



REAL ESTATE AND FACILITIES SERVICE

Open call of tender for the provision of an electronic registration module and of technical support, consulting, and maintenance services for Alfresco the Electronic Document and Records Management System of the European University Institute

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INTRODUCTION

The European University Institute (EUI) is an international research organisation established by Convention of 19 April 1972 between Member States of the European Union for the award of doctoral and post-doctoral degrees in the domain of social sciences. As an international intergovernmental organisation, the EUI is regulated by an international treaty – the [Convention Setting up the EUI](#) – signed by its Contracting States. It is therefore not regulated by any national regulation.

The EUI's outstanding doctoral, postdoctoral, master, and executive education programmes, combined with a vibrant community of more than 1,000 scholars from over 60 countries, create an empowering, intellectual climate where students and researchers can contribute to the betterment of society. In addition to its academic community, the EUI has approximately 300 administrative staff members, distributed in Services and Academic Units (hereinafter, the Units) that assist the Governing Bodies in the fulfilment of its mission and objectives.

Document management at EUI is under the remit of the Real Estate and Facilities Service (REFS), whose mission is to offer to the community of users and to all visitors optimal work and life environment for the scope of their stay. The REFS manages the overall infrastructure of the EUI Campus by operating and maintaining all of the Institute's buildings and their services, developing them and implementing plans for sustainable growth. This service is also responsible for the Registration Office or *Protocollo*, which is a part of EUI document management ecosystem.

Context of the tender, scope, and objectives of work

Up to this present day, most of the EUI business documents and records created, received and collected by the Units are stored in different drives, shared by email or uploaded to cloud-based applications (OneDrive, Dropbox) or to the current electronic document and records management system (EDRMS). The safeguarding of these documents and records is critical to EUI's operations and fulfilment of EUI's obligations. Thus, their completeness, accuracy, authenticity, reliability, and accessibility are necessary to support organizational activities and to serve as authoritative source of evidence and information.

In 2014 the EUI implemented an EDRMS based on Alfresco Community Edition (details on the technical installation is available in Article 7 of this document) as the main repository for official documents and Unit records. To-date, around 60,000 documents, distributed in 18,000 folders and 6,500 categories, are filed in the records management site. In parallel, document management functionalities have been progressively deployed within this EDRMS with a view to capturing documents and records in the system since their creation, as a way of streamlining their lifecycle through this application. In order to accomplish such document management functionalities, integration with Office365 tools has been developed, which allows users to edit and version their documents stored in Alfresco by using this out-of-the-box function; also, a script has been designed to automate the ingest of records into the records management site.

With the arrival of paperless practices at the EUI, the REFS aims to digitalise the registration workflow of official correspondence, which is currently performed on a paper basis (around 750 letters are dispatched per year), by taking advantage of Alfresco technology. A new electronic registration application, integrated as a module of Alfresco, is foreseen as the most appropriate solution to achieve the digitalisation of such workflow.

Given the current role of Alfresco as the EUI institutional repository and its potential role to implement document management processes to assist on the daily activities of EUI administrative staff, the EUI seeks, in addition to the electronic registration module, a *contractor* to provide technical support, consulting and maintenance services to ensure the proper functioning of this application, as well as future deployments to better integrate Alfresco with the EUI IT ecosystem. A detailed description of the requested services is described in Article 7.

CHAPTER I – SCOPE AND DESCRIPTION OF THE PROCUREMENT PROCEDURE

Article 1. Definitions

‘candidate’ means an economic operator that has sought an invitation;

‘contract’ means a public contract awarded by the EUI for the procurement of services/supply;

‘EUI’ means the European University Institute, which is the contracting authority entrusting the services that are the subject of these tender specifications to the contractor;

‘contractor’ means to the successful tenderer awarded with the contract;

‘economic operator’ can refer to a ‘work contractor’, ‘supplier’, or ‘service provider’ and means any natural or legal person or public entity or group of such persons and/or entities which offers the execution of works, the supply of products or the provision of services on the market;

‘joint tenders’ means a situation where a *tender* is submitted by a group (with or without legal form) of economic operators regardless of the link they have between them. The group as a whole is considered a *tenderer*¹;

‘subcontracting’ means the situation where the *contractor* enters into legal commitments with other *economic operators* which will perform part of the *contract* on its behalf. The *contractor* retains full liability towards the *EUI* for performance of the *contract* as a whole;

‘tender’ / ‘offer’ defines the terms upon which the supplier is willing to be bound, which normally include price, date of delivery, payment terms and a description of the services/supplies/works;

‘tenderer’ means an economic operator that has submitted a tender;

‘tender specifications (TS)’ means any documents describing the needs and requirements of the EUI for the purposes of the relevant tender.

Article 2. Contracting authority

This procurement procedure is launched and managed by the *EUI*, that is the contracting authority for the purposes of this procurement procedure, through the Real Estate and Facilities Service (hereinafter, the REFS).

Article 3. Subject

Subject of the contract	The subject of this procurement procedure is the provision of an electronic registration module for Alfresco, as well as technical support, consulting, and maintenance services for Alfresco the Electronic Document and Records Management System of the EUI.
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¹ References to tenderer or tenderers in this document shall be understood as covering both sole tenderers and groups of economic operators submitting a joint tender.

Lots	This procurement procedure is not divided into lots.
Type of contract	The procedure will result in the conclusion of a framework service contract. <i>Tenderers</i> need to take full account of the provisions of the draft <i>contract</i> as the latter will define and govern the contractual relationship to be established between the <i>EUI</i> and the <i>contractor</i> .
Duration of the contract	The <i>contract</i> to be awarded shall have a duration of five years. The details of the initial <i>contract</i> duration and possible renewals are set out in Article I.2 of the draft <i>contract</i> .
Estimated value of the contract	The estimated value of the <i>contract</i> to be awarded for the whole duration of five years is EUR 85,000 (EIGHTY FIVE THOUSAND), broken down as follows: <ol style="list-style-type: none"> 1. Provision of an electronic registration module based in Alfresco: EUR 5,000 (FIVE THOUSAND); 2. Provision of technical support, consulting and maintenance services for Alfresco, including the deployment and maintenance of the electronic registration module: EUR 80,000 (EIGHTY THOUSAND). Please refer to Article 7.2 for an estimate of the number of hours performed in recent years under that heading. <p>The <i>EUI</i> may procure additional services from the <i>contractor</i> up to a maximum of 50% of the initial contract value.</p>
Place of performance	The services will be mainly undertaken remotely at the contractor's premises.

Article 4. Conditions for participation to tender

If you are interested in this *contract*, you should submit a *tender* in one of the official languages of the European Union (with preference for the use of English) provided you comply with the conditions for participation to tenders as set out in Article 3.4 of [President's Decision n. 19/2018](#) of 16 May 2018 implementing title V concerning procurement of the EUI's Financial Rules (Public Procurement Regulation), available for consultation at: <https://www.eui.eu/About/Tenders>.

Article 5. Joint Tenders

In case of *joint tender*, all members of the group assume joint and several liability towards the *EUI* for the performance of the *contract* as a whole.

Group members must appoint a Group leader and a single point of contact authorised to act on their behalf in connection with the submission of the *tender* and all relevant questions, clarification requests, notifications, etc., that may be received during the evaluation, award and until the *contract* signature.

The *joint tender* must clearly indicate the role and tasks of each member and of the Group leader who will act as the *EUI's* contact point for the *contract's* administrative or financial aspects and operational management. The Group leader will have full authority to bind the group and each of its members during *contract* execution. If the *joint tender* is successful, the *EUI* shall sign the

contract with the Group leader, authorized by the other members to sign the *contract* on their behalf via power of attorney.

Changes in the composition of the group during the procurement procedure (after the submission deadline and before *contract* signature) shall lead to rejection of the *tender* except in case of a merger or takeover of a member of the group (universal succession), provided that the new entity has access to procurement (see *Article 9*) and is not in an exclusion situation, (see *Article 8*).

In any case the selection criteria must be still fulfilled by the group and the terms of the originally submitted *tender* may not be altered substantially, i.e. all the tasks assigned to the former entity must be taken over by the new entity member of the group, the change must not make the *tender* non-compliant with the *tender specifications*, and the evaluation of award criteria of the originally submitted *tender* may not be modified.

Article 6. Subcontracting

Subcontracting is not allowed for this procurement procedure.

CHAPTER II – TECHNICAL SPECIFICATIONS

Article 7. Description of the technical specifications

The services that are the subject of this procurement procedure, including any minimum requirements, are described below.

EUI records management technological infrastructure

The EUI has adopted the ECM Alfresco for the management of its current and historical records, which is running on-premises under Alfresco Community version based on Windows Server, Open JDK and PostgreSQL. Further details will be shared with the awarding tenderer.

On top of the out-of-the-box Alfresco Community functionalities, which include Alfresco Governance Services (AGS) share extension, the EUI has implemented modules to execute arbitrary JavaScript code, customize the footer for EUI and batch upload records.

The running configuration is optimised for the use of 50 concurrent users, which is consistent with the current use of Alfresco by the EUI Units.

7.1. Electronic registration module

The proposed electronic registration module (*Protocollo elettronico*), integrated with Alfresco, must be compliant with the following functionalities:

1. English language interface, or English and Italian language interfaces
2. Registration of electronic documents (either digital or digitised) with the addition of a *registration stamp* for both incoming and outgoing digital correspondence. Such registration code, for paper records, may be performed by printing self-adhesive labels² bearing: (i) the registration code with the schema: YYYY-I-NNNNN (incoming) and YYYY-O-NNNNN (outgoing), (ii) the registration date and the Organisation and (iii) issuing/receiving Unit name;
3. User profiles. Possibility to manage the following profiles:
 - a. System administrator

² The provision of a printer is out of the scope of this tender.

- b. Records manager. Creates and maintains the filing plan and the records retention schedule.
 - c. Registration officer. Registers and files correspondence.
 - d. User. Creates and sends incoming or outgoing correspondence to the registration officer through a workflow.
 - e. Consumer. Has read-only access to correspondence.
 4. Sorting and dispatching of incoming and outgoing correspondence to users or user groups through a workflow;
 5. Management of multiple e-mail and electronic registered delivery service (such as *PEC* or *Posta Elettronica Certificata*) mailboxes:
 - a. Capture and filing of emails and their attachments;
 - b. Registration of incoming and outgoing emails and attachments, with the possibility of nesting the main document to reference attachments;
 - c. Registration of outgoing emails that reply to an incoming email;
 - d. Dispatch of registered mails;
 - e. Creation and automatic delivery of acknowledgement emails for incoming emails, including the registration number of the acknowledgement email and the reception date and registration number of the incoming email.
 6. Filing of incoming and outgoing correspondence on the basis of the EUI Filing Plan for the Registry Office, with a functionality to create folders to group records;
 7. Visualisation of the registered electronic documents;
 8. Management and customisation of a metadata schema for registered documents with the following minimum metadata: Name, Title, Description, Document type, Registration Number, Registration Date, Document Date, Sender, Addressee;
 9. Tracking of changes to metadata (audit trail);
 10. Integration with Alfresco-based lifecycle for records, by applying retention policies (i.e., deletion of files or transfer to the Alfresco records management site);
 11. Full indexing and search of records and files content and metadata;
 12. Access management integrated with Active Directory;
 13. Creation of reports on registered correspondence: (i) date of registration, (ii) transfer of records, (iii) elimination of records;
 14. Possibility to incorporate advanced electronic signature to outgoing correspondence.
- The electronic registration module should be delivered by end Q4 2023.

7.2. Technical support, consulting, and maintenance

The *contractor* will provide technical support, consulting and maintenance services for Alfresco-based incident resolution and software configuration or development, detailed as follows:

1. Application management and support:
 - a. Incident and problem resolution for Alfresco related issues escalated from the EUI focal point. Also, working with all necessary parties to successfully resolve such incidents within the agreed SLA;
 - b. Application and testing of necessary changes before production deployment as part of break-fix;
 - c. Assistance in production deployments, such as Alfresco updates or upgrades (e.g., server update, information architecture, new Community version);
 - d. Update, definition and implementation of interfacing with the Azure environment, in particular within the current AD-based SSO system;
 - e. Exposure of Alfresco interface through cloud services (Microsoft/AWS);
 - f. Deployment and technical management of the electronic registration module;
 - g. Assistance in the creation of categories and folders in the records management site through scripts.

2. Minor enhancements:
 - a. Assistance in applying different patches or connectors with other IT applications (e.g., connexion with the ERP SAP, connexion with multifunction printers);
 - b. Implementing electronic advanced electronic signature.
3. Application security:
 - a. Access log;
 - b. Log of activities performed by users;
 - c. Monitoring of log messages upon request.

Such services shall be performed primarily via remote connection or, if the *contractor* deems it necessary, at the EUI premises.

An indicative number of technical assistance, consultancy and maintenance hours performed in recent years by an external contractor is estimated at 160 hours per year, excluding technical support and maintenance of the electronic registration module. The EUI shall only pay for the actual hours performed by the service provider.

7.3. Service Level Agreement

The proposed service level agreement for the provided technical support, consulting and maintenance services are detailed as follows:

1. Standard support hours. Technical support, consulting and maintenance is available during the EUI business hours between 8:00 and 19:00 on business days (Monday-Friday). During this time the EUI may contact the *contractor*, who will process the EUI reported cases.
2. Incident Priority Levels. Priority Levels on an incident reported by the EUI will be based on the criteria established in the following table:

Level	Description
1	Alfresco is down and Users cannot access it.
2	Alfresco is running, but substantial errors occur. Users can access and download content, but cannot store new content, edit existing content, or perform simple or advanced searches.
3	Users cannot perform some tasks, although they can create, search, edit and upload content.
4	Alfresco is running slowly or there is an error that does not keep the Users from using it for the performance of their daily activities. Minor enhancements or consulting in production deployment are requested by the EUI.

3. Response and resolution times. The following response and resolution times shall be applied to the technical maintenance:

Level	Initial response	Fix or workaround
1	4 hours	16 hours ³
2	8 hours	2 business days
3	1 business day	3 business days
4	2 business days	5 business days, unless otherwise indicated in response for minor enhancements or consulting in production deployment

³ Work outside standard support hours can be requested for the resolution of Level 1 incidents.

The resolution times apply when a focal point named by the EUI point who has submitted the support request can be contacted by e-mail or telephone during the resolution phase. Service level time for an incident starts when the request is received and runs when the *contractor* takes it over. Service level time is put on stand-by when the *contractor* awaits a response from the EUI.

The *contractor* will name a single focal point for the communications with the EUI. Such communications of the request for intervention may take place by e-mail or telephone in either English or Italian. The initial response will consist of:

- a. A suggested resolution to the reported issue;
- b. Notification of the estimated hours and person(s) responsible for providing the user with further information or resolution of the issue, as appropriate.

At the end of each intervention, the *contractor* shall draw up an intervention report with indication of the hours dedicated to the incident resolution and the person(s) responsible for fixing the incident, to be accepted by the EUI.

CHAPTER III – EVALUATION AND AWARD CRITERIA

The evaluation of the *tenders* that comply with the submission conditions will consist of the following elements:

- Check if the *tenderer* has access to procurement (see *Article 9*);
- Verification of administrative compliance (if the *tender* is drawn up in one of the official EU languages and signed by duly authorised legal representative(s) of the *tenderer*);
- Verification of non-exclusion of *tenderers* on the basis of the exclusion criteria;
- Selection of *tenderers* on the basis of selection criteria;
- Verification of compliance with the minimum requirements defined in the tender specifications;
- Evaluation of *tenders* on the basis of the award criteria.

The *EUI* will evaluate the abovementioned elements in the order that it considers to be the most appropriate. If the evaluation of one or more elements demonstrates that there are grounds for rejection, the *tender* will be rejected and will not be subjected to further full evaluation. The unsuccessful *tenderers* will be informed of the ground for rejection without being given feedback on the non-assessed content of their *tenders*. Only *tenderer(s)* for whom the verification of all elements did not reveal grounds for rejection can be awarded the *contract*.

The evaluation will be based on the information and evidence contained in the *tenders* and, if applicable, on additional information and evidence provided at the request of the *EUI* during the procedure. If any of the declarations or information provided proves to be false, the *EUI* may impose administrative sanctions (exclusion or financial penalties) on the entity providing the false declarations/information.

For the purposes of the evaluation related to exclusion and selection criteria the *EUI* may also refer to publicly available information, in particular evidence that it can access on a national database free of charge.

Article 8. Exclusion criteria

The *tenderer* must not be in one of the exclusion situations listed below:

- a. is 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. has 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. is 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 *EUI* or those of the country where the contract is to be performed. This breach needs to have been established by a judgment 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 *EUI*;
- d. has 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 *EUI*'s financial interests;
- e. has been in serious breach of a contract financed by the *EUI* 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. is subject to an administrative penalty for being guilty of grave professional misconduct, or of 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 *EUI*'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* cannot be awarded to a *tenderer* who, during the procurement procedure, is proven to be:

- g. subject to a conflict of interest in connection with the *contract* which cannot be effectively remedied by other less intrusive measures;
- h. guilty of misrepresentation in supplying the information required by the *EUI* as a condition of participation in the *contract* procedure or fail to supply this information.

Evidence requested:

The *tenderer* must certify that it is not in one of the exclusion situations by providing in the *tender* a signed and dated Declaration on Honour available in Annex II A. In case of a consortium/*joint tender* or in case of subcontracting, such declaration on honour should be included in the offer for each member of the *joint tender*/consortium and for each identified *subcontractor*.

In addition, the successful *tenderer* shall provide, within 15 days following notification of award and preceding the signature of the *contract*, the following documentary proofs to confirm the declaration referred to above:

- for points (a), (b), (d) and (e): a recent extract from the judicial record of the legal representative of the *economic operator* that submitted the *tender* 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 the paragraph 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.

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

In the event that the successful *tenderer* does not promptly execute the fulfilment of the above, fails to present all documentation requested or does not provide proof of possession of all requirements declared in the *tender*, as well as if any checks reveal failure of compliance with the declarations submitted during the tendering period, the *EUI* reserves the right to declare a compliance failure and to award the procedure to the following *tenderer* in the list or to launch a new procurement procedure.

Article 9. Selection criteria

General requirements:

The *tenderer* must have the following minimum requirements to perform the *contract*:

- a) being compliant with obligations relating to the payment of social security contributions for workers, according to the current legislation, and application of employment conditions envisaged in the sector's national collective labour agreement;
- b) being compliant with the current labour laws and regulations;
- c) being compliant with the current health and safety laws and regulations;
- d) being compliant with the current environmental laws and regulations;

Economic and financial capacity:

- e) being in a stable financial position (financial viability) → possession of 2 (two) bank references issued by major banks or authorised dated after the invitation to the present invitation letter, in which it is shown that the *economic operator* has always met its commitments with regularity and punctuality and to be in possession of the economic and financial capacity to perform the services forming the subject of the *tender*. The *EUI* can accept only one bank reference if it is duly justified by the *tenderer*;
- f) having generated a minimum annual turnover in the last 3 (three) financial years for which accounts have been closed (2020-2021-2022) of at least EUR 160,000 (ONE HUNDRED AND SIXTY THOUSAND);
- g) providing the financial statements of the last three years for which accounts have been closed (2020-2021-2022).

Technical and professional requirements:

- h) being authorised to perform the *contract* under national law, as evidenced indicatively by inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organisation, or entry in the value added tax (hereinafter 'VAT') register;
- i) providing a list of the principal services provided and/or supplies delivered in the past 3 (three) years (2020-2021-2022) with the sums, duration and recipients, public or private;
- j) the *contractor* must be certified ISO 27001;

- k) the *contractor* shall be an experienced and recognized system integrator with a mature organization and processes;
- l) the *contractor* must have extensive experience in the implementation and support of EDRMS solutions, Alfresco in particular;
- m) the *contractor* shall provide with proven experience in the provision of similar services to academic institutions, public sector, or international organisations;
- n) the *contractor* persons providing the technical support, consulting and maintenance services must hold the following requirements:
 - a. Senior Consultant
 - i. Proven experience as Senior System Developer in the ICT sector of at least 15 years.
 - ii. Proven experience and in-depth system knowledge of Alfresco Community of at least 5 years. Alfresco Process Services Certified Engineer (APSCE) or Alfresco Process Services Certified Administrator (APSCA) certifications are an asset.
 - iii. Excellent knowledge of Java, JavaScript, XML.
 - iv. Good knowledge of Windows Server and Azure server environment, networking, database web applications.
 - v. Good knowledge of LDAP, Windows Active Directory, and familiarity with authentication.
 - vi. Good knowledge of either English or Italian (B2) and a working knowledge of another official language of the European Union (B1).
 - b. Developer(s)
 - i. Proven experience as System Developer in the ICT sector of at least 5 years.
 - ii. Proven experience and system knowledge of Alfresco Community of at least 3 years. Alfresco Process Services Certified Engineer (APSCE) or Alfresco Process Services Certified Administrator (APSCA) certifications are an asset.
 - iii. Excellent knowledge of Java, JavaScript, XML.
 - iv. Good knowledge of Windows Server and Azure server environment, networking, database web applications.
 - v. Good knowledge of LDAP, Windows Active Directory, and familiarity with authentication.
 - vi. Good knowledge of either English or Italian (B2) and a working knowledge of another official language of the European Union (B1).

❖ **Evidence to be submitted with the tender as part of Envelope n.1 – Administrative Documents (please, for more details on the submission process, see point 3 of the letter of invitation to tender):**

- a signed and dated Declaration on Honour available in Annex II A;
- 2 (two) bank references;
- a document attesting that the *tenderer* had a minimum annual turnover in the last 3 (three) financial years for which accounts have been closed (2020-2021-2022) of at least EUR 160,000 (ONE HUNDRED AND SIXTY THOUSAND);
- evidence that the *tenderer* is included in a trade or professional register and entry in the value added tax register;
- a list of the principal services provided and/or supplies delivered by the *tenderer* in the past 3 (three) years (2020-2021-2022) with the sums, duration, and recipients, public or private;
- a copy ISO 27001 certifications awarded to the *tenderer*;
- references with academic institutions, public sector or international organisations as evidenced by at least 3 (three) recent letters of reference, that should be dated less than one year and contain the organisation name and contact details (name, title, email address). Basic details on the product or services provided should also be included;
- description of the team members assigned to the project, complete with CVs.

The *EUI* reserves the right to perform sample checks in order to verify the accuracy of the statements submitted by *tenderers*.

Tenderers that are not compliant with the applicable minimum requirements shall be rejected.

Article 10. Award criteria

Only the *tenders* submitted by *tenderers* meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price. The *contract* shall be awarded according to the “**most economically advantageous tender**” criterion following the assessment of the best quality/price ratio made by the competent evaluation committee which will assign a score to each *tender* to a maximum of 100 points, based on the following parameters:

MAXIMUM SCORE	
Technical and quality evaluation	70/100
Financial evaluation (price)	30/100

The total score of the *tender* shall be the sum of the technical and financial score obtained.

The *tenderer* obtaining the highest overall score shall be awarded with the *contract*.

A - Allocation of points for technical and quality evaluation criteria

To each criterion will be assigned a certain weight, with the maximum amount being equal to 60 points, which, multiplied by the coefficient of quality assigned at the discretion of the evaluation committee (between 0 and 1, as shown in Table II), will determine the score assigned to each *tender*, as indicated in the following Table I.

The *tenderer* shall submit technical *offer* using the form Annex II B.

TABLE I

DESCRIPTION			MAXIMUM SCORE	
A1	Electronic registration module		20	
	A1.1	Technical description of the requested requirements		20
A2	Technical support, consulting, and maintenance		30	
	A2.1	Description of the application management and support, minor enhancements, and application security requirements		15
	A2.2	Proposed Service Level Agreement		15
A3	Professional profile of the contractor and the team		20	
	A3.1	Certifications (ISO, Alfresco)		3
	A3.2	Experience with implementation and support of EDRMS solutions		6
	A3.3	Experience in providing similar services to academic institutions, public sector, or international organisations		6*
	A3.4	Senior consultant profile		3
	A3.5	Developer profile(s)		2

* = only the criterion A3.2 will not be awarded according to the coefficients included in Table II below but each year of experience will be awarded 0,5 points up to a max score of 6 points.

The minimum score for technical and quality criteria is 40/70. *Tenders* who fail to achieve this minimum score for the technical *offer* shall not proceed to the point of assessment for the financial *offer*.

In the case of award, the entire technical *offer* shall complete the *tender specifications* and shall form part of the *contract*.

It should be noted that the coefficients of quality will be attributed on the basis as set out in Table II:

TABLE II		
EVALUATION	JUDGMENT	COEFFICIENT
GREAT	Well-structured technical <i>offer</i> that develops the requested project in a clear, precise, and in-depth manner, adding additional value in respect to the expectations of the <i>EUI</i> .	1.00
GOOD	Suitable technical <i>offer</i> that develops the topic with no particular insights.	0.80
ADEQUATE	Well-organized project in line with the Client's expectations	0.60
SUFFICIENT	Acceptable technical <i>offer</i> but poorly structured with limited application to the provisions of the <i>tender specifications</i> .	0.40
LOW	Mediocre project that is not sufficiently developed.	0.20
INSUFFICIENT	Insufficient project technical <i>offer</i> that is generic and inadequate.	0.00

B - Allocation of points for financial evaluation criteria

The maximum points available for the price (30 points) shall be assigned to the *tender* proposing the best price as follows:

- Parameter A. Electronic Registration Module (2 points)
- Parameter B. Technical support, consulting, and maintenance (28 points).

The other *tenders* shall be given scores (rounded to two decimal places, if necessary) proportional to the ratio between the best price offered and that offered by each *tenderer*.

P = points assigned to the *tender*.

A. Electronic Registration Module	
	Best price offered
P = 2 x $\frac{\text{-----}}{\text{Price offered}}$	

B. Technical support, consulting, and maintenance		
	Description of the Service	Max Points
B1	Senior Consultant Per hour rate – ON SITE (Standard operation – 8 hours a day)	4
B2	Senior Consultant Per hour rate – REMOTE	9
B3	Developer Per hour rate – ON SITE (Standard operation – 8 hours a day)	4
B4	Developer Per hour rate – REMOTE	9
B5	Conversion Ratio between hours worked in “off-hours” (from 7 pm to 8 am) and hours worked in office hours (from 8 am to 7 pm). <i>e.g., 1 (“off-hours”) equal to 1.5 (office hours)</i>	2

Maximum score for the parameter B is 28: B = (B1+B2+B3+B4+B5) = 28

The maximum score achievable of B1 for the price P (4 points) will be awarded to the *tenderer* who offers the best price for the “hour of on-site” consultancy (lowest price) for a Senior Consultant. The other *tenderers* will be awarded different scores (rounded off to the second decimal figure, if necessary) calculated in proportion to the ratio between the best price and the price offered by each *tenderer*.

The following formula will be applied:

B1	
	Best price offered
P = 4 x $\frac{\text{-----}}{\text{Price offered}}$	

The maximum score achievable of B2 for the price P (9 points) will be awarded to the *tenderer* who offers the best price for the “hour of remote consultancy” (lowest price) for a Senior Consultant. The other *tenderers* will be awarded different scores (rounded off to the second decimal figure, if necessary) calculated in proportion to the ratio between the best price and the price offered by each *tenderer*.

The following formula will be applied:

B2
Best price offered
$P = 9 \times \frac{\text{-----}}{\text{Price offered}}$

The maximum score achievable of B3 for the price P (4 points) will be awarded to the *tenderer* who offers the best price for the “hour of on-site” consultancy (lowest price) for a Developer. The other *tenderers* will be awarded different scores (rounded off to the second decimal figure, if necessary) calculated in proportion to the ratio between the best price and the price offered by each *tenderer*.

The following formula will be applied:

B3
Best price offered
$P = 4 \times \frac{\text{-----}}{\text{Price offered}}$

The maximum score achievable of B4 for the price P (9 points) will be awarded to the *tenderer* who offers the best price for the “hour of remote consultancy” (lowest price) for a Developer. The other *tenderers* will be awarded different scores (rounded off to the second decimal figure, if necessary) calculated in proportion to the ratio between the best price and the price offered by each *tenderer*.

The following formula will be applied:

B4
Best price offered
$P = 9 \times \frac{\text{-----}}{\text{Price offered}}$

As far as B5 score is concerned, a proportion between the conversion ratio proposed by each *Tenderer* and the most advantageous conversion offer received will be made, assigning 2 points according to the obtained coefficient.

B5
Proposed conversion ratio
$P = 2 \times \frac{\text{-----}}{\text{Best Proposed conversion ratio}}$

The price considered for evaluation will be the total price of the *tender*, covering all the requirements set out in these *tender specifications*.

The *tenderer* shall submit a financial *offer* using the form Annex II C.

CHAPTER IV - FINAL PROVISIONS

Article 11. Sanctions and penalties mechanism

Except for cases in which the law specifies otherwise, the EUI shall uphold compliance with the clauses agreed in these Tender Specifications by reserving the right to apply the following penalties, over and above reimbursement for any expenses incurred in ensuring that its activity could continue effectively and regularly.

Electronic Registration Module

- For each instance of non-compliance with technical specifications included in the contract, EUR 1,000 (ONE THOUSAND) unless the problem is solved within 30 days from notification.
- Delayed delivery of the deliverable based on a signed project plan for causes attributable to the *contractor*, the *contractor* shall be charged a penalty of EUR 500 (FIVE HUNDRED) a day for each working day of delay for more than 2 (TWO) working weeks.

Technical support, consulting, and maintenance services

- For non-compliance with agreed SLA support or maintenance time schedules, the *contractor* will be charged penalties according to the following scale:
 - For Incident Priority Level 1 (see Article 7, Technical maintenance, 3. Response and resolution times), a penalty of EUR 100 (ONE HUNDRED) for every hour of delay in the initial response and/or the fix or workaround.
 - For Incident Priority Level 2 (see Article 7, Technical maintenance, 3. Response and resolution times), a penalty of EUR 100 (ONE HUNDRED) for every day of delay in the initial response and/or the fix or workaround.
 - For Incident Priority Level 3 (see Article 7, Technical maintenance, 3. Response and resolution times), a penalty of EUR 100 (ONE HUNDRED) for every day of delay in the initial response and/or the fix or workaround.
 - For Incident Priority Level 4 (see Article 7, Technical maintenance, 3. Response and resolution times), a penalty of EUR 100 (ONE HUNDRED) for every day of delay in the initial response and/or the fix or workaround.

The above-mentioned penalties shall be issued under the form of debit notes and deducted directly from the agreed payment.

The application and/or payment of penalties in no way exonerates the contractor from fully complying with the obligation it has breached.

Article 12. Requirements for the signature of the contract

The successful tenderer, within the date to be communicated by the EUI, must submit the following documents before the signature of the contract:

- a copy of the full criminal record of the legal representative of the successful tenderer;
- a copy of an insurance policy against risks and damage relating to the *performance of the contract*.
- the non-disclosure agreement related to the protection of personal data as provided for by the applicable rules of the [EUI Data Protection Policy](#), that will be provided in due time by the EUI to the successful tenderer.

Please be aware that any employee of the successful tenderer who is involved in the implementation of the contract with the EUI must return to the contracting authority such agreement duly filled and signed.

Please note that should the successful tenderer fail to submit the documents outlined above in due time or, upon testing, is found not to be in compliance with the declarations submitted in the tender, the EUI reserves the right to award the contract to the following tenderer in the ranking or to launch a new call for tender.

Article 13. Contract management

For the *EUI*, the reference person for the *contract* management is the following:

Initialed by the Legal Representative for acceptance

- the Director of the Real Estate and Facilities Management Service.

Article 14. List of tender documents

The tender documents of the present procurement procedure are composed of the draft contract, the invitation letter, these *tender specifications* - TS (Annex I) and the contractor's *tender* (Annex II), including the following annexes:

- Annex II A – Declaration on honor;
- Annex II B – Technical offer form;
- Annex II C – Financial offer form;
- Annex II D – 2023 EUI Holidays