



INFORMATION and COMMUNICATION TECHNOLOGY SERVICE

OP/EUI/ICTS/2022/03

Special Tender Specifications for the Supply of IT Technical Support Services to End Users of the European University Institute.



YEAR 2022

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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 2,000 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.

The ICT Service uses a complex IT system to execute the academic and administrative work of the EUI. This system comprises more than 2,500 pieces of equipment, which are used to provide services to members, to run the various premises and for administrative services.

The abovementioned equipment can be divided as follows:

- almost 1000 client workstations, Operating System: Windows 10 (the majority) or macOS;
- over 300 laptops, Operating System: Windows 10, or macOS X Monterrey;
- local redundant mesh network with 160 between switches and routers;
- local wireless network with more than 280 access points;
- telephone network with more than 800 fixed and 150 mobile phones;
- approximately 150 network printers and other devices (scanners, microfilm readers, etc.).

The more important systems (e.g. email, web, network, shared areas, etc.) have redundancy protocols or dedicated and specialised support services. Where this is not possible, on-site back-up is available for a quick reset in the event of malfunction.

The ICT Service also uses information management systems to identify, in real-time, the location and localisation of these systems, thereby simplifying the recovery process.

Having embraced the "Bring Your Own Device" (BYOD) philosophy, the ICT Service also offers its members high-end "best effort" support for the installation of campus licensed software on private/personal (non-EUI) devices such as laptops, tablets and smartphones. It also helps set up connections with the IT systems available (such as e-mail, shared network areas, network printers, etc.). This service is known as [Portable Device Support](#).

Lastly, a welcoming and induction service is offered to new members, in addition to a mentoring service, aimed at understanding the various IT needs of the Institute's members (in terms of purchasing, data

protection, security, etc.) and therefore identifying the most suitable solutions in accordance with existing internal resources, regulations and practices.

A centralised [Helpdesk](#) is responsible for handling all support requests from the end user. Operators of the EUI Helpdesk telephone lines only handle IT support requests (tickets), but they can dispatch requests to other technical units or to the Real Estate & Facilities Service or other administrative units not directly related to the centralised support services of the Institute (Academic Service, Library, etc.).

Closing the circle are the T2 (Tier 2) IT support units, with on-site teams dedicated to the management, maintenance and support of the server and network infrastructures, the centralised printing services, fixed and mobile phone lines, the web, databases, software applications, etc.

In light of the above, there is a need for constant support, for high-end on-site and on-field technical support in order to ensure the functionality, maintenance and recovery of the IT systems indicated above (and therefore the continuity of the service) on a daily basis and in case of malfunction, blackout and/or breakdown, all of which can occur during the normal use of the equipment. Also, "best effort" support for private devices, management of IT material, including inventory, and tutoring activities are also necessary. Moreover, the centralised Helpdesk needs to be strengthened and re-structured. This includes the creation of a knowledge base.

For a more detailed description of all Academic and Administrative Units, IT infrastructure and equipment as well as IT support system, please see **Annex II-E – EUI Organisation and IT Systems**.

Article 2. Definitions

“Client”, “Contracting Authority”, “Contractor” and “Institute” 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 Company.

“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.

“Candidate”, “Competitor” and “Tenderer” shall mean any company 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).

“STS” is short for Special Tender Specifications.

Article 3. Object of the Contract

The Institute is launching this tender procedure in order to enter into a contract with the Company that is awarded the tender. The contract shall be for the implementation and management of an “IT technical support service for the end user of the European University Institute”. All requested *on-site* services shall be provided at the existing and future premises pertaining to the Contracting Authority (see **Article 7**).

The Company shall supply the services that are the object of this procedure at its own risk and relying on its own independent organisation, in full observance of the terms and conditions of these STS, including Annexes, the Invitation to Tender Letter, the Service Contract and the documentation submitted by the Company as part of its tender.

The requested services are comprised of:

- A. on-site technical staff;
- B. off-site technical staff on standby;
- C. an outsourced helpdesk.

The object of the tender is, therefore:

- the management of the flow of requests for IT support (including non-IT related requests for the Helpdesk) generated by the EUI's administrative and academic units, as well as visitors, guests and external users; and
- IT support (high-end) to the end user under the profile, duties and contractual conditions described in these STS; and
- the administrative management resulting from the above points (ticket management, knowledge management, asset tracking, purchase initiation, etc.);

Tenderers shall estimate the amounts for:

1. a fixed-cost service with **6 (six)** full-time equivalents (FTEs);
2. a call centre operating off-hours, when the Institute is closed and/or on weekends;
3. an all-inclusive, fixed-cost Helpdesk (Call Centre, Service Desk and SPOC), designed for **1,800 (one thousand eight hundred)** users, with a margin of +/- 5%.

Article 4. Contract Information

The service contract concluded at the end of this procedure will be based on the “**Service Contract**”. It will be supplemented by this STS and all other Annexes, by the invitation letter and by the Offer presented by the company 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 Service Contract must be clearly formulated, explaining the motive for the query, and submitted before the deadline given in the “**Letter of Invitation**” (**Article 3 “Submission of tenders”**). Should the Institute not receive any query or request for clarification within the deadline, the content of the Service Contract shall be implicitly considered fully accepted.

Article 5. Duration of the Contract

12 (twelve) consecutive months from the date of signature of the parties, automatically renewable up to a maximum of **6 (six)** times, starting from the date of the last signature on the Service Contract (signature of the Secretary General), except for the terms laid out in the termination clauses (see **Article II.14** in the **Service Contract**).

Article 6. Estimated Value of the Contract

The presumed amount is estimated as follows:

- A. for on-site technical staff, **€300,000.00** (three hundred thousand/00) per annum, excluding VAT, for a maximum total value of **€2,100,000.00** (two million one hundred thousand/00) for a maximum of **7 (seven) years** of overall duration of the contract;
- B. for **off-site technical staff**, a maximum of **€5,000.00** (five thousand/00) per annum, excluding VAT, for a maximum total value of **€35,000.00** (thirty-five thousand/00) for the **7 (seven) years** of overall duration of the contract;
- C. for the Helpdesk, **€55,000.00** (fifty-five thousand/00) per annum, excluding VAT, for a maximum total value of **€385,000.00** (three hundred and eighty-five thousand/00) for the **7 (seven) 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.

The presumed maximum annual sum of the three parts (A + B + C) is **€360,000** (three hundred and sixty thousand/00). This amount consists of fixed amounts (A + C) and floating amounts (B). The presumed annual fixed amount is **€355,000** (three hundred and fifty-five thousand/00) and the presumed annual floating amount for the “standby service” is approximately **€5,000** (five thousand/00).

Considering the above, the total maximum amount presumed for the seven-year contract is equal to **€2,520,000.00** (two million five hundred and twenty thousand/00).

The above estimates shall be taken into consideration in order to establish the total presumed amount of the tender, since it has been calculated based on variables whose future developments cannot be accurately predicted. In particular, the amount indicated for **off-site technical staff** shall not be binding for the Institute. It shall not, therefore, be taken as a guarantee of the future contract’s volume, nor shall it in any way be binding on the Institute.

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

Article 7. Premises Where the Services Will be Carried Out

The EUI campus includes about twenty buildings located on the hillside on both sides of the boundary between the municipalities of Florence and Fiesole as well as the historical centre of Florence. The **main building** is the **Badia Fiesolana**, in the village of San Domenico in the municipality of Fiesole. The other buildings are located in Piazza San Marco, Le Cure (Piazza Edison), on Via Boccaccio, Via Bolognese and Via Faentina in the municipality of Florence, and on Via Faentina in the municipality of Fiesole (Pian di Mugnone) and in the village of San Domenico, in the municipality of Fiesole, as described below:

- **The Badia Complex**, including **Badia Fiesolana**, **Villa Sanfelice** and **Villa Paola**, Via dei Roccettini, 9 & 5 - 50014 San Domenico di Fiesole (FI)
- **Palazzo Buontalenti**, Via Cavour, 65 – 50129 Firenze (FI)
- **Villa Malafrasca**, Via Boccaccio, 151 - 50133 Firenze (FI)
- **Convento di San Domenico**, Via delle Fontanelle, 19 - 50014 San Domenico di Fiesole (FI)
- **Villa la Fonte**, Via delle Fontanelle, 10 - 50014 San Domenico di Fiesole (FI)
- The Schifanoia Complex, including Villa Schifanoia, La Cappella, Il Casale, Il Villino and Villa Raimondi, Via Boccaccio, 115/121 & 111 - 50133 Firenze (FI)
- **Villa il Poggiolo**, Piazza Edison, 11 - 50133 Firenze (FI)
- The Villa Salviati Complex: Manica and Castello (EUI) - Ipogeo (Historical Archives of European Union), Via Bolognese, 156 – 50133 Firenze (FI)
- **Ponte alla Badia Flats**, Via Faentina 386 - 50133 Firenze (FI)
- **Pian di Mugnone Flats**, Via Faentina 94/B - 50014 Pian di Mugnone di Fiesole (FI)

A map of all the buildings making up the EUI campus can be found at [EUI Campus \(Google Maps\)](#).

The Service shall be provided on the above premises of the Institute, **as well as in any future buildings that may be added to the premises during the lifetime of the contract.**

In this regard, as there are currently plans for the acquisition of one or more premises before the contract expires, with the possible reallocation and/or creation of new administrative and academic units, the location and number of the premises may change during the lifetime of the contract. In this case, the proposed Service shall have to be flexible enough to guarantee the same level of quality.

TITLE II

GENERAL CHARACTERISTICS OF THE SERVICES

Part I – General Information

Article 8. Description of Service and Minimum Requirements

8.1. Description of Service

The activities covered by this tender procedure shall guarantee the maximum efficiency of the high-end technical support service and the quality of the centralised Helpdesk of the European University Institute.

A **general list** of the activities constituting the various components of the Call for Tenders is provided below. See **Part II – Specific Characteristics of the Service** of these STS for details regarding the services and the execution thereof.

8.1.1. On-site Technical Support

The On-site Technical Support Service shall be the main service, offered on a daily and continuous basis by the technical staff of the Company on the main premises of the EUI, as listed in **9.2**. Upon request, the staff of the Company shall travel to the various buildings of the EUI (see **Article 7**) with their **own means of transport, suitable for the delivery of small loads**.

The staff of the Company shall deal with both the end user and the ICT Service of the EUI:

- Helpdesk operators (who usually take calls, gather information, manage and dispatch small requests);
- T2 technical staff;
- Technical units and/or coordinating units outside of the ICT Service;
- ICT User Support Technical Supervisor;
- ICT User Support Coordinator;

The technical staff shall report to the ICT User Support Coordinator and shall be coordinated by the ICT User Support Technical Supervisor.

The staff shall maintain the equipment provided to the end user (desktops, laptops, tablets, telephones and mobile phones) and diagnose and troubleshoot problems related to access and usability, as well as all ICT services (email, shared network areas, etc.), including any problems with private/personal equipment.

The technical staff shall also install hardware and software, coordinate with external support services (of product licensing companies, suppliers, etc.), provide IT consultancy services and perform administrative tasks of a technical nature (update inventory via asset management software, fill in the necessary forms to move and/or send in IT equipment, etc.).

Where necessary, the technical staff shall refer to the other academic and administrative units of the EUI or to external suppliers to guarantee the successful outcome of the above activities.

The activities of management, maintenance, installation, support and consultancy shall be performed by all members of the technical support team (their roles shall be interchangeable). The team will be run by the Responsible Officer (as in **17.3**) and supervised by a Technical Supervisor (optional, as in **17.4**), both of whom will be part of the Company. The Responsible Officer shall report periodically to the EUI Reference Person (as in **Article 38**) in order to modify or improve the Service provided. The Technical Supervisor, where such a function is provided for, shall report directly to the Technical Supervisor of the EUI in order to resolve specific technical problems.

One of the technicians shall be appointed by the Company as Team Leader (as in **17.5**), having the additional task to act as direct contact for the Responsible Officer for specific matters like holiday management of the team, coordination of specific user support projects, leader of the technical staff in the Badia premise, etc.

The specific characteristics of the On-site Technical Support Service shall be provided in detail in **Article 9**.

8.1.2. Off-site Technical Support

The Off-site Technical Support Service shall be provided by one (or more) members of the On-site Technical Support Team off-hours, on days on which the EUI is closed and/or on weekends.

Based on the type of problem or end user, the technician shall provide assistance on-site or remotely.

With the exception of the working hours, the areas of expertise of the members of the Off-site Technical Support Team are similar to those of the On-site Technical Support Team.

Exceptionally the Contracting Authority may draw from this service component in those cases where additional technical staff resources may be needed on-site and on a temporary basis to support special events or projects (moves of entire Units, replacement of hardware, etc.).

The specific characteristics of the Off-site Technical Support Service, including the conditions regarding availability, shall be provided in detail in **Article 10**.

8.1.3. Helpdesk Service

In order to streamline the activities of logging, managing and dispatching requests for support, and to maximise the advantages by creating economies of scale, the existing Helpdesk shall be outsourced.

The Helpdesk shall use the ticket management software already used by the EUI in order to monitor users' requests for support; it shall open a ticket and follow its lifecycle until it is closed; it shall gather information from the user to facilitate the identification and resolution of the problem; it shall resolve the problem (if possible) or dispatch it to the relevant technical unit; it shall update the knowledge base so that other technicians providing technical support can use solutions that have already been identified; it shall guarantee the quality of the service, by monitoring the service levels or tiers (**Annex II-L – Service Levels**).

The specific characteristics of the Helpdesk Service shall be provided in detail in **Article 11**.

8.2. Minimum Requirements for the Service

Given the nature and importance of the Service for the Institute:

- a. the Company must have an operating centre located such as to be able to intervene at the various Institute sites as per **Article 7** and within the time limits laid down in **Table 2 of 9.5**, taking the main building in Via dei Roccettini as the reference point for arrival. Alternatively, the Company must be prepared to establish such an office within **30 (thirty) days** from announcement of the results of the tender, in case of being awarded the contract. To this end, "Operating Centre" refers to the office where all the technical staff involved will be located, and hence where the off-site Helpdesk Service and the off-site support service will be carried out, and from which replacement staff will set out in case of last minute substitutions for illness, impediments, etc.;
- b. the technical staff shall be **ITIL certified** (min. Foundation Level). If this is not the case, the Company shall obtain said certification within **12 (twelve) months** of the contract award notice;
- c. the technical staff shall be **directly employed** by the Tenderer, i.e. not sub-contracted, as in **Article 16**;
- d. the on-site or off-site technician who will respond to a call for assistance by the EUI shall have his own means of transport so as to access quickly the premises of the Contracting Authority and to transport the materials and equipment necessary for the completion of the assigned tasks;
- e. as the technical staff will be travelling from one building to another by car, they will need to have a valid driving licence (**Category B**), as provided for by **Article 18**;
- f. furthermore, the technical staff and/or car shall be authorised to access the Florentine limited traffic area (Zona Traffico Limitato, **ZTL**) in order to reach the Palazzo Buontalenti site any time;
- g. the on-site or off-site technician who will respond to a call for assistance by the EUI shall have all the necessary equipment, including a laptop, tablet and mobile phone, to do his job on the move, as provided for by **9.4** and **10.4**;
- h. as all oral and written communication shall be in both Italian and English, the staff directly involved in the support service shall have an excellent working knowledge of both languages, as provided for by **Article 18**.

Part II – Specific Characteristics of the Service

Article 9. On-site Technical Support

The purpose of on-site technical support is to provide level 1 IT support to users, including academic and administrative staff, PhDs, researchers, research assistants, visitors, partners, guests and retirees. The Service will have to ensure the proper functioning of the IT equipment and services located and available at designated premises and foresee possible malfunctions in order to ensure a continuous and efficient service.

9.1. Positions and Staff

The Service will have an ICT User Support Officer (see **Article 3.2 of Annex II - E**) and Portable Support Officer (**Article 3.3 of Annex II - E**), to be broken down as follows:

- ICT User Support Officer: **5x FTEs** (the equivalent of 100% of the current staff);
- Portable Support Officer: **1x FTE** (the equivalent of 100% of the current staff).

These positions will be distributed as per **9.2**. However, as **all** technical staff members are expected to have the same skills (**8.1.1**), **the officers will need to be able to replace each other, according to the service needs of the Client.**

With regard to staff, see **17.1**.

9.2. Premises and Working Hours

The offices of the On-site Technical Support Service shall be located on the following premises:

- the Badia Complex: **2 (two) FTEs** (**1x** ICT User Support Officers and **1x** Portable Support Officer);
- the Villa Salviati Complex: **1 (one) FTE**;
- the Villa Schifanoia Complex: **1 (one) FTE**;
- Palazzo Buontalenti: **1 (one) FTE**;
- Villa La Fonte: **1 (one) FTE**.

The Service shall begin operating from the “main” premises listed above, but this may change based on the service needs of the Client, as indicated in **Article 7**.

The On-site Technical Support Service shall be provided on the Institute’s current premises, **as well as in any future buildings that may be added to the premises during the lifetime of the contract.**

The Company shall run the daily Service as follows:

- a. on all working days of the Institute (about 225 days/year), **Mondays to Fridays**;
- b. between **8:00** and **18:00**;
- c. with **8 (eight)-hour shifts**, with a break of **1 (one) hour**, usually taken between **12:00** and **14:00**, in order to cover the morning shift of **8:00-17:00** and the late shift of **9:00-18:00**;

The hours described above are clarified in **Table 1**:

WORKING HOURS OF THE ON-SITE TECHNICAL SUPPORT SERVICE							
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	CLOSED
8:00-18:00	8:00-18:00	8:00-18:00	8:00-18:00	8:00-18:00	N/A	N/A	N/A

Table 1 – Working Hours of the On-site Technical Support Service

*IMPROVEMENT FEATURE 01: monitoring and remote support extended until 19:00 (with respect to **Table 1**), at the same cost: clearly describe how this feature may be implemented;*

*IMPROVEMENT FEATURE 02: Portable Support Officer available, at the Contracting Authority's discretion, from 9:00-12:00 and 14:00-19:00 (with respect to **Table 1**), at the same cost: clearly describe how this feature may be implemented.*

The opening and closing days of the Institute, as well as the opening hours of the Library are indicated in **Annexes M** and **N** respectively. **Each year, the Company shall request a new, updated calendar indicating the public holidays of the Institute and check the opening hours of the Library.**

9.3. Activities

The technicians shall perform the following activities:

- 1) on-site and remote interventions and inspections;
- 2) installation, configuration, maintenance (preventive, ordinary and extraordinary), replacement and removal of desktops, laptops, tablets, mobile and fixed phones;
- 3) installation, distribution, maintenance, updating and removal of operating systems, software and licenses;
- 4) desktop and laptop cloning (Windows and Mac environments);
- 5) Active Directory: join computers to a domain, move computers between OUs, reset account passwords;
- 6) wired and wireless network configuration;
- 7) Outlook and email configuration: account profiles, access rights, shared mailboxes and calendars
- 8) continuous and systematic support for all users to ensure the correct use of available IT services (troubleshooting, diagnosis, security awareness and/or remediation, etc.);
- 9) assistance with the creation of Apple ID or Microsoft Live accounts, etc.
- 10) troubleshooting authentication, accounting and payment systems (timestamp, POS, etc.);
- 11) cybersecurity related (run an antivirus scan in the endpoint, use a malware removal tool, to extract basic information concerning endpoint's configuration including IP address and authentication events recorded in device's logs, advice users on the encryption of personal storage and USB storage, support users in performing the first logon even from remote and changing password and setting MFA, etc.)
- 12) management of calls to external companies for service repairs under warranty, etc. (sending in the equipment and/or providing assistance to the technicians of the external company);

- 13) provide assistance to any external company operating on behalf of any one of the Contracting Authority's Service Providers;
- 14) asset management, including inventory management;
- 15) creation and update of knowledge base;
- 16) removing paper jams and/or adding paper to the printer (in the absence of the relevant technician);
- 17) administrative formalities and/or reference regulations (goods return notes, waybills, disclaimers, purchase initiations, etc.);
- 18) handling IMAC requests (Installation, Move, Add, Change) together with the other technical units involved (e.g. office movers, etc.);
- 19) news management, including "door-to-door" updates on the sub-optimal status of the IT infrastructure;
- 20) welcoming, inducting and mentoring.

9.4. Equipment

- 1) The technical staff of the Service (including the staff on standby) shall have all the necessary equipment, including a laptop, tablet and mobile phone with a voice and data plan, to do their job on the move. The EUI can provide a mobile phone with a voice and data plan and/or a SIM card with a data plan for an annual fee (phone rental and tariff plan fee). **The Competitor shall have to indicate in its Technical Offer if it intends to make use of this option;**
- 2) The technicians shall have to provide a telephone number to be used within and outside of normal office hours (only for technicians on standby);
- 3) As the technical staff will be travelling from one building to another by car, they will need to have a valid driving licence (**Category B**), as provided for by **Article 18**;

9.5. Procedures for Providing the Service

The technicians will handle requests for support until they are fully resolved. To do so, they will have to deal with other level one and T2 support staff and, possibly, with technicians not from the ICT Service or Institute, using, where appropriate, existing systems to track activities and adapt to the procedures established by the Client.

The technicians may be assisted by one or more trainees, supervised by the ICT User Support Technical Supervisor. They shall report to the ICT User Support Coordinator.

The technical staff shall travel with their own means of transport, suitable for the delivery of small loads.

The technical staff shall use both Italian and English (they will have to have proven comprehension, oral expression and writing skills, as provided for by **Article 18**) to interact with the staff of both the academic and administrative units of the Institute, as well as third companies and suppliers.

To perform their duties, the technicians shall use one or more of the Institute's standard desktops and a fixed telephone. They shall use the equipment provided by the Company so as to work on the move. Depending on the case, the technician shall provide assistance on-site or remotely.

Keeping in mind the crucial importance of this service, the Tenderer must guarantee the timetable for substitutions in the event of absence (illness/holidays) as defined in **Table 2**, or face the penalties provided for in **Article 29**:

TIMETABLE FOR SUBSTITUTIONS IN CASE OF ABSENCE	
During working hours	Off-hours
1 (one) hour	NBD (Next Business Day)

Table 2 – Timetable for Substitutions in Case of Absence

Calculation of the time will be based on the hour of communication by the technician and/or the Contracting Authority to the Company.

In the Technical Offer (**Annex II – C**) the Tenderer should pay particular attention to indicating how it intends to communicate and carry out the substitution of staff in case of absence.

The annual costs of the Service shall be indicated in the Economic Offer (**Annex II – D**) under the item “On-site Technical Support Service”. The item shall be the sum of the all-inclusive cost of each single FTE involved in the on-site technical support service.

Article 10. Off-site Technical Support

One or more of the technicians on the On-site Technical Support Team (Article 9) can be contacted telephonically on a toll-free number or another number at the cost of an urban call from the district of Florence, off-hours, on days on which the EUI is closed and on weekends (on standby).

10.1. Positions and Staff

The staff of the On-site Technical Support Service shall be used for this Service too (**9.1**).

With regard to staff, please see **17.1**.

10.2. Premises and Working Hours

With regard to the premises, please see **9.2**.

The Service shall be provided in the hours indicated in **Table 3**:

WORKING HOURS OF THE OFF-SITE TECHNICAL SUPPORT SERVICE							
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	CLOSED
18:00-22:30	18:00-22:30	18:00-22:30	18:00-22:30	18:00-22:30	8:00-22:30	8:00-19:00	8:00-19:00

Table 3 – Working Hours of the On-site Technical Support Service

10.3. Activities

See 9.3.

10.4. Equipment

See 9.4.

10.5. Procedures for providing the service

Based on the type of problem, the technician shall provide assistance on-site or remotely.

Incidents needing processing can be **Emergencies** or **Scheduled**. Scheduled assistance will be organised with the Company, with a minimum notice of **5 (five) working days**.

Activities for which the assistance of the Off-site Technical Support Service may be requested include, but are in no way limited to:

- emergency incidents;
- referenced user support;
- installation, configuration, maintenance, replacement and/or scheduled removal of hardware and software;
- large-scale cloning.

On-call (off-hours or standby) support can either be **paid** or constitute **banked time (time off in lieu)**, to be agreed upon with the Company each time:

Paid support will be settled according to the “Hourly Rates for Off-hour Interventions” provided in the Economic Offer (**Annex II-D**). In the case of **banked time**, the Company shall not receive any additional remuneration; instead, the technician will be offered time off in lieu.

To quantify the banked time, the Company shall specify the necessary “Compensation Coefficient” in the Economic Offer (**Annex II - D**) to determine the number of standard working hours that can compensate **1 (one) hour** of off-hours work.

The same economic provisions shall apply in those cases where additional technical staff is needed on-site and on a temporary basis to support special events or projects (8.1.2).

IMPROVEMENT FEATURE 03: Off-hours assistance does NOT mean a minimum number of payable hours/banked time (e.g. half a day) but only “full” hours (e.g. 1,5hrs intervention will be calculated as 2hrs).

Article 11. Helpdesk Service

11.1. Positions and Staff

The staff manning the Helpdesk shall be sufficient to guarantee the requirements indicated in **17.2**.

11.2. Premises and Working Hours

The Helpdesk is a critical service for the Institute, and is therefore constantly monitored, evaluated and audited. As such, **the Helpdesk will have to operate on-site from the Contracting Authority, without any added burden for the Contracting Authority.**

In its Technical Offer (**Annex II - D**), the Competitor will have to indicate clearly how it intends to provide the Service in order to fulfil the requirements under **17.2**.

For the duration of the contract, the Helpdesk Service shall operate during the hours indicated in **Table 4**:

WORKING HOURS OF THE HELPDESK							
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	CLOSED
8:00-18:00	8:00-18:00	8:00-18:00	8:00-18:00	8:00-18:00	N/A	N/A	N/A

Table 4 – Working hours of the Helpdesk

On Saturdays, Sundays and official closing days of the Institute, users will be able to open tickets by means of the self-service ticketing system. These tickets will only be processed on the first day on which the Institute re-opens. On the same days, a voice message will inform those who contact the Helpdesk telephonically that it is closed, but that they can open a ticket via the portal or email. **When planning the Service, the Competitor will have to bear in mind the resulting extra workload to be handled when the Institute re-opens.**

In exceptional cases, that can or cannot be scheduled, the Institute may request the availability of the Helpdesk Service on Saturdays, Sundays or on official closing days, both on-site and off-site, between 8:00 am and 6:00 pm. The hours can be worked in half days of 5 hours each, as described in **Table 5**:

WORKING HOURS OF THE HELPDESK – OFF-HOURS							
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	CLOSED
N/A	N/A	N/A	N/A	N/A	8:00-13:00 13:00-18:00	8:00-13:00 13:00-18:00	8:00-13:00 13:00-18:00

Table 5 – Working Hours of the Helpdesk – Off-Hours

Incidents for which the services of the Helpdesk may be required include, but are not limited to:

- the breakdown and/or lack of access for entire buildings;
- security threats or breaches (e.g. repeated phishing attempts).

In some cases, for example when a crisis unit needs to be setup within the Institute, the Company may be required to provide an On-site and Off-hours Helpdesk Service.

Therefore, the Competitor will have to indicate clearly in the Economic Offer (**Annex II - D**) the costs (in particular, for off-hours) related to an on-site **and** off-site **Off-hours** Helpdesk Service.

11.3. Activities

The core business of the Helpdesk consists of a level 1 Service Desk and a Follow-up and Quality Control Service.

The main activities of the Helpdesk can be summarised as follows:

- receive, categorise and register support requests (tickets);
- communicate the ticket number to the user (normally done automatically by the ticketing system);
- classify the request according to urgency and impact and assign a priority level (as defined in **Annex II - K**);
- offer level 1 support for ICT and REFS problems to all members of the Institute, guests and external visitors, including common cyber-security related requests concerning phishing, antivirus, password change and authentication;
- provide contacts for off-topic problems (not ICT- or REFS-related);
- assign and manage tickets according to the ticket assignment workflow;
- ensure that the correct information (status, solution, etc.) is registered and communicated to the user;
- quality control of every ticket;
- manage and update the internal knowledge base;
- participate in coordination meetings and have an active role in projects related to the development and/or expansion of the Helpdesk.

When closing a ticket, the Helpdesk will ensure that the solution provided is coherent and clear and that it can be used for recurring incidents.

At the request of the relevant Service Manager and/or Project Manager, the Helpdesk will also communicate, to certain groups of users, specific information, including:

- variations in services, including those of the Helpdesk;
- incidents;
- stop times;
- scheduled maintenance.

11.3.1. Level one support

The main activities of level one support are:

- 1) SPOC (Single Point of Contact), including:
 - a. Follow-up on requests for support
 - b. Dispatching tickets

- 2) Service Desk or First call support, including:
 - a. Incident Management
 - b. Request Management
 - c. Problem Management
 - d. Change Management

Specifically, the Helpdesk registers the user's call by opening a ticket for each type of request (incident, problem, request, change) and/or (re-)categorises the tickets created by a user via the Self-Service Desk (via portal or email); the Helpdesk gathers information from the end user and integrates it with the information provided by the system; the Service resolves and/or assigns the ticket to the T2 technical units or the line managers.

In order to ensure that the ticket best represents the request, the Helpdesk staff is required to gather from the user (either by telephone or by e-mail) and, if necessary, convey to the technical units via the ticketing system, the user's data (status, location, contact details, etc.) and IT environment (e.g. client type, operating system, etc.), as well as the following information:

- initial assessment;
- action taken;
- opinion/point of view of the end user.

The quality of the ticket must be such that:

- the request is understood perfectly, so that the technical units that receive it can analyse it further;
- a search for keywords can be done in the knowledge base or in other open and closed tickets;
- it can be correctly categorised and prioritised;
- tasks, work orders and sub-tickets can be assigned;
- significant statistics can be generated.

11.3.2. Follow-up and Quality Control

The Helpdesk “owns” and is ultimately responsible for all tickets, including those assigned to specialised technical units (e.g. second tier), until they are fully resolved.

Standard Operating Procedures (SOP) are used to manage ticket escalation.

All technical units that play an active role in the resolution of tickets, even those that do not use the same administration tools, will communicate the status information of the tickets via the portal or by email to a dedicated mailbox of the Helpdesk. In this case, it is the responsibility of the Helpdesk to incorporate the relevant information into the Service Desk tool and close the ticket when appropriate.

The Helpdesk staff is also required to do follow-up on normal support activities, including by way of example, but not limited to:

- 1) Favour a high index of level one resolution, by assigning tickets to on-site technicians with the skill-set needed;
- 2) Check unresolved tickets, send reminders and/or alerts to the technicians dealing with them or escalate the ticket to a manager;
- 3) Ensure efficient floor management, for example, by re-assigning tickets based on the workload of T2 (queue management);
- 4) Monitor and escalate complex tickets to managers to avoid a risky situation for the service;
- 5) Avoid an excessive re-assignment of tickets (the so-called ping-pong effect) amongst T2 technical units, by using flags, tasks, work orders, etc. or escalating the ticket to a manager;
- 6) Provide greater and better follow-up for end users with urgent/critical tickets and monitor the progress of these tickets so that they are resolved within the time frame established by SLAs and KPIs, for example, by ensuring that the technicians handling these tickets are processing them, etc.;
- 7) Check the accuracy of the data entered in the ticketing system;
- 8) Initiate an escalation process up the hierarchy ladder, based on the urgency/impact grid;
- 9) Create and update the knowledge base (knowledge management);
- 10) Generate, upon request, statistics to check KPIs and SLAs.

Finally, it is the responsibility of the Helpdesk to oversee compliance with SLAs and any Operation Level Agreements (OLAs) established with third party support and service providers.

11.4. Equipment

The Institute will provide the Helpdesk with its ITSM (Ticket and Asset Management Portal), SCCM console and various remote connection tools (Microsoft Terminal Services, TeamViewer, etc.).

The Institute will also provide access to shared areas containing the current knowledge base (KB) and campus software.

The Helpdesk will be authenticated by the Intranet of the Institute through remote access VPN.

The Institute will provide a number for incoming calls, which will be forwarded to the Call Centre of the Helpdesk staff.

The Company will have to use its own existing Automated Call Distribution (ACD) infrastructure and use **at least 2 (two) phone lines** and voicemail if lines are busy for other callers up to **5 (five)** simultaneously. The Company will also be responsible for the implementation and maintenance of automatic response messages and any dispatch rules and/or selection menus, to be agreed with the Client.

The telephone network used must be able to produce monthly reports with, *inter alia*, the following details:

- 1) incoming calls: date and time, caller's ID, duration
- 2) outgoing call: date and time, call direction, duration

Any charges incurred by the Client for forwarding a call via its telephone network shall be borne by the Company.

11.5. Procedures for Providing the Service

The Helpdesk Service shall be offered on premise, as indicated in **11.2**.

The services of the Helpdesk shall be provided as follows:

- via the Call Centre set up by the Company
- via e-mail, i.e. Outlook (email addresses supplied by the Client);
- via the ITSM system provided by the Client;
- remotely, with the Client's tools (SCCM, TeamViewer, remote connection, etc.)

The Competitor will have to guarantee the working hours specified in **11.2**. Moreover, the Competitor will have to guarantee the **service of the Off-hours Helpdesk at minimum 4 (four) hours notice from the Institute**.

The Helpdesk will have to contact users by phone when asked explicitly to do so.

The cost of the calls shall be borne by the Company. For a more comprehensive and complete Economic Offer, **Annex II - J** provides a detailed list of the numbers and duration of the outgoing calls made by the existing EUI Helpdesk. The list indicates the call direction (toll free, mobile, national, international, including the name of the country) for the financial years 2019, 2020 and 2021.

The Company awarded the tender shall be liable for any charges relating to the data plan used to provide the outsourced services that are the object of this tender procedure.

Keeping in mind the crucial importance of this service, the Tenderer must guarantee its complete functionality even in case of absence of the appointed on-site staff, or face the penalties provided for in **Article 29**.

In the Technical Offer (**Annex II - C**) the Tenderer should pay particular attention to indicating how it intends to communicate, carry out the substitution and/or cover for on-site staff in case of absence (e.g. transferring calls to the Company's centralised call centre, etc.).

To simplify the accounting management of the Helpdesk, the Service will be valued based on a fixed number of users and not according to the number of processed and/or resolved tickets.

Therefore, the Competitor shall estimate an all-inclusive amount in the Economic Offer, under the item “Helpdesk Service”, for a Helpdesk that can operate on a critical mass of **1,600 (one thousand six hundred) users**, with a margin of **+/- 5 %**.

This number has been calculated according to the number of members present in the Active Directory DLeverybody group, which the Contracting Authority considers sufficiently representative of the average number of on-site users.

The Competitor shall estimate the surcharge for every user over and above the upper margin of tolerance (1,800 + 5% = 1,890), i.e. for 1,891 users and upwards.

To apply surcharges, the Competitor shall ask the Responsible Service for the number of members in the GAL’s DLeverybody group. This formal request shall be done in writing and on a regular basis. The months of August, September and October shall not be taken into consideration for the surcharge as they mark the coexistence of previous academic year users (soon to be deleted) and new academic year arrivals.

Should the number of members exceed 1,890, the Competitor shall apply the estimated **surcharges** featured in the Economic Offer under the item “Surcharge for Single User”, **in reference to the count requested.**

Lastly, the Competitor shall estimate a surcharge per body for up to **300 (three hundred) extra users** (to be included under the item “Extension to 300 users”) as a result of the increase in size and structure of the Institute, as mentioned in **Article 7.**

Article 12. Interruption of the Service and Contingency Plan

Depending on the nature of the interruption, the Company shall act as follows:

A. Temporary interruption of Service due to industrial action by Company's staff

Service continuity shall be guaranteed, even if the staff employed by the Company is on strike.

If necessary, the Company and the Contracting Authority can agree upon organisational solutions of an extraordinary nature. If this occurs, the Company shall not be entitled to make any further requests, neither claims of a financial nature, nor demands relating to organisational or contractual issues.

B. Temporary interruption of service due to technical failures or breakdown

In case of technical failures and breakdowns affecting the facilities and structures, such that the Service cannot be provided, the Company's staff will be entitled to temporarily interrupt standard activities and to agree with the Contracting Authority on alternative organisational solutions to be implemented.

C. Total interruption of service due to events of force majeure

Total interruptions of Service due to events of force majeure shall not be deemed the responsibility of either Party. For a detailed definition of what is meant by force majeure, see **Article II.11** of the **Draft Service Contract**.

Tenderers must include in the Technical Offer (**Annex II - C**), on pain of exclusion, a **Contingency Plan** ensuring as much as possible the continuity of the specific operations at any moment.

The presentation of a detailed Contingency Plan based on analysis and planning of Incident Response, Disaster Recovery and Business Continuity, set in place to avoid or mitigate any interruption of the supplied services, will be taken into consideration in the evaluation that assigns points to companies during the scoring procedure.

Article 13. Intervention Times and Service Levels

Intervention times are determined by standard criteria, such as:

- number and type of users (e.g. referenced users);
- effects on business mission;
- context of problem;
- deadline;
- estimated resolution time;
- services involved;
- frequency of problem;
- user's perception of priority;
- workaround availability;
- risks to data or system integrity.

The incidence and severity of the above criteria determine the priority level (critical, high, medium, low), as defined in **Annex II – K – Priority Levels**.

The intervention times will be regulated by Service Level Agreements (SLAs), as shown in **Appendix II – L – Service Levels**. These Agreements shall include, but will not necessarily be limited to:

- average speed of answer (ASA);
- percentage of abandoned calls;
- ticket assignment time;
- time of first contact with tickets opened via self-service;
- call-back time;
- closing ticket time after ticket is resolved;
- satisfaction index.

Unless otherwise indicated, SLA performance will be measured **monthly**. All SLAs measured through "completion times" or "resolution times" will be suspended outside of service hours.

Only under special conditions and with the agreement of the Institute, shall the SLAs be suspended for a defined period of time.

Article 14. Execution of the Service

In order to ensure that its service provision begins correctly, the Company shall:

- adopt, within **15 (fifteen) days** from the day the tender is awarded, the **Transition Plan**, i.e. replace the existing contract as provided for by **Article 15**;
- submit, within **15 (fifteen) days** from the day the tender is awarded, to the Service in charge (EUI's ICT Service) the **final list of the staff members** who will be providing the Service, providing:
 - name and surname;
 - position;
 - mobile number;
 - date and place of birth;
 - digital passport-size photo.
- submit, within **30 (thirty) days** from the day the tender is awarded, to the Service in charge a **list of the equipment** provided to its own staff, indicating:
 - brand and model of all items of equipment;
 - recipients of the equipment (if the equipment varies);
 - accessories included.

At the sole discretion of the EUI's ICT Service, any of the equipment provided by the Company that is not suitable for the execution of the Service described in this tender procedure shall be withdrawn and replaced within **15 (fifteen) days** by models deemed suitable for the purpose of the Service.

For the entire duration of the contract, at least two types of meetings will be foreseen on a regular basis, involving the Contracting Authority, the support team, the Reference person for the contract, and the Company's Technical Supervisor (if appointed). All the meetings will be chaired by the Contracting Authority.

The "Support" meetings will be aimed at updating the support team as regards new procedures, planned interventions, etc., as well as drawing attention to any problems encountered by the support team in performing the Service (even through the use of case studies). The meetings will be held approximately every **2 (two) weeks**. For the Contracting Authority, the ICT User Support Technical Supervisor and/or the ICT User Support Coordinator will participate, and for the Company, the Technical Supervisor (if appointed) and the entire on-site support team, including at least one member representing the Helpdesk.

The purpose of the "Contract" meetings will be to formalise with the Company the current situation of the Services being provided, the personnel involved, etc., and plan any corrective measures needed. The meetings will be scheduled monthly or as necessary. For the Contracting Authority, the ICT User Support Technical Supervisor and/or the ICT User Support Coordinator will participate, and for the Company, the Responsible Officer.

The Company will be responsible for the minutes of all the meetings, for which the Institute will provide a special standard form. The minutes will include only facts, decisions, and actions discussed during the session and will be issued not later than **five (5) working days** after the meeting and circulated amongst all the participants, both present and excused. At each meeting the chairman will distribute the minutes of the

previous meeting. The respective persons in charge will take care of communicating the minutes internally amongst any other staff involved (such as backup technicians, second level, etc.).

Article 15. Transition Plan

Within **6 (six) months** from the signature of the contract, the Company shall provide a detailed plan describing how it intends to manage the transition process, once the contract expires, with the handover of service activities from the Company to the Contracting Authority or to a new Contractor. This plan shall include instructions for transfer of knowledge, especially the documentation relating to the entire infrastructure and procedures. **This plan shall be updated once per year.**

Part III – Staff involved in the provision of services

Article 16. Provisions Concerning Personnel

The Company must employ for the service a team of workers with characteristics satisfying the Institute's requirements in terms of professionalism, numbers, experience, training, and competence in order to allow the execution of services in full respect of the provisions of these STS, the Letter of Invitation, and the documents annexed.

It is the responsibility of the Company to ensure that all staff working in the Service is aware of the rules provided for in the EUI's Internal Regulations.

The Company is also responsible for the safety of its staff, and will have to inform and train all staff, thereby releasing the Contracting Authority from all responsibility resulting from accidents occurring during the execution of the Service that is the object of this procedure.

The technical support staff shall access the premises of the Institute in compliance with all relevant safety regulations and [internal rules of the Institute](#).

Access to areas where the Company's staff will be providing the technical support that is the object of this tender procedure may require special authorisation from the Institute if there are any specific security requirements. To this end and based on its concerns, the Institute shall communicate to the Company its intention to make use of this clause without having to specify the reasons for this choice.

The Company shall guarantee the regular provision of services under all circumstances, with the exception of events of force majeure (see **Article II.11** of the **Draft Service Contract**).

The personnel assigned to the service must be aware of the executive procedures and should be aware of the setting where they have been called to operate in such a way that the activities covered by this Service Contract are carried out in accordance with principles of best practice.

The staff is bound by the obligation of professional secrecy not to reveal any facts or circumstances they learn of whilst carrying out their duties, in accordance with the applicable laws and the [Internal Regulation of the EUI regarding Data Protection](#).

It is forbidden to divulge to subjects other than the Contractor's Responsible Officer (**Article 37**) and Reference Person (**Article 38**) information relating to the operations carried out, any problems encountered, and the possible resolutions.

The services provided under this tender procedure shall be carried out by the Company under its sole responsibility. The staff providing the Service must be **directly employed by the Company awarded the tender**.

At least **5 (five) days** prior to the start date of the contract, the Company shall provide the Contracting Authority with the following documentation regarding the staff of the Service:

- A full list of the **staff selected by the Contracting Authority for the Service**, accompanied by the place and date of birth

The same documentation must be submitted whenever changes or substitutions are made to the staff or when new employees are recruited. The documentation must be submitted within **3 (three) days** of any changes.

Where one or more staff members of the Technical Support Service or Helpdesk are replaced, the Company is obliged to inform the Contracting Authority. **The latter reserves the right to accept or reject**, following an interview, the proposed staff members.

The Contracting Authority reserves the right to ask the Company to replace any staff deemed unfit for well-founded reasons. In this case, the Company make the necessary substitution within **10 (ten) working days** of the request, without this constituting any additional burden for the Contracting Authority.

When executing the Service on the premises of the Contracting Authority, the staff shall:

1. ensure their EUI Cards are visible at all times, and
2. have another identification document on them (e.g. ID Card);
3. wear a uniform that indicates they are part of the ICT Service of the EUI¹;
4. know the procedures for executing the Service and the environments in which they are required to operate.

Article 17. Staff

The individuals selected by the Company to work in the Service must have proven abilities, they must be honest and ethical, with good and irreproachable conduct, reserved, fair and willing to cooperate with both the staff of the Contracting Authority and with the users of the Service, without discriminating against them based on gender, race, language, religion, political opinions, and personal and social conditions, which an academic and multi-cultural environment like the EUI supports.

¹ The Company can get its own uniform or use, at its own expense, the uniform proposed by the Institute.

17.1. On-site and Off-site Technical Support

The activities of the Service will be carried out by **6 (six) Full Time Equivalents (FTEs)**, on all working days of the year, excluding the holidays observed by the Institute (about 35 days, see **Annex M**), and based on their areas of service, as detailed above.

The staff must comprise at least **9 (nine)** people so that they can cover for each other in the event of sickness or vacation time or if specific technical skills are needed.

Since the staff on standby will be the same as the staff of the Service (**8.1.2**), the numbers cited above are also valid for the Off-site Technical Support staff.

17.2. Helpdesk

The Company shall manage the Helpdesk with the staff needed to manage, during the hours and under the conditions provided in **11.2**, the tickets generated by the Institute's members, guests and occasional external visitors. The critical mass has been calculated as being equal to **1,500 (one thousand five hundred) users**.

The incidence per user type can be summarised as follows:

- Members: 95% of the tickets
- Guests: 4% of the tickets
- External visitors: 1% of the tickets

The volume generated amounts to approximately **12,000 (twelve thousand) tickets per annum**, divided, on average, as follows:

- Real Estate & Facilities Service (REFS): 55% of the total
- ICT Service (ICT): 45% of the total
- Other administrative units (so-called off-topic tickets): 5% of the total

For the sake of completeness, the statistics for 2019, 2020 and 2021 have been attached (**Annex II - I**).

Based on the nature of the ticket, when setting up the Helpdesk, the Company will have to consider the number of tickets that need to be dispatched to specific technical units (with an average intervention time of **<5 minutes** each) as well as those that can be resolved directly (with an average intervention time of **<15 minutes**):

- Percentage of tickets to be dispatched: 80%
- Percentage of tickets to be processed: 20%

The Service shall use **2 (two) phone lines** and voicemail if lines are busy.

The incoming calls are detailed in **Annex II-J**; the number of requests by telephone is estimated at 90% **ICT** cases and the remaining **10% REFS-related** or off-topic.

17.3. Responsible Officer

The Company shall appoint a Responsible Officer to whom it shall entrust the supervision of the Service on a full time and continuous basis. His/her name and contact details (mobile number and e-mail address) shall be communicated to the Institute **in writing** at the moment the contract is signed.

The Officer selected must be an employee of the Company, s/he shall be suitably qualified for the job and have previous experience in similar roles.

To avoid any conflict of interest, the Responsible Officer shall not fill any other position in the Service.

The Responsible Officer shall check and ensure that the Service is carried out in accordance with the terms and conditions of these STS, including the annexes, and the documents submitted with the Company's bid. S/He is responsible for ensuring that the staff of the Service acts in compliance with the envisaged functions and tasks.

The Responsible Officer will be the single contact person for the tender and will be in constant contact with the EUI's offices whose task it is to ensure that the Service is functioning properly.

The Responsible Officer shall communicate any and all information relating to activities carried out, to problems incurred and to their possible solutions, only and exclusively to the Person responsible for the contract (**Article 37**) and the Reference person appointed by the Institute (**Article 38**); non-compliance shall lead to the application of specific sanctions and/or disciplinary measures (**Article 29**), at the Institute's discretion.

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

In the event of the Officer's absence (due to vacation, illness, etc.), the Company shall ensure that s/he is replaced by a person approved by the EUI, and provide the latter with the replacement's name, mobile number, email and details of the replacement period.

The duties of the Responsible Officer include, but are in no way limited to:

- agreeing with the EUI on the timetable for the launch of the Service;
- acquiring information about the setup and workflow of the Client;
- training, preparing and supporting the technicians who will be subsequently used to manage the Service;
- promptly informing the EUI about any absences, substitutions and/or changes to the staff members working in the Service;
- managing resource back-up (selecting resources, planning, etc.);
- ensuring the continuity of the Service and dealing with documentation;
- providing a telephone number to be used in case of off-hour incidents;
- submitting a training plan for the staff to the EUI;
- verifying the status of the Service, the relationship with the Client and organising review meetings;
- monitoring the expected service standards and planning the necessary interventions to achieve such standards;

- respecting any formal commitments envisaged in the contract and interfacing with the Management or any other representatives of the Client;
- proposing any improvements, in terms of costs, benefits, solution and risk times;
- acting diligently and cooperating to resolve any conflicts, problems or disputes that may arise during the term of the contract;
- analysing the user's degree of satisfaction;
- working to guarantee approval and achieve goals/objectives;
- providing accurate and reliable solutions for the administrative and accounting management of the contract.

17.4. Technical Supervisor

The Company may appoint a Technical Supervisor to whom it shall temporarily entrust the technical supervision of the Service, for example during the implementation phase.

Should the Company appoint such a figurehead, the name and contact details (mobile number and email address) shall be communicated **in writing** to the Institute when the contract is signed.

The Supervisor selected must be an employee of the Company, s/he shall be suitably qualified for the job and have previous experience in similar roles (Senior Technician).

To avoid any conflict of interest, the Technical Supervisor shall not fill any other position in the Service.

The Company is obliged to notify the Contracting Authority and its own technical support staff if the Supervisor is absent or unavailable (due to vacation, illness, etc.). The Company shall ensure that s/he is replaced by a person approved by the EUI, and provide the latter with the replacement's name, mobile number, email and details of the replacement period.

The Technical Supervisor shall communicate all information on activities performed, on problems detected and on proposed solutions solely to the ICT User Support Technical Supervisor or, in his absence, the ICT User Support Coordinator, or face specific penalties and/or disciplinary sanctions at the discretion of the Institute.

The duties of the Technical Supervisor include, but are in no way limited to:

- supporting the staff of the Service with his/her IT knowledge, for example when processing new problems that have yet to be documented;
- updating the staff of the Service about new technological developments;
- providing a telephone number to be used in case of off-hour incidents.

The Client reserves the right to confirm this role on the basis of the implementation progress of the Service.

17.5. Team Leader

The company shall appoint a Team Leader among the staff based on-premise.

His/her name and contact details (mobile number and e-mail address) shall be communicated to the Institute **in writing** at the moment the contract is signed.

To avoid any conflict of interest, the Team Leader shall not fill any other position in the Service.

The duties of the Team Leader include, but are in no way limited to:

- acting as an immediate point of contact for the on-premise staff
- liaising with the EUI and Company's reference persons (EUI User Support Coordinator, EUI User Support Technical supervisor, Technical Supervisor and Responsible Officer)
- acting as a leader of the on-premise staff including prioritisation of tasks
- addressing resource back-up in order to ensure the continuity of the Service
- distributing documentation and/or new procedures provided by the EUI among the team

The Team Leader does not replace the EUI User Support Coordinator nor User Support Technical Supervisor but may assist in offloading them under specific circumstances.

Article 18. Staff Skills and Qualifications

The technical staff shall be highly specialised in IT (hardware, software, networks, systems, security, regulations, etc.), in light of the fact that they will have to find solutions or alternative solutions to the problems reported by users, not least by managing the emotional aspect, which is often critical in particular situations.

It is for this reason that staff must have a lot of experience and a good deal of diplomacy.

Specifically, the staff working in **Technical Support** and at the **Helpdesk**, including the **Technical Supervisor** (if appointed), but not the **Responsible Officer**, must have the following technological know-how:

- Excellent knowledge of hardware architectures based on Wintel and AMD processors and good working knowledge of Apple platforms (Intel and Apple Ax/Mx);
- Excellent knowledge of the following Operating Systems: MS Windows (10 and later versions), Apple macOS (Monterrey and later versions) and Linux (Ubuntu);
- Excellent knowledge of Android and iOS mobile Operating Systems;
- Excellent knowledge of MS Office, including Platform 365, in particular Outlook and related applications (Word, Excel, PowerPoint, etc.);
- Excellent knowledge of protocols/services, such as TCP/IP, DHCP, DNS, etc., including client configuration for wired or wireless connections on various Operating Systems;
- Basic cybersecurity skills;
- Basic knowledge of remote access Virtual Private Network (VPN) and of Internet Protocol Security (IPsec);
- Basic knowledge of Active Directory (OU, Computers, Users, Groups, join computers to a domain, etc.);
- Basic knowledge of Microsoft SCCM;
- Basic knowledge of authentication and authorisation services/protocols, Remote Authentication Dial-in User Service (RADIUS) and Lightweight Directory Access Protocol (LDAP);
- Basic knowledge of authentication protocols and data encryption, Wi-Fi Protected Access II Enterprise (WPA2);

- Basic knowledge of Voice over IP (VoIP) communication.

Staff shall also possess:

- **5 (five) years of experience** in IT support (detailed in the CV);
- ITIL Certificate (at least Foundation Level) for technical support staff and Technical Supervisor (if appointed) or commitment to obtaining the certificate (8.2);
- **English and Italian** equal to or better than the following level (according to the Common European Framework of Reference for Languages - CEF, QCER/CEFR): **B2** for the Technical Support and Helpdesk staff **on pain of exclusion**;
- A **driving licence, Category B** or higher, with validity in Italy.

*IMPROVEMENT FEATURE 04: **English and Italian level C1** for the **Helpdesk** staff.*

Staff shall also have:

- a proactive, innovative approach to finding solutions;
- skills to understand and use new technologies;
- skills to create technical documentation (such as knowledge bases, flow diagrams, processes, etc.);
- skills to test hardware and software;
- skills to make decisions in critical and unstable situations;
- skills to work under pressure and direct supervision;
- skills to relate to users at different levels;
- orientation skills, service culture and team spirit;
- analytical skills and logic.

The **Responsible Officer** shall possess:

- leadership and managerial skills;
- skills for the management of complex projects (provide details in CV).

The following qualifications are considered optional, but will be taken into consideration in the evaluation that assigns points to all candidates during the scoring procedure:

- Secondary school diploma from a technical and ICT institution;
- A specialist or Master's university degree in technical and ICT disciplines;
- Knowledge of other foreign languages among French, German and/or Spanish (as attested by the relevant certificates);
- Professional certificates in the technological areas requested (like Microsoft MOC, Apple Certification of Proficiency, etc.).

Article 19. Staff Selection Process

In order to evaluate accurately the technical and language skills of the staff providing the Service, including the Technical Supervisor (if appointed), the Competitors shall propose:

- a. for **technical support** staff, at least **8 (eight) candidates** in possession of the documentation cited below;
- b. for the **Helpdesk** staff, **at least 2 (two) candidates** in possession of the documentation cited below;
- c. for the **Technical Supervisor**, if proposed, **at least 1 (one) candidate** in possession of the documentation cited below.

The Competitor will have to submit **at least** the following documentation for each of the candidates (including the Technical Supervisor and the Responsible Officer):

- 1) Name and surname of the person, Place of residence/address;
- 2) Curriculum Vitae (based on [EuroPass](#) template);
- 3) Type of employment contract with the Contractor;
- 4) Proposed Role (Site Officer, Helpdesk Operator, Supervisor, Team Leader);
- 5) Professional experience;
- 6) Professional certifications in the pertinent technological areas;
- 7) Type and category of Driving Licence (only for technical support staff).

All of this information shall be clearly provided in the Technical Report, in a specific chapter describing the staff members who will be involved in providing the services that are the object of these STS. In this specific chapter, Tenderers may include the staff members' CVs and their qualifications (Diplomas, Degrees, Certifications, etc.), and any other document that may be useful in providing relevant information regarding the Tenderer's candidates' qualifications.

Some of this information shall also be included in **Annex II - O (Candidates' Evaluation Form)**. **Annex II - O** also includes a table that must be used to list the possession (or not, or only in part) of some of the requirements that are considered indispensable in the evaluation of the candidates.

Together with the Technical Offer (**Annex II - C**), this document contributes to the basic information required in order to determine whether the Tenderer has complied with the **minimum threshold of technical admissibility (Article 32)**.

If the minimum threshold of technical admissibility has been reached, all candidates proposed for the Technical Support team and Helpdesk roles will have to undergo interviews and/or written and practical tests to ascertain whether or not they possess the requirements detailed in the Technical Report and the language skills (**Article 18**) needed to perform their duties.

The exact dates of the interviews shall be agreed upon with the Competitors after the envelopes are opened.

Article 20. Staff Training

In order to ensure that the Service meets the quality standards required by the Contracting Authority, the Company shall plan to hold training sessions and updates for all its staff members that are involved in providing the services that are the object of this tender for a **minimum of 5 (five)** and a **maximum of 10 (ten) working days per year**.

Training can take place for a **maximum of 5 (five) consecutive days per session**. The training course must be proven by a certificate of participation and accompanied by the course syllabus. Participation in training can be considered as normal hours of service to the Contracting Authority .

The timetable for training, mode of delivery and type of course must be agreed in advance with the Contracting Authority. The Contracting Authority reserves the right to request information regarding the type of training and the provision thereof.

The Tenderer shall include in its Technical Report a chapter describing in detail its plan for training courses for its staff. This training activity, as described in the Technical Report, shall take place during the entire period of the contract.

The Company is also obliged to inform the Contracting Authority, on an annual basis, of any updates and/or modifications to the training program and the training courses completed by the staff.

The Institute reserves the right, for the duration of the contract, to ask the Company to confirm the training program and training completed by the staff.

Part IV – Premises, equipment and Utilities**Article 21. Premises**

The Institute shall hand over to the Company, for the entire duration of the contract, suitable premises, including furnishings, for the performance of the Service on site; the Company undertakes to preserve said premises in perfect condition.

In the event of damage occurring to the premises, to furnishings, to utilities and to equipment during the lifetime of the contract, and should such damage be attributable to inexperience, negligence or insufficient maintenance, the Company shall be charged entirely for all damage compensation. In such an event, the Institute shall enforce and take possession of the performance bond as envisaged in [Article 29](#) of these STS.

The Company, on its own behalf and on behalf of any of its heirs for any reason, shall be irrevocably obliged, from this moment onward and throughout the duration of the contract, never to change, on penalty of termination of the contract, for any reason or motive, the intended use of the premises it has been entrusted with, unless the Institute issues a provision to the contrary, and in any case always observing any limitation the Institute shall establish.

Article 22. Equipment

Once the contract has expired, or in the event that the contract is terminated, the Company shall withdraw every item of equipment that it has supplied, undertaking to implement responsibly any necessary measure including, by way of example, but not limited to, correct procedures for the pick-up, disposal of packaging materials, transportation and portage.

In no case whatsoever is the Institute obliged to purchase the equipment provided and/or installed by the Company.

Unless the Institute specifically requests otherwise, the Company shall, at its own expense, provide for the removal of every piece of equipment no later than **30 (thirty) consecutive days** after the expiry of the contract.

Article 23. Utilities

For the duration of the Contract, the EUI shall provide, at its own expense, the following:

- Electricity for on-site services;
- Network and power outlets for on-line services;
- Internal telephone extension and telephone quotas for the on-site technical service;
- A phone line for the Helpdesk;
- IT accounts and electronic mailboxes (only for technical support team and Helpdesk staff);
- Access to support tools (ITSM, SCCM, etc.);
- Access to the premises (only for technical support team);
- EUI ID Cards (only for technical support team).

TITLE III

QUALITY CONTROL AND CONFORMITY OF THE SERVICES

Article 24. 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 these STS and/or offered during the tendering procedure, if improved.

During the entire duration of 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 service at a level considered acceptable, the Institute may request his/her replacement. The latter must meet all requirements laid down in these STS.

TITLE IV

OBLIGATIONS AND LIABILITIES IN THE EXECUTION OF THE SERVICES

Article 25. Obligations and charges to be borne by the Contractor

The Company shall be entirely responsible for the provision of the Service that is the object of this tender procedure.

The Company 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 Company is also bound by the provisions included in these Tender Specifications, in the Annexes enclosed to its tender and in the invitation Letter, including by way of example, but not limited to:

- training costs for the staff providing the Service (as per **Article 20**);
- costs for the integration of the Helpdesk phone line with the IT infrastructure of the Client;
- costs related to the calls made by the Helpdesk;
- costs for the provision of any Personal Protective Equipment (PPE) needed to work in safety, if required;
- costs for the equipment referred to in **Article 8.2(g)**, including costs related to working on the go, such as voice and data plans;
- uniform costs.

Furthermore, from the date on which the Service begins, the following shall also be the responsibility of the Company:

- ordinary and extraordinary maintenance of all equipment and devices that are the property of the Institute and have been made available to the Company for its use in the execution of this Service;
- the cost of additional equipment and devices that the Company decides to supply, with the prior agreement of the EUI, including any cost incurred during their installation, deployment and removal at the termination of the contract.

The Institute further reserves the right to check, at any time, the effective condition of the facilities, the equipment, the utilities and the furnishings made available to the Company for the provision of the Service, the training level of the staff, the equipment and PPE, etc.

The Company 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 Company.

The Company 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 Company 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 26. Safety Provisions

In order to ensure safety in the workplace, the Company 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 these Tender Specifications 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 **Annex II - F** the EUI Emergency Plan is described.

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

Article 27. Insurance Policy

Regarding the obligations entered into with the presentation of its tender, the Company 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 Company 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 company 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 **€5.000.000,00 (five million)** 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 the "**Draft Service Contract**", specifically in the **Article II.3 Liability**.

Article 28. Work Regulations

The Company is obliged to apply the **collective agreements** and any supplementary agreements at local/municipal level in relation to the premises the Service will be carried out (Province of Florence); in particular:

- a. The Company shall apply, for the staff members providing the Service, contractual and remuneration conditions that are at least equivalent to those envisaged by the applicable national collective labour agreements, valid at the time of signing the contract, as well as any conditions that may be introduced by later amendments and improvements and, in general, by any other successive collective labour agreement for the relevant category of workers valid in the Province of Florence.
- b. The Company shall continue to apply the conditions of the collective agreements even after their expiry, until they are replaced or renewed. These obligations shall be considered binding for the Company, even if the Company is not a member of a professional association that has signed the collective agreements, or has resigned from one.
- c. Should the Contracting Authority ask for it, the Company shall submit all necessary documentation proving that the treatment – in terms of salary conditions and social security contributions – of its employees engaged in the Service for the EUI is in full compliance with the conditions agreed upon. Should the Contracting Authority find that the Company is in violation of the labour laws, it will first communicate its findings to the Company and then report the matter to the Labour Inspectorate competent for the question. It shall further reserve the right to enforce and take possession of the performance bond, and the Company shall be obliged to produce a new performance bond. The sum shall only be returned when the Labour Inspectorate declares that the Company has remedied its violations of the labour laws.
- d. In the event of a takeover of the contract, the Company shall take on all the workers employed under the contract, guaranteeing, in accordance with the amended technical and organisational requirements, the respect of the agreements currently in force and resulting from the supplementary bargaining agreements signed by the current tenderers and by trade union organisations. In this regard, in order to facilitate bargaining and the respect of privacy regulations, the Contracting Authority will provide CVs and the salary scale of the people involved, upon explicit request and only after the compulsory site inspection, sent via email to ICTS.Tender3-22@EUI.eu, by 15:00 pm on the deadline for the submission of queries or clarification requests.

TITLE V

NON-COMPLIANCE AND PENALTIES

Article 29. Sanction and Penalty Mechanism

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 Contracting Authority reserves the right to apply the penalties listed below. The following list of breaches shall not be considered an exhaustive list of possible instances of non-compliance. The Institute reserves the right to sanction other behaviours that may affect and/or interrupt the normal provision of services.

1. For each instance of failure to observe working hours without suitable justification (except in cases of force majeure or reasons imputable to the Contracting Authority), that is repeated more than **3 (three) times a month**, a penalty of **€250.00** per instance will be charged to the Company; if the instance of failure to observe working hours exceeds **15 (fifteen) calendar days**, the Institute shall apply a penalty of **€1,000.00** per instance; should this case of non-compliance persist for more than **1 (one) month**, the Institute reserves the right to terminate the contract and claim damage compensation.
2. In the event of delayed, non-compliant and/or failed replacement of the on-site technical support (in the event of vacation/sickness), except in the case of force majeure, the Company shall be charged a penalty of **€250** for every **1 (one) hour of delay**; should the delay last longer than **15 (fifteen) calendar days**, the Institute shall charge a penalty of **€1,000** for every **1 (one) hour of delay**; should the delay persist for longer than one month, the Institute reserves the right to terminate the contract and claim damage compensation.
3. For each case of violation of privacy or failure to observe strict confidentiality rules regarding facts and circumstances which the Contractor's staff may have become acquainted with in the performance of their duties, a penalty of **€1,000.00** shall be applied.
4. In the event of delayed, non-compliant and/or failed start-up of the Helpdesk, except in the case of force majeure, the Company shall be charged a penalty of **€250** for every **1 (one) hour of delay**; should the delay last longer than **15 (fifteen) calendar days**, the Institute shall charge a penalty of **€1,000** for every **1 (one) hour of delay**; should the delay persist for longer than **1 (one) month**, the Institute reserves the right to terminate the contract and claim damage compensation.
5. For each case of non-compliance by the Technical Supervisor with the regulations on communicating all activities, technical problems and possible resolutions only and exclusively to the ICT User Support Technical Supervisor or, in his absence, to the ICT User Support Coordinator, the Institute shall apply a fine of **€ 500.00**;
6. For not appointing a Responsible Officer, the Institute shall apply a penalty of **€1,000**.

These penalties will be applied through debit notes. The penalty shall be deducted from the amount due for payment.

Where, for whatever reason, the penalties or the compensation due for the damage caused to the Contracting Authority are not covered, then the Contracting Authority shall recover its loss from the bid bond.

Claims and/or the payment of penalties does in no way exempt the defaulting Company from fulfilling its obligations.

The EUI shall be notified of any *force majeure* causes delaying the activities governed by these STS; notification shall be sent by the Company, 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 Company 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).

If more than **3 (three) penalties** are applied in a period of **6 (six) months**, the Contracting Authority reserves the right to terminate the contract, enforcing and taking possession of the Contractor's performance bond.

In such an event, the Institute is entitled to enter into an agreement with another supplier, beginning with the other Tenderers in this procedure, following the classification assigned in the tender award itself; the Contracting Authority also reserves the right to undertake any form of legal action envisaged by the law.

TITLE VI

EXCLUSION, SELECTION AND AWARD CRITERIA

Article 30. 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 (fifteen) days** following notification of award and preceding the signature of the FWC, 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 Service Contract.

Article 31. 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) 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;
- b) 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;
- c) 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 company undertakes to hold said tender valid and binding for **one-hundred-and-eighty (180) days**, starting from the deadline for submission of the tender. For this purpose it is obligatory, on pain of exclusion from the tender procedure, to enclose with the aforesaid declaration an **Economic Feasibility Plan** for the service proposed, that is, an analysis of the total yearly costs, which must necessarily take into account the following items: number of staff members per grade, overall hours worked per grade, hourly cost of labour, national labour contract applied, safety costs related to the Company's activity, direct and indirect overheads (e.g. equipment, uniforms, voice/data tariff schemes for service cell phones, Helpdesk telephone costs, etc.), and company profits.
- d) 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;
- e) 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;
- f) Any and all useful documentation to prove that the company is fully up to date with all due social security and insurance contributions (e.g., through a DURC certificate), according to existing legislation;

Technical, Economic and Financial Capacity Requirements:

- g) To be in possession of valid **UNI EN ISO 9001** certification;
- h) **2 (two) 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;
- i) Certificate for the Civil Liability insurance with a ceiling of at least **€5,000,000 (five million)** valid for the entire duration of the Service Contract
- j) Audited accounts for the last three years, or fewer if the Company has not been in activity for three years
- k) Declaration of the Company's turnover, of its profit and loss account for the last year of activity (or part of the year, if it has not been in activity long enough) and a Financial Statement for the end of the accounting period, in cases where this information has not already been provided under item (i)
- l) In the event that the Company is unable to provide the documentation called for under item (j), the Company shall submit a declaration of its turnover forecast, as well as its forecast of profits and losses, of cash flow for the year and a letter from the Company's bank outlining its existing cash and credit situation
- m) Declaration that, over the previous three years (**2019-2020-2021**), the Company's overall global turnover, excluding VAT, was not lower than **€2.160.000,00 (two millions one hundred sixty thousand/00)**;
- n) Declaration that the Company is currently executing and/or has executed over the previous three-year period (**2019/2020/2021**) 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.**

Among the services performed over the previous three years (**2019/2020/2021**), the Company must be able to include at least 1 contract that was successfully executed, or that is currently in execution, for an amount of at least **€1.080.000,00 (one million and eighty thousand/00)**, excluding VAT, for the overall period of the 3 years taken into account and displaying the same characteristics as the one that is the object of this tender procedure.

In the case of successfully completed services, the Company shall produce the certificate of final completion issued by its public or private client.

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

Article 32. Awarding Criteria

Only those Tenderers that meet all the requirements listed in **Article 31** and are compliant with exclusion criteria listed in **Article 30** shall be eligible for the next stage of the procedure, the technical and qualitative evaluation.

The technical and qualitative evaluation will be carried out in two phases:

1. The first phase based on the written content and quality of the technical documentation and the *curricula vitae* of the proposed staff: the offers must reach the **minimum threshold of technical admissibility (Article 33)** to access the next step;
2. A second phase, based on an interview and tests of the proposed staff: the personnel proposed must reach the **minimum threshold of suitability (Article 33)** to access to the evaluation of the economic offers.

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 Offer 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 Offer obtains the highest final score (T) is the Tenderer who will be awarded with the Contract.

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

Article 33 and **Article 34** describe in detail how scores will be assigned for the technical and qualitative aspects of the service and for the economic evaluation.

Article 33. Attribution of Scores relating to Technical and Qualitative Aspects

Weighting factors are assigned for each item (from **A1** to **F2**) in **Table 6**, for a total sum of **70**.

Scores for each item are determined by multiplying weighting factors with the quality coefficient (ranging from **0** to **1**, as described in **Tables 7 - 14**) chosen by the Evaluation Committee at its own discretion on the basis of the Offer's compliance with the specifications in these STS.

In order to assign scores for the staff, each candidate will be interviewed and tested so as to evaluate her/his competencies and skills as required in **Article 18**. A **written test** shall assess the candidates' technical and IT skills, while an **interview** shall assess their language proficiency, as presented in their CVs (**Annex II - O**).

Table 6 – Scores for Methodological, Technical and Qualitative Aspects

METHODOLOGICAL, TECHNICAL AND QUALITATIVE ASPECTS			
DESCRIPTION		MIN. SCORE	MAX. SCORE
A - QUALIFICATION OF THE COMPANY		2	5
A1	EXISTING CONTRACTS, REFERENCES, CERTIFICATIONS, CONTINGENCY PLAN, ETC.	2	5
B - EXECUTION OF THE SERVICES		7,0	15
B1	ON-SITE SUPPORT	3,5	7
B2	OFF-SITE SUPPORT		1
B3	HELPDESK	3,5	7
C - EXECUTION OF THE CONTRACT		9	15
C1	STAFF TRAINING		2
C2	MONITORING, REPORTS AND QUALITY CONTROL		5
C3	STAFF ORGANISATION, MANAGEMENT OF ABSENCES AND EMERGENCIES		5
C4	EQUIPMENT FOR THE TECHNICAL SUPPORT STAFF		3
D - QUALIFICATION OF THE TEAM		7	15
D1	TECHNICAL SKILLS	3,5	7
D2	WORK EXPERIENCE	3,5	7
D3	EDUCATION AND CERTIFICATIONS		1
E - ADDITIONS AND IMPROVEMENTS			5
E1	PROPOSED ADDITIONS OR IMPROVEMENTS		5
		25	55
F - INTERVIEW AND PROFICIENCY TEST OF THE TEAM		11	15
F1	WRITTEN TEST	6	8
F2	ENGLISH AND ITALIAN PROFICIENCY (CEFR MINIMUM LEVEL B2)	5	7
		11	15

Items A1, B1, B3, D1, D2, F1 and F2 must reach as well the Minimum Score, as shown in the Table 6, on pain of exclusion.

Therefore, the **minimum threshold for technical admissibility** is thus set to **25/55** for the sum of key points assigned to parts **A (A1)**, **B (B1 – B3)**, **C (C1 – C4)**, **D (D1 – D3)** and **E (E1)**.

Only Tenderers who do reach the above threshold will be put through to the written test and interview stage.

The written test shall verify the candidates' level of competence and technical and soft skills described in the team members' profile (item **F1**), as well as Italian and English language proficiency (item **F2**). For each candidate, the Evaluation Board will assign a score between 0 and the maximum score shown in Table 6, at its discretion, based on the degree of compliance with the requirements of this document. The final scores for items **F1** and **F2** will be determined by the **average of the single candidates' scores** both in the written test as well as language interview.

The **minimum threshold of suitability** score to access to the evaluation of the economic offer is **11/15**, namely the sum of the minimum points for criteria **F1** and **F2**.

MINIMUM THRESHOLDS	
Stage 1: Minimum Threshold for Technical Admissibility (A1 to E1)	25/55
Stage 2: Minimum Threshold of Suitability (F1 to F2)	11/15

The following reference tables for the qualitative aspects of the Service detail the **Quality coefficients** applied to the various items:

Table 7 - Quality coefficients for item A1

Quality coefficients for item A1 in Table 6		
Evaluation	Description	Coefficient
Excellent	A very sound company, with several similar ongoing contracts, strong references, ISO plus additional verifiable certification(s) and a well-structured contingency plan in place	1,00
Good	A sound company with at least two other similar contracts in place, several high-end references, at least a certification and a contingency plan in place	0,75
Satisfactory	A company with at least one similar contract in place, just one reference, no certification but a contingency plan in place	0,50
Poor	A company with similar contracts in place however not ongoing, just one reference, no certification but a contingency plan in place	0,25
Unsatisfactory	A company with no ongoing contracts in place, not even in the past, no reference, no certification and no contingency plan	0,00

Table 8 - Quality coefficients for items B1 to B3

Quality coefficients for items B1 to B3 in Table 6		
Evaluation	Description	Coefficient
Excellent	A well-structured proposal that is clear, precise and described in-depth, which describes how the Company will meet the requirements according to the STS and provide added value, over and above the Contracting Authority's requirements.	1,00
Good	A well-structured proposal that successfully describes in satisfactory detail how the Company will meet the requirements according to the STS	0,75
Satisfactory	An acceptable proposal, with minimal description and structure of how the Company will meet the requirements	0,50
Poor	Mediocre report, lacking detail, structure or not adequately developed.	0,25
Unsatisfactory	Inadequate report, lacking details and structure	0,00

Table 9 - Quality coefficients for items C1 to C3

Quality coefficients for items C1 to C3 in Table 6		
Evaluation	Description	Coefficient
Excellent	A well-structured proposal that is clear, precise and described in-depth, which describes how the Company will organise Staff and its Training as well as monitoring, reporting and QA, and provide added value, over and above the Contracting Authority's requirements.	1,00
Good	A well-structured proposal that successfully describes in satisfactory detail how the Company will meet the requirements according to the STS	0,75
Satisfactory	Acceptable proposal, with minimal description and structure of how the Company will meet the requirements	0,50
Poor	Mediocre report, lacking detail, structure or not adequately developed.	0,25
Unsatisfactory	Inadequate report, lacking details and structure	0,00

Table 10 - Quality coefficients for item C4

Table 10 - Quality coefficient for item C4 in Table 6		
Evaluation	Description	Coefficient
Excellent	Company provides one new equipment of each category (laptop, tablet and mobile phone) to each staff. All equipment is new and the models are recent. The Company accepts to update with newer models or if broken during the course of the contract. Models are balanced in order to cover most existing hardware/software	1,00
Good	Company provides one equipment of each category (laptop, tablet mobile phone) to each staff. Some equipment, although recent, is not new. The Company accepts to replace any outdated or broken equipment during the course of the contract. The distribution of the equipment favors expensive models over cheaper ones	0,75
Satisfactory	Company provides only one equipment category to each staff. Some equipment, although valid, is not new. The Company accepts to replace any outdated equipment during the course of the contract. The distribution of the equipment favors cheaper models over expensive ones	0,50
Poor	Company provides only one equipment category to each staff. No equipment is new. The Company will replace only broken equipment during the course of the contract. There is only one hardware model available per category of equipment	0,25
Unsatisfactory	Company provides only one equipment category to each staff. No equipment is new. The Company will not replace any equipment during the course of the contract. There is only one cheap model available per category of equipment	0,00

Table 11 - Quality coefficients for item D1

Table 11 - Quality coefficients for item D1 in Table 6		
Evaluation	Description	Coefficient
Excellent	Staff possesses more technical skills than requested by the STS	1,00
Good	Staff possesses all technical skills requested by the STS	0,75
Satisfactory	Staff possesses most technical skills requested by the STS	0,50
Poor	Staff possesses only some technical skills requested by the STS	0,25
Unsatisfactory	Staff does not possess sufficient technical skills requested by the STS	0,00

Table 12 - Quality coefficients for item D2

Table 12 - Quality coefficients for item D2 in Table 6		
Evaluation	Description	Coefficient
Excellent	More than 5 years' experience in the role	1,00
Good	At least 5 years' experience in the role	0,75
Satisfactory	At least five years' combined experience (role + other technical role)	0,50
Poor	Less than five years' experience in the role	0,25
Unsatisfactory	No experience	0,00

Table 13 - Quality coefficients for item F1

Table 13 - Quality coefficients for item F1 in Table 6		
Evaluation	Description	Coefficient
48 or above	Knowledge, competencies and soft skills are of a very high level, providing added value with respect to the Contracting Authority's expectations.	1,00
36 to 47	Knowledge, competencies and soft skills are of a high level	0,75
24 to 35	Knowledge, competencies and soft skills are of a satisfactory level	0,50
12 to 23	Knowledge, competencies and soft skills are partially unsatisfactory	0,25
11 or below	Knowledge and competencies are inadequate	0,00

Table 14 - Quality coefficients for item F2

Table 14 - Quality coefficients for F2		
Evaluation	Description	Coefficient
C1 or above	Able to use English/Italian in a wide range of contexts fluently and effectively	1,00
B2	Can use English/Italian effectively with some fluency	0,75
B1	Can communicate essential points and ideas in work context	0,50
A2	Can communicate in English/Italian in a limited range of contexts	0,25
A1	Only basic knowledge	0,00

Article 34. Allocation of Scores relating to Price

The maximum score achievable for the price **P** is **30**, subdivided according to the following **weightings**:

- P1, Cost of *On-Site Technical Support Service*: max. **10**
- P2, *Hourly Rates for Off-hour Interventions*: max. **2**
- P3, *Compensation Coefficient*: max. **2**
- P4, Cost of *Helpdesk Service*: max. **10**
- P5, Cost of *Off Hours Helpdesk Service*: max. **2**
- P6, Cost of *Surcharge for Single User*: max. **2**
- P7, Cost of *Extension to 300 Users*: max. **2**

Price **P5** to be weighted will be the average of the cost of the *Off-site Off-hours Helpdesk Service* (**P5a** in **Annex II - D**) and the cost of the *On-site Off-hours Helpdesk Service* (**P5b** in **Annex II - D**):

$$P5 = \frac{P5a + P5b}{2}$$

The scores P1, P2, P3, P4, P5, P6, and P7 will therefore be calculated on the basis of the above weighting factors by means of the following formula:

$$P_i = \text{Weighting factor} \times \frac{\text{Minimum Price}}{\text{Price Offered}}$$

The final score **P** for each tenderer shall be determined by summing the **P_i** scores according to the formula:

$$P = P1 + P2 + P3 + P4 + P5 + P6 + P7$$

TITLE VII – ADMINISTRATIVE INFORMATION

Article 35. Subcontracting and Outsourcing

The Contract shall not be reassigned, on pain of annulment.

Subcontracting **is not** allowed in accordance with the provisions of **Article II.7** of the **Draft 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.

Title VIII - FINAL PROVISIONS

Article 36. 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 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 37. Person Responsible for the Contract

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

The Responsible Officer shall be in charge of all exchanges and communications with the Company that is awarded the 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 38. Reference Person for the Contract

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

- act as contact person for all operational exchanges with the Company;
- 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 Company's staff be removed from the premises and replaced;
- propose to the Responsible Officer (**Article 37**) the application of penalties and, if necessary, the termination of the Contract;
- check all invoices issued by the Company, initialling them in approval.

Article 39. Requisites to Be Awarded the Contract

The successful tenderer, on a date fixed by the Contracting Authority for the purposes of the final award, must submit:

1. a copy of a Non-Disclosure Agreement for all employees (see **Annex II-G**_Declaration of confidentiality_NDA);

2. a copy of any certifications held to demonstrate possession of all the requisites declared during the tender.
3. a recent extract from the judicial record for each staff proposed by the successful tenderer to provide the service requested

Please note that should the successful tenderer not promptly fulfil the requisites outlined above, fails to present all documentation requested, provides no evidence of the requisites self-declared during the tendering procedure, or upon testing is found not to be in compliance with the declarations submitted in the tender, the Institute reserves the right to declare the Contract null and void and to award it to the following bidder in the list, or even to call for a new tender, with any costs incurred by the Contracting Authority to be borne by the Contractor in breach. In these circumstances, the Company declared forfeited shall lose its provisional deposit and shall also be liable for the penalties envisaged by the regulations in force.

In the event of a positive outcome of the above-mentioned checks, the award shall become effective in favour of the successful tenderer which will be formally invited to sign the Contract.

Article 40. Final Provisions and Annexes

This **Annex I – Special Tender Specifications** consist of **40 Articles**, and **52 Pages**.

The tender documents are composed of the **Service Contract** provided by the Institute, the **Invitation Letter**, this **Annex I – Special Tender Specifications** and the following **15 (fifteen) Annexes** (from **Annex II-A** to **Annex II-O**):

- II-A Checklist
- II-B Declaration of Honour
- II-C Technical Offer Form
- II-D Economic Offer Form
- II-E EUI Organisation and IT Systems
- II-F EUI Emergency Plan
- II-G Minimum Requirements of the Equipment for the Technical Support Staff
- II-H Users as of March 2022
- II-I Helpdesk Ticket Stats
- II-J Phone Call Stats
- II-K Priority Levels
- II-L Service Levels
- II-M Vacation Days 2022
- II-N Library Opening Hours 2022
- II-O Candidate Evaluation Form

Signature of Legal Representative

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Company's Stamp

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