



INFORMATION COMMUNICATION AND TECHNOLOGY SERVICE

**Open procedure for supplying and installing
audiovisual equipment to upgrade the European
University Institute's current AV infrastructure**

Ref: **OP/EUI/ICTS/2026/001**

YEAR 2026

Contents

CHAPTER I – SCOPE AND DESCRIPTION OF THE PROCUREMENT PROCEDURE.....	4
Article 1. Definitions.....	4
Article 2. Contracting authority	4
Article 3. Subject	4
Article 4. Conditions for participation to tender.....	5
Article 5. Joint Tenders.....	5
Article 6. Subcontracting	5
CHAPTER II – TECHNICAL SPECIFICATIONS	6
Article 7. Description of the current AV infrastructure at the EUI.....	6
Article 8. Description of the supplies and services requested	7
Article 9. Technical requirements and functional characteristics	8
Article 10. Warranty.....	9
Article 11. Transport and delivery.....	10
Article 12. Installation and commissioning services	11
Article 13. Technical support services.....	13
Article 14. Quotations and invoicing	14
CHAPTER III – EVALUATION AND AWARD CRITERIA.....	15
Article 15. Exclusion criteria	15
Article 16. Selection criteria.....	17
Article 17. Award criteria	18
CHAPTER IV - FINAL PROVISIONS	21
Article 18. Sanctions and penalties mechanism.....	21
Article 19. Requirements for the signature of the contract.....	23
Article 20. Contract management.....	23

Article 21. List of tender documents	23
--	----

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’ or ‘the Institute’ 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 **Information Communication and Technology Service (ICTS)**.

Article 3. Subject

Subject of the contract	The subject of this procurement procedure is supplying and installing audiovisual equipment to upgrade the European University Institute’s current AV infrastructure .
Lots	This procurement procedure is not divided into lots .
Type of contract	The procedure will result in the conclusion of a single framework supply contract .

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.

	This procurement procedure is mixed as it includes both supplies and services. <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(s) to be established between the <i>EUI</i> and the <i>contractor(s)</i>.
Duration of the contract	The framework <i>contract</i> to be awarded shall have a duration of 5 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 framework <i>contract</i> to be awarded for the whole duration of 5 years is €500.000,00 (five hundred thousand/00), divided as follows: • Supply: €375.000,00 (three hundred seventy-five thousand/00). • Services: €125.000,00 (one hundred twenty-five thousand/00). These volumes are estimates only, and there is no commitment as to the exact quantities to be ordered. The actual volumes will depend on the quantities which the EUI will order through order forms.
Place of performance	The supplies will be undertaken at the <i>EUI's</i> 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. 24/2025 of 6 May 2025 implementing title V concerning procurement of the EUI's Financial Rules (Public Procurement Regulation), available for consultation at: <https://www.eui.eu/en/public/about/procurement/tenders-regulatory-framework>.

Article 5. Joint Tenders

Joint tenders are not allowed for this procurement procedure.

Article 6. Subcontracting

While the supply of equipment must be executed only by the sole *tenderer*, the services concerning installation and commissioning and technical support (please, see Articles 12 and 13 of these TS) may be subcontracted.

Tenderers are required to give an indication of the proportion of the *contract* that they intend to subcontract in the technical offer, as well as to identify the subcontractors and describe briefly the envisaged contractual roles/tasks of *subcontractors* meeting the following conditions (hereafter referred to as identified *subcontractors*):

- are not in one of the exclusion situations listed in Article 15;
- on whose capacities the *tenderer* relies upon to fulfil the selection criteria as described under Article 16;

- whose individual share of the *contract*, known at the time of submission, is above 20 %.

Any such *subcontractor* must provide the *tenderer* with a commitment letter signed by its authorised legal representative.

Changes concerning *subcontractors* identified in the *tender* (withdrawal/replacement of a *subcontractor*, additional subcontracting) during the procurement procedure (after the submission deadline and before *contract* signature) require the prior written approval of the *EUI* subject to the following verifications:

- any new *subcontractor* is not in an exclusion situation;
- the *tenderer* still fulfils the selection criteria and the new *subcontractor* fulfils the selection criteria applicable to it individually, if any;
- the terms of the originally submitted *tender* are not altered substantially, i.e. all the tasks assigned to the former *subcontractor* are taken over by another involved entity, the change does not make the *tender* non-compliant with the *tender specifications*, and the evaluation of award criteria of the originally submitted *tender* is not modified.

Subcontracting to *subcontractors* identified in a tender that was accepted by the *EUI* and resulted in a signed contract, is considered authorised.

CHAPTER II – TECHNICAL SPECIFICATIONS

Article 7. Description of the current AV infrastructure at the EUI

The EUI comprises approximately 60 conference rooms distributed across 16 buildings. The rooms are classified as follows: hybrid rooms, in-person rooms, and certain rooms with special functionalities (Zoom Rooms, podcast, photo-shooting and interview/green-screen rooms).

The installed technologies are detailed below:

- Hybrid room with automated audio-visual system:
 - System equipped with a Panasonic 360° PTZ camera
 - Bosch CCU2 DCN or Dicientis audio system with wired or wireless microphones
 - Panasonic camera automation through Votel or Bosch software
 - Audio system
 - Video projector with screen, monitor or ledwall
 - Audio/video encoding via Roland USB capture device
 - Wireless microphones for audience interventions
 - Crestron infrastructure in some rooms
- Hybrid room with all-in-one systems:
 - System equipped with a manual camera and Logitech microphones
 - Audio system
 - Video projector with screen or monitor
 - Audio/video encoding via Roland USB capture device
- Hybrid room with multi-screen Zoom Room:
 - Multi-screen system
 - Multi-camera system

- Ambient microphone(s)
- Loudspeakers

- Hybrid room with all-in-one Zoom Room:
 - Freestanding all-in-one display equipped with ambient microphone, camera, and loudspeakers

- In-person rooms:
 - Projection of the room computer through a video projector with the relevant screen or monitor
 - Audio system

- Podcast/Photo-shooting/Interview room:
 - Green screen (motorised or fixed)
 - Lighting system for shooting sets on stands or trusses
 - Cameras or PTZ with tripods
 - Audio system with monitor speakers
 - Video switcher
 - Interview microphone kit with clip-on wireless microphones

The subject of this procurement procedure is the supply of audiovisual (AV) equipment intended to ensure the progressive upgrading and maintenance of the European University Institute's above-mentioned audio-visual equipment portfolio, or the *ex-novo* installation of new rooms, and the relevant second level support thereafter.

Article 8. Description of the supplies and services requested

The supplies covered by this procurement procedure consist of audiovisual (AV) equipment of various types, including but not limited to passive equipment, active equipment, cabling, and related components.

Such equipment shall be procured by the EUI through the framework contract for the following purposes:

- replacement in case of failure, damage, or obsolescence of existing AV infrastructure
- technological upgrades and standardisation of equipment
- replenishment of stock for essential items required for granting service continuity
- installation of new AV systems in rooms or spaces newly equipped (*ex-novo* installations)

The equipment likely to be procured is further described in detail in the following Annexes:

1) Annex II B – Technical Offer Form

This Annex contains the list of the 12 (twelve) audio-video items most frequently used within the EUI's conference rooms.

For each item, tenderers are required to offer a model whose **minimum technical requirements are equal to or higher than** those of the **reference model or equivalent currently in use at the EUI that is intended only as a benchmark.**

Only these 12 (twelve) items shall:

- **be subject to technical evaluation, on the basis of the models proposed by tenderers filling in Annex II B – Technical Offer Form.**
- **be subject to financial evaluation, on the basis of the corresponding prices provided by tenderers filling in Annex II C – Financial Offer Form.**

The prices offered must be market-aligned and shall not exceed prevailing market prices.

2) Annex II D – Additional Proposed Audio-Video Material

Given that the technically assessed reference items do not exhaust the full range of AV equipment that may be purchased during the execution of the contract, tenderers are required to fill in Annex II D – Additional Proposed Audio-Video Material by indicating:

- additional equipment models proposed
- corresponding unit prices

It is specified that:

- items listed in Annex II D – Additional Proposed Audio-Video Material shall not be subject to technical or financial evaluation for the purpose of contract award.
- however, the prices offered in Annex II D – Additional Proposed Audio-Video Material shall:
 - be binding for a minimum period of 6 (six) months from the commencement of the framework contract
 - constitute the maximum applicable price in case of ordering by the EUI
 - never exceed market prices

Any subsequent price increase shall be:

- duly justified by the *contractor*;
- subject to prior written approval by the contracting authority.

During the execution of the contract, the *contractor* may propose updated or alternative models replacing those initially offered, provided that:

- they meet or exceed the original technical specifications
- they are offered at equal or lower prices, unless duly justified
- they are formally approved by the contracting authority

In addition to the supply of equipment, the framework contract includes:

- **installation services**, as defined in **Article 12 – Installation and commissioning services**
- **technical support services**, as defined in **Article 13 – Technical support services**

Such services may be ordered independently from the supply and shall be remunerated separately.

Article 9. Technical requirements and functional characteristics

1. Commercial availability

All equipment offered must be commercially available at the time of submission of the tender.

Prototypes or pre-commercial products shall not be accepted.

2. Condition and origin of equipment

All equipment supplied shall:

- be brand new and unused
- be of recent manufacture
- include all necessary components for full operation
- be delivered with complete documentation, including user manuals and technical documentation in English or Italian, preferably in electronic format (PDF)

3. Exclusion of refurbished equipment

Used, refurbished, or ex-demo equipment shall not be accepted within the tender evaluation phase.

During contract execution, the *contractor* may propose such equipment; however:

- acceptance shall remain at the sole discretion of the contracting authority
- appropriate guarantees and price adjustments might be required

4. Compliance with regulations and standards

The *contractor* shall ensure that all goods supplied comply with all applicable legal, regulatory, and technical requirements.

In particular, the equipment shall comply with:

- safety requirements under Italian Legislative Decree No. 81/2008
- applicable European and international safety standards (e.g. EN 60950, EN 62368)
- electromagnetic compatibility requirements (e.g. EN 55022, EN 55032, EN 61000-3 series)
- environmental standards, including RoHS (EN IEC 63000)
- any applicable requirement for safety data sheets under EU Directive 91/155/EEC

5. Interoperability and integration

All equipment supplied shall be compatible with:

- existing AV infrastructure currently in use at the EUI
- current standard industry protocols and interfaces

Where necessary, the *contractor* shall provide:

- appropriate adapters, interfaces, or configuration support
- technical documentation required for integration

Article 10. Warranty

The warranty period shall commence on the date of delivery as indicated on the delivery note (please, see **Article 11 – Transport and delivery** below).

During the warranty period, the *contractor* shall:

- guarantee the proper functioning of the equipment
- repair or replace defective equipment at no additional cost

- ensure timely handling of incidents and faults

Warranty services shall include, at no extra cost for the EUI:

- remote troubleshooting and technical assistance
- fault diagnosis
- coordination and execution of repair or replacement
- firmware and software updates where applicable
- logistics and handling associated with replacement or repair

No additional costs shall be charged to the EUI for labour, travel or materials (unless explicitly excluded under manufacturer warranty terms).

The warranty services described in this Article shall constitute Standard Support. Any services falling outside the scope of warranty or requested after the expiry of the warranty period, shall be treated as Second-Level Support, as further detailed in **Article 13 – Technical support services**.

Article 11. Transport and delivery

All equipment supplied under this *contract* shall be delivered to the Inventory Officer of the EUI Information Technology Service at the following address:

EUI ICT Service
Villa Il Poggiolo
Piazza Edison 11
50133 Florence, Italy

The EUI reserves the right to indicate alternative delivery locations within its premises, subject to prior communication to the contractor.

The *contractor* shall bear all costs, risks, and responsibilities related to the transport, delivery, and unloading of the equipment at the designated premises.

Such costs shall include, but are not limited to:

- packaging and protection of goods
- transportation and logistics
- insurance during transport
- handling and unloading operations

Delivery shall be carried out using suitably qualified personnel and appropriate equipment, whether through a professional courier service or the *contractor's* own logistical organisation.

It is expressly understood that all prices indicated in Annex II C – Financial Offer Form and Annex II D – Additional Proposed Audio-Video Material shall be fully inclusive of all transport and delivery-related costs.

Accordingly:

- no additional charges for transport, delivery, handling, or logistics shall be invoiced or otherwise claimed by the contractor after the placement of an order
- such costs shall be deemed included in the unit prices offered

Each delivery shall be accompanied by a delivery note (packing slip), which shall include, at a minimum:

- reference to the purchase order
- detailed list of items delivered
- quantity per item
- serial numbers, where applicable

The *contractor* shall also provide an electronic copy of the delivery note (in PDF or XLSX format), to be transmitted in advance or at the time of delivery.

Failure to provide complete and accurate documentation may delay acceptance of the delivery and/or payment.

Delivery shall be deemed completed only upon:

- physical receipt of the goods at the designated location
- verification of conformity with the purchase order
- availability of complete delivery documentation

The EUI reserves the right to:

- refuse delivery of non-conforming, damaged, or incomplete goods;
- request replacement or completion at no additional cost.

Acceptance of delivery does not constitute acceptance of conformity, which may be subject to subsequent verification.

The contractor shall ensure that:

- all equipment is adequately packaged to prevent damage during transport
- packaging materials are minimised where possible and compliant with applicable environmental regulations

Where feasible, the *contractor* is encouraged to:

- use recyclable or reusable packaging
- take back packaging materials upon delivery

Unless otherwise specified in the purchase order, delivery shall be carried out within the timeframe agreed between the parties following order placement.

The *contractor* shall promptly notify the contracting authority of any risk of delay, indicating:

- the reasons for such delay
- the proposed mitigation measures.

Article 12. Installation and commissioning services

The *contractor* shall provide installation, commissioning, and activation services for the AV equipment covered by the supply contract, including all activities required to ensure the proper functioning of the systems at the locations designated by the contracting authority.

The service shall include, on a non-exhaustive basis:

- unpacking, handling, and positioning of equipment
- physical installation (racks, mounting, cabling, and fixing)
- electrical and functional connections of the equipment
- basic configuration and integration with existing systems
- labelling and organisation of cabling
- functional verification and preliminary operational testing
- support to acceptance testing

The contractor shall also perform **formal commissioning activities**, ensuring that the installed systems meet the agreed technical specifications and operational requirements. This shall include the execution of test scenarios agreed with the EUI and the resolution of any identified defects prior to acceptance.

At the conclusion of installation and successful commissioning, the contractor shall ensure a structured handover to the EUI and to the designated on-premise first-level AV support provider. This handover shall include, at a minimum:

- demonstration of system functionality and operational workflows
- transfer of all relevant technical and operational information required for first-level AV support
- provision of updated as-built documentation, including system diagrams and configurations
- explanation of escalation procedures and interfaces with second-level support (where applicable)

The *contractor* shall also perform any ancillary activities necessary for the full execution of the service, including the **removal and disposal of packaging materials** in accordance with applicable legislation.

The installation service shall be remunerated based on man-days effectively delivered. For the purposes of this contract:

- a man-day shall mean the work performed by one qualified resource during one standard working day;
- such unit represents a conventional measure of labour effort used for the planning and pricing of services.

Tenderers shall clearly indicate in their offer (Annex II C – Financial Offer Form):

- the unit price per man-hour, differentiated, where applicable, by professional profile (basic technician and specialised technician)

All rates shall include any additional costs related to travel, accommodation, or logistics

The total compensation shall be calculated by multiplying the number of man-days authorised by the contracting authority by the unit prices submitted in the financial offer.

Installation activities shall be initiated by means of:

- a formal service request issued by the contracting authority's Contract Manager (or equivalent role)
- an indication of the estimated number of man-days and the locations concerned

The number of man-days indicated in each request shall be considered an estimate and may be adjusted based on actual justified operational requirements.

The *contractor* shall:

- coordinate with the contracting authority for the scheduling of activities, particularly in operational environments
- ensure that installation activities do not disrupt existing services, unless explicitly authorised
- comply with all applicable health and safety regulations and site access requirements

Activities shall be organised in a manner ensuring operational efficiency and adequate resource planning.

Installation activities shall be carried out by qualified personnel with proven experience in AV systems installation and system integration.

The EUI reserves the right to request the replacement of personnel deemed unsuitable and/or require evidence of technical competencies (e.g. certifications, prior experience).

For each intervention, the *contractor* shall provide:

- a report of the activities performed;
- a detailed account of the man-days actually used;
- a list of personnel involved.

Unless otherwise specified, the installation service shall not include civil works (e.g. structural modifications, wall openings) and electrical infrastructure upgrades, unless explicitly requested.

Article 13. Technical support services

The *contractor* shall provide technical support services for all audiovisual (AV) equipment supplied under the *contract*.

Support services shall be structured as follows:

- Standard Support (included in warranty), provided at no additional cost during the applicable warranty period
- Second-level Support services, provided on demand and subject to remuneration as specified below

The *contractor* shall ensure continuity, reliability, and proper functioning of the supplied equipment throughout the lifecycle of the *contract*.

During the standard warranty period applicable to the supplied equipment, the *contractor* shall provide technical support free of charge, including:

- on-site or remote troubleshooting and assistance
- fault diagnosis and issue identification
- firmware and software updates where applicable
- coordination of repair or replacement actions in accordance with warranty conditions;
- technical guidance to the contracting authority's personnel

All activities required to restore the equipment to proper working condition under warranty shall be included, with no additional cost for labour, travel, or materials, unless explicitly excluded by the manufacturer's warranty conditions.

Second-level support refers to advanced technical assistance beyond standard warranty coverage or outside the scope of basic support services, and may include, *inter alia*:

- on-site technical interventions for diagnostics, repair, or reconfiguration
- advanced troubleshooting and root-cause analysis
- reinstallation, reconfiguration, or optimization of AV systems
- support for integration with third-party systems
- resolution of complex or recurring technical issues not covered under standard warranty
- post-warranty support services
- assistance following modifications, upgrades, or relocations of equipment

Second-level support services shall be provided upon request by the contracting authority and subject to prior authorisation.

Second-level support services shall be remunerated on a time and materials basis, using man-days and/or man-hours, depending on the nature and duration of the intervention.

For the purposes of this *contract*:

- a man-day shall correspond to the work performed by one qualified technician during a standard working day

- a man-hour shall correspond to one hour of work performed by a qualified technician

Tenderers shall clearly specify in their financial offer (**Annex II C – Financial Offer Form**):

- unit rates per man-hour
- differentiation by professional profile, if applicable (basic and specialised technician)

Second-level support services may be delivered through:

a) Remote Interventions

Including, but not limited to:

- remote diagnostics and configuration
- software interventions;
- user support and guided troubleshooting

b) On-Site Interventions

Including, but not limited to:

- physical inspection, repair, and replacement of components
- reinstallation and system reconfiguration
- testing and validation at the installation site

Tenderers shall clearly state in their offer (**Annex II C – Financial Offer Form**):

- the applicable hourly rates for remote interventions
- the applicable hourly rates for on-site interventions

All rates shall include any additional costs related to travel, accommodation, or logistics.

For each intervention, the *contractor* shall provide:

- a detailed report of the activities performed;
- the time spent (man-days/man-hours);
- identification of the personnel involved;
- outcome and status of the intervention.

Validation by the EUI shall be required prior to invoicing.

At all times, the *contractor* shall ensure that:

- support services are delivered in a timely and professional manner;
- resources deployed are adequately qualified and experienced;
- activities are properly documented and traceable;
- service delivery minimises disruption to ongoing operations.

Article 14. Quotations and invoicing

The invoice shall clearly indicate, for each item, the individual turnkey price (including transport and delivery) and shall refer to the relevant purchase order and to the code of this procurement procedure (**OP/EUI/ICTS/2026/001**).

Invoices, with clear indication of the appropriate unit and/or reference person, shall be issued exclusively as PDF document by registered e-mail (PEC) or traditional e-mail to the address Digital.Invoices@eui.eu.

The EUI is as a rule, exempt from payment of Value Added Tax (VAT) on goods imported and services provided for the EUI's official activities for amounts exceeding Euro 300.00 (three

hundred/00), pursuant to art. 151, para 1 (b) and para 2 of Council Directive 2006/112/EC, as last amended by Council Directive 2009/162/UE.

The EUI is exempt from customs duties and direct taxes within the terms of Articles 4 and 5 of the "Protocol on the Privileges and Immunities of the European University Institute" (Legge 181 del 21 novembre 2014).

All costs related to the supply, as referred to in the previous Articles, shall be included in both the quotations and the invoices. Such costs shall cover, where applicable, transport, delivery, installation, configuration, handling, and any other associated services necessary for the complete and proper provision of the equipment.

Notwithstanding the above, the Accounting Service of the EUI reserves the right to request from the *contractor* a detailed breakdown of the quoted and/or invoiced amounts for accounting and verification purposes. This breakdown may include, where applicable, the identification of costs related to extended warranty and other specific components of the supply, in line with the relevant Articles of this *contract*.

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 4);
- 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 15. 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.24/2025 of 6th May 2025](#))).

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;
- i. has created a shell company;
- j. is a shell company.

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 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), (e), (i) and (j): 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), (e), (i) or (j), 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 16. 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 1 (one) bank reference 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*;
- f) having generated a minimum annual turnover in the last 3 (three) financial years for which accounts have been closed (2023-2024-2025) of at least €150.000,00 (one hundred fifty thousand/00).
- g) providing the financial statements of the last three years for which accounts have been closed (2023-2024-2025).
- h) having a professional risk indemnity insurance.

Technical and professional requirements:

- i) 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.

- j) providing a list of the principal services provided and/or supplies delivered in the past 3 (three) years (2023-2024-2025) with the sums, duration and if recipients are public or private.

❖ **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.
- 1 (one) bank reference.
- a document attesting that the *tenderer* had a minimum annual turnover in the last 3 (three) financial years for which accounts have been closed (2023-2024-2025) of at least €150.000,00 (one hundred fifty thousand/00).
- A copy of the financial statements of the last three years for which accounts have been closed (2023-2024-2025).
- a copy of the professional risk indemnity insurance.
- evidence that the *tenderer* is included in a trade or professional register and entry in the value added tax register.
- the list of the principal supplies delivered by the *tenderer* in the past 3 (three) years (2023-2024-2025) with the sums, duration and if recipients are public or private.

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 17. 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	60/100
Financial evaluation (price)	40/100

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 exclusively the form **Annex II B**.

TABLE I			
DESCRIPTION		MINIMUM SCORE	MAXIMUM SCORE
1	HDMI and Audio Converter to USB (Webcam)	2	4
2	Ceiling Ambient Microphone	2	4
3	PTZ Camera, compatible with items 10, 11 and 12	3	6
4	AV Processing System	4	8
5	Audio Mixer	2	4
6	Ground Speakers with Sub System	2	4
7	HDMI Balun with miniJack Audio	2	4
8	Laser Videoprojector	2	4
9	Modular Videoconferencing System	2	4
10	Audio System Server	3.5	7
11	Audio System Powering Switch	3.5	7
12	Audio System Delegate and Microphone	2	4
TOTAL		30	60

Each type of equipment requested must achieve the corresponding minimum score indicated in Table I, failing which the *tenderer* shall be excluded from the subsequent financial evaluation phase.

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	A well-structured technical <i>offer</i> that develops the required topic in a clear, precise, and thorough manner, adding value beyond the expectations of the EUI. For example, an item with all superior technical specifications .	1.00
GOOD	An adequate technical <i>offer</i> that addresses the topic without providing significant insights. For instance, an item with one or more superior technical specifications .	0.75
SUFFICIENT	An acceptable technical <i>offer</i> that is minimally structured and limited to applying what is outlined in the technical specifications. For instance, all technical specifications are met .	0.50
LOW	A mediocre and insufficiently developed technical <i>offer</i> . For example, an item lacking one or more technical specifications .	0.25

INSUFFICIENT	An inadequate technical <i>offer</i> , generic and poorly developed. For example, an item lacking all the required technical specifications .	0.00
--------------	--	------

B - Allocation of points for financial evaluation criteria

The maximum points available for the price (40 points) shall be assigned to the *tender* proposing the best price, calculated on the basis of the following weights (W_i):

- **W1**, HDMI and Audio Converter to USB (Webcam): max **1** points (**P1**)
- **W2**, Ceiling Ambient Microphone: max **2** points (**P2**)
- **W3**, PTZ Camera: max **3** points (**P3**)
- **W4**, AV Processing System max **4** points (**P4**)
- **W5**, Audio Mixer: max **2** points (**P5**)
- **W6**, Ground Speakers with Sub System: max **2** points (**P6**)
- **W7**, HDMI Balun with miniJack Audio: max **2** points (**P7**)
- **W8**, Laser Videoprojector: max **2** points (**P8**)
- **W9**, Modular Videoconferencing System: max **2** points (**P9**)
- **W10**, Audio System Server: max **4** points (**P10**)
- **W11**, Audio System Powering Switch: max **4** points (**P11**)
- **W12**, Audio System Delegate plus Microphone: max **4** points (**P12**)
- **W13**, Daily cost for installation and commissioning, basic technician: max **2** points (**P13**)
- **W14**, Daily cost for installation and commissioning, specialised technician: max **2** points (**P14**)
- **W15**, Daily cost for basic on-site support: max **1** points (**P15**)
- **W16**, Daily cost for specialised on-site support: max **1** points (**P16**)
- **W17**, Hourly cost for basic remote support: max **1** points (**P17**)
- **W18**, Hourly cost for specialised remote support: max **1** points (**P18**)

Scores from **P1** to **P18** shall be calculated based on the above weights (W_i) using the following formula:

Best price offered
$P_i = W_i \times \frac{\text{Best price offered}}{\text{Price offered}}$
Price offered

P_i = score assigned to the *i-th* offer; W_i = corresponding weight

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*.

The final score **P** for each offer shall be determined by the sum of the individual scores:

$$P = P1 + P2 + P3 + P4 + P5 + P6 + P7 + P8 + P9 + P10 + P11 + P12 + P13 + P14 + P15 + P16 + P17 + P18$$

P = total score assigned to the offer

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 exclusively the form **Annex II C – Financial Offer Form**.

Although not subject to either technical or financial evaluation, tenderers are nevertheless required to complete and submit **Annex II D – Additional Proposed Audio-Video Material**, indicating:

- the proposed model;
- the corresponding price offered for each type of equipment listed therein.

CHAPTER IV - FINAL PROVISIONS

Article 18. Sanctions and penalties mechanism

This Article defines the sanctions and penalties applicable in the event of non-compliance by the *contractor*.

The application of penalties does not prejudice the EUI's right to claim further damages.

1. Late Delivery of Equipment

In the event of delay in delivery, a penalty of 0.5% of the value of the delayed items per calendar day of delay shall apply. Any fraction of a day shall be considered as a full day.

Maximum cumulative penalty shall be capped at 15% of the value of the relevant purchase order.

If delay exceeds 30 calendar days, the EUI may:

- cancel the order
- procure the goods from third parties at the *contractor's* expense

2. Delay in installation and commissioning

For delays in installation or commissioning, a penalty of 0.5% of the relevant installation order value per calendar day of delay shall apply.

Maximum penalty shall be capped at 10% of the value of the installation services order.

3. Penalties for non-conformity

In case of non-compliance with technical specifications, immediate rejection and mandatory replacement at *contractor's* cost shall apply. An additional penalty of 5% of the value of the non-conforming items will be applied.

In case of repeated non-conformity, if non-conformity affects:

- more than 10% of items within a single order, or
- occurs in more than 2 consecutive orders

the contracting authority may apply an additional penalty of 10% of the affected order value or trigger escalation measures (see **point 10** further below)

4. Penalties related to warranty and support

If repair or replacement is not carried out within agreed timelines, a penalty of 0.2% of the value of the affected equipment per calendar day of delay shall apply.

Maximum penalty shall be capped at 10% of the value of the affected equipment.

5. Support service SLA penalties

For second-level support, in case of remote intervention delay: if response exceeds agreed timeframe, 50 EUR per hour of delay shall apply.

In case of on-site intervention delay: if intervention exceeds agreed timeframe, a penalty 0.3% of daily service value per day of delay penalty shall apply.

In case of resolution failure: if issue remains unresolved beyond agreed SLA, a penalty 0.5% of the service order value per day shall apply.

Maximum penalty shall be capped at 10% of the value of the relevant service order.

6. Administrative and documentation penalties

For failures such as:

- missing delivery notes;
- incomplete serial number records;
- missing support reports

a fixed penalty of 250 EUR per occurrence shall apply.

Repeated violations (>3 occurrences per quarter) will incur in additional 1% of the related order value.

7. Method of application

Penalties shall be:

- notified formally
- justified and documented
- deducted directly from invoices

8. Cumulative nature and overall cap

Penalties may be cumulative across different categories (delay, quality, SLA), provided they refer to distinct breaches.

Maximum cumulative penalties per purchase shall not exceed 20% of the order value.

9. Escalation measures

If one or more of the following occurs:

- penalties exceed 15% of contract value in a 12-month period
- repeated delays or failures
- systemic non-compliance

the contracting authority may:

- suspend further orders
- require corrective action plans
- terminate the contract
- engage third parties at the *contractor's* expense

10. Replacement procurement

In case of continued failure, the EUI may procure replacement goods/services. Any additional cost shall be charged to the *contractor*.

Article 19. 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.

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 20. Contract management

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

- the Director of the Information Communication and Technology Service (ICTS).

Article 21. 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 honour.
- Annex II B – Technical *offer*.
- Annex II C – Financial *offer*.
- Annex II D – Additional proposed audio-video material.