



EUROPEAN UNION
DELEGATION TO BELARUS
Administration

ICT Support for Delegations

Terms of Reference

Version: 1.0

1. SCOPE OF THE CALL FOR TENDER

The purpose of the Call for Tenders is the acquisition of services for the user support, technical assistance and ICT administrative support for the needs of the Delegation of the European Union to the Republic of Belarus as described in section 2.2.

Any contractual aspect not explicitly covered by the present disposition will be subject to the laws of Belarus, so does any dispute between parties.

Response to the present tender and all further communications shall be written in English.

2. SERVICE REQUIREMENTS

2.1. Context

The Delegation of the European Union to the Republic of Belarus has currently 20 users; the infrastructure is based on the following software:

Operating Systems

Windows XP SP3 + Windows 7

Office products

MS Office 2003 Professional + MS Office 2010

MS Access 2003

MS Office Proofing Tools 2003 (Core Languages)

MS Office Proofing Tools 2003 (Member Languages)

MS Office Compatibility Pack 2007 v4

MS Office Visio Viewer 2010

MS Office Document Imaging 2003

MS Office SharePoint Services 2003

Associates Tiff files to MS Document Imaging

Configuration of Office extensions in IE

MS Word Style Patch

DIaLOGIKa Word Style Patch 1.5

Add-ins

Adobe Reader X

Plugins

Microsoft Silverlight 4.0.50826.0

Windows Media Player 11 + Hotfixes

RealPlayer Enterprise

VLC Media Player

DjVu Browser Plugin

Flash Player

Shockwave Player

QuickTime Player

Java Runtime Environment (JRE) 6 Update 20 and previous

CURL Runtime Environment

Runtimes

PB50432A PowerBuilder Runtime 5.0.4

PB65132D PowerBuilder Runtime 6.5.1

PB10532A PowerBuilder Runtime 10.5.1
Oracle Client 10G 10.2.0.3 32 bits
MS .NET Framework 3.5
MS .NET Framework 4.0
Microsoft Visual C++ 2008 Runtime SP1

Miscellaneous

McAfee VirusScan Enterprise 8.5i with Patch 4
MSXML 4.0 Service Pack 3
MSXML Parser 6.10.1129.0
O&O Defrag 10.0 Professional Edition
WinZip 12.0
WinZip Command Line Support
Remote Desktop Connection 7
Apple Application Support 1.3.2

Network connection to headquarters is provided by ADSL and operated by British Telecom (BT).

The IT support tasks are segregated between two profiles named ITO and ITSUP.

[The management of the servers and user accounts will be performed by the ITO (IT Officer of European Union Delegation to the Ukraine) while the ISTUP tasks described in section 3.2 are to be covered by the present call for tenders.

In headquarters, the Central Helpdesk for delegations is the single point of contact (SPOC) for all issues with external ICT contractors (BT, Siemens, Dell). It also provides third level support to ITOs and ITSUPs.

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2.2. Service description

Description of the ITSUP tasks:

End-user support

- Assist the end-users for office automation tools (Word, Excel, Outlook ...)
- Prepare and setup workstations when staff comes/goes from Delegation (based on the reference configuration media delivered by HQ)
- Manage the stock of laptops for staff members going on missions – recuperation + cleanup of portables returning from missions
- On user request, test and install additional software and devices necessary for professional tasks (after approval of Relex/K9)
- Register user incidents to the central helpdesk of Delegations for all ICT related issues (E-mail problems, access rights, problems with central applications, network connectivity problems, restoration of deleted files ...), ensure follow-up and implement solutions.
- Assist the end-users for the installation of presentation equipment (projectors, beamers...)

- Assist the end-users for usage of the videoconference equipment

Technical assistance:

- Perform the troubleshooting of problems related to workstations, laptops, printers, PDA's, scanners and network devices (switches, hubs)
- Install patches and updates on all workstations and portables (following instructions received by HQ)
- Manage the anti-virus on all workstations and portables (following instructions received by HQ)
- Manage the network printers and scanners and “all in one” devices
- If required, install permanent ICT equipments of training rooms
- Perform the disk wiping for all declassified PC's
- If required, manage the local PABX and telephones
- If required, provide local assistance to the central network service provider (BT) in case of network problems
- If required, provide local assistance to the local ISP provider in case of network problems
- Perform the patching of the network
- Follow-up the hardware problems with ICT material delivered from HQ (laptops, PC's, servers and videoconference material) – opening – follow-up and closure of incidents with the helpdesk delegations

Other IT administration tasks:

- Assist the Head of Administration with the preparation of call's for tender for the purchase of ICT material and/or services based on specifications received by HQ.
- Assist the HoA for the draft of the technical requirements and for the technical evaluation of Call for tender for purchase of printers, PDA's, backup tapes, new cabling infrastructure, ISP, support services, ...
- Report to the Head of Administration on calls and support activities
- Organize the training or coaching of end-users on IT matters, especially on the MS Office suite
- Assist the head of administration with the inventory of the ICT equipment

2.3. Estimated workload

5 * ½ day per week on site (20 h/week at the Delegation premises)

This volume can be modified during the lifetime of the contract if needed.

2.4. Schedules

Delivery will take place on normal working days and during normal working hours of the delegation premises from Monday to Friday between 09h00 and 13h00.

2.5. Languages

The official working language at the delegation is English but the ITSUP should also be fluent in Russian.

2.6. Place of work

The services should be provided in the delegation premises located at the following address:

34 A/2 ulitsa Engelsa, 7th and 8th floors

220030 Minsk (Belarus)

3. DOCUMENTS TO BE PROVIDED

3.1. Structure of the company

The template in Annex I should be completed and attached to the call for tender.

3.2. Profile availability

The minimum number of CVs to be submitted per profile is one; a template for their submission is attached in Annex 2 and online:

<http://europass.cedefop.europa.eu/en/documents/curriculum-vitae>

3.3. References

The tenderer should provide at least three previous or current customers as references with which he performed similar tasks. Section 5 of the document in Annex 1 should be filled for this purpose.

4. ASSESSMENT OF THE TENDERERS

4.1. Exclusion criteria (Annex 3)

Candidates or tenderers must provide a declaration on their honour duly signed and dated stating that they are not in one of the situation stated hereafter:

- (1) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended

business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

- (2) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of *res judicata*;
- (3) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- (4) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country;
- (5) they have been convicted for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the European Union's financial interests;
- (6) they are subject to a conflict of interests. There is a conflict of interests where the tenderer and a person who is a player in the implementation of the European Union budget or an internal auditor share interests (including, for example, family, emotional life, political or national affinity and economic interests) which compromise the impartial and objective exercise of that person's functions;
- (7) they commit misrepresentation in supplying the information required by the contracting authority.

4.2. Selection criteria

4.2.1. Economic and financial capacity, structure of the company

Tenderers are required to prove that they have sufficient economic and financial capacity to perform the contract. To that end they must fill in section 3 of the attached questionnaire "Application for a EC-Funded contract" (Annex 1).

4.2.2. Staff resources

Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract. To that end they must fill in section 4 of the questionnaire (Annex 1) and provide documentation which confirms that the tenderer meets the following criteria which will apply:

- Organisational structure allowing the delivery of the required services
- Manpower and qualified staff relevant for the required services.

4.2.3. Experience

Tenderers are required to prove that they have prior experience in similar projects/contracts and must fill section 5 of the questionnaire accordingly.

4.3. Evaluation criteria

4.3.1. Technical evaluation (100 points)

The technical evaluation will be made by establishing a technical score based on the following criteria:

- Quality of the CVs (60 points – minimum required 40 points)
- Effectiveness of measures to guarantee adequate availability of profiles (quality of "availability and choice") for required time and means services (20 points – minimum required 12 points)
- General quality of proposal, accuracy and conformity with the service requests (20 points – minimum required 10 points)

4.3.2. Financial evaluation

The financial evaluation will be performed on the basis of the prices per hour.

It has to be noted that price quoted will have to be all-inclusive, thus no additional costs may be charged for delivery at the normal places of delivery and schedules listed above.

4.4. Award criteria

Priority is given to offers with a good quality and price (weight of 50% for quality Q, 50% for the price P). For this reason, the award will be made according to the following rule:

$$\text{Score} = 50 * (Q_i/Q_{\max}) + 50 * (P_{\min}/P_i)$$

Q_i = Lowest quality; Q_{\max} = highest quality

P_{\min} = Lowest price; P_i = Highest price

The tenders with highest score will be proposed for award of the contract .

The maximum possible score is 100 and will only occur when one offer gets the best technical score and is the cheapest one at the same time.

It is noted that the cheapest price can only be the one of an offer which does not fail to the selection phase.

Annex I

APPLICATION FOR EU-FUNDED SERVICE CONTRACT

Procurement notice: < Publication reference >

<Contract title>
<Lot number & lot title, if applicable>

One signed original application must be supplied (for each lot, if the tender procedure is divided into lots), together with **three copies**. The application must include a signed declaration using the annexed format from each legal entity making the application. **All data included in this application must concern only the legal entity or entities making the application.**

Any additional documentation (brochure, letter, etc) sent with an application will not be taken into consideration. Applications being submitted by a **consortium** (i.e., either a permanent, legally-established grouping or a grouping which has been constituted informally for a specific tender procedure) must follow the instructions applicable to the consortium leader and its members.

An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. It must in that case prove to the contracting authority that it will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal. Such entities, for instance the parent company of the economic operator, must respect the same rules of eligibility and notably that of nationality, as the economic operator.

1 SUBMITTED by (ie, the identity of the Candidate)

	Name(s) of legal entity or entities making this application	Nationality ²
Leader ¹		
Member 2 ¹		
Etc ... ¹		

¹ Add / delete additional lines for consortium members as appropriate. **Note** that a sub-contractor is not considered to be a consortium member for the purposes of this application form. Subsequently, the data of the subcontractor must not appear in the data related to the economic, financial and professional capacity. If this application is being submitted by an individual legal entity, the name of that legal entity should be entered as 'Leader' (and all other lines should be deleted). Any change in the identity of the Leader and/or any consortium members between the deadline for receipt of applications indicated in the Procurement Notice and the award of the contract is not permitted without the prior written consent of the Contracting Authority.

² Country in which the legal entity is registered

2 CONTACT PERSON (for this application)

Name	
Organisation	
Address	
Telephone	
Fax	
e-mail	

3 ECONOMIC AND FINANCIAL CAPACITY

Please complete the following table of financial data³ based on your annual accounts and your latest projections. If annual accounts are not yet available for this year or last year, please provide your latest estimates, clearly identifying estimated figures in italics. Figures in all columns must be on the same basis to allow a direct, year-on-year comparison to be made (or, if the basis has changed, an explanation of the change must be provided as a footnote to the table). Any clarification or explanation which is judged necessary may also be provided.

Financial data	Year before last €	Last year €	This year €	Next year €	Average ⁴ €
Annual turnover ⁵ , excluding this contract					
Cash and cash equivalents ⁶ at beginning of year					
Net cash from / (used in) operating, investing & financing activities ⁷ excluding future contracts					
Net forecast cash from/ (used in) future contracts, excluding this contract					
Cash and cash equivalents ⁶ at end of year (i.e., the sum of the above three rows)					

³ if this application is being submitted by a consortium, the data in the table above must be the sum of the data in the corresponding tables in the declarations provided by the consortium members.

⁴ Amounts entered in the 'Average' column must be the mathematical average of the amounts entered in the four preceding columns of the same row.

⁵ The gross inflow of economic benefits (cash, receivables, other assets) arising from the ordinary operating activities of the enterprise (such as sales of goods, sales of services, interest, royalties, and dividends) during the year.

⁶ Cash and cash equivalents comprise cash on hand and demand deposits, together with short-term, highly liquid investments that are readily convertible to a known amount of cash, and that are subject to an insignificant risk of changes in value. An investment normally meets the definition of a cash equivalent when it has a maturity of three months or less from the date of acquisition. Equity investments are normally excluded, unless they are in substance a cash equivalent (e.g. preferred shares acquired within three months

of their specified redemption date). Bank overdrafts which are repayable on demand and which form an integral part of an enterprise's cash management are also included as a component of cash and cash equivalents.

⁷ Operating activities are the main revenue-producing activities of the enterprise that are not investing or financing activities, so operating cash flows include cash received from customers and cash paid to suppliers and employees. Investing activities are the acquisition and disposal of long-term assets and other investments that are not considered to be cash equivalents. Financing activities are activities that alter the equity capital and borrowing structure of the enterprise. Interest and dividends received and paid may be classified as operating, investing, or financing cash flows, provided that they are classified consistently from period to period. Cash flows arising from taxes on income are normally classified as operating, unless they can be specifically identified with financing or investing activities.

4 STAFF RESOURCES

Please provide the following staff statistics⁸ for the current year and the two previous years.

Average manpower	Year before last		Last year		This year	
	Overall	Total for fields related to this contract ⁹	Overall	Total for fields related to this contract ⁹	Overall	Total for fields related to this contract ⁹
Permanent staff ¹⁰						
Other staff ¹¹						
Total						
Permanent staff as a proportion of total staff (%)	%	%	%	%	%	%

⁸ if this application is being submitted by a consortium, the data in the table above must be the sum of the data in the corresponding tables in the declarations provided by the consortium members.

⁹ corresponding to the relevant specialisms identified in point 5 below

¹⁰ staff directly employed by the Candidate on a permanent basis (i.e., under indefinite contracts)

¹¹ other staff not directly employed by the Candidate on a permanent basis (i.e., under fixed-term contracts).

5 EXPERIENCE

Please complete a table using the format below to summarise the major relevant projects related to this contract carried out in the course of the past 3 years by the legal entity or entities making this application. The number of references to be provided must not exceed 15 for the entire application

Ref no (maximum 15)	Project title						
Name of legal entity	Country	Overall project value (EUR)	Proportion carried out by legal entity (%)	No of staff provided	Name of client	Dates (start/end)	Name of consortium members, if any
...
Detailed description of project (max. 2 pages per project)						Type of services provided	
<i>Project name</i> <i>Start – Finish Date</i> <i>Project type (infrastructure management, helpdesk, etc...):</i> <i>Principal contractor for this project</i> <i>Technologies involved (hardware, software and tools) :</i> <i>IT environnement (size and technology):</i> <i>Project description:</i>						...	

Annex 2



Europass Curriculum Vitae

Personal information

First name(s) / Surname(s)

Address(es)

Nationality

Date of birth

Gender

Desired employment / Occupational field

Work experience

Dates

Occupation or position held

Main activities and responsibilities

Name and address of employer

Type of business or sector

Education and training

Dates

Title of qualification awarded

Principal subjects/occupational skills covered

Name and type of organisation providing education and training

Level in national or international classification

Personal skills and competences

Mother tongue(s)

Other language(s)

Self-assessment

European level (*)

Language

Optional : Insert photograph

First name(s) Surname(s)

city, country

Add separate entries for each relevant post occupied, starting from the most recent.

Add separate entries for each relevant course you have completed, starting from the most recent.

Specify mother tongue (if relevant add other mother tongue(s))

Understanding		Speaking		Writing
Listening	Reading	Spoken interaction	Spoken production	

Minsk, [date]

Ms. Maira Mora
Head of Delegation
Delegation of the European Union
UI Engelsa 34 A/2
Minsk, Belarus

Subject: Tender Declaration
Reference: IT Service contract

The undersigned Tenderer hereby declares not to be in any of the situations listed below:

- (1)they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (2)they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- (3)they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- (4)they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country;
- (5)they have been convicted for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the European Union's financial interests;
- (6)they are subject to a conflict of interests. There is a conflict of interests where the tenderer and a person who is a player in the implementation of the European Union budget or an internal auditor share interests (including, for example, family, emotional life, political or national affinity and economic interests) which compromise the impartial and objective exercise of that person's functions;
- (7)they commit misrepresentation in supplying the information required by the contracting authority

Yours sincerely,

[Name and title of contractor]