount of the tender is €18.000,00 (eighteen thousand /00) per annum, excluding VAT, for a total amount of €90.000,00 (ninety thousand/00) for the 5 (five) years of overall duration of the contract.

The indicated value was determined on the basis of previous services of a similar nature already subscribed by the Institute in previous years.

This estimate is to be considered valid only for the purpose of establishing the presumed overall value of the tender.

The amount of the tender includes all those services envisaged in these STS and in the documentation submitted by the Tenderer in its bid, including any improvements the Tenderer's Offer may have proposed, as well as any other direct or indirect cost that may be incurred in the satisfactory provision of said provision of services.

Article 7. Premises where the services will be carried out

The list below shows the current premises and residences of the European University Institute.

The Tenderer shall undertake to guarantee the service covered by the Service Contract also for any future sites that may be opened during the contractual period.

Institutional sites

- **Badia Fiesolana,**
Via dei Roccettini, 9 - 50014 San Domenico di Fiesole (FI)
- **Convent of San Domenico**
Via delle Fontanelle, 19 - 50014 San Domenico di Fiesole (FI)
- **Villa il Poggiolo**
Piazza Edison, 11 - 50133 Firenze
- **Villa Salviati**
Via Bolognese, 156 – 50133 Firenze

Additional Institutional site (June 2021)

- **Palazzo Buontalenti**
Via Cavour, 65, - 50129 Firenze

TITLE II

GENERAL CHARACTERISTICS OF THE SERVICES

Article 8. General description of the services

The main activity object of this procedure is the management, user support and evolutionary maintenance of a medium-sized high-performance computing system (HPC) based on a Linux platform in a cluster configuration. It is also required to carry out introductory courses about the HPC environment for the users of the Institute and the preparation of information material and technical procedures to be sent to end users. The activities required by this contract will be carried out mainly remotely with a number of days to be spent at the headquarters of the European University Institute

Article 9. EUI HPC infrastructure description

The high-performance computing infrastructure currently in operation at the EUI Campus and subject to the request for professional evolutionary maintenance services consists of the following Hardware components:

- 1 HP Z620 compute node (named Matlabcl3) with the following characteristics:
 - 2 Intel processors with 2.00 GHz CPU esa-core E5-2620;
 - 2 Nvidia Cuda-Enabled (Quadro K2000 and Tesla K20c) graphic adapters;
 - 32 GB RAM DDR3;
 - 1 SATA disk (1 TB);
 - 2 NIC Gbit Eth.
- 2 HP DL 380 G9 compute nodes (named Matlabcl4 and Matlabcl5) with the following characteristics:
 - 2 Intel processors with 12-core CPU X2690@2.90 GHz;
 - 128 GB RAM DDR4;
 - 2 HD at 300 GB (RAID 1 Mirroring);
 - 4 NIC Gbit Eth.;
 - 1 ILO Advanced Management Card.
- 4 HP BLADE460c G9 compute nodes (named from Matlabcl6 to Matlabcl9) with the following characteristics:
 - 2 Intel 18-cores E5-2697 v4@2.30 GHz, 256KB L2 Cache and 45 MB L3 Cache per processor.
 - 128 GB RAM DDR4;
 - 2 HD at 300 GB (RAID 1 Mirroring);
 - 4 NIC Gbit Eth.;
 - 1 ILO Advanced Management Card.
- 1 login node (virtual machine named "hpceui.iue.private") installed on a HP BLADE460c G9 with 20 Core Intel E5-2697 v4@2.30 GHz, 132 GB RAM DDR4, 2 600 GB (RAID 1) HDs and 4 NIC Gbit Eth.
- Storage SAN with a 2TB NFS Share via Gbit ethernet.

- 1 ethernet switch 100/1000;

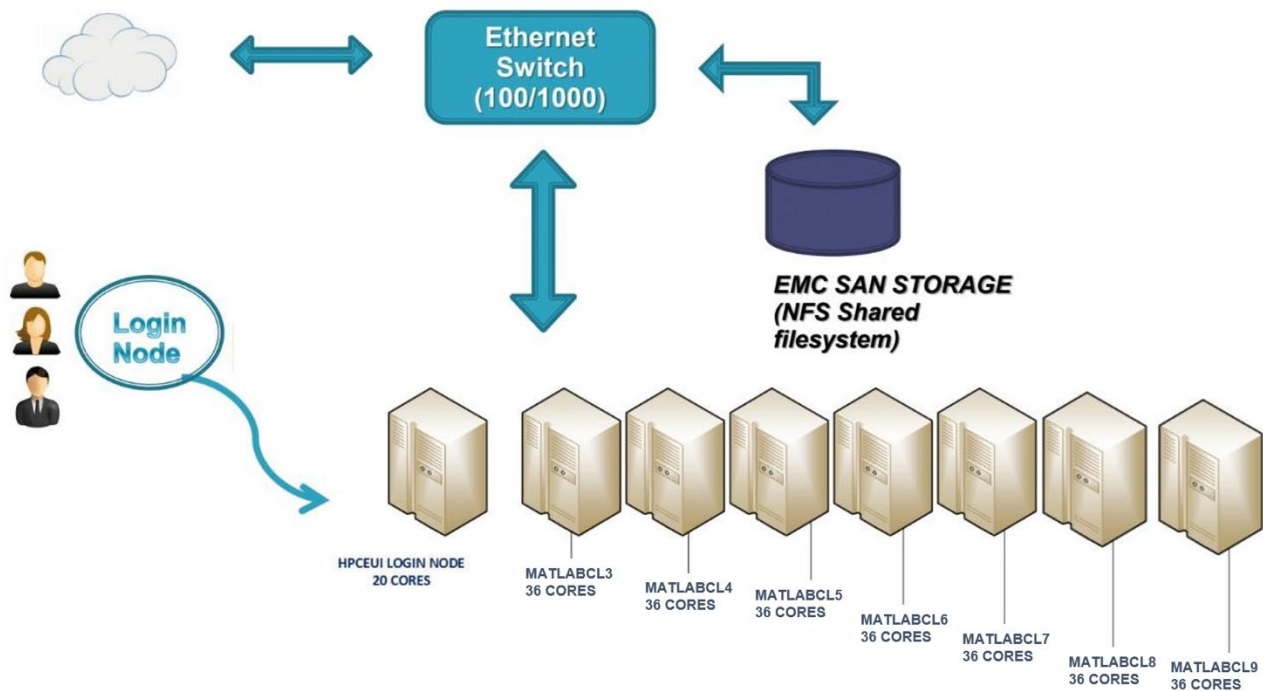
Article 10. Software currently running on the HPC Infrastructure

The entire Software suite (Scientific Linux 6.4 OS, Centos 7.5 OS, system and mathematics libraries, compilers, etc.) as well as the licenses for the MATLAB PCT package, the PBS Professional system (Workload Manager and Altair License Server) and its extensions will be provided by the Institute. Below a table of applications and compilers in operation as of March 5, 2020.

Compilers and applications	Compute node
GNU suite (version 4.4.7)	Default, available on all the compute nodes
GNU suite (version 4.9.4)	Available on all the compute nodes (source /apps/Gnu_var_4.9.4.sh)
OpenMPI (version 1.6.5)	Default, available on all the compute nodes
OpenMPI (version 1.8.8)	Default, available on all the compute nodes (source /apps/openmpi-1.8.8.sh)
CUDA (release 5.0)	Default and available only on matlabcl3
CUDA (release 7.5)	Available only on matlabcl3
MatlabR2016a	Default, available on all the compute nodes
MatlabR2018b	Default, available on all the compute nodes
K-nitro (release 10.1.2)	Default, available on all the compute nodes
Python (version 2.6.6)	Default, available on all the compute nodes
Python (version 2.7.12)	/usr/local/python/2.7.12, available on all the compute nodes
R-Code (version3.2.1)	Default, available on all the compute nodes
R-Code (version3.5.1)	Default, available on all the compute nodes
Stata Release 15 (SMP License)	Default, available on all the compute nodes

Article 11. Interconnection scheme and operating flow

The hardware configuration of the HPC cluster currently in operation at the EUI Campus presents the logical interconnection scheme as shown in the figure below. In this scheme, the virtual machine called "hpceui" in the eui.private domain act as Front-End for the users; the PBS-Professional Workload Manager is present on the same machine (server and scheduler side, pbs_server and pbs_sched). In addition, the "hpceui" node, as shown in the figure, is connected to a SAN storage through a Gigabit ethernet interface in bonded mode (dual ethernet interface) and imports the user workspaces (/ home and / apps) containing the users homedir via NFS and the library of supported applications. Similarly, the same NFS-Client interconnection system to the SAN storage is applied on the 7 compute nodes of the cluster (named from matlabcl3 to matlabcl9) on which the PBS Professional WM is also installed (client side, pbs_mom). The hardware configuration of the EUI HPC cluster does not only consists of server-type calculation systems; the current hardware configuration also features an HP Z620 Workstation (rackable) able to offer users a high-end parallel computing environment based on a hybrid CPU + GPUs computation scheme as well as extensions for programming in FORTRAN language with BLAS libraries and LAPACK x86_64 bit.



Article 12. Detailed description of the requested services

Concerning the numerical simulation activities that take place within the EUI calculation cluster, an offer for the following services is requested:

1. System management of the Linux HPC Cluster with PBS Professional as Workload Manager for the execution of user jobs in "batch" mode within the iue.private domain.
2. Support for the integration of intensive numerical simulations to be carried out through GraphicalUsage-Interfaces (GUIs) within the Linux HPC Cluster and according to the organizational layout based on PBS Professional as Workload Manager within the iue.private domain.
3. Statistical analysis regarding the occupation of the Calculation Cluster in terms of cumulative simulation times per user (cpu time), number of numerical simulations (jobs) and waiting times for the allocation of calculation resources via PBS Scheduler.
4. Monitoring on the current login-node (hpceui, on HPE ProLiant BL460c Gen9 system), the status of the License Manager of Altair-Engineering (LMX), the load and the status of the computational slots (queues) of PBS Professional available to users (server and scheduler level), and of PBS Analytics for reporting.
5. Specialized support to the HPC users, in particular concerning the parallelization of codes for homogeneous (both via openMPI and OpenMP) and hybrid calculation (both openMPI and openMP with applications capable of using Nvidia's CUDA technology).
6. Periodic software update and patch management when necessary.

7. Preparation of technical documentation and learning materials for conducting courses for the users of the Institute

The evolutionary maintenance must be aimed primarily at consolidating the current Hardware / Software template operating on the HPC @ EUI environment. The activity will be carried out remotely with continuous contacts by teleconference.

In addition, at least 10 (ten) days for on-site activities are required per year, 50 (fifty) over the 5 years of the contract.

- Three days, for each year of the contract, must be dedicated to carrying out introductory courses about the HPC environment (one per semester plus a course to be inserted when deemed necessary by the Contracting Authority).
- Three days, for each year of the contract, to carry out more detailed and in-depth courses relating to programming in parallel computing environments (one per semester plus a course to be inserted when deemed necessary by the Contracting Authority).
- The remaining days will be dedicated to the study and then implementation of hardware and software upgrade/expansions/maintenance of the Cluster as well as the drafting of documentation, the analysis of the system usage statistics and the training of the department's internal staff IT, when necessary.

The calendar of courses to be carried out and days of intervention to be carried out at our Office will be defined by the Contracting Authority and communicated to the Tenderer well in advance, in general 20 working days before.

Article 13. Service provision

The Tenderer undertakes to provide the services defined in this procedure in the modalities listed below:

- **Activities to be carried out at the headquarters of the Institute:** 10 annual days, to be carried out mainly at the IT Service office, currently located at Villa il Poggiolo, from 8:30 am to 5:30 pm
- **Remote support and maintenance of the HPC system:** the remote support to the users, maintenance and documentation preparation service is carried out during the entire year of activity of the academic institute (approximately 225 days a year) following the closings and holidays defined in the calendar. The Tenderer undertakes to provide the necessary support, remotely, as defined in **Article 18**, from 8:30 to 17:30.

Article 14. Contract Supervisor

The Tenderer shall appoint a Supervisor entrusted with the supervision of the supply and related services on a continuous basis. The name and contact details (mobile number and email address) of the Supervisor shall be communicated **in writing** to the Institute when the contract is signed.

The official appointment of a Supervisor is a condition for the signing of the Contract.

The Supervisor shall ensure that the provisioning of the services is provided according to the terms and conditions of this STS, including the annexes, and in observance of all declarations made in the Offer. The Supervisor shall ensure that all members of staff involved in providing the service comply with the envisaged functions and tasks.

The Contract Supervisor shall be the single person in charge of the contract and shall be in constant communication with the EUI's offices in charge of ensuring that the provisioning of the services operates correctly.

Any communication, including complaints of breaches or instances of non-compliance, made by the EUI to the Tenderer's designated representative shall be deemed to be submitted directly to the Tenderer.

In the event of the Supervisor's absence or impediment (due to vacation, illness, etc.), the Tenderer shall ensure that s/he is replaced by a person approved by the EUI, and provide the replacement's name, phone number, email address and indicate the replacement period.

The Supervisor shall communicate all information on activities performed, on problems detected and on proposed solutions solely to the EUI's Responsible Officer and to the Person in Charge of the Contract (**Articles 33 and 34** of this STS), on pain of specific penalties and/or disciplinary sanctions at the discretion of the Institute.

The Contract Supervisor's duties include, but are not limited to:

- dealing with the Contracting Authority
- ensuring compliance with **Article 12, 13 and 18**
- managing complaints on the part of the Contracting Authority for any disruption or delay in service.

[Part II – Staff involved in the service]

Article 15. Technical staff

The services requested by this Service Contract will be carried out by the successful tenderer under its own exclusive responsibility and with the help of its own staff.

The Tenderer must entrust the service with people of proven ability, honesty and morality and able to maintain a dignified and irreproachable demeanor, confidentiality and correctness. Staff must be available for collaboration both with the Institute staff and with the HPC services users.

All staff proposed by the Tenderer must have excellent knowledge of English (written and oral) in order to be able to relate via e-mail, telephone and / or in person with the technical staff and / or with the administrative and academic staff of the Institute.

Article 16. Skills and qualifications: requirements for support staff

The Freelancer or each person indicated by the Tenderer to carry out the tasks required by this tender, without exception, must have the following minimum requirements:

- Excellent knowledge of English (spoken and written)
- Specific experience as HPC System Senior administrator in the ICT sector of at least 8 years
- Deep knowledge of the Linux environment
- Excellent knowledge of the applications listed in **Article 10**

A demonstrable experience in the management of HPC systems in the academic field will also be taken into consideration in the evaluation process that will score the candidates.

Article 17. Personnel selection process

In order to evaluate the technical knowledge of the candidates, participants in the tender are required to provide the following information:

- Name and surname of the person, including the residential address.
- Curriculum Vitae (compulsorily filled in according to the scheme in Annex II-C)

The Institute reserves the right, with due advance notice, to interview each candidate to check their level of technical knowledge and experience gained in the field.

Article 18. SLA (Service Level Agreement)

In daily remote support activities, the Tenderer undertakes to constantly monitor the mailbox, which will be provided by the Institute, configured to receive notifications and requests for support sent by both users of the HPC system and by IT service staff during the Office working hours (8:30 am - 5:30 pm) on all days of the Institute's activities. The Tenderer undertakes to take charge of the problems and to provide an answer to any support request received in the mailbox within 4 (four) hours of receiving this request.

The Tenderer undertakes to document any activity or modification made to the HPC system.

The Tenderer undertakes to promptly communicate any malfunction, problem, configuration change, necessity to update the hardware, software or system licenses to the internal service manager.

TITLE III

QUALITY CONTROL AND CONFORMITY OF THE SERVICES

Article 19. Checks and Inspections

The verifications of conformity aim to certify that the services contracted have been carried out properly in technical and functional terms, in accordance and compliance with the rules, conditions, terms and requirements described in this STS and/or offered during the tendering procedure, if improved.

During the entire duration of the service contract, the Institute checks that the quality level of the service provided is maintained. In the event that a member of the support team no longer provides the consultancy service at a level considered acceptable, the Institute may request his/her replacement. The latter must meet the technical characteristics laid down in Article 15 and 16

TITLE IV

OBLIGATIONS AND LIABILITIES IN THE EXECUTION OF THE SERVICES

Article 20. Obligations and charges to be borne by the Contractor

The Tenderer shall bear all the obligations and charges relating to the service covered by this procedure, in compliance with the existing laws on environment, health, safety and hygiene in the workplace. The Tenderer is also bound by the provisions included in this STS, in the Annexes enclosed to its tender and in the invitation Letter.

The Tenderer shall be held directly accountable for any bodily injury and/or property damage and any damage caused directly or indirectly to the EUI, members of the EUI-community, itself or third parties; any compensation shall be borne completely and exclusively by the Tenderer.

The Tenderer agrees to hold harmless and indemnify the Contracting Authority against any damage as well as criminal and civil liability towards third parties and/or property, directly and indirectly, also as a partial result or consequence of the services covered by the execution of the service.

For all its employees, worker members, representatives and/or collaborators in various capacities, the Tenderer undertakes to respect and ensure compliance with its Personal Data Protection Policy as per the Decision of the President no. 10 of 18 February 2019, which can be consulted on the following page: <https://www.eui.eu/About/DataProtection>

Article 21. Safety provisions

In order to ensure safety in the workplace, the Tenderer is required to adhere strictly to the legislation on the protection of the health and safety of workers referred to the current legislation on this matter.

All the activities relating to the services covered by this STS must be carried out in such an orderly manner, and including all necessary precautions, as to prevent any damage or injury to working staff and third parties, and not to cause damage to floors, furniture, doors and jambs, walls and paintwork, etc.). In the Annex II-E is described the EUI Emergency Plan.

For any further details on the matter, please refer to the contents of “**Service Contract**”, specifically in the **Article I.11**.

Article 22. Insurance Policy

Regarding the obligations entered into with the presentation of its tender, the Tenderer expressly relieves the Contracting Authority from any and all liability in the case of accidents or damage suffered by persons, things, vehicles and valuables whether of the Institute, the Tenderer or third parties and occurring due to the activities performed in the effectuation of their service.

To participate in this tender, each tenderer must demonstrate that they have taken out one or more policies with a leading insurance Tenderer to cover the Company’s civil liability, including its employees, contractors, or subcontractors, towards the Contracting Authority, other third parties, and towards employees or associates.

The guarantee ceiling should be appropriate to the activities covered by this Service Contract, including all the additional and complementary operations and activities necessary, with no exclusions or exceptions, and shall not in any case be less than Euro 1.000.000,00 per claim, for persons and things.

Each tenderer is asked to present a copy of these policies in their tender in support of administrative documentation.

For any further details on the matter, please refer to the contents of “**Service Contract**”, specifically in the **Article II.3 Liability**.

TITLE V

NON-COMPLIANCE AND PENALTIES

Article 23. Sanction and penalty mechanism

The Tenderer has an obligation to set up a structure which can ensure that every ordinary or on-request service is carried out in accordance with the timeframes and procedures envisaged by this STS.

The Contracting Authority may, at any moment, carry out checks and inspections on the proper fulfilment of the services contracted.

The Institute reserves the right to terminate the Service Contract without applying any penalty, in the event that the Tenderer is no longer able to guarantee the quality level stipulated in the tender documents (see **Article 19**).

Except for cases in which the law specifies different penalties, the EUI reserves the right to uphold the terms and conditions of these STS by applying the penalties envisaged in this Article, over and above claiming reimbursement for any extraordinary expense incurred in ensuring that EUI activities continue to function regularly.

The application of penalties is governed by **Article I.10** of the Draft Contract.

- In the event of the Contract Supervisor not being replaced during vacation, illness, etc. (see Article **14**), the Tenderer shall be charged a penalty of € 100 for each day of delay.
- In the event of cancelled seminar, course or on-site training due to unjustified absence of the appointed person, the Tenderer shall be charged a penalty of € 500
- In the event that more than 50% of the monthly support requests (when a minimum of 40 support requests have been received within the month) have not been managed within the specified SLA (see Article **18**), the Tenderer shall be charged a penalty of € 250

The EUI shall be notified of any force majeure causes delaying the activities governed by these STS; notification shall be sent by the Tenderer, by registered letter with acknowledgement of receipt, preceded by an urgent pre-notification sent by email to the Director of the EUI's ICT Service; the Tenderer shall provide evidence of said force majeure causes, upon pain of losing any right to invoke them, to the ICT Service at the European University Institute, Piazza Edison, 11 – 50133 Firenze (FI).

TITLE VI

EXCLUSION, SELECTION AND AWARD CRITERIA

Article 24. Exclusion criteria

Tenderers must not be in one of the exclusion situations listed below:

- a. Are Bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
- b. Have been convicted of an offence concerning their grave professional conduct by a final judgment of a competent judicial authority or administrative decision or decisions of international organisations.
- c. Are not in compliance with the obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of Italy being the country of establishment of the Institute or those of the country where the contract is to be performed. This breach needs to have been established by a judgement or

administrative decision having final and binding effect in accordance with the legal provisions of the country in which the economic operator is established or of those of Italy being the country of establishment of the Institute;

- d. Have been the subject of a final judgment for fraud, corruption, involvement in a criminal organisation, money laundering, terrorist-related offences, child labour or other forms of trafficking in human beings or any other illegal activity, where such illegal activity is detrimental to the Institute's financial interests;
- e. Have been in serious breach of a contract financed by the Institute or have been the subject of an offense of serious irregularity established by a final judgment of a competent judicial authority or administrative decision;
- f. Are subject to an administrative penalty for being guilty for grave professional misconduct, or for having made substantial errors or committed irregularities or fraud, or have been declared to be in breach of their obligations under contracts covered by the Institute's budget (Article 41 of the EUI's Public Procurement Regulation (President's Decision No. 19/2018 of 16th May 2018)).

In addition to the above, contracts may not be awarded to tenderers who, during the procurement procedure:

- g. Are subject to a conflict of interest;
- h. Are guilty of misrepresentation in supplying the information required by the Institute as a condition of participation in the contract procedure or fail to supply this information.

Evidence requested:

Tenderers must certify that they are not in one of the exclusion situations by providing in the tender a signed and dated Declaration on Honour available in Annex II-B. In case of a consortium submitting an offer, or in case of subcontracting, such declaration on honour should be included in the offer for each member of the consortium and for each identified subcontractor.

In addition, the Contractor shall provide, within 15 days following notification of award and preceding the signature of the Service Contract, the following documentary proofs to confirm the declaration referred to above:

- For points a, b, d and e: a recent extract from the judicial record or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied.
- For the situation described in point (c) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations (a), (b), (d) or (e), where any document described in two paragraphs above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by

the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

Where the document or certificate referred to above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative

EUI reserves the right to verify the information and to request further supporting evidence prior to the signature of the Contract.

Article 25. Selection Criteria

To participate in the tender, Tenderers must be in possession of every one of the below-outlined requisites. Tenderers in default of any single requirement will be excluded from the tender.

General requisites

- a) Participation in this tender is open to both Companies and individual professionals (**freelancers**) with VAT – **please be aware that “regime dei vecchi minimi” (articolo 1 co 96 e ss. Legge 24.12.2007, n.244) and “regime dei nuovi minimi” (articolo 27 comma 1 D.L. 6.7.2011, n.98) are excluded.**
- b) Criminal record certificate for each expert proposed for the services
- c) (**Companies only**) 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 practices business activities in the field that is the object of this tender procedure, or at least a field that is compatible with it;
- d) (**Companies only**) For tenderers with office registered in Italy: self-certification that the Tenderer is in compliance with anti-Mafia provisions (the Institute reserves the right to request the competent Prefecture to issue the related anti-Mafia certificate); for international Tenderers: self-certification of equivalent international certificates;
- e) 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 tender; and therefore that the tender submitted is profitable, and that the Tenderer undertakes to hold said tender valid and binding for **one-hundred-and-eighty (180) days**, starting from the deadline for submission of the tender;
- f) 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 (if applicable);
- g) Declaration of being in compliance with the labour regulations governing the right to work of persons with disabilities and of being in compliance with the current environmental laws and regulations;

- h) Any and all useful documentation to prove that the Tenderer is fully up to date with all due social security and insurance contributions (e.g., through a DURC certificate), according to existing legislation (if applicable);

General Technical, Economic and Financial Capacity Requirements:

- i) One(1) bank reference issued by prime banks), or financial companies included in the registers of authorized brokers, issued after the date of the Invitation to tender and the publication of this STS, proving that the Tenderer has always met its obligations punctually and regularly, and that the Tenderer possesses the economic and financial capacity to perform the services that are the object of this tender;
- j) 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 **€1 million**
 - ii. Civil Liability Insurance for Service Provider: with a ceiling of at least **€1 million**
- k) Declaration that, over the previous three years (**2017-2018-2019**), the Tenderer's overall turnover sum for that period, excluding VAT, was not lower than **€54000 (fifty-four thousand/00)**;
- l) Declaration that the Tenderer is currently executing and/or has executed over the previous three-year period (**2017/2018/2019**) 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.

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

Article 26. Awarding Criteria

Only those Tenderers that meet all the requirements listed in **Article 25** and are compliant with exclusion criteria listed in **Article 24** shall be eligible for the next stage of the procedure, the technical and qualitative evaluation.

The tenders that are awarded at least the minimum technical score of **33/70** will be eligible for the economic evaluation.

The Contract shall be awarded according to the principle of the "**Most economically advantageous tender**", based on the internal Evaluation Committee's assessment: out of a maximum score of **100**, each tender shall be awarded points according to the following parameters:

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

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

TENDER TOTAL Score T = Q (Technical and Quality Evaluation) + P (Economic Evaluation)

The Tenderer whose tender obtains the highest final score (**T**) is the Tenderer who will be awarded with the Service Contract.

In case of award, the Technical Offer integrates the provisions of the STS and will be an integral part of the contract.

Article 27. Attribution of points relative to technical and qualitative aspects of service

For the evaluation of the technical, qualitative and economic aspects of the supply of the related services required by the tender, the scores shown in **Table 1** will be assigned.

The classification will be established based on the highest score (provided that the minimum requirements are met). **It will be cause for immediate exclusion to have obtained a score of zero (0) in sections A1.1 or A1.2 (Qualitative Aspects).**

The A1 parameter scores are calculated according to the following formula: *Maximum Score * Coefficient* (ex. $12 * 0.75 = 9$)

Table 1: Technical, qualitative and economic aspects

DESCRIPTION			Maximum SCORE
A1	QUALITATIVE ASPECTS		
	A1.1	DEFINITION OF THE SUPPORT AND MAINTENANCE PLAN	12
	A1.2	ASSESSMENT OF THE PROPOSED TECHNICAL STAFF	54
	A1.3	NUMBER OF SUITABLE ADDITIONAL RESOURCES PROPOSED	4
A2	EVALUATION OF THE ECONOMIC OFFER		30

Table 1 - Scores for the technical, qualitative and economic aspects

As for the score that will define **A1.1**, it will be composed of the sum of the scores obtained by the resource in the individual criteria of **Table 2**.

To achieve technical suitability, each criterion from **A1.1.1** to **A1.1.4** must reach the Minimum Score indicated, under penalty of exclusion of the resource from the tender procedure

Table 2 – Support and Maintenance Plan Evaluation Score for A1.1

DESCRIPTION		MIN SCORE	MAX SCORE
A1.1.1	Definition of the daily remote support activities	1.5	3
A1.1.2	Documentation activities description and procedures	1.5	3
A1.1.3	Description of the incident or support request management and handling procedures	1.5	3
A1.1.4	Description of the hardware upgrade consultancy services with EUI ICT service	1.5	3

Concerning criteria defined in Table 2 about **A1.1** scoring, it should be noted that the coefficients will be attributed in accordance with the indications in Table 3 below.

Table 3: Parameter Scoring Criteria from A1.1.1 to A1.1.4		
Evaluation	Description	Coefficient
Excellent	Well-structured service developing clearly, precisely and thoroughly the topic requested, and bringing added value with respect to the Contracting Authority's expectations as specified in the STS.	1,00
Good	Well-structured service developing clearly, precisely and thoroughly the topic requested, in line with Contracting Authority's expectations as specified in the STS.	0,75
Satisfactory	Acceptable service, clearly defined modalities but not in line with Contracting Authority's expectations as specified in the STS	0,50
Unsatisfactory	Project that is vague, lacking and inadequate.	0

As for the score that will define **A1.2**, it will be composed of the sum of the scores obtained by the resource in the individual criteria of **Table 4**. If a Tenderer proposes more than one resource for the service, the **A1.2** score will be composed of the average of the score obtained by each individual resource proposed for the service.

To achieve technical suitability, each criterion from **A1.2.1** to **A1.2.5** must reach the Minimum Score indicated, under penalty of exclusion of the resource from the tender procedure.

Table 4 – Staff Evaluation Score for A1.2

DESCRIPTION		MIN SCORE	MAX SCORE
SKILL AND COMPETENCIES OF SUPPORT STAFF			
A1.2.1	Knowledge of Scientific Linux and/or CentOS	5	10
A1.2.2	Knowledge of Altair PBS	7.5	15
A1.2.3	Knowledge of R, Matlab, Python	5.5	11
A1.2.4	Previous HPC projects or infrastructures developed	5	10
A1.2.5	Knowledge of the English language	4	8

Quality scores will be applied for each individual criterion in Table 3 as indicated in **Table 5** below.

Table 5: Parameter Scoring Criteria from A1.2.1 to A1.2.5		
Evaluation	Description	Coefficient
Excellent	Requirements, knowledge, certifications and previous experiences possessed are of a decidedly high level, bringing added value compared to the expectations of the Contracting Authority.	1,00
Good	Requirements, knowledge, certifications and previous experiences possessed are completely satisfactory.	0,75
Satisfactory	Requirements, knowledge, certifications and previous experiences held in line with the provisions of the STS.	0,50
Poor	Requirements, knowledge, certifications and previous experiences possessed partially unsatisfactory	0,25
Unsatisfactory	Requirements, knowledge, certifications and previous experiences possessed largely unsatisfactory	0

As far as item **A1.3** is concerned, 1 (one) point will be recognized for each additional resource proposed by the Tenderer that should obtain a score equal to or greater than **27** (minimum score required) in **A1.2**. A maximum of four points can be awarded in this item.

Article 28. Allocation of scores relating to price

The maximum score achievable for the price P (30 points) will be awarded to the Tenderer who offers the best cumulative price P. 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:

$$P = 30 \times \frac{\text{Best price}}{\text{Price offered}}$$

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

TITLE VII – ADMINISTRATIVE INFORMATION

Article 29. Subcontracting and outsourcing

The Service Contract may not be reassigned, on pain of annulment.

Subcontracting **is not** allowed in accordance with the provisions of **Article II.7** of the Service Contract provided by the Institute and specified in detail in the tender documents.

In the event of a breach of the rules indicated above, without prejudice to the right of the Contracting Authority to compensation for any damage and expenditure, the Institute reserves the right of resolving the Contract by law.

Article 30. Payment method

The Contracting authority will make payment within 60 (sixty) days of receipt of invoice, in accordance with the arrangements specified in **Articles I.4** and **II.15** of the Service Contract.

Article 31. Regular price revision

The amount due by Contract for the services to be provided may be reassessed on the basis of **Article I.3.2** of the Service Contract.

Title VIII - FINAL PROVISIONS

Article 32. General information

All aspects of the procurement procedure shall be performed in compliance with the Institute's internal regulations, and especially in accordance with High Council's Decision No.6/2015 laying down the EUI's regulatory and financial provisions, and with the President's Decision No.16/2018 on Public Procurement, all of which are available on the EUI's website: <https://www.eui.eu/About/Tenders>

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

The rules governing the future relationship between the Contracting Authority and the Contractor that is awarded the Contract, including payment terms, processing of personal data, dispute settlement methods, both in the tender procedure and in the implementation and performance of the Contract, are all contained in the Draft Service Contract provided by the Institute and included in the tender documents.

Article 33. Person responsible for the contract

The Contracting Authority appoints the Director of the European University Institute's ICT Service as the Responsible Officer for the present procurement procedure.

The Responsible Officer shall be in charge of all exchanges and communications with the Tenderer that is awarded with the Service 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.

Article 34. Contract contacts

In order to ensure that the Service Contract is performed satisfactorily and to guarantee a correct contractual relationship with the Tenderer that is awarded with the Contract, the ICT Service's Contract Manager shall be the Reference Person for the Service Contract. Among other tasks, the Reference Person shall:

- act as contact person for all operational exchanges with the Tenderer;
- 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;
- where necessary, and on the basis of serious and proven motives, demand that a member of the Tenderer's staff be removed from the premises and replaced;
- propose to the Responsible Officer, see **Article 33** above, the application of penalties and, if necessary, the termination of the Service Contract;
- check all invoices issued by the Tenderer, initialling them in approval.

Article 35. Final Provisions and Annexes

This **Annex (Special Tender Specifications)** consist of **35 Articles**, and **23 Pages**.

The tender documents are composed of the **Service Contract** provided by the Institute, the **Invitation Letter**, this **Special Tender Specification – Annex I** and the following **6 Annexes** (from **Annex II-A** to **Annex II-F**):

Annexes:

Annex II-A - Checklist

- Annex II-B - Declaration on Honour
- Annex II-C - Technical Offer Form
- Annex II-D - Economic Offer Form
- Annex II-E - EUI Emergency Plan
- Annex II-F - Vacation Days 2020-21

Signature of Legal Representative

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Tenderer's Stamp

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