

Question n.1

Referenze bancarie da produrre

Annex I – Special Tender Specifications (Pag.23).

~~Two (2) bank references 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 these STS, proving that the Company has always met its obligations punctually and regularly, and that the Company possesses the economic and financial capacity to perform the services that are the object of this tender. The EUI may accept only one bank reference if duly justified by the tenderer;~~

~~The EUI may accept only one bank reference if duly justified by the tenderer;~~

- General Technical, Economic and Financial Capacity Requirements:**
- f) Two (2) bank references 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 these STS, proving that the Company has always met its obligations punctually and regularly, and that the Company possesses the economic and financial capacity to perform the services that are the object of this tender. The EUI may accept only one bank reference if duly justified by the tenderer;

Answer:

Le referenze bancarie, essendo dei criteri di selezione, devono essere inviate in sede di gara e incluse nell'offerta.

Si prega di fornire le referenze bancarie richieste in sede di gara all'interno dell'offerta presentata per ciascuna gara cui si partecipa.

Question n.2

Certificato casellario giudiziario

Annex I – Special Tender Specifications (Pag.16):

- disclosure from the Prosecutor's Office and the Criminal Records Bureau showing that no charges are pending against the employee
- a copy of the Court records of the Company's legal representative.

This same documentation shall be submitted by Contractor every time a change occurs in the workforce providing the service, either because an employee needs to be replaced or because further employees are assigned to the service: documentation relating to the new employees shall be submitted within three days from the change.

Answer:

Si conferma che la copia del certificato del casellario giudiziario del legale rappresentante deve essere presentata solo dall'aggiudicatario prima della firma del contratto.

Question n.3

Copia documenti:

Letter of invitation

ICTS - Information and Communication Technology Service;

- the caption 'Call for tenders — Not to be opened by the internal mail service';
- the name of the Tenderer;

Boxes may be used instead of envelopes if the size or weight of the tender so requires.

The content of the inner envelope must be subdivided into 3 (three) envelopes, according to the following instructions:

Envelope no. 1: sealed with adhesive tape and signed across the tape, bearing on the outside the name of the Tenderer and the words "**Envelope no. 1 – Administrative Documents**"; this envelope shall contain n. 1 original, and n. 1 digital copy (USB removable device) of the following documents:

Annex II A - Checklist

Tenderers are requested to fill in this Checklist before submitting their Request to participate in the Open procedure:

1. The Request to participate in the tender is being submitted WITHIN the DEADLINE of the date and hour given in the Article 3 "Submission of tenders" of the Invitation Letter.	<input type="checkbox"/>
2. The Tenderer is sending a package (sealed with adhesive tape and signed across the tape) containing 3 (three) envelopes, in compliance with the instructions in the Article 3 – "Submission of tenders" of the Invitation Letter. (Envelopes 1-2-3).	<input type="checkbox"/>
3. Envelope no. 1 – Administrative documents - sealed (including with adhesive tape) and initialled across the seals:	
1 original + 1 paper copy (clearly distinguishable from the original), and a digital copy of the following documents:	<input type="checkbox"/>
a) Checklist, duly filled in and signed (Annex II-A).	<input type="checkbox"/>
b) Declaration on honour concerning the legal status of the Company, duly filled in and signed (Annex II-B), and including all the qualifications, documents and certificates necessary to prove that the Company is in possession of all requirements as stated in Articles 21 e 22 of the STS.	<input type="checkbox"/>
c) Copy of the invitation to Tender letter, of the Annex I - Special Tender Specifications and of the Draft Contract, with no additions, amendments or changes, initialled on every page and bearing on the last page the Tenderer's stamp and the full and legible signature of its owner or Legal Representative.	<input type="checkbox"/>
4. Envelope no. 2 – Technical Offer – sealed (including with adhesive tape) and initialled across the seals:	
1 original + 1 paper copy (clearly distinguishable from the original), and a digital copy of the Technical Offer filled in according to the instructions given in TITLE II (Articles 8-15) of the STS and in Invitation to Tender letter using the form in Annex II-C .	<input type="checkbox"/>
<i>The original of the Technical Offer shall be signed by the Company's Legal Representative.</i>	<input type="checkbox"/>
5. Envelope no. 3 – Economic Offer – sealed (including with adhesive tape) and initialled across the seals:	
1 original + 1 paper copy (clearly distinguishable from the original), and a digital copy of the Economic Offer, filled in according to the instructions given in the Article 3 – "Submission of tenders" of the Invitation Letter, using the form in Annex II-D .	<input type="checkbox"/>
<i>The original of the Economic Offer shall be signed by the Company's Legal Representative.</i>	<input type="checkbox"/>

In queste due sezioni abbiano notato una differenza, nel Documento Letter Invitation viene richiesta la copia originale e la copia digitale, mentre nella checklist viene riportata anche la fotocopia dell'originale oltre alle copia digitale.

Answer:

Si conferma che nella checklist è rimasto un refuso. Di conseguenza, si prega di seguire le indicazioni riportate nella Letter of invitation e di presentare solo un originale e una copia digitale.

Question n.4

Nel documento Special Tender Specification Article 13 punto 2

E' sufficiente soltanto il Curriculum compilato come da Schema riportato in Annex II-C o serve allegare anche il formato originale?



EUROPEAN
UNIVERSITY
INSTITUTE

Special Tender Specification for the supply of On-Site and Overnight Support Services, of
Systems Maintenance and Development, of Centralized Software Management and Office 365
support for the European University Institute. Ref: OP-EUI-ICTS-2022-02

All staff proposed by the Company 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 12. SKILLS AND QUALIFICATIONS: REQUIREMENTS FOR SUPPORT STAFF

Each person indicated by the Company to carry out the tasks required by this tender, without exception, must have the following minimum requirements:

1. Excellent knowledge of English (spoken and written)
2. Specific experience as SCCM and Intune System Senior administrator in the ICT sector for at least 4 years
3. Deep knowledge of Azure and Office 365 services
4. Excellent knowledge of Exchange Online
5. Excellent knowledge of Windows 10, deployment techniques and relevant security features
6. Excellent knowledge of Powershell Scripting
7. Deep knowledge of Active Directory services
8. Good knowledge of Mac OS

All the technicians and the Supervisor must have a car, in order to get to the main place of work and to be able to get independently to each of the EUI's premises, if and when needed.

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

Relevant Microsoft Certifications such as Microsoft: Expert - M365 Enterprise Administrator" and/or "Associate - M365 Modern Desktop Administrator" and any other Microsoft certifications related to Office 365, Azure and SCCM will be greatly taken into consideration and will be considered an advantage.

ARTICLE 13. PERSONNEL SELECTION PROCESS

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

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

Answer:

Confermiamo che è sufficiente soltanto il curriculum compilato come da schema riportato in Annex II-C

Question n.5

Figura del Supervisor:

Quali sono le competenze tecniche specifiche per questa figura?

E' sufficiente che sia il Product Manager o oppure esistono altre caratteristiche specifiche da Voi richieste?

E' necessario inviare il curriculum come da modulo Annex-II C per il Supervisor?

Answer:

Al supervisor non sono richieste competenze tecniche e non è necessario ricevere il suo curriculum, a questa figura è demandato il ruolo di supervisore e garante dell'erogazione dei servizi richiesti dal contratto

Question n.6

Buongiorno, con la presente sono a richiedere delucidazioni sui Certificati Polizze Assicurative / Civil Liability.

Nel documento



EUROPEAN
UNIVERSITY
INSTITUTE

Special Tender Specification for the supply of On-Site and Overnight Support Services, of Systems Maintenance and Development, of Centralized Software Management and Office 365 support for the European University Institute. Ref: OP-EUI-ICTS-2022-02

Pag.19

(if applicable);

General Technical, Economic and Financial Capacity Requirements:

- h) Two (2) bank references 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 Company has always met its obligations punctually and regularly, and that the Company possesses the economic and financial capacity to perform the services that are the object of this tender;
- i) 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 **€5 million**
 - ii. Civil Liability Insurance for Service Provider: with a ceiling of at least **€5 million**

Punto i./i.. ceiling of a least €5 milion

Mentre a pag.5 del Documento



EUROPLAN
UNIVERSITY
INSTITUTE

Open Procedure for the Supply of On-Site and Overnight Support Services, of Systems Maintenance and Development, of Centralized Software Management and Office 365 support for the European University Institute.
Ref.: OP-EUI-ICTS-2022-02

Annex II-B (Declaration on Honour) ENVELOPE 1

- f) is in possession of the necessary insurance certificates 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**

Punto i./ii. ceiling of a least €1 milion

Vorremmo sapere qual'è l'importo corretto tra i due indicati.

Answer:

Si prega di **non considerare** l'importo indicato nel documento Annex II B – Declaration on Honour p. f) in cui è richiesta una Polizza RC con tetto di euro **1.000.000,00**, in quanto si tratta di un refuso.

Si conferma, invece, di considerare come valido ai fini della presente gara di appalto l'importo indicato nel documento Annex-I-Special-Tender-Specifications al p. i) in cui è richiesta una Polizza RC con tetto di euro **5.000.000,00**.

Alla luce del suddetto chiarimento, il p. f) documento Annex II B – Declaration on Honour in cui è richiesta una Polizza RC con tetto di euro 1.000.000,00 sarà da intendersi, ai fini della valutazione dell'offerta, riferito al tetto di euro 5.000.000,00 e non di euro 1.000.000,00, come erroneamente indicato in tale documento.

Di conseguenza, l'offerta pervenuta sarà valutata in base alle indicazioni sopra fornite, tenendo conto che nell'offerta dovranno essere incluse: una *copia della polizza RC con tetto di euro 5.000.000,00* o una *dichiarazione del rappresentante legale dell'offerente in cui quest'ultimo si impegna a stipulare una Polizza RC con tetto di euro 5.000.000,00* nel caso di aggiudicazione dell'appalto in questione.